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CONFIDENTIAL

May 2, 2022

VIA ELECTRONIC MAIL

The Honorable Elizabeth Warren
United States Senate
309 Hart Senate Office Building
Washington, DC 20510

The Honorable Brad Sherman
United States House of Representatives
2181 Rayburn House Office Building
Washington, DC 20515

The Honorable Katie Porter
United States House of Representatives
1117 Longworth House Office Building
Washington, DC 20515

Re: April 18, 2022 Letter to Intuit

Dear Senator Warren, and Representatives Sherman and Porter,

I write in response to your letter dated April 18th, 2022, regarding Intuit's hiring practices and commercial product offerings. Intuit is committed to free tax filing, and we hold our employees and external advisors to the highest ethical standards.

Intuit has led the industry in providing free tax preparation and has delivered more entirely free tax filings than all other tax preparation software companies combined. For the 2020 tax year season, Intuit delivered 17 million free tax filings. Over the past 8 years, Intuit has delivered nearly 100 million free filings, with nearly 90% of those free tax filings coming from our commercial free product. Thus, any suggestion that our commercial free offering is anything other than free is baseless. Moreover, as shown by product reviews, consumers derive substantial value from using the TurboTax suite of products. From November 7, 2021 to May 1, 2022, there are 287,241 customer reviews of all TurboTax products with an average rating of 4.6 out of 5 stars (including 68,416 customer reviews of TurboTax Free Edition generating a 4.8 out of 5-stars rating) available on the TurboTax website. On the customer

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review platform, Influenster, TurboTax has the highest rating for any tax preparation brand with 4.5 out of 5 stars.

In addition to offering free tax preparation, we are committed to helping our customers solve their biggest financial challenges. That means we need to focus on helping them not only get their biggest refund, but also assisting them beyond tax preparation so that they can increase savings, increase income, pay down debt, and have faster access to their money. It is our goal to make tax filing as simple as possible for American taxpayers, despite the fact that our tax code is complex, and increasingly so. We know you share those goals too, and we hope to work together to achieve them.

With respect to the IRS Free File Program, today, over 90% of all taxpayers file their taxes electronically and free tax preparation is currently available to nearly 100% of American taxpayers through a combination of commercial, philanthropic, and IRS sponsored methods. We are proud that Intuit's participation in the Free File program helped the organization to exceed its founding mission to increase electronic filing rates for individual taxpayers to 80% or higher, and to make free tax preparation available to 70% of filers.

We also are proud to be a strong partner of the government, including most recently by helping the IRS deliver relief to individuals during the pandemic. In 2020, through the Free File Alliance, Intuit developed and donated the tool made available by the IRS to individuals who didn't have a tax filing obligation to register with the IRS so they could receive their stimulus payments. In 2021, we worked with the Biden Administration to provide a free tool to allow individuals to register for the additional child tax credit and receive advance payments made available through the American Rescue Plan. These programs were incredibly successful—and the tool was delivered in very little time and at no cost to the government or taxpayers—and used by over 10 million registrants.

After last tax season, we elected not to continue in the IRS's Free File program as we focus on further innovating in ways not contemplated by the IRS's guidelines and to better serve the complete financial health of all Americans through all of our products and services, in tax preparation and beyond.

Your letter poses a number of questions regarding specific former employees and outside advisors. Intuit is committed to fostering an ethical environment, and we expect everyone at Intuit to act with integrity, to follow the law, and to embody the principles in our company's code of conduct and ethics. Every one of the individuals you mention has complied with the law and regulations as well as our own code of conduct and ethics. Federal ethics laws impose a detailed regulatory framework that applies when individuals leave the government for private employment or join the government from the private sector. Intuit fully complies with this framework, including but not limited to 18 U.S.C. § 207. The company also fully complies with all registration, reporting, and other requirements imposed by the Lobbying Disclosure Act of 1995, as amended, and those reports are publicly disclosed. To promote transparency and compliance, Intuit has adopted extensive internal policies on

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these topics, which are reflected in our code of conduct and ethics and reports we make publicly available¹.

We would also note that creating and maintaining Intuit's TurboTax software requires intricate familiarity with the United States tax code, the tax laws of all U.S. states and territories, and the positions of the various government agencies that interpret and enforce those laws. In creating our software, we have needed those insights. In addition, Intuit—and more importantly taxpayers—benefit from the views and knowledge of individuals who have served in those agencies and departments. A diverse representation of expert insights is important as we seek to provide the best possible products to our customers.

We hope that you find this information helpful. Thank you for your letter and for providing us an opportunity to respond.

Sincerely,

A handwritten signature in black ink that reads "Kerry McLean". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kerry McLean
Executive Vice President, General Counsel
Intuit Inc.

¹ <https://www.intuit.com/company/code-of-conduct-and-ethics/>
<https://investors.intuit.com/corporate-governance/conduct-and-guidelines/political-accountability-and-contributions/default.aspx>