

## Intuit TurboTax Settlement Fund FAQ

I received a notice about a settlement. What is the notice about and why did I receive it?

In May 2022, the Attorneys General of all 50 States and the District of Columbia reached an agreement with Intuit to settle claims that Intuit had deceived millions of Americans that used Intuit's TurboTax into paying for tax services that should have been free for them. You are receiving this notice because you have been identified as one of the Intuit TurboTax customers covered by the settlement.

Is this email a scam?

Start by checking the sender of the email you received. Emails from the settlement fund administrator will come from the domain [@rcnotifications.com](mailto:@rcnotifications.com). You should also be alert for scams, including phishing scam emails designed to appear to come from the Attorney General or the settlement fund administrator. Consumers will not need to file a claim, provide account credentials, or pay money to receive a payment under the settlement.

What is the settlement about?

Intuit has agreed to provide money for a settlement fund that will be used to compensate Intuit TurboTax customers who paid Intuit to file their taxes when they were eligible to file for free.

Do I have to do anything to receive a payment?

No. Consumers who are covered by the settlement will be paid automatically, without filing a claim.

How will I be paid?

Payments will be made by check, mailed by USPS.

Who is the administrator of the settlement fund?

Rust Consulting Inc. is administering the Settlement Fund.

Who will receive money from the settlement?

Any consumer, or consumers if a joint return was filed, who in Tax Years 2016, 2017, or 2018 was:

- a. eligible to use an Intuit IRS Free File product,
- b. began his or her tax returns using an Intuit TurboTax Free Edition Product,
- c. was informed that he or she was ineligible to use an Intuit TurboTax Free Edition Product,
- d. subsequently paid to use an Intuit TurboTax Paid Product, and
- e. had not used the Intuit IRS Free File Product in a previous tax year.

Checks will be made out to the named taxpayers, or taxpayers if a joint return was filed.

How much money will I receive?

The amount each consumer will receive will be based on the number of years, over tax years 2016, 2017, and 2018, that the consumer began their filing process in Intuit's TurboTax Free Edition and ended up paying for a TurboTax product. Most consumers will receive between \$29 and \$30.

### When should I expect to receive a payment?

Checks will be mailed out over several weeks, beginning around May 8, 2023.

### How does the Fund Administrator know who to send payments to?

Intuit has provided the current email and mailing address of each consumer. If the mailing address is no longer current, the Fund Administrator will use publicly available databases, commercially available databases, and public records.

### How will the Fund Administrator be paid?

All costs and expenses incurred or charged by the Fund Administrator in administering the Settlement Fund shall be paid out of the Administration Fund.

### Who do I contact for more information?

Please visit the Settlement website at [www.AGTurboTaxSettlement.com](http://www.AGTurboTaxSettlement.com) for more information.

### Will I receive a payment from the settlement?

You should expect to receive a payment if you received an email from the Settlement Fund Administrator notifying you that you will receive a payment.

### I believe I should receive a payment, but I was never contacted. What should I do?

Intuit TurboTax customers who are eligible for a payment have been sent an email by the Settlement Fund Administrator. If you did not receive an email from the Settlement Fund Administrator and have a question about whether you are eligible for a payment, you can contact the Settlement Fund Administrator through the Settlement website at [www.AGTurboTaxSettlement.com](http://www.AGTurboTaxSettlement.com).