

## H&R Block Apologizes For Snafu

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H&R Block CEO Bill Cobb apologized to customers Friday night for a mistake that delayed refunds for



hundreds of thousands of customers. In an attempt to get customers' returns processed as soon as possible, given the late start to the filing season, the company "missed a step" Cobb concedes in a letter posted on H&R Block's Facebook page and a corporate blog. "I want you to know that we hear the frustration of those impacted by this issue loud and clear, and we're working every avenue we can to get your refund to you as fast as possible," he said.

As MarketWatch reported Tuesday, the IRS says that the error was caused by a software glitch that failed to fill in a mandatory

field on Form 8863, which is used for claiming educational credits. In all, the error is delaying roughly 660,000 refunds by up to six weeks, according to the IRS, which declined to say how many of improperly filed returns came from H&R Block. But the nation's largest tax preparer owned up to the mistake. While previously it was acceptable to leave certain boxes blank on the form to register a "no" response, the IRS now requests an "N," a change H&R Block did not make for returns processed before February 22. Over the past week and a half, thousands of complaints about the delays were posted to H&R Block's Facebook page and through Twitter. Taxpayers who had their returns held up by the glitch say the refund delays are causing them to fall behind on bills and are complicating the procedure for applying for financial aid. Others may blame it on a perfect storm of events: A late launch to the filing season, which started Jan. 30 – eight days later than usual – due to last-minute, "fiscal cliff" tax changes enacted by Congress; the inability of taxpayers to file for some credits until early March; and more diligent – but time-consuming – scrutiny of tax returns, part of the IRS' beefed-up efforts to thwart identity theft and tax refund fraud.

The average tax refund in 2012 was \$2,700, equaling more than a month's worth of income for two-thirds of taxpayers, or more than three months of groceries for the average family of four, according to the American tax and financial center at TurboTax, a competing provider of tax preparation software.

"Right now, our singular focus is to get you that refund, and we have all hands on deck to help make this right," Cobb said. H&R Block did not respond to requests for comment.

1. In appropriate paragraph form, compare and contrast the pros and cons synonymous with an extended yet involuntary delay of personal tax returns? In addition to the aforementioned public admission of guilt coupled with a subtle apology, specifically outline unique methods of compensation H&R Block may provide the estimated 660,000 inconvenienced customers. Thoroughly explain your reasoning and provide specific artifacts and evidence not limited solely to passage above to support your response. Create and illustrate Venn Diagrams to effectively explore relationships and patterns and to make arguments about relationships between sets. **(LA.910.3.2.2; LA.910.1.6.2; MA.912.D.7.2; MA.912.A.10.1)**
2. According to the Government Accountability Office, if America terminates the \$1 bill and replaces it with a coin, the U.S. may save \$5.5 billion on printing costs over the next three decades. Printing dollar bills involves heavy reliance on a single commodity used to manufacture the notes – cotton. As cotton prices spiked in 2010, it pushed up the cost of printing a dollar bill to 9.6 cents. Write a function rule to describe this relationship and create a table of values. Is the equation a direct variation? Find the constant of the variation. Identify the domain and range of each relation. Identify the dependent and independent variables. Graph the data and label each section, create a mapping diagram, and determine whether a function exists via the Vertical-Line Test. **(MA.912.A.1.4; MA.912.A.2.13; MA.912.A.10.1; MA.912.A.2.2; MA.912.A.2.3; MA.912.A.2.4)**
3. In America, paper bills are printed by the U.S. Bureau of Engraving and Printing. The main facility comprises two adjacent buildings and the architectural style of what is generally considered the main structure is neoclassical. The main façade consists of stone columns spanning the 505-foot length. The building is 296 feet deep and 105 feet high with four wings. Illustrate *only* an applicable portion of the diagram and classify a triangular shape using the support beams by its sides and its angle measurements. Determine the measurements of each interior angle provided one of which equates to 70 degrees. What is the measure of exterior angle  $(2x - 5)$ ? Explain your reasoning. Thoroughly explain your reasoning via the applicable Congruence Postulate or Theorem. **(MA.912.G.1.2; MA.912.G.2.3; MA.912.G.4.1; MA.912.G.4.3; MA.912.G.4.4; MA.912.G.4.6)**
4. Using contextual clues *only*, define the following italicized terms: *thwart*, *scrutiny*, *concedes*, and *snafu* as obtained from the passage above. Additionally, use each word in a complete sentence to demonstrate further comprehension. **(LA.910.1.6.3; LA.910.1.6.1)**
5. **SARASOTA MILITARY ACADEMY WORD-OF-THE-WEEK** Create a concluding paragraph aligned with the passage above using the following italicized word: *Onerous* (AHN ur us) (adj.) Troublesome or oppressive; burdensome. **(LA.910.1.6.1; LA.910.1.6.5)**

**Next Generation Sunshine State Standards** adapted from [floridastandards.org](http://floridastandards.org). Standards specifically addressed in this edition are strategically aligned with state standards and annotated adjacent to the respective inquiry.

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