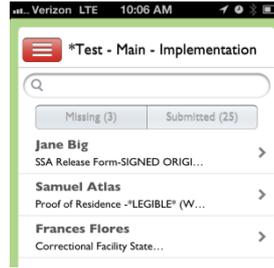


## Missing Information



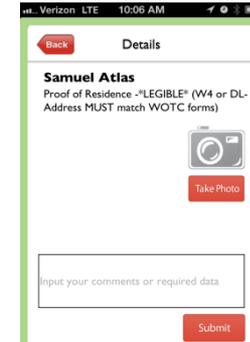
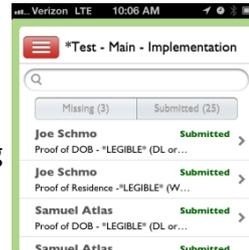
Log into the app using your TaxBreak credentials.



There are two tabs: Missing - which shows items still considered missing.

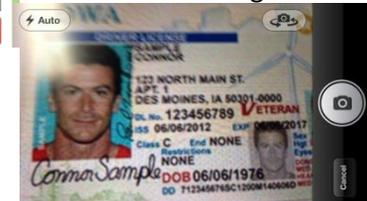
By selecting the item in the list you will be taken to the details of that item.

And Submitted – which shows items that you have submitted using the app.



If the item just needs you to provide information, you can type that into the text box.

If the item needs an image (i.e. "PROOF"), you will have a camera link. When you click on the "Take Photo" button, the camera feature of your phone will activate. Focus the image so the words are legible.



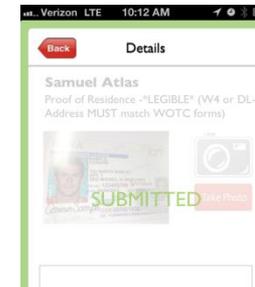
Glares are ok on the image

as long as the address and DOB are LEGIBLE.

Once you have taken the photo, you will be able to review it and either retake or use the image showing.

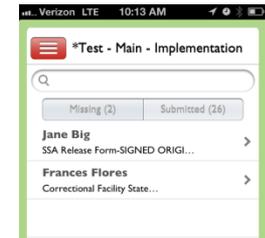


After you have all of the needed information entered, click on the "SUBMIT" button.



The data will be sent to the TaxBreak processing center and you can click on the "Back" button.

You will return to the Missing list, where the item you worked has moved to the Submitted list.



## Proof of Age and Residency will be requested on your weekly Missing Information Report

Examples of Proof of Age:

Driver's License, Birth Certificate, School ID Cards/Records, Federal/State/Local Government ID, (if DOB is included) Work Permit, Hospital Record of Birth

*\*Proof Documents must be clear and legible*

Examples of Proof of Residency:

W-4 Work Permit, Utility Bills, Lease Documents, Voter Registration Card, Public Assistance Records, Driver's License (Address must match forms)

**Missing Information may be submitted via email or Smart Phone App**