



Your AARP®

New Ways to Get Tax Help

The AARP Foundation Tax-Aide program will assist in your quest for a refund—and keep you safe

COVID-19 WILL not stop the AARP Foundation Tax-Aide program from helping millions of older Americans file their taxes for free. Last year, despite adjusting to the early weeks of COVID-19, the program secured more than \$1 billion in refunds for the 1.5 million people who sought help.

This year an army of volunteers has again been trained and IRS-certified to help taxpayers nationwide.

And the program—which is the largest volunteer tax-preparation effort in the country—is making further changes. “Safety has been the main priority in preparing for this tax season,” says Lynnette Lee-Villanueva, vice president of the Tax-Aide program.

Lee-Villanueva notes that more than 36,000 volunteers have participated in previous years and that Tax-Aide hopes this year’s numbers will get as close to that as possible. All volunteers will receive additional instructions on how to help people during remote consultations. The program will be open in all 50 states and the District of Columbia. “We don’t want to leave anyone unserved,” Lee-Villanueva points out. “People rely on us.”

To help taxpayers make the most of the hundreds of millions of dollars



LOW CONTACT

With this option, tax filers will visit a site, have their documents scanned, then complete the process via a phone call or a video chat.

MODIFIED IN-PERSON

In many locations, Tax-Aide staff will allow direct visits with social distancing, along with plastic shields and personal protective equipment.

SELF-PREPARATION

Some people will have the option to call an AARP tax expert and get line-by-line advice over the phone while filling out their own forms.

CONTACT-FREE Filers will scan their documents and email them to an AARP Foundation Tax-Aide volunteer. Next, a volunteer will reach out to set up an appointment to complete the process by call or chat.

in refunds they’ll get through Tax-Aide, AARP Foundation also sponsors a program called SaveYourRefund; this provides incentives to those who set aside all or some of that

money in a savings account.

Filing options will vary by location. To learn what Tax-Aide services are available to you, go to aarpfoundation.org/taxaide.