

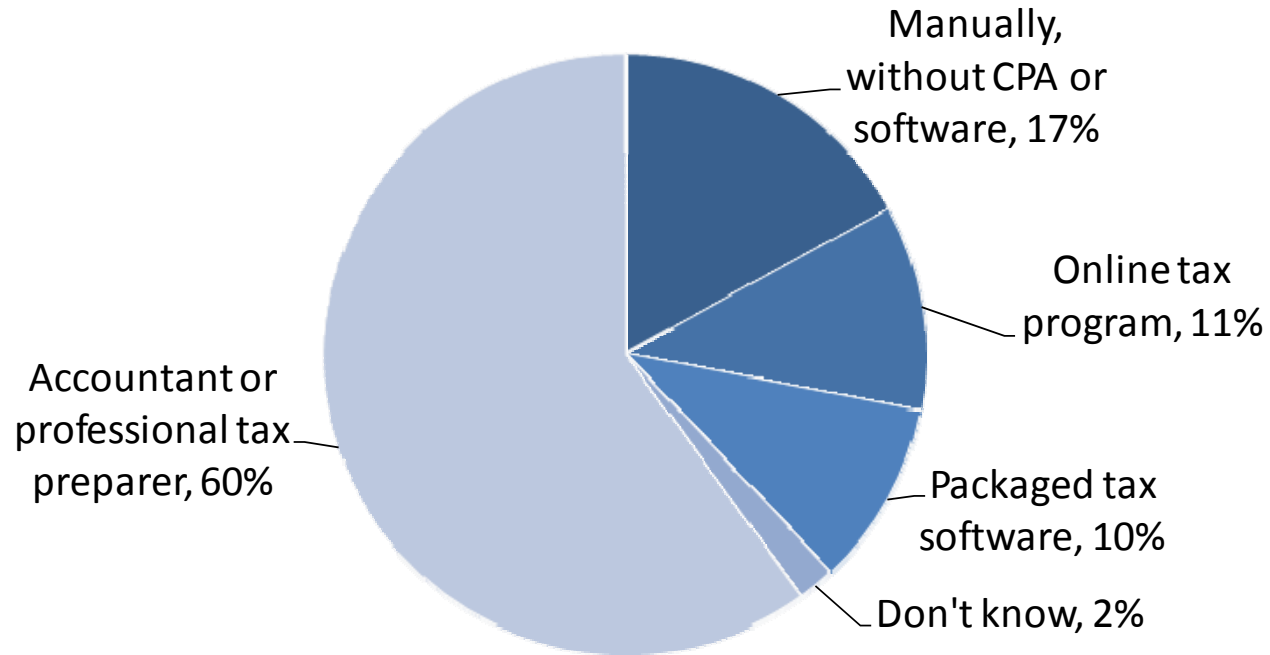
## *CompleteTax* Tax Prep Survey 2010

Young taxpayers head online to prepare taxes;

All taxpayers want taxes done right;

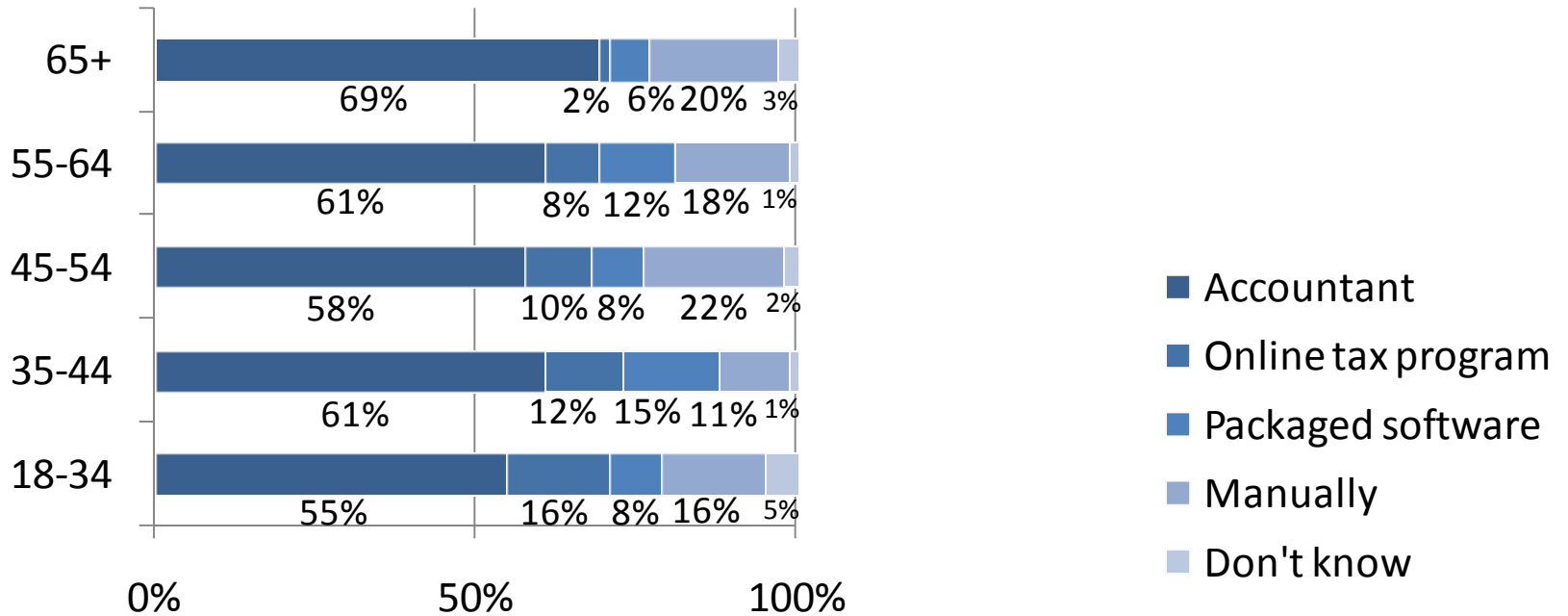
Maximizing the credits and deductions they deserve

# Method for Preparing Tax Return



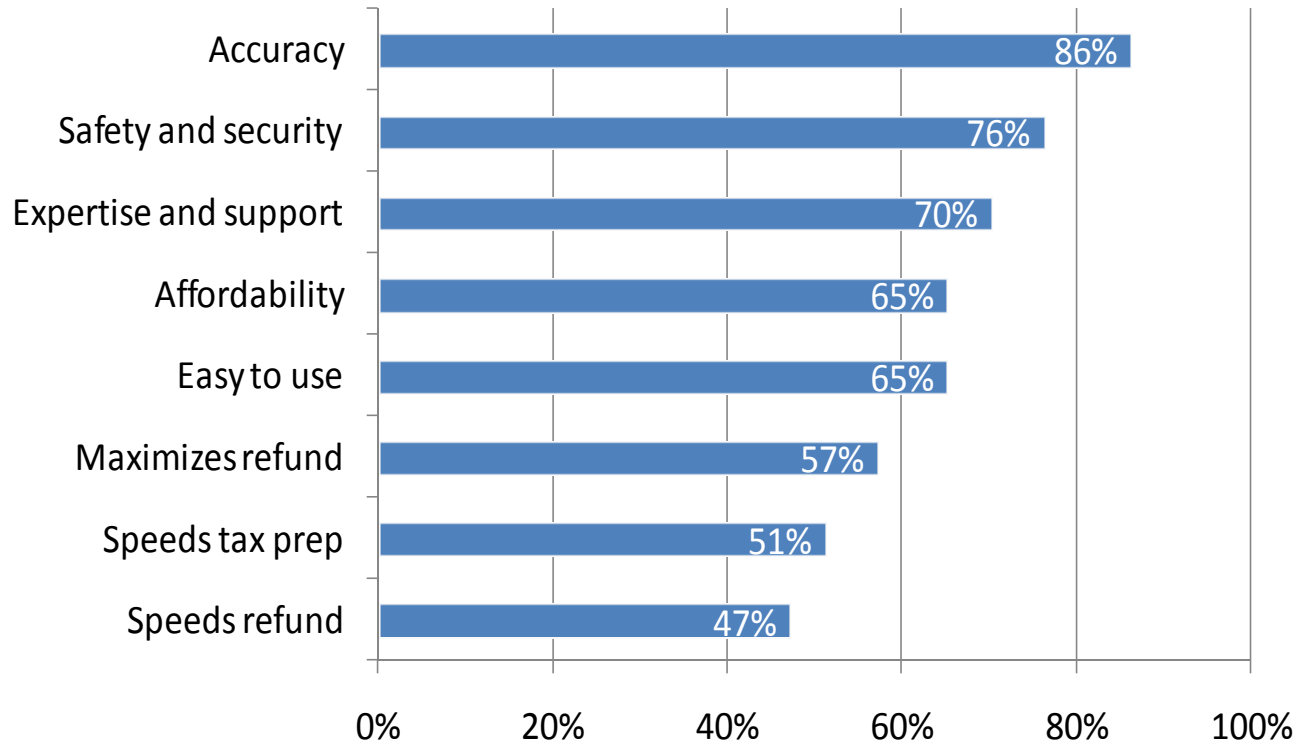
Most people use an accountant or professional tax preparer; more people now use online programs than packaged tax software.

# Method for Preparing Tax Return by age



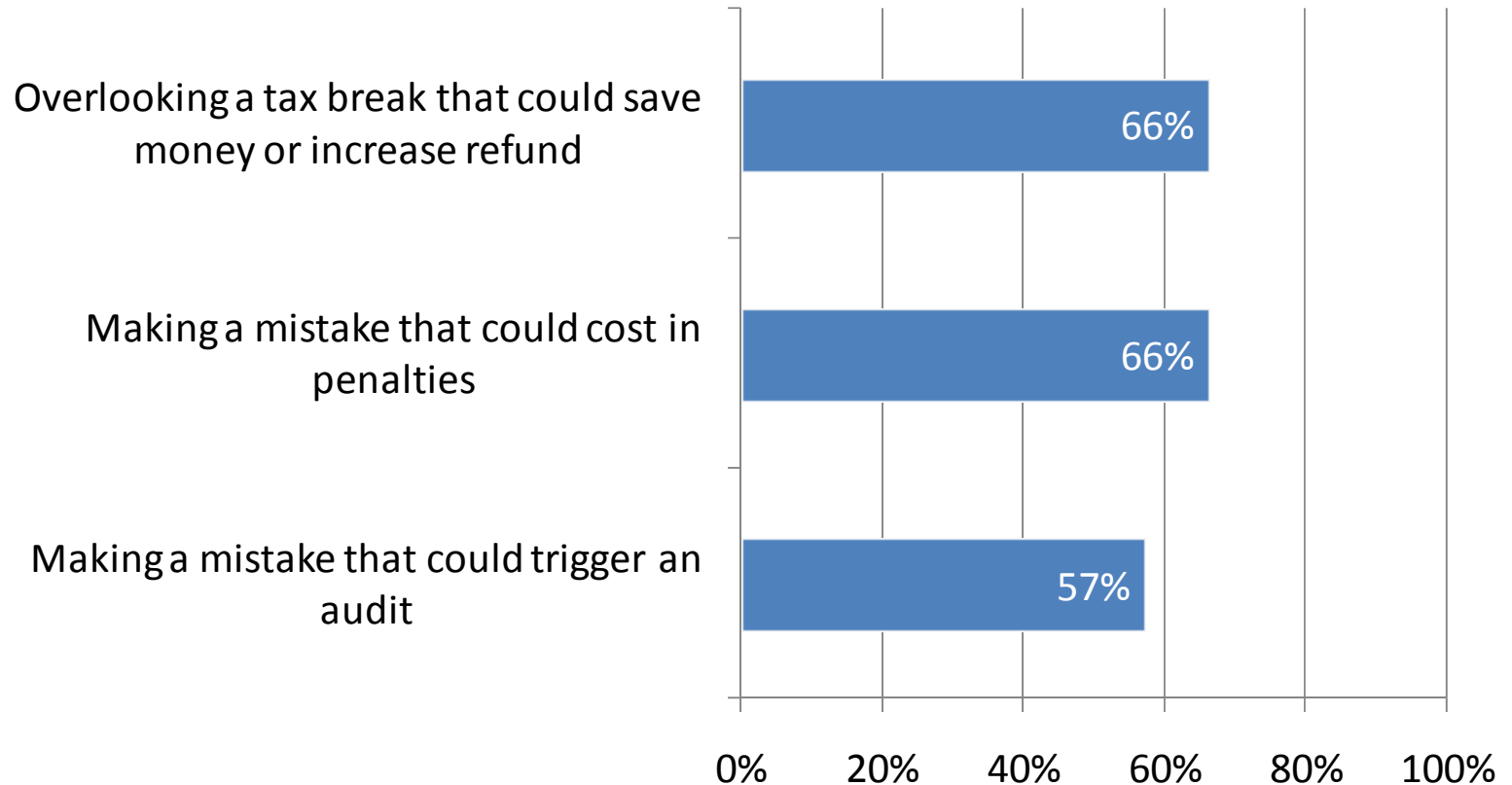
Younger taxpayers are most likely to use online tax prep programs.

# Important Factors in Preparing Taxes



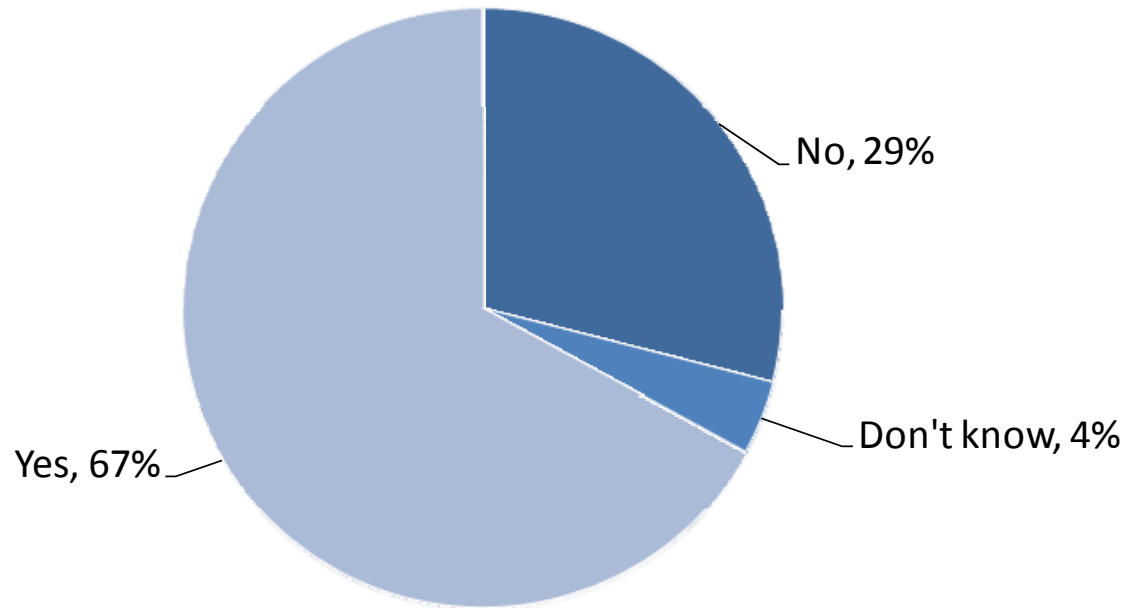
Making sure taxes are done right, safely and securely and making sure they have the support and expertise they need are the three most important factors to taxpayers.

# Taxpayer Concerns in Preparing Tax Returns



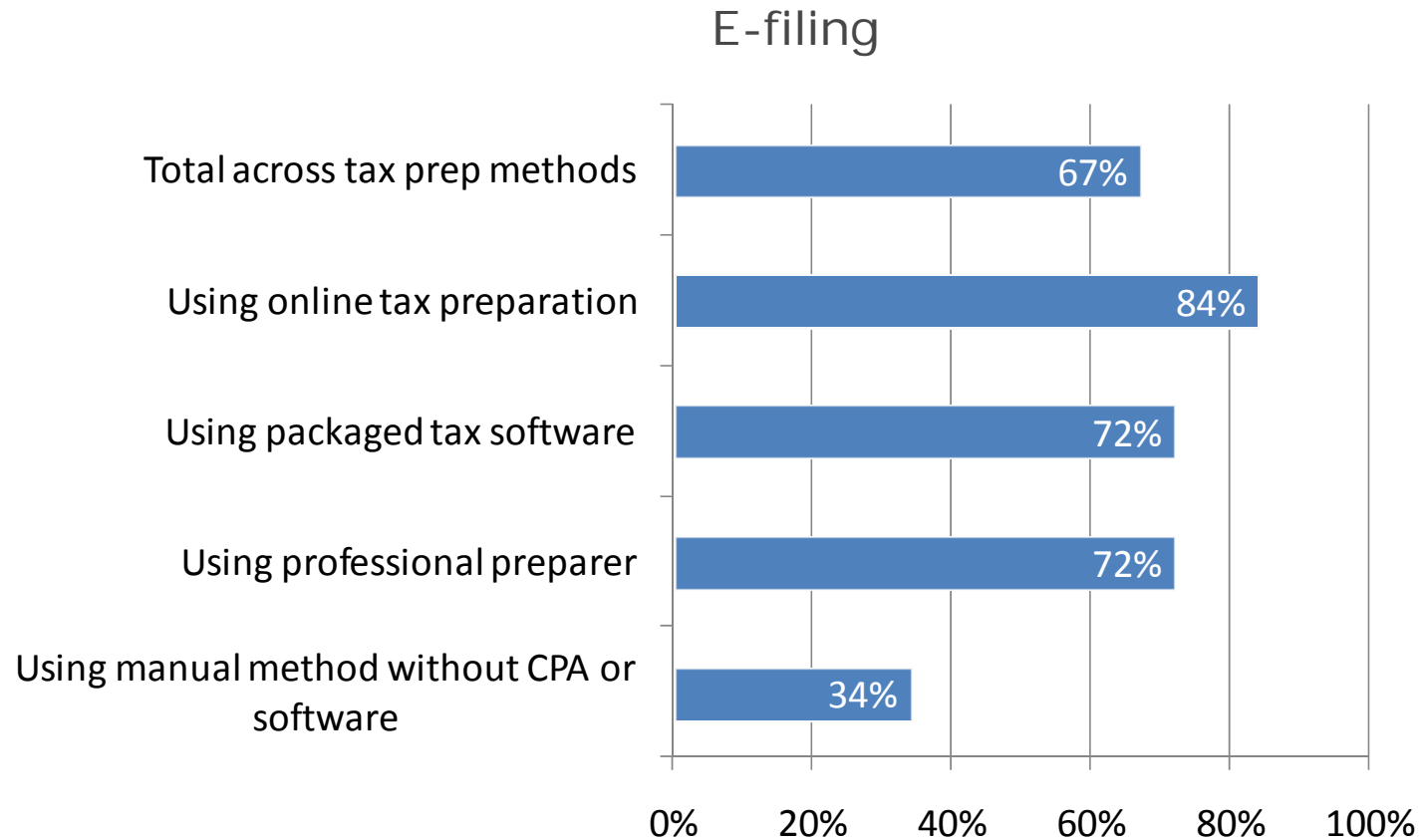
Overlooking a tax break that could save money or increase their refund or making a mistake that could trigger penalties are top taxpayer concerns.

# Plan to File Electronically



Two out of three taxpayers plan to e-file their 2009 tax return.

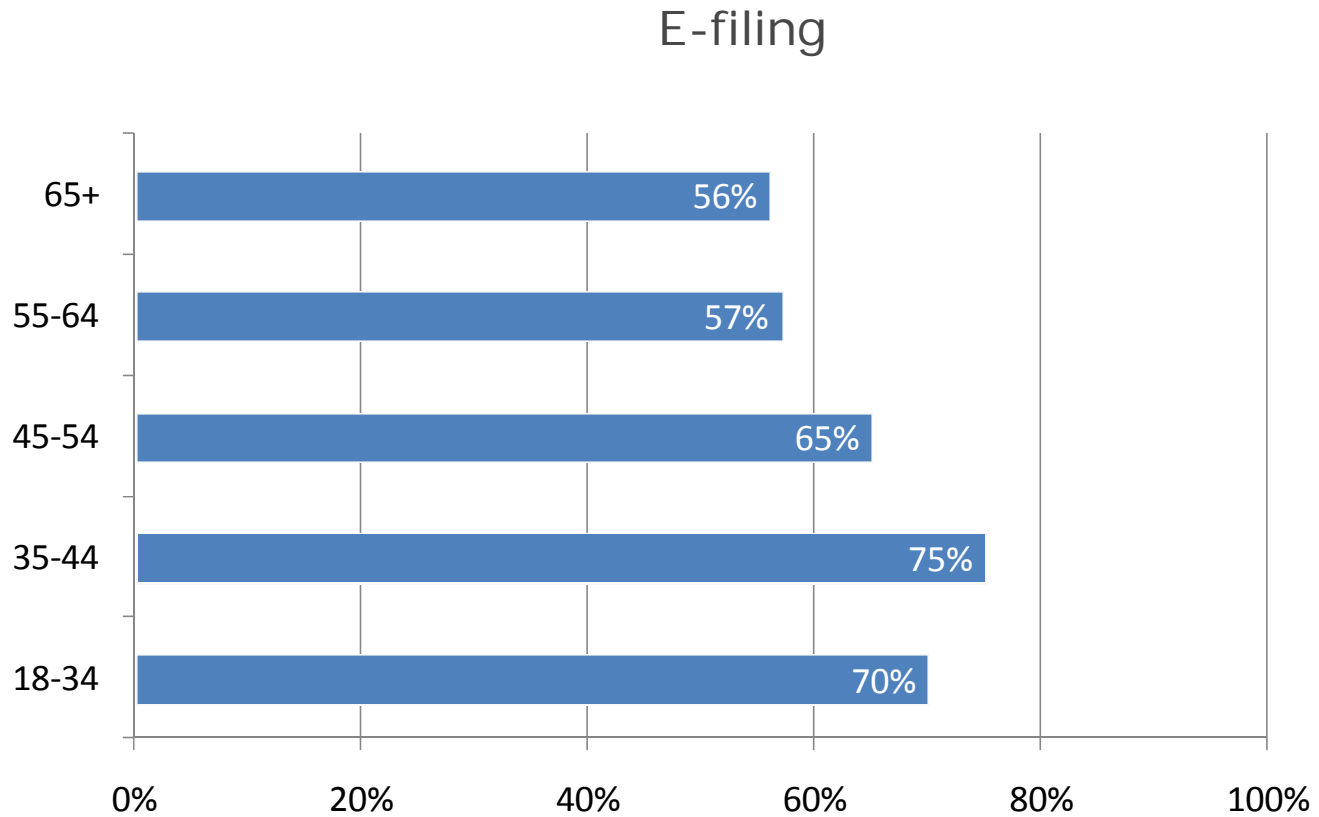
# Plan to File Electronically by tax prep method



Taxpayers using an online tax preparation program are most likely to e-file.

# Plan to File Electronically

by age



Younger taxpayers are generally more likely to e-file their tax returns.



# Survey Methodology & Notes

## Survey Methodology

This survey was conducted by telephone within the United States by Opinion Research Corporation on behalf of *CompleteTax* from December 17-20, 2009 among 1,021 randomly sampled adults (aged 18 and over). The margin of error is +/- 3 percent.

## About CompleteTax

*CompleteTax* ([www.CompleteTax.com](http://www.CompleteTax.com)), an online tax preparation and e-filing service for the do-it-yourself taxpayer, is the smart, simple solution for people who want to get their taxes done quickly, easily and accurately and maximize their tax refund. *CompleteTax* offers comprehensive resources for preparing and e-filing both federal and state income tax returns. *CompleteTax* is developed by CCH, a Wolters Kluwer business ([CCHGroup.com](http://CCHGroup.com)), a leading provider of tax, accounting and audit information, software and services.

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