

# City Center Tax Group

Professional. Personal. Proactive.



## A Special Message from the Managing Partner

March 16, 2020

To our valued clients and members of our community,

At City Center Tax Group, the safety of our clients, employees and community is always our highest priority. Like so many of you, we're closely monitoring COVID-19, also known as coronavirus. At a time when health and safety are top of mind, I wanted to personally reach out and share steps we are taking to protect the health and safety of our clients, staff and others we come in contact with. I know you have a lot to think about in times like these, and we want you to feel safe when coming to our office.

We are taking personal protective measures in our offices and stressing preventive action, which includes following CDC cleanliness guidelines, keeping away from others who are sick, social distancing and proper respiratory etiquette. We have instructed our client-facing team members to be flexible and exercise good judgement with our clients.

Equally important is our communication with you and timely delivery of our services to you. At this time, processing of returns is normal, but we are also tracking any changes to taxing agency deadlines such as IRS tax filing deadlines, and will keep you informed.

If you have not yet delivered your tax materials to our offices, there are several options available other than coming in for an appointment:

1. **Dropping your tax data off at our front desk.** Our receptionists will make sure that your data is securely handled and given to the respective tax professional for further processing.
2. **Uploading your information to your secure tax portal.** Once you have requested an invitation via your preparer or office staff, you can upload your information for us to prepare your returns. Detailed instructions are available upon request.
3. **Fax your information to us.** Our fax number is 757 614-1075 and is constantly monitored and documents are promptly distributed during working hours.

4. **Mailing by U.S. Postal Service or other delivery service.** Please use the tracking feature since you are shipping valuable documents to us and it would be detrimental if the package were lost.

On behalf of everyone at City Center Tax Group, I want you to know we take your health and well-being very seriously, as well as the importance of timely and uninterrupted service to you. Should you have a need to discuss the impact COVID-19 has on your business or to you personally, we are prepared to assist you. Please do not hesitate to email or call us with questions or concerns.

As always, we are here for you.

Sincerely,

Barbara E. Roe, EA

Managing Partner