

## **VITA FAQ's:**

### ***How do I schedule and Appointment?***

Call 211 they will set up an appointment at the most convenient sit and time. You can also do you own taxes for free online using a tool called My Free Taxes, just visit [FrreTaxPrepLancaseter.org](http://FrreTaxPrepLancaseter.org) to learn more about each of the options.

### ***Do they file all of my taxes?***

VITA electronically files Federal and State returns. Local returns are completely prepared by VITA and placed in the correct envelope to be mailed by clients. Federal and State returns are filed each day to the IRS in the same way the paid preparers file.

### ***Is VITA really free?***

Yes. VITA is 100% free. In fact, volunteers are not allowed to handle money even in the form of donations. There will never be an exchange of money at VITA for any reason.

### ***Do the volunteers know what they are doing?***

Yes, many volunteers have professional tax experience and all volunteers go through an extensive training process that exceeds the training provided to professional preparers. Every year volunteers need to talk several exams to re-certify with the IRS no matter how long they have been volunteering.

### ***Will VITA Advance my refund?***

VITA cannot provide an advance of a refund. The organizations that are doing this are providing a loan contingent on the return being accepted by the IRS. VITA will electronically file that day so the client will receive the refund in 2 weeks for the IRS. The problem with advances is not only that they are loans, they are expensive. While clients are happy to walk out with a large check it is significantly reduced do to the cost of the advance and the preparation. With VITA clients receive 100% of their refund in two weeks.

### ***Can they do direct Deposit?***

Yes, just bring a check and the IRS will drop the refund into your bank account as soon as it is ready.