

Gianola, Harmon & Associates, PLLC

Certified Public Accountants

Dear Valued Client,

At Gianola, Harmon & Associates, PLLC the health and safety of our office staff and clients are our top priorities. With the COVID-19 virus having an increasing impact in our community, we want to let you know how our business is addressing this situation for the upcoming tax season.

Tax Season

Currently, our office is operating, with only staff being permitted inside the building. In addition, we are trying to limit exposure in order to ensure the continuity of our tax, bookkeeping and payroll services we provide to the community with our small staff. Here are the proactive steps we have put in place:

1. Options for Dropping Off Tax Returns
 - You may place the information through the secure mail slot in the door. We will check for new drop-offs periodically throughout the day. Dimensions: 10-3/4" W x 1-3/4" H.
 - You may mail your tax return documents to the following address:
93 MacCorkle Avenue, SW, South Charleston, WV 25303.
 - You may also utilize our secure firm portal to send us files and exchange tax documents online. You can access the portal via our website at www.gianolaharmoncpa.com. Please call our office to easily setup this feature.
2. Options for Meetings
 - We will be happy to conduct meetings by telephone.
 - We can also conduct meetings via video conference using Duo, Google Meet, etc.
3. Options for Receiving Your Completed Tax Return
 - Unless instructed otherwise, we will mail your information and tax return to you. The package will include instructions for what you need to sign, an invoice for our services, and a stamped envelope for anything that needs returned to us.
 - If you uploaded your tax documents via our secure portal, we can store an electronic copy of your tax return, instructions, E-file Authorization Forms, and invoice on our portal upon the completion of the return. You will have access anytime to those electronic documents at your convenience. You will receive an email or text message when those completed documents have been uploaded to the portal.

Payment For Services

Beginning this year, we are requiring payment upon completion of services. **Tax returns will not be filed with federal and state agencies until payment is received.** Here are the convenient ways you can make a payment for service.

- Cash/Check – Remit via mail or place in mail slot in the door
- Credit Card or E-Check - Visit our website at www.gianolaharmoncpa.com, then click "Make A Payment" to pay via credit card (VISA, Mastercard, or Discover) or E-Check. A small fee applies.

Thank you for being a valued client, and for your continued trust as we manage through this time together. If you have any questions or need further assistance, please call us at (304)744-4500 or email us ghacpa@gmail.com.

Sincerely,

Gianola, Harmon & Associates

93 MacCorkle Avenue, SW
South Charleston, WV 25303
Phone: (304) 744-4500
Fax: (304) 400-4507
Website: www.gianolaharmoncpa.com