

AARP Foundation Tax-Aide Service



From Rembert, Wilhelmenia <Wilhelmenia.Rembert@mail.house.gov>
To Egleston, Larken <Larken.Egleston@mail.house.gov>
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Good afternoon,

Please see information below and share broadly with your network, as appropriate. Thank you for ensuring that as many people in our community as possible have access to needed tax preparation assistance.

Kind regards,

Wilhelmenia

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AARP Foundation Tax-Aide Opens Nationwide

Program Provides Free Tax Prep Help to All

WASHINGTON—[AARP Foundation Tax-Aide](#) is providing free in-person and virtual tax assistance and preparation now through April 15. The nation's largest free, volunteer-based tax assistance and preparation program helped secure more than \$1.1 billion in refunds for more than 1.5 million taxpayers last year. Tax-Aide is offered in conjunction with the IRS, and AARP membership is not required.

“Many taxpayers miss out on tax credits and deductions they've earned every year. AARP Foundation Tax-Aide helps anyone secure these credits and much-needed refunds while saving on tax preparation costs,” said Mioshi Moses, Vice President of AARP Foundation Volunteer Programs. “Millions of people, especially older adults living on fixed incomes, depend on their refund to pay for monthly expenses like food and utilities. Last year, older adults with low incomes saved over \$564 million in total with the help of Tax-Aide.” “

Tax-Aide volunteers provide free tax preparation and filing services to adults with low to moderate income in all 50 states and the District of Columbia. Volunteers are trained and IRS-certified every year to ensure they understand the latest changes to the U.S. Tax Code. Since the pandemic, AARP Foundation has seen a significant increase in volunteer applications, with over 20,000 people applying to help older adults file their tax returns in 2023.

AARP Foundation Tax-Aide offers several options for taxpayer assistance:

- **In-Person Service:** In Tax-Aide's traditional in-person service, taxes are prepared and filed by IRS-certified tax counselors.
- **One-Visit Scan (Internet access required):** Tax documents are scanned at the Tax-Aide site and then Tax-Aide volunteers prepare the return remotely.
- **Two-Visit Scan:** Tax documents are scanned at the Tax-Aide site and then volunteers prepare the return remotely. During a second visit, taxpayers work with a volunteer to finalize their return and obtain a printed copy for their records.
- **Drop Off Service:** Tax documents are left at the Tax-Aide site with an IRS-certified volunteer and the return is prepared remotely. During a second visit, taxpayers work with a volunteer to file their return and obtain a printed copy and their original documents.
- **No Site Visit Required:** (Internet access required): Taxpayers upload tax documents to the IRS-provided software. Tax-Aide volunteers prepare the return remotely and work with the taxpayer to file the return electronically.
- **Online Coaching:** The taxpayer prepares their own return and receives online support from an IRS-certified volunteer to help them along the way.
- **Facilitated Self-Assistance:** Taxpayers schedule an appointment at a Tax-Aide site to work with a volunteer to complete and file their own return.
- **Self-Preparation:** The taxpayer prepares their own return using a software product made available through our website.

Access to the different types of taxpayer assistance varies by location.

Users can find the nearest Tax-Aide location in their area and assistance options by visiting the Tax-Aide [site locator](#). The site locator features a Tax-Aide chat bot that can help book an appointment, answer questions about the program and transfer the conversation to a live agent if needed or requested. For more information, including which documents to bring to the tax site, visit aarpfoundation.org/taxaide or call 1-888-AARPNOW (1-888-227-7669).

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About AARP Foundation

AARP Foundation works for and with vulnerable people over 50 to end senior poverty and reduce financial hardship by building economic opportunity. As a charitable affiliate of AARP, we serve AARP members and nonmembers alike. Through vigorous legal advocacy and evidence-based solutions, and by strengthening supportive community connections, we foster resilience, advance equity and restore hope. To learn more, visit aarpfoundation.org or follow [@AARPFoundation](#) on social media.

