

# STEPHEN CROMWELL, ESQ., CPA

4014-B Mountville Road Jefferson, MD 21755 • Phone: 301-473-4445 Fax: 301-473-4449

---

## INFORMATION REGARDING OUR BILLING POLICY

Dear Client,

Many clients are unsure how CPA firms operate and charge for their services. We hope the following explanation addresses any questions you have regarding our billing policies.

The product of a CPA firm (what is sold) is their expertise. This expertise is sold in units of time. Time spent using our expertise to process client work or sharing our expertise by educating the client is considered a sale of that product. While we are happy to give away our product in certain situations, we do have limitations. Insignificant amounts of time, such as quick telephone calls or e-mails, generally are not billed. Repeated telephone calls or multiple emails may be billed. Generally, professional firms bill by the hour.

During the process of preparing your returns we may need to contact you for additional information or to clarify documentation you have provided. This time is considered normal in the preparation of the income tax returns and, unless excessive, is not billed. We also scan your income tax return and supporting documents and store them securely for a period of three years. This has proven valuable if a client gets selected for an audit or their records become lost or destroyed. There is no additional charge for this service. It is considered a standard part of our income tax preparation at our firm.

When income tax returns are complete, they are billed on a “per-form” price which is a set price based upon the time and expertise needed to complete each form. This is similar to the billing method used by H&R Block, Liberty Tax Service, and other tax preparation firms. Time spent for consultation, bookkeeping, and additional services that you may require is then added to the per form charges.

During the process of preparing your return we may advise you of overlooked opportunities that could potentially save you substantial tax dollars in the future. Our recommendations have saved thousands of dollars for our clients every year! This level of tax-saving expertise is one of the important advantages of having our experienced staff prepare your income tax returns. It may cost a little more than the high-volume tax services; however, we do not simply fill out your forms and hand you a bill. We analyze your tax situation and look for opportunities to help you prosper.

We hope this answers any questions you had regarding our billing policies. You are welcome to speak with us regarding any remaining unanswered questions or concerns about our billing procedures. Our goal is to ensure our clients feel comfortable and pleased with our services. We look forward to working with you and hope you continue to place your trust in us.



James E. George, CPA

*“Caring about your business is my business”*