

# A little about H&R Block.

( OK. A LOT ABOUT H&R BLOCK.)

H&R Block is a global consumer tax services provider, having prepared more than 720 million tax returns by and through retail locations and digital solutions since 1955. There are approximately 12,000 company-owned and franchise retail locations in all 50 states, Puerto Rico and other U.S. territories, on U.S. military bases around the world, and in Canada, Australia and India. An H&R Block branded retail office is located within five miles of 95 percent of Americans – covering all demographics and income levels. Taxpayers have access to more than 70,000 tax professionals with the H&R Block brand. Last but not least, more than 23 million tax returns worldwide were prepared by and through H&R Block in fiscal 2017.

## IT'S ALL IN THE NUMBERS...

### We serve taxpayers with approximately 12,000 retail offices and digital tax solutions.

Taxpayers have access to approximately 18,000 bilingual tax professionals and client service professionals with the H&R Block brand

H&R Block clients prepared more than 7.4 million tax returns through our digital solutions in 2016

H&R Block's digital business has been serving do-it-yourself clients for more than 15 years



### H&R Block also serves taxpayers with 70,000 highly trained tax professionals worldwide.

A typical client is served by an H&R Block tax professional with more than a decade of experience and hundreds of hours of training

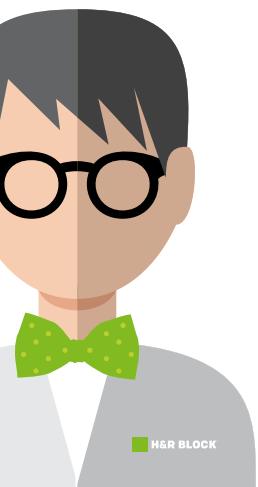
H&R Block's tax professionals progress through a 6-level certification program, culminating in master tax advisor status

To be re-hired, H&R tax professionals must complete at least 18 hours of continuing education annually, which aligns with the Annual Filing Season Program (AFSP)

H&R Block's tax professionals are trained on systems, policies and procedures that require an additional 29 hours of training for new tax professionals and an additional 17 hours of training annually for returning tax professionals

H&R Block tax professionals have access to The Tax Institute at H&R Block (TTI), staffed primarily by CPAs, Enrolled Agents, tax attorneys and former IRS agents

TTI is the company's independent research group that provides objective information and analysis on the real-world implications of tax policies and proposals on individuals and small businesses





## And H&R Block serves those who serve our country

H&R Block has tax offices on nearly 100 U.S. military bases around the world and continues to grow

23 percent of active, reserve and Department of Defense civilian employees used H&R Block for tax preparation in 2017

More than 1,300 military spouses and Wounded Warriors took H&R Block's 2016 Income Tax Course for free, which enables them to pursue careers as H&R Block tax preparers



## History of excellence and local community commitment

H&R Block hasn't forgotten its Main Street roots as it has grown from a hometown company to a global firm. Brothers Henry W. Bloch and Richard A. Bloch founded the company in 1955 based on a culture of providing superior client service and a pledge to stand behind their work.

Over one-third of H&R Block's retail network is locally owned and operated by franchisees – small business owners who live and work in their communities. H&R Block supports a variety of charities and other programs that directly benefit local communities.

**H&R  
BLOCK®**