

# I AM USING A PAID TAX PREPARER . . .

## What are my Rights?

1. A tax preparer is required to offer a detailed explanation of their available services.
2. Prior to rendering any service a tax preparer must provide customers with a disclosure form with the following information:
  - + The price of each offered service and any and all fees.
  - + A statement that prior to entering into any contract, the tax preparer shall provide you, the consumer, with a written estimate of the total charged based upon the tax preparation services you select.
  - + The period of time you can reasonably expect to wait for your refund.
  - + Tax preparers must certify that they provided all of the required disclosures and explanations.
3. You, the consumer, will not be charged any fee or cost without a written contract, and you will receive an estimate of charges prior to entering into a contract.
4. A tax preparer, who individually or in conjunction with another, makes or offers to make a refund anticipation loan is required to make certain disclosures pursuant to Section 10 of the Tax Refund Anticipation Loan Disclosure Act, 815 ILCS 177/10.
5. Tax preparers cannot require the use of any alternative settlement product, such as a refund anticipation loan, a refund anticipation check or a rapid refund.
6. Tax preparers must provide all customers with a copy of this Bill of Rights.

### IF YOUR RIGHTS ARE VIOLATED...

File a formal complaint with the City of Chicago, Department of Business Affairs and Consumer Protection

### WHERE DO I FILE A COMPLAINT...

#### by phone:

Call the City's Non-Emergency Number

**311**

People residing outside the City of Chicago  
may call 312.744.5000

#### by mail:

Department of Business Affairs  
and Consumer Protection  
121 N. LaSalle St., Room 805  
Chicago, IL 60602

Attn: Complaint Intake-Tax Preparation