

## **COMMON QUESTIONS**

### ***What is the VITA Free Tax Prep Process?***

- The United Way is an IRS-certified volunteer program that offers free tax prep services to any household with an income of \$67,000 or less in 2024.
- Clients must call 501-327-5087 to set up a 15-minute intake appointment.
- After all tax documents are received for preparation, the 15-minute filing appointment is scheduled for 14 business days later.

### ***When are appointments available?***

Wednesdays from 9 a.m. until 6:00 p.m.

### ***Where are the VITA free tax prep appointments held?***

- All appointments scheduled through the United Way of Central Arkansas will be held at 1107 Main St., Conway, AR 72032
- If you need to drop off additional documents after your appointment, those can be delivered to the United Way of Central Arkansas office at 1107 Main St. The office is open Monday-Thursday 9 a.m. to 4 p.m. and Friday 9 a.m. to 3 p.m.
- There is free parking in front of the United Way Building and a parking lot to the left of the building.

### ***How can I find the VITA free tax prep site nearest to me?***

The IRS has a location finder for free tax prep programs. Visit [irs.gov](https://www.irs.gov) and type “free tax help” into the search bar to access the link to find a location for free tax prep.

<https://www.irs.gov/individuals/find-a-location-for-free-tax-prep>

### ***When is it time for my filing appointment?***

If you do not receive a date when you leave your intake appointment or return all needed documents, staff or volunteers from the United Way will call to schedule your filing appointment. The call will come from 501-327-5087. Please be sure to accept calls from this phone number.

### ***After my filing appointment, how can I find out the status of my return?***

Visit [irs.gov/refunds](https://www.irs.gov/refunds) to check the status of your federal refund. Checking the status of state refunds varies by state. Arkansas tax refunds can be checked at [www.ataf.arkansas.gov](https://www.ataf.arkansas.gov). Once

a return is filed, the United Way and its tax prep volunteers have no access to tax refund status information via the IRS.

***How do I get a copy of my social security card for identity verification?***

You can visit your local Social Security Administration office and request a confirmation letter showing your social security number or order a replacement card online at [ssa.gov](http://ssa.gov). When you apply online, you must set up an account and request a replacement card. Most card replacements take 7-10 days to receive in the mail.

***Other VITA Sites in Conway:***

Arkansas Asset Builders  
501-503-2123  
[arkansasassetbuilders.org](http://arkansasassetbuilders.org)