



32401 Eight Mile Road
Suite 2-13
Livonia, MI 48152

Phone: (313) 442-7160
Toll Free: (888) 542-5560
Cell: (313) 623-2088
Fax: (313) 731-0633
<http://www.rjjcomptech.com>

Accounting Services Division

February 21, 2019
(originally sent January 7, 2019)

EXCERPTS:

Unfortunately, my availability for personal face-to-face meetings will be more limited now, however, measures have been taken to insure service delivery times will not only be maintained, but improved. **My availability for appointments will generally be as follows, and is subject to change as may be required:**

Monday	4pm-6pm
Wednesday	4pm-8pm
Thursday	4pm-6pm
Saturday	11am-4pm

As in the past, an online Appointment Scheduler will be available soon for you to choose specific appointment times based on the above schedule, subject to modifications as conditions may require. I will generally be returning phone calls and replying to general emails, texts, etc. during these same timeframes, the same or next day. This structure will allow me to dedicate uninterrupted time for actual tax preparation and tax planning on your behalf.

In addition to your Client Portal or meeting with me in person, you may leave documents in a sealed envelope for me at the reception desk of my office, between 8:30am-5pm Monday-Friday. I will confirm receipt of documents retrieved, and communicate next steps at such time.

Periodic text alerts will be sent to keep you informed of critical changes in service enhancements and availability. I strongly encourage you to opt-in to these alerts, if you have not done so already: [Text Opt-In](#)

Lastly, a quick note about preparation fees (your estimated fees for 2018 tax preparation are shown below):

2018 Tax Year Preparation Fee
\$.00

Early Payment Preparation Fee
\$.00

(Upon request, a link for credit/debit card payment will be sent in a separate email, or payment can be made by check via U.S. Mail)

REGULAR Payment

All tax prep fees must be paid when tax documents are submitted for return preparation. No documents will be accepted ahead of payment

REFUND DEDUCTION Payment

Clients who qualify may choose to have their prep fee deducted from their federal refund and paid directly to me. There is an additional 3rd party cost associated with this option, also deducted from the federal refund.





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THINGS TO REMEMBER:

- My office is NOT at the same location as last year. Please note the address above.
- I will generally NOT be available Monday-Friday for phone calls, texts, nor emails until after 4pm.
- I will make every effort to respond to inquiries the same or next day, AFTER 4PM.
- Please leave detailed information as to the nature of your call, in any voicemail message or texts. Requests that simply state "Please call me" do not indicate any urgency, and therefore may not be given great priority.
- Inquiries regarding status of tax returns in process will not be provided until done, or a question arises. If you have not heard from me, there is no update to provide.
- Appointments may be scheduled online at: <http://rjjtaxes.as.me>
- Any appointments scheduled for Monday-Friday before 4:30pm are only to drop off or pick up documents at the lobby reception desk of my building. I WILL NOT BE IN THE BUILDING.
- Any appointments scheduled after 4:45pm or on weekends, will require you call my cellphone, so that I can let you into the building.
- Payment is due at your appointment time to bring your documents for tax preparation.
- Please be certain to provide a current email address and cellphone number, as these will be the primary means of communication.
- Please register and utilize your Client Portal if you have not done so already. Contact me if you need assistance.

Thank you once again for your continued patronage, and as always I look forward to continuing support of your efforts in 2019.

Sincerely,

A handwritten signature in black ink that reads "Richard A. Summersett". The signature is written in a cursive style.

Richard A Summersett,
President

