

**PRECISE TAX & ACCOUNTING**  
**408 CLINTON AVENUE E; BIG STONE GAP, VA 24219**  
**TELEPHONE (276)523-5413; FAX (276)523-0586; EMAIL [jjones24219@yahoo.com](mailto:jjones24219@yahoo.com)**

Dear Valued Customer,

As we enter our third year of the Covid pandemic, it continues to be important that we take precautions to protect our health. For that purpose, the procedures introduced to you last tax season will continue.

With this letter, you are receiving the questionnaire which should be completed before your tax return can be prepared. Please take time to fill out the questionnaire. The questions are important and ensure that your tax return is accurate. When you are ready to file your tax return, bring the completed questionnaire with your tax material. If you should lose your questionnaire, we keep extra copies of it outside the office door. You can also find them on our secure website at <https://precisetax.org>. Or you can visit us on our Facebook page and print one off.

We offer several methods in which you can get your tax material to us:

1. Drop it off at the office during business hours. If you need to see us, come inside long enough to let us know you have arrived. You may be given a buzzer and be asked to wait in your car until it is your turn. Or, if you have a cell phone, call us when you park outside and we will let you know when to come in.
2. Use the drop slot in the office door. Envelopes and replacement questionnaires are provided outside. You may use the drop slot 24/7.
3. You may mail us your questionnaire and documents to the address at the top of this page.
4. You may use our secure website to submit your material. If you want to use the website, send us an email to [jjones24219@yahoo.com](mailto:jjones24219@yahoo.com) or call us to let us know you want to use the website and we will help you get started with it.

**Please do not email your sensitive documents or your questionnaire.**

When your tax return is completed, we will call you, and after we have made certain of your identity, we will review your tax return and its results. At that time, we will also verify the bank account you wish to use for any refund. We will give you instructions on how to pick up your return. You may pick it up in person or you can retrieve it on our website. Whether your tax return is picked up in person or on the website, it will be necessary for the appropriate forms to be signed before the return can be e-filed. In the case of a married couple, it is required that both spouse sign the Form 8879 and that both parties are in agreement as to which bank account is to be used for the refund.

When you arrive at the office, it would be best if you called us when you park outside so that we know you have arrived. You may be asked to wait since there could be someone in front of you. If you call and we do not answer the phone right away, wait a few minutes and call again. Chances are we will be with a customer or on the phone. If you don't have a cell phone, come inside long enough to let us know you are here and we will give you a buzzer.

I'd like to remind you that this is also an accounting office. We work with several area businesses on a daily basis. Our accounting customers frequently stop by the office to pick up something that has been prepared for them. It is necessary for you to know this so that you won't think you have lost your place in line if you have been asked to wait outside and see someone entering the office in front of you. We will make every effort to ensure that our customers are accommodated in the correct order.

As always, I consider it a privilege to work with you and I thank you for this opportunity.

Sincerely,

Janet Jones  
Precise Tax & Accounting