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|------------------------------------------------------|--------------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------|
| <b>B</b>                                             | <b>I</b>                                                                 | <b>N</b>                                            | <b>G</b>                                                       | <b>O</b>                                         |
| The office Mouse returns                             | Can't read clients writing                                               | Client provides a paystub instead of a W-2          | Frans calls you out for not including the Sch D attachment     | Client sends you 5 or more chats/emails in a day |
| Client has a quick question                          | Return gets rejected                                                     | Client uploads illegible W-2                        | Client complains about tax dome                                | Fran reviews return and it's perfect             |
| It snows over 3 inches                               | You receive a corrected 1099 after you put file in Fran's box for review | <b>FREE</b>                                         | Client donates a car                                           | Client sends an email with sensitive information |
| Client sends in 2023 tax documents                   | Had to replace ink in printer                                            | Client sends in tax documents in unopened envelopes | Client purchases a new home                                    | Client uploads 1 side of a 2 sided document      |
| Client provides all tax documents with no open items | Client has Crypto Currency                                               | Client wants to know where there refund is          | You requested the same information from client 3 or more times | Client has multiple W-2G (gambling winnings)     |

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| Client provides a paystub instead of a W-2                               | You requested the same information from client 3 or more times | Client sends you 5 or more chats/emails in a day           | Client has Crypto Currency                       | Fran reviews return and it's perfect                 |
| Client sends in 2023 tax documents                                       | Client donates a car                                           | <b>FREE</b>                                                | Client sends an email with sensitive information | Can't read clients writing                           |
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| The office<br>Mouse<br>returns                                                       | Client<br>sends in<br>2023 tax<br>documents              | Client sends<br>in tax<br>documents<br>in unopened<br>envelopes        | Return<br>gets<br>rejected                                                 | Client sends<br>you 5 or<br>more<br>chats/emails<br>in a day     |
| It snows<br>over 3<br>inches                                                         | Client has<br>multiple<br>W-2G<br>(gambling<br>winnings) | <b>FREE</b>                                                            | Had to<br>replace<br>ink in<br>printer                                     | Client<br>purchases<br>a new<br>home                             |
| You receive a<br>corrected 1099<br>after you put<br>file in Fran's<br>box for review | Fran<br>reviews<br>return and<br>it's perfect            | Frans calls<br>you out for<br>not including<br>the Sch D<br>attachment | You requested<br>the same<br>information<br>from client 3<br>or more times | Client<br>provides a<br>paystub<br>instead of a<br>W-2           |
| Client sends<br>an email<br>with<br>sensitive<br>information                         | Can't<br>read<br>clients<br>writing                      | Client<br>uploads<br>illegible<br>W-2                                  | Client has<br>a quick<br>question                                          | Client provides<br>all tax<br>documents<br>with no open<br>items |