

July 21, 2016

Dear Mrs. Haley,

My name is Sharon Wallace. I am a single female and a waitress at Western Sizzlin in Florence, SC. I voted for you and support you and appreciate all you do for South Carolina. I desperately need your help! I am seeking help on getting information on my tax return that I have never received from 2015. I have tried to get in touch with the IRS to no avail. I went to the IRS Federal building in Florence SC to discuss why I have never got my tax refund. In fact, I have been to the federal building 3 times! Also, I have never received my State refund. I am very upset and I do not understand why it is taking so long. My taxes were done on January 23rd, 2016 at Jackson Hewett. I called the IRS with Jackson Hewett, 3 way call interview, March 30, 2016 at 3:15pm, and was supposed to hear from the IRS but no one has ever called me back as stated I would get a follow up call. Then, on April 14, 2016, Jackson Hewett redid the taxes and mailed all forms asked for by IRS. I do not understand why I have been swept under the rug! I can't find anyone to help me. I truly need my money. I was in a car accident on April 28, 2016. I have been out of work due to a bad broke ankle and lower leg.

If there is something that I need to do or call, please contact me and let me know. My address is 3013 Ammons Loop, Marion, SC 29571 and my phone number is 843-610-0212.

Sincerely,

A handwritten signature in cursive script that reads "Sharon Wallace". The signature is written in black ink and is positioned above the printed name.

Sharon Wallace

Jackson Hewitt®

TAX SERVICE

01/20/2016

Office: 19002

Receipt Number DEE10511

2015 Tax Return For: SHARON K WALLACE

Prepared By: Virginia Ellerbe
1109 E. Godbold Street
Marion, SC 29571
(843) 431-1010

For Year Round Service:
1109 East Godbold Street
Marion, SC 29571
(843) 431-1010

Congratulations! Please enjoy your \$50 American Express Serve® Card. It's our gift to you for giving us a try!

We consider you a valued customer. Thank you for choosing Jackson Hewitt for assistance with your personal income taxes. I appreciate your business and I look forward to seeing you again next year. Have a great day.

Your Savings

Jackson Hewitt helped reduce your federal tax liability (or increase your federal refund) as shown below by claiming the following credit on your behalf:

Earned Income Credit \$2,542.00

Tax Preparation Fees & Products and Services

TAX PREPARATION FEES:

Federal \$311.00
State \$38.00
Data & Document Storage . . . \$20.00

PRODUCTS AND SERVICES:

Accuracy Guarantee FREE
Maximum Refund Guarantee FREE
Year-Round Service FREE
IRS Audit Assistance FREE
W-2 Download FREE
Electronic Filing FREE
Healthcare Enrollment Help FREE
Assisted Refund Fees*** \$49.95

PAYMENT INFORMATION:

Federal Refund \$3,061.00
State Refund \$262.00
Total Fees \$418.95

Payment Type: Refund

*** See Assisted Refund Disclosures for itemization of fees.

You have selected Assisted Refund. Payment is required upon completion of services, which is when your refund has been disbursed to you or such later time that it appears that no tax refund will be received.

Stay On Top Of Your Tax Situation All Year With MY JH

- Check the status of your tax return 24/7
- Safely store and organize your important documents online
- Schedule an appointment for your mid-year review
- And MORE!

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