

- Flyers

What can you do on a local level to promote business?

### 13) Sneak Preview – 2005

#### **Bank Program**

As always, Jackson Hewitt strives to have the most competitive bank program available for our customers. We've kicked-off our holiday season with the H.E.L.P. product – our very special gift to not just our customers, but also many, many others! Below are highlights of our RAL, Money Now and Flex Loan programs. Complete program documents are available on Jhnet.

#### **RAL**

- RALs are offered to customers whose refund minus EIC is greater than or equal to \$0 (0 withholding now allowed)
- Additional Disclosure Document – FOP will provide a document that further clarifies their refund options. These include non-bank products (e-filing, IRS Direct) and bank product options that are available for an additional fee. Customers must sign this document along with all other applications and documentation.
- Application fee is capped at \$80. Application fee is not permitted in MA and MS.

#### **Money Now Loan**

- Available from January 3, 2005 through March 31, 2005
- Money Now loan amount has been increased to \$1,100. The bank fee is \$35. Customers will receive a net amount of \$1,065.
- Money Now Loans have a configurable, retransmission capability

#### **Flex Loan**

- The Flex Loan program allows customers with balances due on their federal tax returns to receive a loan from the bank. This loan will allow the customer to pay off the outstanding balances and any associated preparation fees.
- The Flex Loan program begins on February 7 and will end on April 15.
- Customers are required to sign the Flex Loan application at the time the product is requested (prior to transmission to the bank). The application s will be pre-printed and provided to the processing centers for distribution to the individual offices. As a back up, these applications will also print from FOP. However it is imperative that the pre-printed form be used.
- Results of Flex Loan applications will be available in ProFiler software in three minutes or less.
- The Flex Loan program will include a counter offer process. For example, a customer has a balance due of \$1,000. The request is processed by our banking partner who determines the customer is eligible for a \$500 loan. The customer will have the option to either accept this revised amount or

decline the loan. If the customer accepts the counter offer, they are still obligated for the federal balance not covered by the Flex Loan. The benefit of this change is rather than receiving a denial based on the original balance due amount and creating a poor customer service experience, the customer is approved for having at least a portion of their balance due covered by our loan product.

- The Flex Loan product will allow loans for the amount of the federal tax balance due plus associated fees up to \$7,750.
- The Flex Loan product will not be offered on any combination of federal tax balance due and associated fees exceeding \$7,750.
- The customer must have a minimum balance due of \$200. The minimum loan amount is \$300, which includes the balance due amount plus associated fees.
- Offers payment support for the Farmer and Fisherman deadline on March 1.
- Tax Prep Fees are included in the loan.
- Tax Prep Fees are paid to franchisee when the loan is approved (like RAL).
- Application is sent from within ProFiler (like Money Now.)
- Pre-printed Loan Agreements supplied by the bank. Back up agreements will print in FOP.
- Networked environment with an Internet connection is required.
- 90 days same as cash offering.
- Configurable

#### CashCard

- Initial Load Fee -- \$29.95
- Additional shipment mid to late December

#### Miscellaneous

- Due Diligence Indicator – An indicator similar to the “verification indicator”. This indicator allows the tax preparer to “flag” a tax return to be “recycled” by the bank. This recycle allows the bank to spend additional time investigating the validity of the tax return data (i.e. employee verification, EIC Claims). This indicator should be used when a preparer feels that the tax return data is questionable. No preparer should mark the Due Diligence Indicator with out marking the Verification Indicator.
- Identification requirements – Expiration dates will no longer be required when entering the information in ProFiler.
  - Approved ID types:
    1. Drivers License w/ Picture
    2. Resident Alien ID w/ Picture
    3. U.S. Passport w/ Picture
    4. Military ID w/ Picture
    5. State/City/County Issued ID w/ Picture