

**Q: What makes MilTax different from other tax preparation services?**

**A:** MilTax is the only tax preparation and filing software provided by the Defense Department designed exclusively for our military community. The software was developed specifically to address scenarios that are unique to the military, from combat pay to multiple moves. It's convenient, with trained experts readily available to support you — and it's 100% free, regardless of your rank or income. MilTax consultants are also able to help you navigate the 2021 Social Security tax deferral and understand COVID-19 tax implications.

**Q: When and where will the MilTax software be available for 2021 returns?**

**A:** Military OneSource MilTax software is available Jan. 24 through Oct. 15, 2022, and can only be accessed through [MilitaryOneSource.mil](https://MilitaryOneSource.mil). Tax consultants can answer questions year-round.

**Q: What happens if I can't finish my online return in one session?**

**A:** You don't have to complete your return all at once. Once you have created a MilTax account and have logged in to use the software, you can save your work, close it and return to complete it later. You will need to log in to your MilTax account through the Military OneSource website to access the free software and complete your return.

**Q: What does the 100% accuracy guarantee mean?**

**A:** Calculations are guaranteed to be 100% accurate or the tax software vendor will reimburse you up to \$10,000. Terms and conditions apply. In addition, the tax software vendor is by your side if you get audited.

**Q: If I'm trying to file online and I need help, where can I go?**

**A:** If you have any personal tax-related questions, call 800-342-9647 to speak with a Military OneSource tax consultant or schedule an appointment. Remember, these consultations are free. For technical assistance, such as login issues, using the software, printing returns, etc., call 855-897-8639 and follow the prompts.

**Q: When are Military OneSource tax consultants available, and how do I reach them?**

**A:** MilTax consultants are available during tax season. Beginning Jan. 24, consultants are available Sunday through Saturday from 7 a.m. to 11 p.m. ET.

Prior to Jan. 24, consultants are available Monday through Friday from 8 a.m. to 10 p.m. ET. You can call 800-342-9647 at any time to schedule a free appointment with a consultant.

**Q: Where can I get face-to-face help?**

**A:** You can visit a Volunteer Income Tax Assistance location near you or your installation's legal assistance office. To find a VITA location near you, visit <https://militaryonesource.mil/vita-location-lookup> and enter your country or state in the search bar.



## **Q: What kind of filing help is available at VITA locations?**

**A:** You can obtain tax advice, tax preparation, return filing and other tax services for free at VITA locations. Services vary by location. You can fill out your return at a self-help kiosk and have trained volunteer tax specialists nearby to assist; or you can make an appointment to work directly with a specialist; or you can have tax specialists complete your returns for you.

With Military OneSource MilTax, you can file for free from anywhere, anytime. Call 800-342-9647 to schedule an appointment to speak with a MilTax consultant.

## **Q: What other tax and financial assistance does Military OneSource offer?**

**A:** Military OneSource accredited financial counselors are also available for unlimited, free in-person, phone and video counseling to help with financial issues, such as money management and debt, as well as maximizing your refund.

The Military OneSource website has lots of helpful articles, information and resources about taxes, preparation for filing and special considerations that can make tax-time easier. You can read more about MilTax features and benefits at [MilitaryOneSource.mil](https://MilitaryOneSource.mil).

## **Q: Who is eligible for MilTax services?**

**A:** In general, individuals who can use MilTax and access support services include:

- Active-duty service members of the Army, Marine Corps, Navy, Air Force and Space Force
- Members of the National Guard and reserve (regardless of activation status), including selected reserve, individual ready reserve and standby reserve
- Retired and honorably discharged service members, including Coast Guard veterans, until 365 days post-separation or retirement
- Defense Department expeditionary civilians during the 90 days prior to deployment and 180 days post-deployment
- Students enrolled in one of the service academies for the Army, Navy or Air Force
- Immediate family, including spouses, children and anyone who has legal responsibility for an eligible service member's children during deployment or separation, for the benefit of the children
- Eligible survivors and children of active duty, National Guard and reserve, regardless of activation status and cause of death of the service member
- You can find more specific eligibility information at [MilitaryOneSource.mil](https://MilitaryOneSource.mil).

Got more questions? Visit **[MilitaryOneSource.mil](https://MilitaryOneSource.mil)** or call **800-342-9647** to schedule an appointment to speak with a tax consultant. Calling is free and there's no limit to how many times you can call.