Mumm & Associates, P.C.

Certified Public Accountants

Mutual Commitments Agreement

This agreement documents in simple language what our commitments are to you as your advisor and what we hope your commitments will be to us. By agreeing to the terms of this document, we are working towards a mutually beneficial and rewarding relationship.

Mumm & Associates, P.C., as your advisor, agrees to uphold and maintain the behavioral standards set forth in this agreement under any and all circumstances. As our client, we trust that you will make similar commitments.

	Advisor Behavior Commitment	**Client Behavior Commitment**
Business Hours	We will be available during normal business hours (8 AM to 5 PM, Monday through Thursday) and on Friday and Saturdays by appointment. Outside normal business hours, messages can always be left via voicemail or email.	I will respect those business hours and request your time and attention only during those hours. I will use the methods of communication outlined below in the Communication section of this agreement.
Required Tax Documents	We will provide you with a personalized tax organizer showing details from last year for your convenience. Your organizer is available through electronic (immediate) delivery or via mail. Additionally, we have provided a detailed list of all tax documents needed to complete your tax return. We will contact you within one week of receiving ANY tax information when additional information is needed.	If I have a tax appointment, I agree to submit ALL tax documents at least one week prior to that appointment. If I choose to drop off information, I agree to submit ALL tax documents at least three weeks prior to the filing deadline. These documents include: • Tax-related Documents, • Completed *Tax Questionnaire,* • Completed *Tax Organizer*, • Affordable Care Act Documentation, • Signed *Engagement Letter*.
Tax Document Delivery	We have invested in a secure online document-exchange portal which will allow you to submit all documents online at your convenience. We agree to set up an account for you on the portal within 2 business days of receiving your request.	I understand that I can request electronic delivery, which allows me to upload my tax documents through a secure portal. I can also choose to mail or bring my tax information to the office.

Mutual Commitments Agreement

	Advisor Behavior Commitment	Client Behavior Commitment
Appointment Policy	Once an appointment is scheduled for you, we reserve that time exclusively for you. We require all of that time to provide you with the highest quality work possible.	I agree to be on time for scheduled appointments and when necessary reschedule appointments in a timely manner.
Communication	We will respond to all calls/emails within 24 business hours. We will clearly outline how we will address your needs in a timely manner, and will be empathetic to your concerns.	I agree to respond to all calls/emails within 24 business hours. I will utilize the office voicemail system, rather than cell phones, when leaving messages.
Tax Return Preparation Policy	We agree to provide your tax return to you within two weeks of receiving ALL necessary tax information. This will allow you (and your spouse, if applicable) to review your tax return and give final approval before the return is filed.	Once my return is completed, I will have immediate access to my tax return (if using the portal). If not using the portal, I agree to stop by the office within five business days after the return is completed to pick up a paper copy of my tax return and remit payment for services rendered.
E-File Approval	We will wait to file your return until all parties to the return have reviewed the return and given signature consent to accept the return.	I understand that I (and my spouse, if applicable) must give signature consent before the return can be e-filed.
Billing & Payment	We agree to provide prompt clear invoicing that matches what was discussed in the engagement letter. We accept checks and credit card payments.	I agree to provide valid and timely payment when billed. I understand that payment for services must be made before the return can be e-filed.

We look forward to working with you on all of your tax matters. Please don't hesitate to contact us if you have questions or concerns regarding this agreement.