



IT'S FAST. IT'S SAFE. IT'S FREE.



IRS.gov

## Frequently Asked Questions (FAQs) about Free File

### What is Free File?

Free File is a free service that offers free federal tax preparation and e-file options for all taxpayers. Free File is made possible through the Free File Alliance, LLC, a public-private partnership between the IRS and commercial tax software companies. All taxpayers have a Free File option.

### Who can use Free File?

Everyone can use IRS Free File. If your adjusted gross income was \$58,000 or less in 2010, use brand-name software to do your taxes for free. If your income was more, use Free File Fillable Forms. Both options allow taxpayers to prepare and e-file their taxes for free.

### Why should I use Free File?

Taxes can be, well, taxing. Free File does the hard work for you. There's no need for you to be a tax expert. Software provides step-by-step guidance. You get a more accurate tax return. It helps you get the tax credit and deductions you're due. And, you can transmit your return electronically for free with IRS e-file. Best of all, if you use e-file and select direct deposit, you can get your refund in as few as 10 days.

### How do you get started?

To learn more about Free File and your free filing options, visit our website at [freefile.irs.gov](http://freefile.irs.gov). Once you're ready to file your federal taxes, you'll be directed to the IRS.gov Free File page at [www.irs.gov/freefile](http://www.irs.gov/freefile), where you can choose a company or let us help you choose which program is best suited to your needs.

### Will Free File help me choose which program is best for me?

Yes. There are 20 software companies that participate in the Free File Alliance. Each company has unique offerings, so you can find the program that works best for you. Select "Help me choose a company" at [www.irs.gov/freefile](http://www.irs.gov/freefile). By answering a few simple questions, the IRS will narrow your options and direct you to the best software program for your situation.

### Are there free state tax-filing options?

IRS Free File is for the preparation and filing of federal taxes. There are currently 21 states that offer free state tax preparation and filing options.

### What is AGI?

Adjusted Gross Income (AGI) is the amount of household income after certain deductions. For a list of eligible deductions, please reference [www.irs.gov](http://www.irs.gov).



IT'S FAST. IT'S SAFE. IT'S FREE.



IRS.gov

### **What information do I need before I get started?**

Make sure you have your W-2s or 1099s plus records for any deductions. There is a full list of all documents and information you may need to complete your taxes available at [www.irs.gov](http://www.irs.gov).

### **What if this is my first-time filing federal taxes?**

Free File is great for first-time filers. Software guides you, helps find tax breaks and e-files your federal return—all for free. Get started at [www.irs.gov/freefile](http://www.irs.gov/freefile).

### **What is e-file?**

IRS e-file is the highly secure way to transmit your federal tax return to the IRS. It uses the latest encryption standards to safely and securely protect your personal data. Learn more about e-file at [www.irs.gov/efile](http://www.irs.gov/efile).

### **Why should I e-file?**

IRS e-file is the most popular way to transmit your tax return. More than 70 percent of taxpayers e-filed last year. It's safe and secure. It's more accurate. If you e-file and select direct deposit, you can get your refund in as few as 10 days. If you owe taxes, you can file now and pay by April 18. You should opt for e-file whether you use software or a paid tax preparer.

### **Is there contact information if I have additional questions?**

For questions, please contact Nancy Mathis, Free File Brand Manager, at 202-622-3005, or e-mail [Nancy.Mathis@irs.gov](mailto:Nancy.Mathis@irs.gov).

### **What is the Free File Alliance?**

The Free File Alliance, LLC is a group of industry-leading, private-sector tax preparation companies that have agreed to meet the IRS' high standards for security and privacy and provide tax software options for free.\*

*\*The IRS does not endorse any individual Free File Alliance company. While the IRS manages the content of the Free File pages accessible on IRS.gov, it does not retain any taxpayer information entered on the Free File site.*



IT'S FAST. IT'S SAFE. IT'S FREE.



IRS.gov

## Why Free File?

*Everyone can use Free File, the fastest, safest, and free way to prepare and e-file your federal taxes!*

### FREE FILE IS **FAST**.

Free File is available 24 hours a day, 7 days a week. No lines. No waiting. No fees. Use Free File to prepare and e-file your tax return. It's ready when you are. Best of all, when you e-file and select direct deposit, you can get your refund in as few as 10 days.

Free File does the hard work for you—fast. With brand-name tax software or online fillable forms, Free File makes preparing and e-filing federal taxes a *less taxing* experience.

### FREE FILE IS **SAFE**.

Join the 30 million taxpayers who already have used Free File safely and securely. When you e-file through Free File, your personal financial information is transmitted to the IRS using the latest encryption technology. You'll get an electronic receipt saying your return has been received by the IRS. You can even print a paper copy of your federal tax return for your records.

### FREE FILE IS **FREE**.

There is a Free File option for everyone. Explore which Free File service—offered exclusively at [www.irs.gov/freefile](http://www.irs.gov/freefile)—fits your situation: easy-to-use, brand-name tax preparation software or basic fillable forms. If your adjusted gross income is \$58,000 or less, use brand-name software to prepare and e-file your federal taxes. If your adjusted gross income is more than \$58,000, use Free File Fillable Forms. Then e-file your taxes for FREE with Free File. It's that easy.

### ABOUT THE **FREE FILE ALLIANCE**.

Free File is made possible through [The Free File Alliance, LLC](#), a consortium of private-sector tax preparation companies that meet IRS' standards for security and privacy and provide tax software options for free. This agreement applies to federal taxes only. However, some members also offer state tax return preparation for a fee. And, 22 states have their own agreements with some Alliance members for free state tax return preparation software. Free File Fillable Forms is strictly for federal returns.

To learn more, visit [freefile.irs.gov](http://freefile.irs.gov) or get started at [www.irs.gov/freefile](http://www.irs.gov/freefile).

## IRS Free File 2011 “Less Taxing” Campaign Overview

### Let Free File do the hard work this tax season.

Taxes can be, well, taxing, which is why the IRS is encouraging taxpayers to let Free File do the hard work for them this tax season. Free File helps by making **brand-name tax software** and **online fillable forms** available for free, exclusively at IRS.gov. Free File is offered through a public-private partnership between the IRS and the Free File Alliance, a consortium of approximately 20 software providers.

Free File software is available to the 100 million taxpayers whose adjusted gross income was \$58,000 or less in 2010. Free File Fillable Forms is the basic electronic alternative to IRS paper forms and has no income limit for eligibility. Both Free File options are available 24 hours a day, seven days a week, starting January 14, 2011. Some software products also are available in Spanish.



### Free File Outreach Efforts

The IRS is encouraging more Americans to join the 30 million taxpayers who already have given Free File a try. This year, the IRS is launching a new Free File marketing campaign, called “Less Taxing,” designed to reach taxpayers across the country through a variety of mediums. The campaign employs television, radio, and billboard public service announcements (PSAs), digital banners and shareable tools. Marketing efforts are anchored by a consumer-friendly interactive microsite—[freefile.irs.gov](http://freefile.irs.gov), which provides an introduction to Free File options for consumers and drives them to the Free File landing page on IRS.gov to get started. Campaign elements, including the microsite, are offered in both English and Spanish, and will run throughout the tax season.

### Free File Partners

The IRS Free File program wants to partner with companies, organizations and individuals to help spread the word about IRS Free File. The IRS has created a suite of materials and shareable marketing products. A tax-day countdown widget, e-badge, ready-to-use articles and social media posts are available to help promote Free File and its benefits this tax season.