



H&R Block survey reveals online DIY filers think tax reform may impact their tax refund

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Enhanced help options will boost DIYers' filing confidence in tax season 2019

KANSAS CITY, Mo., Dec. 12, 2018 (GLOBE NEWSWIRE) -- Most consumers who prepare their own taxes online have been thinking about how tax reform will impact their tax refund and tax prep process.

According to an H&R Block (NYSE: HRB) survey of 2,000 taxpayers, almost two-thirds (63 percent) believe their tax situation will change in 2019 because of tax reform. Seventy-one percent of taxpayers surveyed who prepare their own tax returns have mentally prepared themselves for the possibility their refund will be smaller due to tax reform and 1 in 4 (26 percent) would blame themselves if their refund was smaller than expected.

"When using H&R Block DIY Online products, do-it-yourself taxpayers can ease their concerns and customize their experience by accessing knowledgeable experts whether they want to look for answers in the help center, chat with a tax expert or have their return reviewed, signed and filed by a tax expert," said Heather Watts, senior vice president and general manager of digital at H&R Block.

This season H&R Block is offering these assistance options to do-it-yourself filers to help them feel confident their return is accurate and they claimed every credit and deduction allowed:

- **DIY Online Help Center**, which is found throughout the DIY Online product, has been redesigned so it's easier for clients to find and navigate the self-help options and get assistance from a seasoned tax expert when necessary.
- **Ask a Tax Pro**, available Jan. 4, is a service providing clients unlimited, on-demand access to a highly-trained tax expert to answer questions as they prepare their own tax returns online. Clients can also share their screen making it easier for the expert to address specific questions or areas of concern.
- **Tax Pro Review** provides DIY filers the opportunity to have one of our highly-trained tax pros review their documents and actual tax return, sign the return, and file it on their behalf, without coming into an office. Clients are paired with a tax expert who has the right training and skills to handle their specific tax situation and knowledge for the specific state return being filed.

More information on how H&R Block is transforming the tax experience for consumers is available at hrblock.com/transformation. Taxpayers who want to start preparing for tax season 2019 and making the organization process easier for next year can start using an H&R Block [MyBlock](#) account to store their 2108 tax-related documents.

About H&R Block

H&R Block, Inc. (NYSE: HRB) is a global consumer tax services provider. [Tax return preparation](#) services are provided by professional tax preparers in approximately 12,000 company-owned and franchise [retail tax offices](#) worldwide, and through H&R Block [tax software products](#) for the DIY consumer. H&R Block also offers adjacent Tax Plus products and services. In fiscal 2018, H&R Block had annual revenues of over \$3.1 billion with over 23 million tax returns prepared worldwide. For more information, visit the [H&R Block Newsroom](#).

For Further Information

Susan Waldron, 816-854-5522, susan.waldron@hrblock.com



Source: HRB Tax Group, Inc.