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January 2021

Dear Tax Client,

This has been a most extraordinary year. Tax season has again come upon us, bringing greater uncertainty than we have ever faced before. We are committed to providing you timely and professional tax preparation services that meet your needs. We are equally committed to protecting the health and safety of our employees and clients throughout the new year.

Like so many other small business owners, we are navigating through the rough waters of a worldwide pandemic. We ask for your patience and understanding as will work through this coming tax season.

WHAT YOU NEED TO KNOW ABOUT THIS TAX SEASON

Please read this entire letter as many of our processes have changed for 2021!

The tax filing deadline this year, without extension, is Thursday, April 15, 2021. We strongly urge you to get us your information as soon as possible. You should begin gathering your information and filling out our tax organizer in January.

We will not have in-person meetings. Phone or video meetings using Microsoft Teams are available. Call 216-521-2100 to request a meeting.

We are implementing contact-less drop off and pickup for the 2021 tax season. We are offering several ways to safely provide your tax documents to us. Information may be mailed to our office, personally dropped off, or e-mailed to our office manager, Emily Brambrick at ebrambrick@laskeycostello.com. If you plan to drop documents off after business hours, they may be placed in the black mailbox located outside the office's front door. If you choose to e-mail your information, please note your name in the subject line and take steps to ensure cyber security (i.e., password protecting documents, etc.).

In addition to the options above, we have an online portal by which you can submit and retrieve documents. If you are planning to submit your tax documents using our client portal, you must first request access by calling the office. Otherwise, we may not know that you uploaded forms or documents. After you contact us to request access, a member of our staff will send you an email invitation to securely upload your documents to the portal.

We cannot give you a date by which we guarantee getting your taxes done by April 15th. We will do everything possible to turn around your tax filing in two to three weeks. But if we have staff who have COVID-19 or who must quarantine because of COVID-19 exposure, our turnaround time will be longer than normal. If your information is received and we have not been able to process your return by April 15th, we will file you an extension.

APPOINTMENTS

If you have any detailed questions or would like to meet with us to discuss any new or unusual circumstances, please call the office to set up a phone or virtual meeting. Note that there are a limited number of appointments during this time frame, so please schedule early.

FEES

Our fees for tax preparation are based on the complexity of the return and the time it takes to prepare/file it. Due to an increase in costs for training, technology, cyber-security and continuing education, clients may see an increase in their tax preparation fee. We accept Visa, Mastercard, American Express, personal checks, and cash. Following industry standards, all credit card payments will be subject to a 3% fee. All invoices are due upon receipt.

OTHER IMPORTANT NEWS

For your convenience, all client tax returns will be available through our secure client portal. This portal will allow you to log in to our website to gain access to tax returns and other confidential documents at any time. Information regarding how to access our secure client portal will be provided when your tax return is complete. As in prior years, you will also receive a paper copy of your tax return.

If you have any questions, please let us know. A satisfied client is our most valuable asset. Your recommendation to an associate, friend or family member is more significant than any advertisement. We sincerely appreciate your patronage and as always, we strive to provide you with professional and efficient service.

We look forward to seeing you in 2021. If you have any questions regarding this letter or our services, please do not hesitate to call.

Sincerely,



Cynthia M. Costello
Certified Public Accountant



William R. Costello, JR
Certified Public Accountant