

# 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
  - + An estimate of your total charge based upon the tax preparation you choose to purchase
  - + The period of time you can reasonably expect to wait for your refund.
3. Tax preparers must certify that they provided all of the required disclosures and explanations
4. 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.
5. 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., Rm 805, Chicago, IL 60602  
Attn: Complaint Intake -- Tax Preparation