TurboTax[®] in Online Banking

What is TurboTax[®]?

TurboTax is the #1-rated tax software, a service newly available through ACU's online banking website. The service allows members to complete their income tax returns independently for FREE. The tab inside Online Banking is called "My TurboTax."

What information can be transferred into TurboTax via Online Banking?

- Name
- Address
- Phone number
- Social Security Number
- Email address
- Bank Routing Number for all checking and/or savings accounts with ACU
- Account Number for all Checking and/or Savings accounts with ACU
- Account Type Checking and/or Savings accounts with ACU

How is this different than if I do my taxes with the "normal" TurboTax Online product?

You will start your tax return directly from within Online Banking – you will not need to create a new user name or password to sign in to TurboTax. Some of your account information will be automatically transferred (see last question), saving you time in doing your taxes. When it is time to choose where to deposit your refund, your Checking and/or Savings accounts with ACU will be presented and you select the one you prefer, saving you additional time.

What types of tax returns and products does TurboTax support?

TurboTax supports the full range of tax situations from simple individual returns to complex returns involving a small business. The TurboTax Online products that are offered are the Free, Deluxe, Premier and Home & Business products.

I prefer the TurboTax desktop version; can I use this to purchase it?

Yes, if you prefer to use the TurboTax desktop version (i.e., download the software to your personal computer) you can download the desktop software from Online Banking. You'll receive a 15% discount, but, because of technical limitations, none of your personal information will be pre-populated into your forms.

Desktop users who wish to convert to the online version can do so by uploading their tax file through a simple process accessed from within the desktop software.

Can I file my state tax return using TurboTax?

Yes. TurboTax has the full functionality of TurboTax Online. You can file your federal return and multiple state returns through the product.

When I start the tax preparation process, will I leave ACU's website?

Yes. The upfront landing pages are "framed in" to the Online Banking site. However, once you begin the tax preparation process, TurboTax will launch in a new window and, for security reasons, the Online Banking session will be allowed to time out.

Will TurboTax work with Mac users?

Yes. Mac users can use this product.

If I close my ACU account in the future, can I still access my tax return data?

Yes. You can log into TurboTax.com and access the account data using your TurboTax username and password. If you don't remember the username and password, you can reset it on the TurboTax.com site. While you will need to continue to access your return through ACU's Online Banking to get the benefit of data pre-population, FinanceWorks integration, and the use of free tax planning tools, we do not want to block anyone from being able to access their tax data, even if you switch financial institutions.

Safety and Security Questions

Is it safe to transfer bank account information to TurboTax?

The TurboTax data center employs the latest encryption technology in order to safeguard your financial and personal information.

When TurboTax securely retrieves tax information directly from ACU, there are several advantages over entering data manually, including:

- · Easy, fast and secure transmission of sensitive data that saves the member time
- · Reduction of potential errors and omissions, increasing the accuracy of the tax return
- Reduction of any electronic filing errors for hassle-free tax return filing.

How will TurboTax Online use and store my information (including tax data)?

TurboTax Online stores member information on a firewall-protected server that can only be accessed using a unique username and password (from TurboTax.com or by signing on through Online Banking). Learn more about the TurboTax privacy policy at http://turbotax.intuit.com/corp/privacy.jsp.

Will ACU use and/or store my tax data?

No. ACU does not have access to tax return data. See the previous question for details of how TurboTax Online uses and stores tax data.

Will the ACU privacy policy or the TurboTax privacy policy protect my data?

ACU's privacy policy protects the member's online banking data. The TurboTax privacy policy protects TurboTax tax return data. To learn more, please visit: <u>http://turbotax.intuit.com/corp/privacy.jsp</u>.

Are my Online Banking credentials (username and password) passed to TurboTax?

Absolutely not. Online Banking credentials are never passed to TurboTax, nor are they stored in TurboTax servers.

Does ACU have any liability if I have an issue with TurboTax and the way the return was prepared?

Your use of the TurboTax product is governed by the TurboTax license agreement (which is between Intuit and yourself) which you agree to when you use/purchase the product. That agreement sets forth the limitations of liability and terms of use of the product. You can find a link to the license agreement at the bottom of the home page of TurboTax.com.

How much does TurboTax cost to use through Online Banking?

If you have a simple return and don't need much guidance, you will be able to complete your Federal return for FREE using TurboTax Online Free Federal Edition. Should you use paid versions of TurboTax Online, you will receive a 15% discount off of standard TurboTax Online pricing.

E-file is included for all TurboTax Online Federal versions at no additional charge. There is an additional fee for TurboTax State.

As you answer TurboTax interview questions, you may be prompted if another Turbo Tax program may be better for your tax situation. If you do need to upgrade, the information entered so far will transfer automatically – and you won't be charged until you file.

If you've already started your tax return using TurboTax Online you'll be able to continue your return from your Online Banking account using the TurboTax product you've already selected. Prices can change each year and are generally set in the fall.

I've decided to upgrade. When will I have to pay?

You won't pay anything until you file your return – and at that time you will receive a 15% discount. E-file is included for all TurboTax Online Federal versions free of charge, but there is an additional fee for TurboTax State filings.

Can I pay for TurboTax Online with funds from my ACU account?

Not at this time. You will need to pay using a credit card, or by having the price of TurboTax Online deducted from any refund.

If I don't get a refund, will my tax payment be withdrawn from the account they select when I sign up?

If you have taxes due, you will be prompted to choose a method of payment. These methods include direct debit within TurboTax Online, check, money order or credit card. Should you choose the direct debit method, you can select a default account from ACU or enter another account.

Is TurboTax integrated with FinanceWorks[™] within Online Banking?

Yes. This year we will be enhancing FinanceWorks to track and auto-categorize tax deductible expenses, such as charitable contributions and child care deductions. You will be able to review the transactions FinanceWorks has categorized and select which transactions you want to have transferred to TurboTax and pre-filled on your tax forms