



From the Desk of Brian Rhodes – CEO

The tax season is off to a rapid start. First and foremost, I want to thank you for your devoted service to the American taxpayer. You are providing an invaluable service to enumerable individuals, and for that you are to be commended. We understand that in order to provide these services it is essential for you to be able to rely on our software at all times.

I know the challenges faced during this past week have caused many of you to be inconvenienced and for that, I am truly sorry. I am confident that these challenges have been identified and that they have been resolved.

We have dedicated an unprecedented amount of resources to ensure that similar issues are unlikely to occur again. I understand that change can be frustrating, and those frustrations are only compounded by unforeseen issues. I reiterate my sincerest apologies. We are committed to ensuring that you have a successful tax season and will not stop until you are satisfied. Please don't hesitate to reach out to our support team if you experience any issues moving forward.

Again, thank you for the service that you provide. We look forward to the continued partnership with you moving forward.

Sincerely,

A handwritten signature in black ink, appearing to read "BRH". The signature is stylized and fluid.

Brian Rhodes
President/CEO
TaxSlayer