



## TAX FAQ

Frequently Asked Questions about Valley National's tax return preparation process.

### **What happens after I deliver all of my tax information?**

- We review the documents and information you have provided based on your prior year return and the answers you provided on your tax questionnaire.
- If we have all – or at least a majority – of your documentation, we can begin preparation.
- During the preparation process, if we need any additional information, our team will reach out to you. Otherwise, you will hear from us as soon as your return is completed.

### **How long will it take to receive my completed return?**

- The first consideration in answering this question, is do we have everything? One missing document, calculation, or a simple answer to a question can impact the results of a tax return. We take great care to work for the best possible outcome for you and your family, which sometimes means we have to be patient as the final pieces of the puzzle become available.
- Typically, when we have everything we need, a tax return is completed within 1-2 weeks. The tax preparer works on the forms and calculations, then each return is carefully reviewed by a senior tax manager or your personal financial advisor, and then our support team processes all the forms to produce a complete, easy to understand packet to deliver to you for your signatures.

### **Once my return is ready, what do I do next?**

- Review the return and the instructions included in the packet we provide to you.
- Sign Federal 8879 forms and additional state forms and remember to return them to us. We can only submit your return to the IRS if we have all the required signatures.
- PLEASE NOTE: Local forms should NOT be returned to us. You are responsible for sending these to the appropriate address indicated in your personal tax packet.
- As part of our service, our team will verify that your federal and state returns are accepted. You may receive a notification of acceptance directly from the IRS.

If you have more questions about our process or the status of your tax return, please e-mail our service team at [tax@valleynationalgroup.com](mailto:tax@valleynationalgroup.com) or visit [valleynationalgroup.com/tax](http://valleynationalgroup.com/tax) for additional resources.