Code of Business Ethics and Conduct
Report violations of the Code to the Chief Ethics Officer by:

Sending an email to ethics@hrblock.com

or

Calling +1 855-ETHICS-3
(+1 855-384-4273)

Reports may be made anonymously.

Additional channels for asking questions and reporting violations are identified in the Channels for Reporting Violations section of the Code.

International associates may contact the Chief Ethics Officer using either of the methods shown above, or may contact the applicable country-specific resource listed in the appendix included at the end of the Code.
Dear fellow associates,

Our Code of Business Ethics and Conduct (our “Code”) sets forth certain foundational principles that govern all of us at H&R Block, whether we are working directly with our clients, supporting the processes and tools that serve our clients, or interacting with each other or our suppliers and other business partners. Since Henry and Richard Bloch founded the company in 1955, our clients have trusted us with important and sensitive information about themselves and their families, and relied on us for help during important moments in their lives. That is why integrity and responsibility are, and always have been, part of H&R Block’s culture.

Because our Code is fundamentally critical to our beliefs and behaviors, we embrace a culture in which associates can raise ethics-related concerns anonymously and without fear of retaliation. If you see or suspect, in good faith, that one of our associates or suppliers, or anyone else you come in contact with through your work at H&R Block, is violating the law, our Code, or any other company policy, you should report it immediately to your manager, the Chief Ethics Officer, or the applicable country-specific resource listed in the appendix.

Please take the time to read and understand our Code so you know exactly what’s expected of all associates and how it relates to you. While our Code is not intended to explicitly address every workplace or ethical dilemma you may face, it does provide the basic framework to help you understand our expectations and recognize when you should ask for help. By embracing our Code and its underlying principles, we will continue to make H&R Block a great place to work and a trusted company for our clients and business partners.

Thank you for your commitment to conduct business honestly, ethically, and with the highest degree of integrity in all you do.

Sincerely,

Jeff Jones
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Introduction

Purpose of the Code

H&R Block’s reputation is an important asset, and our continued success depends upon maintaining this reputation by acting with integrity in all that we do. That can only be achieved through the ethical business conduct of every member of our team, from each of our associates in all countries in which we operate, to the members of our Board of Directors. This Code of Business Ethics and Conduct (the “Code”) reinforces our commitment to ethical business conduct and provides guidelines for our associates and our business partners to follow, resulting in a consistent, company-wide approach to business ethics issues.

No code of ethics can address every situation that may arise, but by following both the letter and the spirit of this Code, we can maintain our strong reputation and achieve continued success in the marketplace. If the Code does not specifically address a situation, we must ask questions and use sound business judgment to make sure that our conduct is consistent with the Company’s expectations for the highest level of integrity in all that we do.

One of your obligations under the Code is to be familiar with the policies applicable to the position you hold within the Company. Most Company policies can be found on the Company’s intranet or on shared drives or in other widely accessible resources. Please ask your manager if you cannot locate a particular policy.

Each reference to “the Company” and “H&R Block” in this Code includes H&R Block, Inc. and all of its subsidiaries, and references to “associates” include full-time, part-time and seasonal associates at all levels of the Company and in all jurisdictions in which we operate, up to and including executive officers.
Responsibilities of Everyone

In addition to the specific requirements identified in the Code, you must follow these basic obligations:

- Conduct all Company business honestly, within the law, and with the highest integrity.
- Conduct yourself in a professional manner at all times, especially when you are identifiable as an associate, representative, or agent of the Company, including in any electronic or social media communications.
- Comply with all laws and government regulations applicable to your position with the Company.
- Learn and follow the Company’s policies and procedures applicable to your position with the Company.
- Seek advice from your manager or others when you have questions about the law, the Code, or other Company policies.
- Remind others of their responsibilities when they appear to be in danger of violating the law, the Code, or other Company policies.
- Promptly report all violations (whether witnessed or reasonably believed, and whether accomplished or attempted) of the law, the Code, or other Company policies to the Chief Ethics Officer at ethics@hrblock.com or via telephone toll-free at +1 855-ETHICS-3 (+1 855-384-4273) or to the applicable country-specific resource listed in the appendix to the Code, and truthfully and fully cooperate in investigations of violations.
- Do not retaliate against anyone for reporting violations or cooperating in investigations.
- Do not destroy, alter, falsify, or conceal evidence of violations of the law, the Code, or other Company policies.
- Avoid participating in illegal, unethical, or other activities that might reflect unfavorably upon you or the Company, including filing untimely or inaccurate personal tax returns, or failing to pay required taxes.

Additional Responsibilities of Managers and Leaders

The Company’s managers and leaders are in a unique position to help set an appropriate “tone at the top,” both internally and externally, by modeling appropriate behaviors and encouraging other associates to always act in an honest and ethical way. In addition to complying with obligations applicable to all associates, managers and others in leadership roles must comply with the following obligations:

Q: Mary is an Office Manager at an H&R Block tax office. Cindy, a tax professional in that office, is taking the Tax Analyst certification test to level up, but is unable to get a passing score. Should Mary provide Cindy with the test answers so that Cindy can level up?

A: No. Both Mary and Cindy would be violating the Code and other Company policies. H&R Block expects all associates to conduct business honestly, within the law and with integrity. Additionally, as a manager, Mary has a responsibility to model appropriate behaviors and set an appropriate “tone at the top.”
When requested by the Chief Ethics Officer, help to ensure that all direct reports receive a copy of the Code, understand the Code, and sign an Acknowledgement and Certificate of Compliance annually.

Ensure that direct reports understand the legal requirements and Company policies applicable to their positions with the Company. Promptly identify and address any compliance issues that arise.

Lead by example by modeling appropriate conduct for associates.

Be straightforward: establish a work environment that supports open communications with associates and provides guidance in response to their concerns.

Foster compliance with the Code by reinforcing that business results are never more important than acting with integrity and by encouraging associates to ask questions, suggest improvements, and report violations.

Immediately report any known or potential violations of applicable securities laws (including those related to the trading of H&R Block stock) to the Corporate Secretary at corporatesecretary@hrblock.com or via telephone at +1 816-854-4288.

Report any potential violation of the law, the Code, or other Company policy to your immediate manager, the Chief Ethics Officer, the applicable country-specific resource listed in the appendix to the Code or a member of management in a position to address the matter if you are not in a position to resolve the issue directly.

Administration of the Ethics and Compliance Program

Our commitment to ethics starts at the top with the Board of Directors. The Audit Committee (“Committee”) of the Board of Directors has ultimate responsibility for overseeing our Ethics and Compliance program. The Committee appoints a Chief Ethics Officer, whose primary responsibilities are to lead and administer the program, to investigate complaints or potential concerns, and to periodically report to the Committee concerning compliance with the Code by the individuals to whom it applies, and other material issues regarding the Ethics and Compliance program. While the Chief Ethics Officer is fully supported in this role by the Chief Executive Officer, the General Counsel, and other members of senior management, the Chief Ethics Officer has direct access to the Audit Committee, independent of other members of management, if that is necessary in his or her judgment. The Committee may conduct or authorize investigations into any matters within the scope of its responsibilities and may engage outside advisors as it deems appropriate. The Company may revise the Code at any time at its discretion and without advance notice.
Acknowledgement and Certificate of Compliance

In order to abide by the Code, we must fully understand it. Accordingly, everyone subject to the Code must read the Code and sign an Acknowledgement and Certificate of Compliance (“Acknowledgement”) at initial hire, annually, and at any other time as requested by the Company. Each time you are asked to sign an Acknowledgement, you will be asked to report situations of which you are aware that do not comply with the Code (called “exceptions”). You must report all possible exceptions involving you or others that are known to you. If you become aware of an exception after you sign an Acknowledgement, you must promptly inform your manager, the Chief Ethics Officer, or the applicable country-specific resource listed in the appendix to the Code.

Each exception will be reviewed on an individual basis to determine whether a Code violation exists and, if so, if a waiver of the applicable Code provision(s) is appropriate, based upon the individual facts and circumstances. Waivers for executive officers and members of the Board of Directors may be made, if at all, only by the Board of Directors.

Failure to sign an Acknowledgement or to promptly disclose a known exception is a violation of the Code.

Failure to read the Code or to sign an Acknowledgement will not relieve you of your obligations under the Code.

Asking Questions and Reporting Violations

We encourage you to speak up if you have questions or concerns about the Code or other Company policies. You should seek advice from your manager or others identified in the Code before acting if you are unsure about the right course of action.

It is imperative that you promptly report all Code violations. If you are uncertain whether a particular situation constitutes a violation, you should report it and allow the Chief Ethics Officer to make a determination after a thorough investigation. Early reporting may help us avoid or mitigate serious harm to you, your co-workers, clients, or shareholders. Some violations can result in awards of civil damages or assessments of criminal penalties against the Company or individual associates. Early reporting is crucial in helping to avoid such situations.

Never attempt to dissuade others from reporting violations either internally or to appropriate law enforcement or governmental authorities. Any such action is a violation of the Code. Similarly, if you are asked not to report a violation, either internally or to appropriate law enforcement or governmental agencies, immediately report the request to the Chief Ethics Officer. Alternatively, you may report the request anonymously through the anonymous reporting channels described in this Code.

Compliance and Enforcement

What is a Violation?

- As used in the Code, a “violation” means any attempted or actual violation of the law, the Code, or other Company policy.
- A violation also includes any request for you or others to engage in conduct that would constitute a violation.
- Knowingly making false allegations is a violation of the Code and may be a violation of the law.
You May Report Violations Anonymously

You may report violations orally or in writing and, in most cases, you will not be required to identify yourself. There may be certain limited circumstances where it will be necessary for you to identify yourself if you wish to have the Company fully resolve your concern or to allow the Company to apprise you of the status of an investigation (if deemed appropriate).

To report violations anonymously, contact the Chief Ethics Officer at:

- +1 855-ETHICS-3 (+1 855-384-4273), or
- ethics@hrblock.com

Remember that internal phone numbers and e-mail are not anonymous.

Channels for Reporting Violations

To ensure prompt and complete reporting of any violations, we provide a number of channels for you to ask questions and report violations. Your manager will often be in the best position to address your concerns, and you may report violations directly to your manager. The Company recognizes, however, that this may not always be practical and could make you uncomfortable. As an alternative, you may contact any of the following sources at any time to report a violation, ask questions, or raise concerns:

- Your next level manager.
- The Chief Ethics Officer at ethics@hrblock.com or via telephone toll-free at +1 855-ETHICS-3 (+1 855-384-4273).
- International associates may contact the Chief Ethics Officer as set forth above or may contact the applicable country-specific resource listed in the appendix to the Code.
- For matters involving human resources or employment issues, such as questions or concerns regarding work schedule, hours, pay, or manager or co-worker relations, contact the H&R Block People Center at +1 877-2CALL-HR (+1 877-222-5547) or at PeopleCenter@hrblock.com.
  - International associates may contact their country-specific Human Resources department.
- For matters involving accounting, internal controls, auditing, or corporate tax, contact the Corporate Secretary at corporatesecretary@hrblock.com or via telephone at +1 816-854-4288.
- Individuals specified in particular policies.

If you raise an ethics concern that is not addressed to your satisfaction, you may raise the concern again with a different person or through a different channel without fear of retaliation.

Non-Retaliation and Whistleblower Protection

We are committed to the ethical principles underlying the Code, and associates and partners of the Company should feel confident and secure when reporting violations. Notwithstanding any other provision of the Code, Company policy, or any agreement with the Company, no person subject to the Code will be permitted to take any adverse action to retaliate against anyone who in good faith reports an actual or perceived violation of the law, the Code, or other Company policies, or who cooperates in the investigation of a violation. This statement applies whether the violation is reported internally or to law enforcement or other governmental authorities, such as the Securities and Exchange Commission or the Department of Justice. Any such adverse action will, itself, be deemed a violation of the Code and could result in serious disciplinary action, up to and including termination. This section does not prohibit the Company from taking disciplinary action against anyone who does not act in good faith, such as by knowingly making false accusations or providing misleading information.
Contact by Media Outlets

If you are contacted by the media, you should not answer any questions, but should instead simply refer them to the Company’s Media Relations department at:

+1 816-854-4287 or MediaDesk@hrblock.com.

Employees outside the United States can contact the Company’s Media Relations department or their local media relations contact.

Investigation

We will investigate all reported violations of the Code as promptly as reasonably possible. Depending upon the nature of the alleged violation, the investigation and any corrective action may be handled by the Chief Ethics Officer, the relevant manager, the country-specific ethics contact, the Human Resources department or by a member of another appropriate department within the Company. In some cases, we may engage outside parties to assist with the investigation.

In most circumstances, H&R Block’s Audit Services department is responsible for investigating violations pertaining to accounting, internal controls, auditing or corporate tax matters. If Audit Services is the subject of an investigation, such investigation will occur under the direction and oversight of the Audit Committee, which is empowered to designate a management representative and to hire its own outside counsel if it deems that necessary or appropriate. The Corporate Secretary will maintain a log of all reported violations pertaining to accounting, internal controls, auditing, or corporate tax matters, along with the investigative status and resolution, and will report to the Audit Committee on a regular basis.

We value our associates’ privacy and, while we cannot guarantee complete confidentiality in all circumstances, we will investigate all reported violations as confidentially as is practicable. Confidentiality is important to the Company to ensure the accuracy and integrity of its investigation.

Discipline

Any associate, regardless of his or her position in the Company, who violates the letter or the spirit of the Code, the law, or other Company policies, is subject to discipline up to and including termination of employment. Certain violations may also result in criminal penalties and civil judgments against the associate.

Associates should never take any action that is a violation of the Code, even if directed to do so by a manager or because such action may provide a financial benefit to the Company.

Contact by Law Enforcement, Governmental Agencies or Other Outside Parties

Associates should not make statements on behalf of the Company unless specifically authorized to do so. If you are contacted by law enforcement or a governmental authority in the U.S. or other countries in which we operate or by another outside party such as a member of the media, about actual or suspected improper or illegal activity of any kind involving you, the Company, or our clients, you must immediately notify your manager and the Legal department (unless such notification would be prohibited under or protected by applicable law or would not be appropriate under the circumstances, such as if your manager is the subject of the investigation). While it is generally our policy to cooperate with governmental inquiries or investigations, any time a government official wishes to speak with you, you should first notify him or her that you are required by Company policy to inform the Legal department of the inquiry and that, while the Company has a policy of cooperation, the Legal department will coordinate a time for an interview that does not interfere with your duties.
Our Clients

The nature of our business requires clients to entrust us with their personal and financial information. Because our clients depend on us to manage and safeguard this highly sensitive and private information, we are committed to maintaining that element of trust by exercising the utmost integrity in all aspects of our client relationships and in the handling of all client information.

Client Information

Protecting confidential client information from unauthorized use or disclosure is fundamental to our business, our reputation, and our clients’ satisfaction. Everyone with access to client information is responsible for protecting it. Protecting client privacy is not only the right thing to do, it is required by various laws and regulations around the world. Misuse of client information can result in civil and criminal penalties against you and the Company.

Importantly, Section 7216 of the Internal Revenue Code limits the ability of a “tax return preparer” to use or disclose tax return information without client consent for most purposes other than the preparation of a tax return (limited exceptions apply). Jurisdictions outside the United States also impose similar requirements on associates. It is important that we take our responsibilities under Section 7216 and other similar laws and regulations seriously. Any questions regarding compliance with Section 7216 or any other laws or regulations should be referred to the Legal department.

Key Requirements

- Client information should only be stored on H&R Block-approved devices and should not be downloaded to unapproved devices (such as personal computers, e-mail or cell phones, USB drives, external third-party servers, etc.) without appropriate authorization.
- Client information, including physical tax returns and related documents, must not be removed from the office.
- Only use client information for authorized business purposes and in compliance with law, and never in settings where inadvertent disclosure could occur.
- Do not disclose information about clients, including the identity of clients, outside of your organization without the written consent of the client or the approval of the Legal department.
- Client information should only be shared with authorized vendors that have been approved to receive H&R Block client data and should only be transferred after securing Legal approvals and by using approved, secure methods.
- Forward all subpoenas, court orders, search warrants, and other legal demands for client records to the Legal department immediately upon receipt. Associates can access the Subpoena and Legal Document Contact List on DNA under the Litigation tab on the Legal page.

Q:

Lucy, a Tax Professional, told her friend Janet to e-mail her W-2 and other tax documents. Since Janet and Lucy are friends, can Lucy ask that Janet’s tax documents be sent to Lucy’s e-mail account?

A:

No. H&R Block associates should not ask clients to send tax documents to their personal or work e-mail accounts. Documents should be securely transferred by approved resources (e.g., secure messenger).
Client Misconduct

Our clients are our primary focus and we are passionate about serving them. Occasionally, however, we encounter clients who attempt to use our services for unlawful purposes, such as filing a false tax return. Never assist a client in any unlawful activity. If you encounter this, you must report it to your manager or through one of the reporting channels described in the Code, as well as through the Incident Management Hotline (+1 866-886-HHRB). Associates outside the United States may also contact the incident management personnel for their countries.

Gifts and Gratuities

While exchanging gifts with clients can strengthen business relationships, it can also lead to compromised judgment. As described in more detail in the Company’s Entertainment, Gifts, and Gratuities Policy, to avoid the appearance of compromised judgment and to protect the integrity of the Company’s decision-making process, associates are prohibited from soliciting gifts or gratuities (whether in the form of cash or things of value) from clients or from accepting anything of value that is intended to, or could appear to, influence your business judgment, or that could jeopardize the Company’s reputation. Likewise, it is impermissible for any associate to accept cash or cash equivalent gifts or tips from clients, or to give gifts, gratuities, or cash to a customer, supplier, or outside entity in exchange for business or a business opportunity for the Company. As discussed further in the Anti-Corruption and Improper Payments, Gifts and Gratuities segment in the “Fair Business Practices” section of the Code, violation of this policy is a breach of your duties as an associate and could potentially be a breach of the laws of the United States and other countries.
Company associate Tim volunteers at a local charity. Can Tim ask Company clients during their tax appointments if they will donate to the charity?

A: No. Unless expressly authorized by the Company, our clients should not be solicited for other business opportunities, charitable contributions, or political causes. Client consent may also be required before using their information for such purposes.

Key Requirement

- Do not solicit or accept a gift, gratuity, or anything of value from a client that is intended to, or could appear to, improperly influence your business judgment.

Client Solicitation

Our clients come to us for tax preparation and other services we provide. Unless expressly authorized by the Company, our clients should not be solicited for other business opportunities, charitable contributions, or political causes. Client consent may also be required before using their information for other purposes. Soliciting clients for such purposes without authorization is a violation of the Code and may also be a violation of applicable laws.

Key Requirements

- Unless expressly authorized, while conducting Company business or while on Company premises do not:
  - promote or sell to clients any product or service not offered by the Company;
  - promote to clients any business other than that of the Company;
  - promote to clients any political cause or candidate; or
  - seek from clients any political, charitable, or other contributions.

- Only use, disclose, or access client information obtained through the Company, including client names, addresses, telephone numbers, or income information, to promote any business other than that of the Company, to promote any charitable or political cause, or to seek donations of any kind. Client consent may also be required.
Our People and Environment

We are committed to achieving an inclusive business culture and to providing a workplace that is free from unlawful discrimination and harassment. We are also committed to following all applicable labor and employment laws, to respecting employee privacy, and to providing a safe and healthy work environment. This commitment goes beyond simply complying with the law; we are committed to a culture of belonging and equity where every voice is heard and everyone feels safe, included, and inspired, and those in leadership roles are expected to set a positive example.

Associate Privacy

Protecting the privacy of our associates is an important matter that must be taken seriously. During the course of your employment, you may gain access to personal or confidential information about other Company associates. Such information must be used only for legitimate business purposes and must not be disclosed to anyone except under the conditions specified in the Company’s policies and procedures. The unauthorized disclosure of certain associate information—such as medical or financial information—to either internal or external parties may violate the law and subject you or the Company to civil or criminal penalties.

While we respect the privacy of our associates, we retain the right to monitor and inspect Company property to the full extent permitted by applicable law, including internet activity, e-mail, instant messaging, and any other communications made, received, accessed, or stored through the use of Company property, including personal e-mail accounts accessed using the Company’s computer systems or other Company-owned property. As permitted by law, monitoring will occur on an ongoing and continuous basis and may occur at any time during your employment with the Company. Where law permits, we also reserve the right to inspect personal property that is on Company premises. Refusal to allow such an inspection is a violation of the Code. The Company has the right, without notice, to access all tax returns prepared or stored on the Company’s computer systems, including associate tax returns prepared through H&R Block’s software and those that are password-protected.

Key Requirements

- Do not provide references — either positive or negative — to persons outside of the Company for current or former associates. Refer all requests for references to the Human Resources department.
- Forward all subpoenas, court orders, search warrants, and other legal demands for associate records to the Legal department.
Environment, Health, and Safety

Protecting the health and safety of our associates is one of our highest priorities. Our commitment to providing a safe and healthy working environment includes a commitment to protecting the environment of the communities in which we do business by striving to minimize any adverse impact of our operations. We comply with all applicable health and safety laws, and work to develop the best feasible operations, policies, procedures, and technologies conducive to a safe and healthy work environment. These may include prohibiting the use and possession of weapons and illegal drugs on our premises and restricting the use of alcohol on our premises. We all must work diligently to maintain safe and healthy working conditions.

Key Requirements

- Familiarize yourself with the environmental, health, and safety laws applicable to your job.
- Promptly report all violations of safety policies and procedures, workplace hazards and accidents to your manager.

Where can I find the Company’s Environment, Health and Safety policies?

Company policies can be found on the Company’s intranet, on shared drives, or in other widely accessible resources. Please ask your manager if you cannot locate a particular policy.
Equal Employment Opportunity

Discrimination and harassment based upon legally protected characteristics, including race, color, religion, creed, national origin or ancestry, sex, pregnancy, sexual orientation, gender identity or expression, marital status, age, disability, veteran status, and any other consideration protected by federal, state, or local laws are illegal and strictly prohibited. Harassment includes, among other things, offensive statements and jokes, physical contact, and displaying offensive materials. The Company’s Anti-Discrimination and Anti-Harassment Policy, available on the Company’s intranet or other generally available area for associates located outside the United States, provides a more detailed description of the types of actions that constitute harassment. Additional resources regarding workplace harassment, including descriptions of types of harassment, tips on how to intervene if you witness harassment, and instructions for reporting workplace harassment are available on the Associate Relations Center page on DNA.

Key Requirements
- Treat everyone you encounter during your workday with respect and dignity.
- Make all employment decisions, including those concerning recruiting, hiring, training, compensation, evaluation, promotion, discipline, and termination, based on business merit without regard to characteristics protected by law.
- Do your part to create a work environment that is free from harassment, including harassment directed at a person because of characteristics protected by law.
- Promptly report all violations of this policy to your manager, a member of the Human Resources department, the People Center, or the Chief Ethics Officer.
- Cooperate fully in all investigations relating to alleged violations of the Company’s Anti-Discrimination and Anti-Harassment Policy.

Relationships with Supervisors, Co-workers, and Subordinates

While we want to foster a collegial company culture, we also recognize that personal relationships between associates can negatively impact our work environment. Thus, we do not permit direct reporting relationships between family members and do not permit any associate to be employed in a position that may impact the terms and conditions of the employment of a family member. In addition, managers must not engage in sexual or romantic relationships with their subordinates.

Key Requirements
- Report if you have a relationship with any other associate of the Company or the Company’s vendors that is or could be perceived as a violation of Company policy.
- Use good judgment to avoid real and perceived conflicts of interest, as well as inappropriate affection or animosity in the workplace.
Your activities on the job or in your free time must not conflict with your obligations to the Company. While we respect your right to engage in legitimate financial, business, and other opportunities outside of your position with the Company, you must avoid even the appearance of a conflict. You should always consider how your activities might appear and avoid any perception of a conflict of interest.

Employment, Consulting, and Volunteering

If you are employed as a field seasonal associate, all tax returns you prepare must be processed in an H&R Block office through BlockWorks or other authorized Company system used with Company permission by the Company’s tax professionals, in accordance with the Company’s policies, procedures, and fee schedules (including the Company’s pricing and discount policies). This includes tax returns prepared pursuant to any program providing discounted or free tax return preparation for friends or family members. You may not prepare or assist in the preparation of any other tax return, either for a fee or free of charge, except as follows:

- Your own personal tax return; or
- Tax returns prepared through the Volunteer Income Tax Assistance (VITA) program or other approved voluntary programs provided that:
  - you obtain advance written authorization from your manager;
  - you do not solicit clients for the volunteer program;
  - you are not compensated by the volunteer program or the taxpayer;
  - the program does not charge any fee to the taxpayer; and
  - the volunteer work is performed outside of your scheduled hours, offsite, and without the use of Company property.

Managers may not approve any other exception to this policy.

If you are employed in any role other than a field seasonal associate, you may not prepare or assist in the preparation of any tax return, either for a fee or free of charge, except as follows:

- Your own personal tax return;
- Tax returns prepared through BlockWorks or another authorized Company system for Company clients, in accordance with the Company’s policies, procedures, and fee schedules (including the Company’s pricing and discount policies);
- Tax returns prepared through the VITA program or another approved voluntary program, subject to the criteria stated above; or
- Tax returns prepared free of charge for friends and family members up to a limit of five returns.

You must seek a written exception from the Chief Ethics Officer to prepare any other tax return.
All Associates: Unless you have the prior written authorization of the Chief Ethics Officer, you may not provide any services to any of the following entities:

- the Internal Revenue Service or any other national, state or local tax agency in the U.S. or other countries in which we operate;
- any enterprise or organization that competes with the Company;
- any enterprise or organization that provides services to competitors of the Company, if those services constitute more than one percent of the annual revenues of the enterprise or organization providing the services;
- any enterprise or organization that does business with the Company, or that seeks to do business with the Company, if such business constitutes more than one percent of the annual revenues of that enterprise or organization; or
- any enterprise or organization that is a customer of the Company (other than individual income tax preparation clients).

You must promptly disclose to the Chief Ethics Officer if you have, or own a business that has, an EFIN (or are listed on your spouse’s EFIN), or if any member of your immediate family or household is employed by a competitor of the Company, has his or her own tax preparation business or EFIN, or provides services to any enterprise or organization identified in this section of this Code. The Chief Ethics Officer, in consultation with other members of management, will determine whether such activity constitutes a conflict of interest on an individual basis.

If you are a government official, employee or agent, you must report this fact to the Chief Ethics Officer. Even if your position with the government is determined not to present a conflict of interest, you must refrain from mingling your public duties and your employment with the Company.

You must seek the authorization or provide the disclosure described above on an annual basis, regardless of whether prior authorization was provided.

Key Requirements

- Any outside employment, consulting, or volunteer activities in which you engage must not conflict with your Company responsibilities.
- Your outside activities must not adversely impact the quality or timely performance of your duties for the Company, and must not compete with the Company or its interests.
- You may not provide services to competitors or certain other organizations described in this section without the prior written authorization of the Chief Ethics Officer.
Investments and Other Financial Opportunities

You must disclose in writing to the Chief Ethics Officer, immediately and annually thereafter, if you or any member of your immediate family or household:

- has any material financial interest in any company that is a client of the Company, any company owned by an individual client of the Company, any competitor of the Company or any enterprise or organization that does or seeks to do business with the Company;

- has a personal or business relationship with any competitor of the Company or any enterprise or organization that does or seeks to do business with the Company (excluding individual tax preparation clients);

- acquires an interest in an investment in which the Company has or is considering acquiring an interest; or

- receives an offer for preferential allocations of stock or to participate in an initial public offering from any company, organization or financial advisor with which the Company does business or could be expected to do business.

In addition to their corporate and fiduciary duties, officers and members of the Board of Directors cannot knowingly have any material financial interest in any entity with which the Company has a material relationship or has entered into a material transaction if such interest could be expected to give rise to a conflict. Such interests must be reported promptly to the Company’s Chairman of the Board and General Counsel.

If you are in a position to influence purchasing or procurement decisions or to retain outside firms, you must promptly disclose to the Chief Ethics Officer any relationship of any kind that you or a member of your immediate family or household have with the Company’s suppliers or individuals or entities that are seeking to become suppliers to the Company. This includes reporting whether you or any member of your immediate family or household works for, is compensated by, or provides services to such individuals or entities.

You, your immediate family, and members of your household may not receive loans from nor have loans guaranteed by the Company, clients or companies with which the Company does business, unless such loans are made in the ordinary course of business, are of a type that is generally made available to the public, and are made on market terms or terms that are no more favorable than those offered to the general public.
Key Requirements

- You must promptly disclose to the Chief Ethics Officer any situation in which your personal, financial, or business interests appear to conflict with the Company’s interests.

- The Chief Ethics Officer, in consultation with other members of management, will decide on a case by case basis whether a conflict of interest exists and will determine the appropriate remedy.

- Do not take for yourself business opportunities discovered in the course of your employment with the Company.

- Do not use the Company’s property, information, or position for personal gain.

Political Contributions and Activities

We respect and encourage your participation in the political process, but it must occur on your own time and without the use of Company resources. We also respect your right to your own political viewpoint, but when expressing that view, you must avoid the appearance that you are speaking or acting for the Company. If you or a member of your immediate family or household currently holds, intends to run for or becomes appointed to any local, state, national or foreign public office (even if only in an advisory capacity), you must promptly notify the Chief Ethics Officer so that the Company can evaluate potential conflicts of interest or restrictions on the Company’s conduct because of your position.

Key Requirements

- Notify the Chief Ethics Officer in advance if you or a member of your immediate family or household intends to run for a political office or to accept a political appointment.

- Do not make statements on matters of public policy or politics in the name of the Company unless specifically authorized by the Chief Executive Officer of H&R Block, Inc. or if doing so is within the scope of your specific job duties with the Company.

- Do not make or authorize any payment, gift, or contribution with Company funds to any candidate for public office, campaign fund, political party, or organization except as authorized by the Chief Executive Officer of H&R Block, Inc. Further, all payments using Company funds for events or activities involving government officials must be reported to the Company’s General Counsel.

- Do not use Company resources in any political campaign.
Supplier Relationships

H&R Block’s relationships with suppliers are based on ethical and lawful practices. Following our requirements helps ensure that our supplier relationships benefit H&R Block while also protecting the Company’s reputation.

Key Requirements

- Provide competitive opportunities for suppliers to do business with H&R Block.
- Protect H&R Block’s confidential and proprietary information with a confidentiality agreement and protect all supplier-provided information to the extent that information is protected by a confidentiality agreement. Please contact the Legal department for approval of any confidentiality agreements with vendors.
- Vendor management is centrally controlled by H&R Block’s Sourcing Team. Limited exceptions may be granted in writing from the Chief Financial Officer.
- Do not solicit or accept loans from companies with which the Company does business other than loans made in the ordinary course of business on an arms-length basis.
- In the event you are involved in selecting or managing a vendor in which you have a business interest or with which you have a personal relationship, you must report it to the Chief Ethics Officer.

Reminder Regarding Our Policy on Entertainment, Gifts and Gratuities:

Do not accept anything in value greater than $200 (or the equivalent in foreign currency) from a vendor or potential vendor without obtaining approval as set forth in the Company’s Entertainment, Gifts and Gratuities Policy, available on the Company’s intranet or other generally available area for associates located outside the United States.
**Our Assets**

We are all responsible for protecting the Company’s assets, which include tangible assets such as buildings, furniture, computers, equipment, and materials as well as intangible assets such as trade secrets, goodwill associated with our brand, software, business processes, and financial and performance information. Theft, misuse, or intentional or negligent damage of Company assets will not be tolerated. Misuse includes using Company assets for personal reasons unless authorized by your manager or Company policy. Unless expressly authorized by the Company, never use Company assets to promote any business, product, or service that is not offered by the Company or that competes with the Company.

**Books and Records and Related Processes**

The creation and maintenance of fair and accurate business records and management procedures is an integral part of our business and we are committed to the highest standard of accuracy and completeness. We are obligated not only by law, but by our commitment to integrity to make and keep books, records, and accounts that accurately and fairly reflect our business transactions, and to prepare financial reports and financial statements that are full, fair, accurate, timely, and understandable. Because we rely upon accurate business records to make responsible business decisions, all associates are responsible for preparing and maintaining accurate business records. Accurate records include not only accurate numbers but accurate descriptions of transactions or other circumstances sufficient to provide full and complete information about the nature of those transactions and circumstances.

If you are involved in the preparation of Company financial statements, you must apply generally accepted accounting principles and other applicable accounting standards and rules so that the statements accurately and fairly reflect the financial condition of the Company.

If you are involved in approving payments by the Company, do not approve any payment if any part of it is to be used for a purpose other than described by the supporting documents. If you have a question about the authenticity or accuracy of supporting documents, or if you have concerns about the propriety of the payment, do not approve the payment until your concerns are resolved by your manager, another senior member of management, or the Legal department.

If you have any reason to believe that the Company’s books and records are being maintained in an inappropriate manner, that the true nature or amount of any transaction is being concealed, or that the Company is otherwise misrepresenting its financial condition, budgets, projected performance, forecasts or related analysis (whether intentionally, negligently or due to a deficiency in or noncompliance with internal accounting controls), you must report it.
Books and Records and Related Processes

Comply with all Company policies and procedures regarding the retention of documents including e-mail and electronic documents. Preserve all documents that relate to any anticipated, imminent, or ongoing investigations, audits, or litigation, including those subject to a legal hold. If you have any questions about whether a document may be destroyed, you must seek advice from the Legal department before destroying it.

Key Requirements

- Never falsify any Company record or report.
- Never alter any Company record or report without authorization and never make any alteration that you believe to be inaccurate, misleading, or fraudulent.
- Record all transactions appropriately, accurately and completely to ensure full accountability for all assets and activities of the Company and supply the data needed for the preparation of financial statements.
- Do not attempt to improperly influence any auditor during a review or audit of the Company’s financial statements. Follow Company procedures when retaining auditors.
- Comply with all financial review and approval processes, including the Company’s Enterprise Fiscal Authority Policy.
- Complete all financial budgets, performance forecasts, investment decisions and related business cases, timely, accurately and in an unbiased manner, following appropriate Company processes.

Securities Laws

The Company’s practice is not only to comply with applicable securities laws, but to avoid even the appearance of noncompliance. We are prohibited by law and our own commitment to integrity from attempting to manipulate the market, trading or price of any securities of H&R Block.

Key Requirements

- Adhere to all Company policies governing the maintenance of accurate and complete business books and records as described in the Code.
- Do not take any action intended to manipulate the market for H&R Block securities in violation of securities laws.
- If you have any reason to believe that the Company or anyone acting on the Company’s behalf is violating securities laws (whether intentionally, negligently or due to a deficiency in or noncompliance with internal accounting controls), you must report it immediately.
Computers, Electronic Devices, and Social Media

All computers, telephones, and other electronic or wireless devices provided by the Company are the property of the Company, as are all communications received or generated on such devices. While the Company is not obligated to monitor use of these devices, we reserve the right to do so, including that we may monitor, access, intercept, and disclose all internet usage, instant messaging, incoming and outgoing e-mail, voicemail, personal e-mail accounts, and all other communications of any nature or type accessed through the Company’s devices.

Key Requirement
- Display professional judgment, responsibility, and consideration for others when using any electronic or wireless device provided by the Company or using online communications or social media.

Online Communications

The Company recognizes the value of online communications and social media, and is committed to helping ensure online communications are conducted in a transparent, ethical and accurate manner. Refer to the Company’s Online Communication Policy for more information.

Confidential Information and Trade Secrets

Some of our most important assets are our trade secrets and other proprietary and confidential information. Trade secrets can include, among other things, client lists, technical developments, operational data, and marketing strategies. You must use the utmost care to protect these assets during and after your employment with the Company. However, notwithstanding any other provision of the Code, Company policy, or any agreement you may have with the Company, you are not prohibited from communicating with a governmental authority, making a report in good faith and with a reasonable belief of any violations of law or regulation to a governmental authority, or cooperating with or participating in an investigation or other legal proceeding relating to such violations, including providing documents or other information.

Notwithstanding your obligations in the Code, other Company policy, or otherwise to keep in confidence and trust any confidential information or trade secrets, and not to use or disclose any confidential information or trade secrets, you, as provided by the Federal Defend Trade Secrets Act, will not be held criminally or civilly liable under any federal or state trade secret law for the disclosure of confidential information or trade secrets made: (i) in confidence to a federal, state, or local government official, either directly or indirectly, or to an attorney, and solely for the purpose of reporting or investigating a suspected violation of law, or (ii) in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal.

Key Requirements
- Never disclose any confidential information or trade secrets of the Company without first consulting the Legal department, except as may be required or permitted by law.
**Key Requirements (cont’d)**

- Regardless of whether information is specifically identified to you as confidential, unless it has been disclosed by the Company publicly, you should consider it confidential and take steps to avoid its disclosure.

- Do not discuss the Company’s confidential information in public settings or other settings where inadvertent disclosure may occur.

- If you disclose confidential information or trade secrets or learn that someone else has, whether intentionally or inadvertently, immediately report the disclosure to the Legal department so that steps can be taken to minimize the harm to the Company.

**Copyrights, Patents, and Trademarks**

H&R Block’s copyrights, patents, and trademarks, including the Company’s name and logos, are intellectual property owned by the Company. All associates must use the utmost care to protect these vital assets and ensure their use is consistent with Company policy. Inventions, ideas, and works that you author, create, discover or develop which relate to the Company’s current or prospective business, which result from or are suggested by any work performed by you for the Company or which are developed using Company resources, are the property of the Company and must be used consistent with the Code and all other Company policies. To the extent that inventions, ideas, and works created by you which relate to the Company’s current or prospective business, which result from or are suggested by any work performed by you for the Company or which are developed using Company resources, are not automatically owned by the Company, you agree to assign all intellectual property rights in them to the Company. You also agree to execute any documents to effectuate or ratify the foregoing assignment.

**Key Requirements**

- The Company’s name and logos are valuable assets recognized around the world. Use them consistently and properly.

- Never use the Company’s name or logos in a manner that would damage the Company’s reputation and goodwill.

- Take steps to protect the Company’s name, logo, and its copyrighted, patented, and trademarked assets from being misused by others.
Inside Information

Applicable securities laws prohibit you from trading or recommending the purchase or sale of the securities of any company on the basis of material inside information. The Company maintains an Insider Trading Policy that applies to all Company officers and associates, members of the Board of Directors, and all consultants and contractors to the Company who receive or have access to material inside information regarding the Company, as well as any persons who receive material inside information from such individuals. H&R Block’s practice is not only to comply with securities laws, but to avoid even the appearance of noncompliance. Accordingly, as further described in the Insider Trading Policy, you are required to wait one full trading day after public disclosure of any material inside information before trading the Company’s securities.

Material inside information means any nonpublic information that a reasonable investor is likely to consider important in making an investment decision regarding the purchase or sale of securities. It generally includes information that could affect a company’s stock price. Examples include: actual and projected financial results including quarterly and annual earnings or losses; a proposed merger, acquisition or other business combination; selling or closing down of subsidiaries, divisions, or business units; major new products and services; entering into or a loss of strategic relationships; impending bankruptcy or financial liquidity problems; new equity or debt offerings or other changes in capitalization, including stock splits; litigation exposure due to actual or threatened lawsuits; the occurrence or suspected occurrence of a significant cybersecurity incident; and significant changes in senior management. Material inside information may include information about the Company or information about its suppliers and business partners.

Key Requirements

- Do not disclose material inside information to anyone outside of the Company unless specifically authorized by senior management of the Company.

- Except as required by your job duties, never make recommendations or express opinions about trading in the Company’s securities. If you receive any inquiries from shareholders or others in the investment community, refer the inquiry to the Company’s Investor Relations department.

- Disclose material inside information to other Company associates only when necessary for business purposes and when you have no reason to believe the information will be misused.

- Consult the Company’s Corporate Secretary and Securities Compliance Officer at corporatesecretary@hrblock.com or via telephone at +1 816-854-4288 or your own legal counsel if you have questions about the legality of any stock transaction or any recommendation involving H&R Block or any company with which we do business. The Company’s attorneys, including the Corporate Secretary, represent the Company and do not provide personal legal advice to individual associates.
Fair Business Practices

The Company is subject to antitrust laws and fair competition laws of the United States and other countries in which we do business. Such laws are intended to encourage competition and to protect consumers from anti-competitive activity. We are dedicated to complying with all laws relating to competition and to dealing fairly with competitors and suppliers.

Antitrust

Avoid contacts with competitors that could create the appearance of improper agreements or understandings, including all conversations with competitors regarding prices, products, services, and customers.

Key Requirements

- Do not propose or enter into any agreement or understanding with any competitor regarding prices, restrictions, refusals to sell, allocation of business, bidding, market share, or boycotts of customers or suppliers.
- Do not set prices below cost in order to eliminate competition.
- Do not make false statements about competitors.

Anti-Corruption and Improper Payments, Gifts, and Gratuities

All of the Company’s business affairs and negotiations with external parties must be conducted on an ethical, legal, and arm’s-length basis without even the appearance of impropriety. Business decisions must be based solely on commercial merit and not personal interest. It is against the Company’s Global Anti-Corruption Policy and Entertainment, Gifts and Gratuities Policy to offer or accept anything of value for the purpose of securing business, services, or preferential treatment. This prohibition applies to all associates regardless of whether the recipient or person making the offer holds a public or government position. These policies do not prohibit gifts of minimal value intended to memorialize an occasion, reasonably build or maintain appropriate business relationships to advance the interests of the Company, or occasionally offering to cover or accepting the cost of meals of moderate expense for or from persons outside the Company. If you are in doubt about the “minimal value” of a particular gift or whether an item is of “moderate expense” you should contact your manager, the contact named in the applicable policy, or the Chief Ethics Officer for written approval prior to authorizing payment.
The United States and other countries in which we do business prohibit bribery of public officials. Under United States law, it is also a crime to mislead or lie to the government or any United States official, regardless of whether the statement is made under penalty of perjury. The Company’s Global Anti-Corruption Policy requires associates not only to abide by such laws, but to avoid any appearance of noncompliance. Failure to comply with this policy may expose both you and the Company to substantial civil and criminal penalties.

The U.S. Foreign Corrupt Practices Act (“FCPA”) makes it a felony crime to offer, promise, or give anything of value to a “government official” for the corrupt purpose of influencing a government decision, to improperly obtain business for the Company, or otherwise to obtain an improper business advantage. The FCPA also requires the Company to maintain accurate financial books and records. Any effort to undermine the accuracy of these records or to circumvent the internal controls the Company has put in place to ensure accurate records can result in significant sanctions. All associates are required to report any violation or suspected violation of the “anti-bribery” or the “books and records” provisions of the FCPA and this Code.

The laws of many jurisdictions also prohibit bribery or giving or receiving things of value in exchange for favorable treatment. In certain circumstances, these laws may be applicable to associates or to the Company as a whole. Under many state laws in the United States it is a crime to offer or accept payment or gift of anything of value to or from another private citizen for the purpose of obtaining an improper business advantage without any requirement that such person have a public or government position. Federal law may make these provisions enforceable by the United States government in certain circumstances.

All of these laws, whether enforced by the United States government, state or local governments or foreign governments, are known collectively as “Anti-Corruption” laws. These Anti-Corruption laws and many related anti-fraud laws have severe penalties for both individuals and corporations. Because of these severe penalties, and because of the Company’s commitment to ethical, honest, and legal business practices, it is the policy of the Company to always avoid payments or gifts or the provision of other things of value that could even create the appearance of corruption or suggest the violation of Anti-Corruption laws.

What to Do if There are Conflicts Between Laws or Customs and the Code

If local laws, customs and business or social practices differ from the standards contained in the Code, you should immediately seek guidance through one of the channels specified in the Code to discuss the situation and determine the best course of action under the circumstances.
Key Requirements

- Do not offer, promise, or give anything of value to any government official, employee, or agency, or any political parties or their candidates, directly or indirectly, to corruptly influence any government official’s decision, to obtain an improper advantage, to expedite routine, non-discretionary administrative actions, or under circumstances that could reasonably create the appearance of impropriety.

- Do not offer, promise, or give anything of value directly or indirectly, to any foreign person or entity who seeks to circumvent the requirements of the FCPA or other Anti-Corruption laws.

- Do not make a false statement to any government agency or official under any circumstances. When in doubt about the accuracy of any statement, do not say anything other than that you will need to confirm the information before making a statement.

- Except as expressly permitted by the H&R Block Global Anti-Corruption Policy and the related procedures or applicable policies regarding entertainment, gifts, gratuities, and travel:
  - Do not give, offer, promise, or receive anything of value, directly or indirectly, outside of the negotiated terms of a Company transaction for the purpose of corruptly influencing that transaction or any other transactions involving the Company.
  - Do not solicit gifts or gratuities from clients and do not accept anything of value, directly or indirectly, from clients that is intended to, or that could appear to, influence your business judgment or that could jeopardize the Company’s reputation or image.
  - Do not solicit or accept from enterprises or organizations with which the Company does business or which are seeking to do business with the Company anything of value, directly or indirectly, that is intended to, or that could appear to, influence your business judgment or that could jeopardize the Company’s reputation or image.

What is Intellectual Property?

Intellectual property includes trade secrets, patents, copyrights, and trademarks. Violation of intellectual property rights could result in civil or criminal penalties against the Company as well as individual associates.

Intellectual Property of Others

Just as we seek to protect our own intellectual property, we respect the intellectual property rights of our competitors and others. We will not knowingly infringe upon those rights. Comply with the terms of all license agreements and policies that the Company has with respect to computer software and other copyrighted materials, patents, trademarks, and trade names of others. Violation of intellectual property rights could result in civil or criminal penalties against the Company as well as individual associates.

Key Requirements

- Do not obtain or possess improperly obtained trade secrets and confidential information belonging to a competitor or others.

- Do not encourage others to reveal trade secrets of a former employer, a competitor, or others.

- If you are offered or obtain a competitor’s trade secret, or information that you suspect may be a competitor’s trade secret, notify the Company’s Legal department immediately.

- Do not copy licensed computer software that is on your work computer.

- Do not copy or distribute copyrighted materials without permissions necessary under the circumstances. The occasional copying of a single article for distribution to a colleague will, generally, not violate the law or this Code. Mass copying and distribution, however, is not permitted. Consult the Legal department if you have questions.
Acknowledgement and Certificate of Compliance

I hereby acknowledge that I have received the H&R Block Code of Business Ethics and Conduct (the “Code”), that I have read and understand the Code, and that I am expected to comply fully with the policies stated in the Code as well as all other Company policies. I further understand and agree as follows:

- I will promptly notify my manager or other persons identified in the Code if I become aware of an exception to any Company policy stated in the Code or elsewhere during the course of my employment with the Company.
- Failure to observe and comply with the Code could result in disciplinary action up to and including termination of employment as well as civil and criminal prosecution.
- If I manage others, I will ensure that all of my direct reports, including contingent workers, are made aware of their responsibilities and obligations under the Code.
- The Code does not prohibit me in any way from reporting concerns, making lawful disclosures, or communicating with any governmental authority about conduct I believe violates any laws or regulations.
- Failure to read and/or sign the Code or any other Company policy in no way relieves me of the responsibility to comply with the policies, practices, and standards stated in the Code or other such policies.
- The term “Company” means H&R Block, Inc. and all of its United States and international subsidiaries and, if I am employed by a subsidiary of H&R Block, Inc. that has policies in addition to those stated in the Code, I must also comply with those policies.

I acknowledge that (check only one of the following):

**For purposes of the following Acknowledgement, an “exception” means any situation that is inconsistent with the Code or any other Company policy.

- I am not currently aware of any exception (as defined above) to the Code or any Company policy.
  - This means that you are not aware of any situation that is an actual or possible violation of the Code.
- I am currently aware of an exception (as defined above) to the Code or one or more of the Company’s policies.
  - This means that you are aware of a situation that is an actual or possible violation of the Code. Even if you have previously disclosed an exception, you must disclose it again on this Acknowledgement. If you select this option, you must describe the situation below or otherwise report it to the Chief Ethics Officer.

Description of exception(s): __________________________________________
__________________________________________
__________________________________________
__________________________________________

Date

Signature

Employee ID Number

Printed Name
<table>
<thead>
<tr>
<th>Country</th>
<th>Contact Information</th>
</tr>
</thead>
</table>
| Australia        | Phone: +61 2-9479-6319  
Fax: +61 2-9483-3201  
Email: bcashman@hrblock.com.au  
1/265 Pennant Hills Rd  
Thornleigh NSW 2120 |
| Canada           | Phone: +1 587-956-1984  
Email: shannon.rennie@hrblock.ca  
Suite 2600, 700-2 Street S.W.  
Calgary, Alberta T2P 2W2     |
| Canada Wave      | Email: hr@waveapps.com  
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Email: ethics@hrblock.com  
One H&R Block Way  
Kansas City, MO 64105  |