CONSUMER BILL OF RIGHTS
REGARDING TAX PREPARATION SERVICES
SECTION 4-44-01 CHICAGO MUNICIPAL CODE

I AM USING A PAID TAX PREPARER . . .

What are my Rights?

1. A tax preparer is required to offer a detailed explanation of their available services.

2. Prior to rendering any service a tax preparer must provide customers with a disclosure form with the following information:

   + The price of each offered service and any and all fees.

   + A statement that prior to entering into any contract, the tax preparer shall provide you, the consumer, with a written estimate of the total charged based upon the tax preparation services you select.

   + The period of time you can reasonably expect to wait for your refund.

   + Tax preparers must certify that they provided all of the required disclosures and explanations.

3. You, the consumer, will not be charged any fee or cost without a written contract, and you will receive an estimate of charges prior to entering into a contract.

4. A tax preparer, who individually or in conjunction with another, makes or offers to make a refund anticipation loan is required to make certain disclosures pursuant to Section 10 of the Tax Refund Anticipation Loan Disclosure Act, 815 ILCS 177/10.

5. Tax preparers cannot require the use of any alternative settlement product, such as a refund anticipation loan, a refund anticipation check or a rapid refund.

6. Tax preparers must provide all customers with a copy of this Bill of Rights.

IF YOUR RIGHTS ARE VIOLATED...

File a formal complaint with the City of Chicago, Department of Business Affairs and Consumer Protection

WHERE DO I FILE A COMPLAINT...

by phone:

Call the City's Non-Emergency Number

311

People residing outside the City of Chicago may call 312.744.5000

by mail:

Department of Business Affairs
and Consumer Protection
121 N. LaSalle St., Room 805
Chicago, IL 60602
Attn: Complaint Intake-Tax Preparation

CHICAGO BACP BUSINESS AFFAIRS CONSUMER PROTECTION