



## H&R Block helps online taxpayers understand and file taxes by themselves

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### Improved digital filing products include more help options and offer even more value

KANSAS CITY, Mo., March 11, 2019 (GLOBE NEWSWIRE) -- Filing a tax return isn't optional for most Americans, but H&R Block (NYSE: HRB) offers many options for consumers wanting to take charge of their tax prep, offering [online filing](#) and [desktop tax software](#) products. Despite the impact of major life changes and [tax reform](#) on most tax situations, deciding to go the DIY route may be simpler than taxpayers might think.

"Confident taxpayers who want the most value and to control the entire tax prep process are more likely to seek DIY options," said Heather Watts, senior vice president and general manager of digital at H&R Block. "Being able to better understand their individual tax situation by using H&R Block's help tools, along with the convenience of filing completely on their own timeframe is appealing to many taxpayers."

After a consumer decides to file taxes themselves, the next step is picking a product. The two categories are online and desktop software, which provide similar features and options at a great value. Among those features is "drag and drop." New H&R Block clients can use "drag and drop" to import a pdf file of last year's tax return – regardless of whether it was prepared with H&R Block, TurboTax or another tax prep service. And returning H&R Block clients always save time because we automatically pre-populate information from last year's return on their behalf, reducing much of the data entry.

### Online tax prep options usher in more new and better options – plus lower prices

The DIY Online Help Center in the product has been redesigned, making it easier for clients to learn how to file taxes by themselves and answer any outstanding technical questions. Additionally, clients can select [Tax Pro Review](#) as an add-on or a standalone product to have their completed return reviewed, signed and submitted to the IRS by a tax professional. Clients looking for a middle ground between these options may also select H&R Block's new Ask a Tax Pro.

"Ask a Tax Pro gives clients unlimited, on-demand chat sessions with a tax pro, so they can get the help they need while they are working on their tax returns, which is the boost some may need to feel more confident. By getting their questions answered along the way, clients can submit their return on their own and know they are getting their maximum refund," Watts said.

Additional benefits of Ask a Tax Pro include:

- Connects clients to an exclusive group of tax experts who are highly trained and average 15 years of experience.
- Allows clients to share their screen so the tax professional can answer specific questions, no matter what device they are using.
- Gives clients the option to talk to a tax professional by phone if they prefer.

"In addition to H&R Block's help options for online clients, H&R Block Online paid editions are typically priced lower than TurboTax's peer products. Most clients can save at least \$30. And, [H&R Block Free covers more forms than TurboTax Free](#), including some required to claim many popular tax credits and deductions. These savings combined with the ease of 'drag and drop' for importing last year's tax return no matter where it was prepared, makes switching for the best value an easy choice for anyone considering filing taxes on their own," Watts said.

### Software saves clients money, time while providing live chat and audit support

H&R Block Desktop software includes industry-exclusive features, such as free tax advice and in-person audit representation. Key desktop software features this year include an updated design and interview experience, and the option to download or use a CD to install on a PC or Mac.

"In addition to [H&R Block's guarantees](#), for all of its products and services, the software products also are typically priced at least \$10 less and include several features TurboTax doesn't, underscoring our commitment to offering the best value in tax software," Watts said.

While all H&R Block DIY desktop tax software clients are guaranteed maximum refund, 100-percent accuracy and 100-percent satisfaction, these are among the other benefits that make H&R Block products the best value in desktop tax software:

- Competitively priced products, with over \$60 of value compared to competitors
  - Free In-Person Audit Representation from an H&R Block tax pro (some competitors charge \$49.99).
  - Unlimited free tax advice via live chat (some competitors charge \$19.99).
- Up to five federal returns can be filed with each product, allowing clients to file for their friends and family

- Access to 80,000 H&R Block tax experts across 10,000 locations nationwide, if needed for in-person audit support.

With a full lineup of digital products for online and software filers, H&R Block has its clients' backs to file taxes by themselves with confidence. For more information about H&R Block, visit [hrblock.com](http://hrblock.com).

#### **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](#).

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