



December 2020

Dear Client,

As you know, last tax season we all faced unprecedented challenges with the new coronavirus (COVID-19). We learned we are all vulnerable and how quickly we can adapt to change, if willing. As another tax season approaches, we are still faced with changes and challenges. However, we assure you that our commitment to our clients remains strong and focused and we will continue to serve you with the personal attention you are used to.

In the interest of our employees, clients, and our community, we will be suspending in-house client appointments until further notice. We will continue to support you through phone and video appointments, using Microsoft Teams, as requested. We understand this is a change for everyone, and we appreciate your continued patience during this time.

We highly encourage you to use our Sharefile client-friendly portal for the safe and secure transfer of your tax documents. The link to our secure Sharefile portal is found on our website, under the contact us tab. If you have questions about this feature, please contact us and we will be glad to walk you through the process.

If you cannot send us your documents electronically, you can mail documents to our office or drop them off in a drop box inside our office door. This drop box will be available February 1st through March 26th during our business hours of 8 am to 8 pm Monday through Friday and Saturday 8 am to 2 pm, when it is visually monitored by our receptionists.

Getting information to us ahead of time will allow us to review the information and we can schedule a phone or video call to discuss any questions or concerns you might have.

We will either mail your tax return to you, coordinate a time for picking up your tax return, or electronically deliver your tax return. There will be no signing of documents in our office. We will either mail required documents for signature, electronically send documents for signature via secure email with our client Sharefile portal, or DocuSign (digital signatures). **We DO NOT file tax returns until we have signed authorization by you.**

As we continue to monitor the impact of the coronavirus, we will keep you informed of further changes. Please know that we value you as our client and we will work with you to ensure timely filing of your tax returns. During processing, additional staff members may call or email with questions or requests for additional information (see WHS staff list on back of letter). Thank you for your understanding and support during this time.

Sincerely,

WHS, LLC

WHS Staff

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