

March 23, 2020

Dear Client,

We know that taxes may be the last thing you want to worry about in these uncertain times, so we want to assure you that we are continuing to work hard on your behalf. We want to make you aware of the ways we are doing our part to stop the spread of COVID-19 in our community, keep our team members safe and preserve the quality of service our clients expect from Swanson Hirsch & Co. CPAs. *We take the health and safety of our clients and team seriously.*

We've taken multiple steps to protect the health and safety of our employees. These measures include social distancing, working remotely, using technology in lieu of in-person meetings, and following the Centers for Disease Control and Prevention (CDC) recommendations for self-isolation and handwashing. We've also implemented additional cleaning measures in our office.

Business continuity and preparedness

As you're aware, we're in the heart of the busiest time of the year. We're dedicated to maintaining operations and proactively supporting the health and safety of our employees and clients. Our team is working as efficiently as possible, and we ask for flexibility and understanding as we adjust operations to allow for more remote work.

We have invested in technology that enables our team to work virtually anywhere with a secure internet connection. While we love seeing our clients in person, **we are shifting client meetings to email, phone calls or video conferences** to minimize the risk for our team members and clients.

- If you currently have an **appointment scheduled** with your CPA, please plan to get us your tax information prior. (If you need another copy of our personalized organizer to help prepare, please let me know.) We are planning to use your scheduled time to complete your return, as if we were having our typical tax meeting. We will email/call/video chat with you as we work on your returns, whichever you prefer. **Please include your preference with your tax documents.**
- If you do not have a scheduled appointment, please scan and securely email your tax supporting documents to us at cpa@swansonhirsch.com as soon as possible. We encourage you to password protect your documents or send using encryption software.
- If the size of your email attachment is too large to send via email, you may use Drop Box. If you need assistance with this, please reach out so we can talk you through the process.
- If you do not have access to a scanner, please fax to 507-388-1905, mail or drop off your documents.
- If you choose to drop off your documents, you will find a locked container outside our office door. You may place your documents inside the container and call or text to let us know and we will collect them.
- If the above options do not work, please call Melinda for additional ideas.

UPDATE AS OF MARCH 20, 2020

- Since both federal and Minnesota tax filing deadlines have now changed to July 15, 2020, if you would prefer a face to face appointment with your CPA, please call the office and we would be happy to schedule an appointment for May or June.

After we have completed your return, we will mail it to you via USPS Priority Mail. Included will be copies of the tax returns, detailed filing instructions, an invoice for professional services provided, payment due and estimate vouchers (if applicable) and your original documents. Additionally, Form 8879 "IRS e-file Signature Authorization" will be included. Each taxpayer must sign and date where indicated and return to us in the postage paid envelope, along with payment in full. After we receive your signed PIN sheet and payment, we will then electronically file your returns before the deadline.

We will continue to monitor the **ever-changing** situation and recommendations. Communication is key, so feel free to reach out to Melinda with questions at 507-388-1770 or cpa@swansonhirsch.com. Please be aware that the turnaround time will likely be longer than usual. In addition to the mail time, with the due date change, our staff will not be working their typical 12 – 16 hour days, six to seven days a week. Long hours can potentially lower the immune system and we want to keep our staff healthy to continue to get the work completed for you as soon as possible. *We appreciate your patience and flexibility as we do our part to help preserve the health and safety of our team and our clients, while providing the level of service you expect from us.*

Be healthy and stay safe,

Your Team at Swanson Hirsch & Co. CPAs