

**UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
OFFICE OF ADMINISTRATIVE LAW JUDGES**

**In the Matter of:**

**Intuit Inc.**, a corporation.

**Docket No. 9408**

**INTUIT’S MOTION FOR LEAVE TO AMEND ITS  
EXHIBIT LIST AND TO ADMIT INTO EVIDENCE RX1520, THE  
SUPPLEMENTAL EXPERT REPORT OF BRUCE DEAL**

When this Court compelled Intuit to produce certain data from its customer relationship management database (“CRM data”), the Court concurrently recognized that “expert witness reports may be modified as necessary to respond to the ... production ordered herein.” Order Granting Complaint Counsel’s Motion to Compel Production of Documents (“Production Order”) at 4. Pursuant to that express allowance, Intuit seeks to add to its exhibit list the supplemental expert report of Bruce Deal. Complaint Counsel have conditioned their support for Intuit’s motion on Intuit agreeing to allow Complaint Counsel to submit a rebuttal report that extends beyond the scope of Mr. Deal’s supplemental report and the additional production this Court ordered. Ex. A at 1.\* Intuit has no objection to a rebuttal to Mr. Deal’s supplemental report but does not believe that it should have to agree to an overbroad and improper report as a condition for including a supplemental report expressly allowed under the Production Order. Intuit therefore respectfully requests leave to amend its Final Proposed Exhibit list and add

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\* Citations to “Ex. X” refer to a particular exhibit attached to the Woodman Declaration, which is being filed along with this motion.

RX1520, the supplemental expert report of Bruce Deal, under Rule 3.43(b) of the Commission's Rules of Practice and the April 27, 2022 Scheduling Order.

### BACKGROUND

Pursuant to the Court's Scheduling Order, the deadline for Intuit to serve expert reports was January 13, 2023, and the deadline for Complaint Counsel to serve rebuttal expert reports was January 17, 2023. Separate from expert reports themselves, the "[d]eadline for depositions of experts (including rebuttal experts) and exchange of expert related exhibits" was set for February 17, 2023. First Revised Scheduling Order at 3-4.

On December 30, 2022, this Court granted Complaint Counsel's motion to compel Intuit to produce the CRM data and gave Intuit until January 23, 2023, to produce the CRM data. Production Order at 4. The Court expressly provided that "expert witness reports may be modified as necessary to respond to the" CRM data. *Id.* The Production Order clarified, however, that "the deadline under the First Revised Scheduling Order for completing expert witness depositions" remained unaltered. *Id.*

In compliance with the Production Order, Intuit produced the CRM data on January 23, 2023. Following this production, Intuit notified Complaint Counsel on February 7 and February 9 that, as contemplated in the Production Order, Intuit planned to modify its expert reports to respond to the CRM data. Ex. B at 2-3. Intuit further proposed a schedule for supplementation of expert reports, with Complaint Counsel, who have the burden of proof in this action, having until February 17, and Intuit until March 3. *Id.* Complaint Counsel informed Intuit that they did not intend to modify their expert reports in response to the CRM data, and did not object to Intuit modifying its expert reports in March. *Id.* at 1.

On March 9, 2023, Intuit served a supplemental report from Mr. Deal, taking into account the new CRM data. RX1520. As intended by the Production Order, Mr. Deal's supplemental report analyzes the CRM data and its impact (or lack thereof) on Mr. Deal's original opinions. *Id.* ¶¶6-7. Mr. Deal concludes that because almost all of the CRM data would be excluded from the empirical analysis he performed in his expert report, his opinions are unchanged. *Id.* ¶¶8-14.

On March 15, 2023, Complaint Counsel indicated for the first time that they wanted to submit a supplemental expert report from one of their experts, Dr. Erez Yoeli, purportedly addressing the CRM data and responding to Mr. Deal's supplemental report. Ex. A at 5-6. Complaint Counsel served Dr. Yoeli's supplemental report, GX870, on March 17. Dr. Yoeli's supplemental report does two things: (1) it addresses the impact of the CRM data on Mr. Deal's conclusions, *id.* ¶¶6-11, and (2) it proceeds to offer a new analysis of a different set of consumer reviews data, *id.* ¶47, that had been produced by Intuit on November 14, 2022 (four months prior). Notably, Intuit had explained that the CRM data Complaint Counsel moved to compel disclosure of was cumulative and duplicative of the customer review data Dr. Yoeli analyzed in his supplemental report, Respondent's Opp. to Mot. to Compel Prod. of Docs. at 8 (Dec. 19, 2022), but Complaint Counsel vigorously argued in rejoinder that there were "fundamental differences between the data sets," Compl. Counsel's Reply in Support of Mot. to Compel Prod. of Docs. at 3-4 (Dec. 28, 2022).

Intuit informed Complaint Counsel that it had no objection to the first part of Dr. Yoeli's Supplemental report regarding the CRM data, but it objected to the section of the report going beyond the CRM data. Ex. A at 2. This section goes beyond the modification allowed by the Court's Production Order and was otherwise produced long past the deadline for expert reports and Dr. Yoeli's deposition. Complaint Counsel insists that if the entirety of the report is not

allowed, they will object to Mr. Deal's supplemental expert report (which, again, is focused only on the CRM data). Ex. A at 1. Intuit explained that there was no basis for refusing to consent to Mr. Deal's supplemental report given the Court's Production Order. Ex. A at 2-3. Accordingly, consistent with this Court's Production Order, Intuit seeks leave to add Mr. Deal's supplemental report and does not object to the first part of Dr. Yoeli's report. Intuit seeks to strike only the second part of Dr. Yoeli's report.

### ARGUMENT

This Court should grant leave for Intuit to add Mr. Deal's supplemental report to its exhibit list because the Court already granted the parties leave to modify their expert reports to address the CRM data produced in late January. As explained, the Production Order specifically allowed experts to modify their reports to account for the CRM data, which was to be produced by January 23, 2023. *Supra* p.1. Thus, the Production Order amended the original January 13 deadline to serve expert reports, at least to the extent any supplementation pertained to the CRM data. Moreover, Complaint Counsel was on notice that Intuit was planning to submit a supplemental report as far back as February 7, when Intuit proposed a schedule under which Intuit would provide its supplemental reports in early March. *Supra* p.2. There is simply no basis for Complaint Counsel's argument that Intuit was not permitted to supplement Mr. Deal's report to address CRM data.

Complaint Counsel's arguments to the contrary are unavailing. Complaint Counsel contend that, under the First Revised Scheduling Order, any supplemental report needed to be served by February 17. But that deadline related only to "depositions of experts (including rebuttal experts) and exchange of expert related exhibits." First Revised Scheduling Order at 4. It says nothing about the deadline for expert reports or supplemental expert reports. Complaint

Counsel's reliance on the February 17 deadline as a basis for objecting to Mr. Deal's supplemental report is therefore unpersuasive.

Complaint Counsel's attempt to hold Mr. Deal's supplemental report hostage, and condition its consent on the addition of Dr. Yoeli's supplemental report, fares no better. To start, it seems clear that the only reason Complaint Counsel oppose adding Mr. Deal's supplemental report is to strong-arm Intuit into agreeing to Dr. Yoeli's supplemental report. Indeed, Complaint Counsel first disclosed Dr. Yoeli's supplemental report in the same communication that they threatened to withhold their consent to the addition of Mr. Deal's supplemental report. Ex. A at 5-6. Setting aside that underlying justification, they fare no better on the substance. Unlike Mr. Deal's supplemental report, Dr. Yoeli's contravenes the Production Order because it does not actually respond to the CRM data Intuit produced on January 23. As Dr. Yoeli himself acknowledges, he examined a different set of customer review data—which Complaint Counsel has characterized as fundamentally different from the CRM data, *supra* p.3—that purportedly included “consumers *not in* the CRM data.” GX870 ¶47. The data Dr. Yoeli opines on, GX475, had been produced in the normal course of discovery, and Mr. Deal, properly, considered and relied on this data set in his first expert report. Dr. Yoeli already had a chance to opine on that data when preparing his initial rebuttal to Mr. Deal's report, RX1362. Dr. Yoeli's supplemental report accordingly goes beyond the scope of the Production Order and is procedurally improper. Complaint Counsel have no basis to equate Intuit's withholding of consent to add that report with their own refusal to consent to Mr. Deal's procedurally proper supplemental report.

### CONCLUSION

The Court should grant this motion.

Dated: March 22, 2023

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Jennifer Milici  
Derek A. Woodman  
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Respectfully submitted,

/s/ David Z. Gringer  
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*Attorneys for Intuit Intuit Inc.*

**UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
OFFICE OF ADMINISTRATIVE LAW JUDGES**

**In the Matter of:**

**Intuit Inc.**, a corporation.

**Docket No. 9408**

**STATEMENT REGARDING MEET AND CONFERS PURSUANT TO  
16 C.F.R. § 3.22(g) AND ADDITIONAL PROVISION 4 OF THE SCHEDULING ORDER**

Pursuant to Rule 3.22(g) of the Commission’s Rules of Practice, 16 C.F.R. § 3.22(g), and Additional Provision No. 4 of the April 27, 2022 Scheduling Order, as adopted in the September 12, 2022 First Revised Scheduling Order, Respondent Intuit Inc. respectfully submits this Statement representing that Counsel for Respondent has conferred with Complaint Counsel in a good faith effort to resolve the issues raised by this motion and has been unable to reach such an agreement.

Complaint Counsel indicated for the first time that they intended to submit a supplemental expert report from Dr. Erez Yoeli on March 15, 2023. Ex. A at 5-6.\* Counsel for Respondent objected to the inclusion of the supplemental report in Complaint Counsel’s amended exhibit list, noting the inconsistency with Complaint Counsel’s prior representation of no intention to modify expert reports as a result of the CRM data production. Ex. A at 4-5; Ex. B at 2. Counsel for Respondent also noted the improper opinions contained therein that exceed the proper scope of modification allowed as a result of the CRM data production. Ex. A at 1-2.

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\* Citations to “Ex. X” refer to particular exhibits to the Woodman Declaration, which is being filed along with this motion.

Complaint Counsel allege that the modification is necessary because notice of Mr. Deal's supplemental report was provided on March 9, 2023. Ex. A. at 4. However, as noted by Counsel for Respondent in response, such notice was provided on February 7, 2023. Ex. B. at 2-3.

On March 20, 2023, Complaint Counsel reaffirmed their position that unless Counsel for Respondent consented to the addition of Dr. Yoeli's supplemental report, Complaint Counsel would refuse consent to the addition of Mr. Deal's supplemental report. Ex. A. at 1. Because Complaint Counsel continues to condition consent to the addition of Dr. Yoeli's report on an untimely and improper addition to their own exhibit list, the parties are unable to reach an agreement.

Therefore, Respondent respectfully moves this Court for an Order compelling Complaint Counsel to provide the required disclosures.

Dated: March 22, 2023

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Respectfully submitted,

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*Attorneys for Respondent Intuit Inc.*



**UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
OFFICE OF ADMINISTRATIVE LAW JUDGES**

**In the Matter of:**

**Intuit Inc.**, a corporation.

**Docket No. 9408**

**PROPOSED ORDER**

Upon consideration of Intuit's Motion for Leave to Amend Intuit's Exhibit List and to Admit into Evidence RX1520, the Supplemental Expert Report of Bruce Deal:

IT IS HEREBY ORDERED, that the Motion is GRANTED.

ORDERED:

\_\_\_\_\_  
D. Michael Chappell  
Chief Administrative Law Judge

Date: \_\_\_\_\_

**UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
OFFICE OF ADMINISTRATIVE LAW JUDGES**

**In the Matter of:**

**Intuit Inc.**, a corporation.

**Docket No. 9408**

**DECLARATION OF DEREK WOODMAN IN SUPPORT OF INTUIT’S MOTION FOR LEAVE TO AMEND ITS EXHIBIT LIST AND TO ADMIT INTO EVIDENCE RX1520, THE SUPPLEMENTAL EXPERT REPORT OF BRUCE DEAL**

I, Derek Woodman, declare as follows:

1. I am a counsel at Wilmer Cutler Pickering Hale and Dorr LLP. I represent Respondent Intuit Inc. in the above-captioned proceeding.
2. I submit this declaration in support of Intuit’s Motion for Leave to Amend Its Exhibit List and to Admit into Evidence RX1520, the Supplemental Expert Report of Bruce Deal.
3. A true and correct copy of an email thread between Complaint Counsel and counsel for Intuit with the subject line “Re: D9408: Complaint Counsel’s Expert Witness Exhibits and Other Exhibits” is attached hereto as Exhibit A.
4. A true and correct copy of an email thread between Complaint Counsel and counsel for Intuit with the subject line “In re Intuit Inc., Docket No. 9408 - CRM Disclosures & Stipulation re: Intuit Witnesses” is attached hereto as Exhibit B.
5. A true and correct copy of the supplemental expert report of Bruce Deal, dated March 9, 2023, is attached hereto as RX1520.

6. A true and correct copy of the supplemental expert report of Erez Yoeli, dated March 17, 2023, is attached hereto as GX870.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on this 22nd day of March, 2023, in Washington, DC.

By: /s/ Derek A. Woodman  
Derek A. Woodman  
Wilmer Cutler Pickering  
Hale and Dorr LLP  
2100 Pennsylvania Ave NW  
Washington, DC 20037  
Telephone: (202) 663-6000  
Derek.Woodman@wilmerhale.com

# **Exhibit A**

**From:** [Evans, James](#)  
**To:** [Chapin, Benjamin](#); [Anquizola, Roberto](#)  
**Cc:** [Tonnesen, Sara](#); [Plett, Rebecca](#); [Dillaway, Molly](#); [Mackey, Katherine](#); [Gringer, David](#); [Paikin, Jonathan](#); [Bridge, Charles](#); [Berteaud, Joss](#); [Todd, Spencer L.](#); [Martin, Shelby L.](#); [Woodman, Derek](#); [Perkins, Vinecia](#); [Salinas, Andres C.](#); [Silos, Phoebe](#); [Milici, Jennifer](#); [Jacob, Reade](#); [Shapiro, Howard](#)  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits  
**Date:** Monday, March 20, 2023 11:54:32 AM

**EXTERNAL SENDER**

Ben,

As Dr. Yoeli explains, his review of the Customer Review Data "identifies consumers not in the CRM Data but who were deceived as the result of TurboTax's 'free' marketing, thus confirming [his] opinion ... that the CRM Data [that Mr. Deal relies on in his Supplemental Report] undercounts the number of deceived consumers." That is proper rebuttal of Mr. Deal's unreliable Supplemental Report.

Though we think it would be more efficient for both sides to agree to allow both Supplemental Reports to be added to the exhibit list, we understand that you do not currently agree to that. As it stands, then, Intuit objects to Complaint Counsel adding GX 870 to Complaint Counsel's exhibit list, and Complaint Counsel objects to Intuit adding RX 1520 to Intuit's exhibit list. We can proceed to file motions seeking to add these exhibits to our respective exhibit lists to the extent to which either party wants the Supplemental Reports introduced into evidence at the hearing, in addition to the experts' testimony on the issues addressed in those reports.

Thanks,  
 James

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**From:** Chapin, Benjamin <Benjamin.Chapin@wilmerhale.com>  
**Sent:** Friday, March 17, 2023 10:16 PM  
**To:** Evans, James <jevans1@ftc.gov>; Anquizola, Roberto <ranguizola@ftc.gov>  
**Cc:** Tonnesen, Sara <stonnesen@ftc.gov>; Plett, Rebecca <rplett@ftc.gov>; Dillaway, Molly <Molly.Dillaway@wilmerhale.com>; Mackey, Katherine <Katherine.Mackey@wilmerhale.com>; Gringer, David <David.Gringer@wilmerhale.com>; Paikin, Jonathan <Jonathan.Paikin@wilmerhale.com>; Bridge, Charles <Charles.Bridge@wilmerhale.com>; Berteaud, Joss <Joss.Berteaud@wilmerhale.com>; Todd, Spencer L. <Spencer.Todd@wilmerhale.com>; Martin, Shelby L. <Shelby.Martin@wilmerhale.com>; Woodman, Derek <Derek.Woodman@wilmerhale.com>; Perkins, Vinecia <Vinecia.Perkins@wilmerhale.com>; Salinas, Andres C. <Andres.Salinas@wilmerhale.com>; Silos, Phoebe <Phoebe.Silos@wilmerhale.com>; Milici, Jennifer <Jennifer.Milici@wilmerhale.com>; Jacob, Reade <Reade.Jacob@wilmerhale.com>; Shapiro, Howard <Howard.Shapiro@wilmerhale.com>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

James,

Intuit does not consent to the addition of the Supplemental Expert Report of Erez Yoeli to Complaint Counsel's exhibit list.

Judge Chappell's December 30 order permitted the parties to modify expert witness reports only "as necessary to respond to the document production ordered herein," i.e., to Intuit's production of

CRM Data. Dec. 30 Order, at 4. You chose not to submit such a report, nor did you seek leave to file a rebuttal to Mr. Deal's supplemental report addressing the CRM data. Moreover, Complaint Counsel attempt to offer expert opinions that are entirely unrelated to both Mr. Deal's supplemental report and to Intuit's CRM Data. Nothing in the Court's December 30 order permits what you appear to propose here. Specifically, Mr. Yoeli purports to offer entirely new, freestanding opinions based on his analysis of Intuit's Customer Review Data (GX475, INTUIT-FTC-PART3-000490341). But those data were not the subject of Mr. Deal's supplemental report, consistent with the Court's direction on December 30, and accordingly are not the subject of a proper rebuttal. In fact, as Mr. Yoeli concedes, Mr. Deal's opinions premised on the Customer Review Data were disclosed in his January 13 report, and the underlying data have been available to Complaint Counsel (and therefore Mr. Yoeli) for more than five months, since November 14, 2022. Accordingly, your opportunity to offer any opinions premised on those data lapsed nearly two months ago, on January 27, 2023, with the Court's deadline for serving expert rebuttal reports.

While Intuit's position is that neither the rules nor Judge Chappell's orders permit Mr. Yoeli to offer any of the opinions presented in the supplemental report, in the spirit of compromise, Intuit will consent to the addition of the Supplemental Rebuttal Expert Report of Erez Yoeli (GX870) **only** if Complaint Counsel strike Section IV of that report and any reference to the analyses contained therein, including Appendix B.

Intuit otherwise will consent to the addition of GX871 and GX872 to Complaint Counsel's exhibit list and will serve updated objections. Please confirm by 5:00PM tomorrow whether Complaint Counsel consents to the additional exhibits proposed for inclusion on the version of Intuit's Proposed Final Exhibit List attached to my March 14 email, and that you will offer objections to those exhibits by the same deadline to ensure a productive meet-and-confer discussion on Monday.

**Benjamin Chapin | WilmerHale**

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[benjamin.chapin@wilmerhale.com](mailto:benjamin.chapin@wilmerhale.com)

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**From:** Evans, James <jevans1@ftc.gov>

**Sent:** Friday, March 17, 2023 3:28 AM

**To:** Chapin, Benjamin <Benjamin.Chapin@wilmerhale.com>; Anguizola, Roberto <ranguizola@ftc.gov>

**Cc:** Tonnesen, Sara <stonnesen@ftc.gov>; Plett, Rebecca <rplett@ftc.gov>; Dillaway, Molly <Molly.Dillaway@wilmerhale.com>; Mackey, Katherine <Katherine.Mackey@wilmerhale.com>; Gringer, David <David.Gringer@wilmerhale.com>; Paikin, Jonathan <Jonathan.Paikin@wilmerhale.com>; Bridge, Charles <Charles.Bridge@wilmerhale.com>; Berteaud, Joss <Joss.Berteaud@wilmerhale.com>; Todd, Spencer L. <Spencer.Todd@wilmerhale.com>; Martin, Shelby L. <Shelby.Martin@wilmerhale.com>; Woodman, Derek <Derek.Woodman@wilmerhale.com>; Perkins, Vinicia <Vinicia.Perkins@wilmerhale.com>; Salinas, Andres C. <Andres.Salinas@wilmerhale.com>; Silos, Phoebe <Phoebe.Silos@wilmerhale.com>; Milici, Jennifer <Jennifer.Milici@wilmerhale.com>; Jacob, Reade <Reade.Jacob@wilmerhale.com>; Shapiro, Howard <Howard.Shapiro@wilmerhale.com>

**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Ben,

Please find attached our three additional proposed exhibits, as well as backup material supporting GX 870. As 17 MB is on the borderline of causing problems for a regular email, I'll also send by SFTP.

Thanks,  
James

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**From:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Sent:** Thursday, March 16, 2023 11:46 AM  
**To:** Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinicia <[Vinicia.Perkins@wilmerhale.com](mailto:Vinicia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

James,

We informed you on February 7 that we may submit a report on this subject when we proposed a staggered supplementation schedule, and reiterated that message on February 9. If you truly did not know we intended to submit a supplemental report in response to the CRM Data, then we can withdraw our objection. But from our perspective you have been on notice for over a month of what we intended to do. Please send your three proposed exhibits today and we will review.

-Ben

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---

**From:** Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>  
**Sent:** Wednesday, March 15, 2023 10:00 PM  
**To:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>; Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>

**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinicia <[Vinicia.Perkins@wilmerhale.com](mailto:Vinicia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>

**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Ben,

On February 7, we did not intend to modify our expert reports. But on March 9 at 11:52 pm you gave us notice for the first time of a supplemental report from Mr. Deal which altered our intentions. If Intuit will not consent to adding Dr. Yoeli's rebuttal to Mr. Deal's report to Complaint Counsel's exhibit list, then Complaint Counsel cannot consent to Intuit adding Mr. Deal's report to its exhibit list. Both sides will have to file motions to add the reports to their exhibit lists, which will only waste the time of the parties and the Court. Given the low probability that Judge Chappell allows Intuit to add an expert report two weeks before trial but does not allow Complaint Counsel to rebut it, we ask that you reconsider your position in the spirit of saving us all and the Court the time and energy that would be wasted fighting over this.

Thanks,  
James

---

**From:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Sent:** Wednesday, March 15, 2023 9:47 PM  
**To:** Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinicia <[Vinicia.Perkins@wilmerhale.com](mailto:Vinicia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

James,

We agree to extending the parties' deadlines to object to any newly designated exhibits and to file *in*



*camera* motions to this Friday, March 17, as you propose.

However, your attempt to supplement Mr. Yoeli's report is inconsistent with your representation that Complaint Counsel "do not intend to modify our expert reports to respond to the document production ordered by Judge Chappell on December 30." Email from J. Evans to B. Chapin, Feb. 7, 2023 4:35 PM. We accordingly object to the addition of any supplemental report from Mr. Yoeli. We likely can agree to the inclusion of the two additional screenshots of the TurboTax webpage, but we will need to review the documents first. Please send those as soon as possible.

Please note that notwithstanding the extended deadline for filing *in camera* motions in our draft joint motion, Intuit intends to file its second motion for *in camera* treatment today pursuant to the Court's March 1 Order. That motion addresses exhibits that were the subject of Intuit's first motion for *in camera* treatment, as well as any confidential exhibits added by Complaint Counsel to your exhibit list prior to the three proposed additions below.

Ben

**Benjamin Chapin | WilmerHale**

+1 202 663 6443 (t)

[benjamin.chapin@wilmerhale.com](mailto:benjamin.chapin@wilmerhale.com)

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**From:** Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>

**Sent:** Wednesday, March 15, 2023 4:45 PM

**To:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>; Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>

**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinicia <[Vinicia.Perkins@wilmerhale.com](mailto:Vinicia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>

**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Ben,

We've reviewed your updated exhibit list and the 31 exhibits you produced yesterday at 5:41 pm. We consent to Intuit adding them to its exhibit list, assuming that you consent to us adding three additional exhibits to our exhibit list, listed below and on the attached revised exhibit list. We will get those to you no later than tomorrow. They are:

- A brief Supplemental Rebuttal Expert Report of Erez Yoeli, which rebuts the Supplemental Expert Report of Bruce Deal you served us with on Thursday, March 9, 2023, at 11:52 pm.
- Two screenshots of the current TurboTax products and pricing page with different tiles selected.

Also attached is a revised Joint Motion adjusting certain deadlines to give the ALJ time to rule before the proposed deadlines, and to allow time for us to provide you with, and for you to review, the three additional exhibits listed above. We penciled in a new deadline of Friday to exchange and serve on the ALJ objections, and to move for in camera treatment. If you would like to extend that to Monday to allow more time to review our three exhibits that we are providing tomorrow, we are fine with that. We do not plan to file any additional motions for in camera treatment and we do not plan to oppose yours, so we left the other proposed deadline unchanged.

Thanks,  
James

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**From:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Sent:** Tuesday, March 14, 2023 12:32 AM  
**To:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Roberto,

The proposed motion looks good. Before you file, however, we request your consent for Intuit to add a small set of additional materials to its exhibit list. We've attached a revised Attachment A with the proposed additions appearing at RX1520-1549. These incremental exhibits will be provided via SFTP in the morning. Please note Intuit also has corrected the descriptions of RX 1401-1412.

In addition, attached for your consideration is a draft joint status report for filing on Wednesday. Please send us your comments and edits by 5:00PM tomorrow so we have adequate time to discuss any issues in advance of the filing deadline on Wednesday at 12:00PM ET.

Regards,

**Benjamin Chapin | WilmerHale**  
[+1 202 663 6443](tel:+12026636443) (t)  
[benjamin.chapin@wilmerhale.com](mailto:benjamin.chapin@wilmerhale.com)

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**From:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>  
**Sent:** Thursday, March 9, 2023 6:15 PM  
**To:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Ben,

The Office of the Secretary returned our stipulation this afternoon because Rule 3.21(c)(2) requires a motion rather than a stipulation to modify the scheduling order. Attached is a proposed joint motion and proposed order that should accomplish the result we were hoping for with the stipulation. Please let me know whether you consent and I will get this on file as soon as I hear from you. If you have edits or wish to discuss the draft, please reach out.

Regards,

Roberto Anguizola  
Federal Trade Commission  
FTC BCP/DMP, CC-8602  
Org 1144, Mailstop CC-6316  
600 Pennsylvania Ave., NW  
Washington, DC 20580  
Cell: (202) 256-0452 (preferred)  
Telephone: (202) 326-3284  
E-mail: [ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)

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**From:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Sent:** Wednesday, March 8, 2023 11:31 AM  
**To:** Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>

**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vincia <[Vincia.Perkins@wilmerhale.com](mailto:Vincia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Roberto,

We're comfortable with the stipulation as drafted. You have our consent to file. For ease of reference, attached is the correct version of Intuit's Exhibit List for use as Attachment A to the stipulation.

**Benjamin Chapin | WilmerHale**  
[+1 202 663 6443](tel:+12026636443) (t)  
[benjamin.chapin@wilmerhale.com](mailto:benjamin.chapin@wilmerhale.com)

---

**From:** Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>  
**Sent:** Monday, March 6, 2023 6:50 PM  
**To:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>; Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vincia <[Vincia.Perkins@wilmerhale.com](mailto:Vincia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Thanks. On our end, David Gringer, Jen Milici, Ben Chapin, Derek Woodman and me.

---

**From:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>  
**Sent:** Monday, March 6, 2023 6:47 PM  
**To:** Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge,

Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Jonathan,

Thank you. Yes. 3pm on March 20 works. I will circulate a Zoom.

Please let me know who will be participating from your end.

Regards,

Roberto Anguizola  
 Federal Trade Commission  
 FTC BCP/DMP, CC-8602  
 Org 1144, Mailstop CC-6316  
 600 Pennsylvania Ave., NW  
 Washington, DC 20580  
 Cell: (202) 256-0452 (preferred)  
 Telephone: (202) 326-3284  
 E-mail: [ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)

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**From:** Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>

**Sent:** Monday, March 6, 2023 6:44 PM

**To:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>; Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>

**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>; Shapiro, Howard <[Howard.Shapiro@wilmerhale.com](mailto:Howard.Shapiro@wilmerhale.com)>

**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Roberto, thanks for reaching out to schedule a meet and confer. I think we can do this by Zoom. Does 3 pm on March 20<sup>th</sup> work?

---

**From:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>

**Sent:** Monday, March 6, 2023 4:45 PM

**To:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>

**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinicia <[Vinicia.Perkins@wilmerhale.com](mailto:Vinicia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>

**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Ben,

Thank you. Attached is a draft stipulation addressing the parties' additional exhibits and revised exhibit lists. The draft stipulation incorporates your proposed schedule for handling objections to the newly-identified exhibits and motions for *in camera* treatment pertaining to them. We also agree to the schedule you propose for circulating drafts of and finalizing JX1 and JX2, and addressing duplicate exhibits. We will abide by that schedule but don't think it is necessary to include it in the stipulation since it does not require ALJ involvement.

Also, according to the scheduling order, the parties are to meet and confer prior to the prehearing conference. Is the defense team available on March 20 for that meet and confer? Would you like to do that in person? If yes, we can make our offices available or can come to your D.C. office if that is preferable. Otherwise, we can circulate a Zoom. We propose a 10:30AM start time if that works for you.

Regards,

Roberto Anguizola  
Federal Trade Commission  
FTC BCP/DMP, CC-8602  
Org 1144, Mailstop CC-6316

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 Washington, DC 20580  
 Cell: (202) 256-0452 (preferred)  
 Telephone: (202) 326-3284  
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---

**From:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Sent:** Friday, March 3, 2023 8:07 PM  
**To:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>  
**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Roberto,

We appreciate your willingness to agree to our proposal. Attached is Intuit's updated Final Proposed Exhibit List, dated March 3, 2023. The newly designated exhibits described in my last email appear at RX 384-A, 385-A, 1337-1364, and 1368-1497. We also have corrected the descriptions for RX 18, 26, 383, 386, 530, 598, 944, 1105, 1112, 1114-1115, and 1333-1334.

In addition, please note that Intuit also proposes to add a number of additional publicly available documents to its exhibit list, identified at RX 78 and RX 1497-1519. Please confirm you consent to the addition of those materials. Stamped versions of all newly identified exhibits will be sent via secure FTP today, along with two associated structured productions.

In terms of next steps, we outline below Intuit's proposal on how to approach objections to the newly-identified exhibits, motions for *in camera* treatment, and the final deduplication effort and joint exhibits required in advance of the prehearing conference:

- Deadline to exchange and serve on the ALJ objections to newly-designated exhibits – March 15
- Deadline to file motions for *in camera* treatment for newly-designated exhibits – March 15
- Deadline to exchange lists of proposed duplicate exhibits (per Additional Provision 28), and for CC to circulate drafts of JX1 and JX2 – March 13
  - Deadline for Intuit to respond to CC's draft JXs – March 17



- Deadline to finalize JXs and agreement on duplicative exhibits – March 21

**Benjamin Chapin | WilmerHale**

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[benjamin.chapin@wilmerhale.com](mailto:benjamin.chapin@wilmerhale.com)

---

**From:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>

**Sent:** Monday, February 27, 2023 10:12 AM

**To:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>

**Cc:** Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>

**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

Ben,

Thank you for your message. While we disagree that Complaint Counsel has done anything improper in connection with the filing of its revised exhibit list with its Pretrial Brief, we agree that the parties should work cooperatively to avoid burdening the Court with unnecessary motions practice related to the parties' exhibit lists. We also appreciate receiving your proposal regarding the treatment of revised exhibit lists.

Assuming Intuit is willing to consent to the exhibits that were added to Complaint Counsel's exhibit list since the proposed final list was served on December 16, 2022, Complaint Counsel is willing to extend the same courtesy to Intuit's revised exhibit list and agree to the proposed revisions to the exhibit lists referenced in your email.

We are also amenable to agreeing to a stipulated schedule for filing supplemental objections and motions for in camera treatment as suggested in your email. Can you circulate a proposed stipulation setting a schedule for addressing these issues? If a call or Zoom discussion would be helpful, we are available on Tuesday any time after 2PM.

Regards,

Roberto Anguizola  
Federal Trade Commission



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---

**From:** Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>  
**Sent:** Friday, February 24, 2023 4:54 PM  
**To:** Plett, Rebecca <[rplett@ftc.gov](mailto:rplett@ftc.gov)>  
**Cc:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>; Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>; Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinicia <[Vinicia.Perkins@wilmerhale.com](mailto:Vinicia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Counsel,

Your unilateral attempts to revise your exhibit list, including the “revised” exhibit list served on the ALJ along with your pretrial brief, are improper. As you should know, at this juncture, the parties are only able to add exhibits to their exhibit lists with the consent of the other party or by order of the ALJ upon a showing of good cause. See Scheduling Order Additional Provision 23. Yet last Friday, you served a revised exhibit list that includes additional exhibits we have not consented to include in this case. Subject to our effort to reach agreement on revisions to the parties’ exhibit lists, as discussed below, you may be required to withdraw that improper list and seek the appropriate relief.

In addition, the purported supplementation of Complaint Counsel’s exhibit list to include additional “expert exhibits” is similarly improper. Again, we did not consent to those additions as required by the Scheduling Order. And several of the newly included expert exhibits (GX 770-856), which appear to be video advertisements for TurboTax and its competitors, do not actually appear to be cited in either the Yoeli or Novemsky rebuttal reports.

Notwithstanding those procedural missteps, Intuit is willing to work cooperatively with you to avoid burdening the Court with unnecessary motions practice related to the parties’ exhibit lists. To that

end, Intuit plans to update its exhibit list to include the below categories of documents. If Complaint Counsel are willing to extend the same courtesy to Intuit's revised exhibit list, which we will transmit by early next week, we are willing to consent to the exhibits that were added to Complaint Counsel's exhibit list since the proposed final list was served on December 16, 2022.

### **Additions to Respondent's Exhibit List**

1. Deposition Transcripts & Exhibits: The parties have continued to take depositions in this matter since the last exchange of exhibit lists. To ensure a complete record at the hearing, Intuit intends to add to its exhibit list the final transcripts and exhibits associated with the more recent depositions, beginning with the deposition of Ms. Shiller. While certain of those final transcripts (e.g., Mr. Deal, Ms. Baburek) are not yet final, we propose to include them on Intuit's revised exhibit list and provide stamped versions as soon as the final transcripts are available.
2. AAA Settlement Materials: In connection with the settlement agreement designated as RX 385, Intuit intends to (i) produce and designate a native version of Exhibit A to that agreement; and (2) produce additional customer releases executed pursuant to that agreement and include such releases in the compendium exhibit designated as RX 386. We additionally intend to update Intuit's exhibit list to correct the Bates ranges provided for the compendia at RX 383 and 386.
3. TurboTax Advertisements: Intuit intends to supplement its exhibit list by adding additional TurboTax advertisements that were disseminated in Tax Years 2019-2022. We additionally intend to revise the description of RX 1105 to clarify that it is from Tax Year 2018, and to revise the descriptions of RX 1112, 1114, 1115 to clarify that those advertisements are from Tax Year 2019.
4. TY20 Copy Testing Backup: Intuit has identified and intends to produce and designate as exhibits additional records relevant to the copy testing discussed in GX 460, including copies of the creative content tested.
5. FTC Decision: Finally, Intuit intends to designate as an exhibit the FTC's Decision and Order in *In the Matter of LCA-Vision*, No. 1923157 (F.T.C. Jan. 19, 2023).

Further, assuming the parties are able to agree to the proposed revisions to the exhibit lists, we further propose agreeing on a cadence for filing supplemental objections and motions for in camera treatment. We think it best to avoid duplicative briefing where possible, and a stipulation setting a schedule for addressing those issues may be beneficial to both parties. Please let us know if you would be amenable to agreeing to such a schedule.

Regards,

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**From:** Plett, Rebecca <[rrplett@ftc.gov](mailto:rrplett@ftc.gov)>  
**Sent:** Friday, February 17, 2023 1:58 PM  
**To:** Dillaway, Molly <[Molly.Dillaway@wilmerhale.com](mailto:Molly.Dillaway@wilmerhale.com)>; Chapin, Benjamin <[Benjamin.Chapin@wilmerhale.com](mailto:Benjamin.Chapin@wilmerhale.com)>; Paikin, Jonathan <[Jonathan.Paikin@wilmerhale.com](mailto:Jonathan.Paikin@wilmerhale.com)>; Mackey, Katherine <[Katherine.Mackey@wilmerhale.com](mailto:Katherine.Mackey@wilmerhale.com)>; Gringer, David <[David.Gringer@wilmerhale.com](mailto:David.Gringer@wilmerhale.com)>; Bridge, Charles <[Charles.Bridge@wilmerhale.com](mailto:Charles.Bridge@wilmerhale.com)>; Berteaud, Joss <[Joss.Berteaud@wilmerhale.com](mailto:Joss.Berteaud@wilmerhale.com)>; Todd, Spencer L. <[Spencer.Todd@wilmerhale.com](mailto:Spencer.Todd@wilmerhale.com)>; Martin, Shelby L. <[Shelby.Martin@wilmerhale.com](mailto:Shelby.Martin@wilmerhale.com)>; Woodman, Derek <[Derek.Woodman@wilmerhale.com](mailto:Derek.Woodman@wilmerhale.com)>; Perkins, Vinecia <[Vinecia.Perkins@wilmerhale.com](mailto:Vinecia.Perkins@wilmerhale.com)>; Salinas, Andres C. <[Andres.Salinas@wilmerhale.com](mailto:Andres.Salinas@wilmerhale.com)>; Silos, Phoebe <[Phoebe.Silos@wilmerhale.com](mailto:Phoebe.Silos@wilmerhale.com)>; Milici, Jennifer <[Jennifer.Milici@wilmerhale.com](mailto:Jennifer.Milici@wilmerhale.com)>; Jacob, Reade <[Reade.Jacob@wilmerhale.com](mailto:Reade.Jacob@wilmerhale.com)>  
**Cc:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>; Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>  
**Subject:** RE: D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

**EXTERNAL SENDER**

The passwords are as follows:

- D9408 Complaint Counsel Expert Exhibits: [REDACTED]
- D9408 2.17.23 Complaint Counsel Exhibits: [REDACTED]

---

**From:** Plett, Rebecca  
**Sent:** Friday, February 17, 2023 1:55 PM  
**To:** [molly.dillaway@wilmerhale.com](mailto:molly.dillaway@wilmerhale.com); [benjamin.chapin@wilmerhale.com](mailto:benjamin.chapin@wilmerhale.com); [jonathan.paikin@wilmerhale.com](mailto:jonathan.paikin@wilmerhale.com); [katherine.mackey@wilmerhale.com](mailto:katherine.mackey@wilmerhale.com); [david.gringer@wilmerhale.com](mailto:david.gringer@wilmerhale.com); [charles.bridge@wilmerhale.com](mailto:charles.bridge@wilmerhale.com); [ioss.berteaud@wilmerhale.com](mailto:ioss.berteaud@wilmerhale.com); [spencer.todd@wilmerhale.com](mailto:spencer.todd@wilmerhale.com); [shelby.martin@wilmerhale.com](mailto:shelby.martin@wilmerhale.com); [derek.woodman@wilmerhale.com](mailto:derek.woodman@wilmerhale.com); [vinecia.perkins@wilmerhale.com](mailto:vinecia.perkins@wilmerhale.com); [andres.salinas@wilmerhale.com](mailto:andres.salinas@wilmerhale.com); [phoebe.silos@wilmerhale.com](mailto:phoebe.silos@wilmerhale.com); [jennifer.milici@wilmerhale.com](mailto:jennifer.milici@wilmerhale.com); [reade.jacob@wilmerhale.com](mailto:reade.jacob@wilmerhale.com)  
**Cc:** Anguizola, Roberto <[ranguizola@ftc.gov](mailto:ranguizola@ftc.gov)>; Tonnesen, Sara <[stonnesen@ftc.gov](mailto:stonnesen@ftc.gov)>; Evans, James <[jevans1@ftc.gov](mailto:jevans1@ftc.gov)>  
**Subject:** D9408: Complaint Counsel's Expert Witness Exhibits and other Exhibits

Counsel,

Per the Scheduling Order, we will be sending you shortly via secure file upload Complaint Counsel's Expert Exhibits. These exhibits are in addition to exhibits previously listed on Complaint Counsel's exhibit list.

Additional, we are sending a set of 13 other exhibits. 12 of these exhibits (GX 857-868) are native

excel spreadsheets produced by Intuit on January 23, 2023, pursuant to the Court's order on Complaint Counsel's motion to compel. The thirteenth exhibit (GX 869) is a declaration by Wieden + Kennedy regarding the authenticity of documents produced. To that end, we have updated our exhibit list, which we will send with the documents, to reflect the addition of our expert and other exhibits.

We will send passwords for the zipped folders separately.

Sincerely,

**Rebecca Plett** (she/her) | Attorney | Federal Trade Commission  
Bureau of Consumer Protection | Division of Marketing Practices  
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# **Exhibit B**

**From:** [Chapin, Benjamin](#)  
**To:** [Evans, James](#); [Anguizola, Roberto](#); [Plett, Rebecca](#); [Tonnesen, Sara](#)  
**Cc:** [Perkins, Vinecia](#); [Salinas, Andres C.](#); [Gringer, David](#); [Todd, Spencer L.](#); [Woodman, Derek](#); [Dillaway, Molly](#); [Berteaud, Joss](#); [Dillaway, Molly](#); [Jacob, Reade](#); [Martin, Shelby L.](#); [Silos, Phoebe](#); [Bridge, Charles](#); [Miliaci, Jennifer](#); [Paikin, Jonathan](#)  
**Subject:** RE: In re Intuit Inc., Docket No. 9408 - CRM Disclosures & Stipulation re: Intuit Witnesses  
**Date:** Thursday, February 9, 2023 7:50:17 PM

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James,

We appreciate your confirmation that Complaint Counsel does not intend to update your expert reports in response to Intuit's production of CRM data. Regardless of your view on whether Intuit has a "need" to do so, the Court's December 30 order expressly rejected Complaint Counsel's prior attempt to preclude Intuit from relying on the CRM data. The Court permitted either party to update its expert report(s) and we reserve our right to do so.

Next, we are puzzled by your response with regard to Ms. Baburek's analyses. We are entitled to depose Ms. Baburek about any work she does that may be presented at trial, including any work summarizing data produced by Intuit. As a lay witness, we were not expecting her to testify to anything other than her personal review and summary of the data (and, even that, we suspect may run afoul of the evidentiary rules for lay witness testimony). Please explain what kind of summary exhibits you anticipate having the witness create. We are entitled to depose her about the methods used to create such summaries and accordingly need them before the deposition. If that disclosure can be made by February 15, as requested, we can proceed with Ms. Baburek's deposition on February 23, though we reserve our right to postpone the deposition upon review of the materials provided. If you or Ms. Baburek require additional time to provide the disclosures to which we are entitled, we will postpone the deposition.

Finally, Intuit is fine with your proposal to list all deposition and investigational hearing transcripts and to jointly move their admission to evidence, so long as you agree (1) that Intuit can reserve all objections lodged during those depositions or investigational hearings, and (2) that Intuit may object to the admissibility of testimony related to the Free File program only on relevance grounds.

-Ben

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**From:** Evans, James <jevans1@ftc.gov>  
**Sent:** Tuesday, February 7, 2023 4:35 PM  
**To:** Chapin, Benjamin <Benjamin.Chapin@wilmerhale.com>; Anguizola, Roberto <ranguizola@ftc.gov>; Plett, Rebecca <rplett@ftc.gov>; Tonnesen, Sara <stonnesen@ftc.gov>  
**Cc:** Perkins, Vinecia <Vinecia.Perkins@wilmerhale.com>; Salinas, Andres C. <Andres.Salinas@wilmerhale.com>; Gringer, David <David.Gringer@wilmerhale.com>; Todd, Spencer L. <Spencer.Todd@wilmerhale.com>; Woodman, Derek <Derek.Woodman@wilmerhale.com>; Dillaway, Molly <Molly.Dillaway@wilmerhale.com>;

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**Subject:** RE: In re Intuit Inc., Docket No. 9408 - CRM Disclosures & Stipulation re: Intuit Witnesses

**EXTERNAL SENDER**

Hi Ben,

We do not intend to modify our expert reports to respond to the document production ordered by Judge Chappell on December 30. As there will be no modification to respond to, and given that the production contained Intuit's own data which it could have had its experts analyze before Intuit's expert reports were due, we don't believe Intuit should have a need to modify its expert reports either.

To make her deposition more efficient, we can agree to provide you with analyses of Intuit datasets performed by Ms. Baburek that we intend to use at trial as of next Wednesday, February 15. We reserve the right, however, to follow Scheduling Order paragraph 26 with regard to final copies of any demonstrative, illustrative, or summary exhibits that Ms. Baburek may create, contribute to, or testify regarding.

Regarding IH and deposition testimony, we propose listing every transcript in this matter on JX2, as described in the Scheduling Order, and jointly moving for their admission into evidence at the final prehearing conference. That should be the simplest and most efficient way to stipulate to the admissibility of the testimony. Please let us know if that works for you.

Thanks,  
James

**James Evans** (he/him)  
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**From:** Chapin, Benjamin <Benjamin.Chapin@wilmerhale.com>

**Sent:** Tuesday, February 7, 2023 11:26 AM

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**Subject:** In re Intuit Inc., Docket No. 9408 - CRM Disclosures & Stipulation re: Intuit Witnesses

Counsel,

As you know, the Court's December 30 order permits the parties to modify their expert reports in response to Intuit's production of CRM data. We believe that a staggered supplementation schedule will ensure the parties join issue on these data, which you've represented are critical to your case. We accordingly suggest the following schedule—(1) Complaint Counsel will serve modified expert report(s), if any, by February 17; and (2) Intuit will serve modified expert report(s), if any, by March 3. If you do not intend to modify either of your experts' reports in response to Intuit's January 23 production, please let us know. Intuit nonetheless will reserve its right to do so on or before March 3. Please let us know if this cadence is acceptable to Complaint Counsel.

Relatedly, Intuit has repeatedly requested disclosure from Complaint Counsel of any analyses performed by your data analyst, Megan Baburek. In addition to my February 1 email, Intuit's RFP No. 36 sought documents concerning data analyses performed by Complaint Counsel or at your direction, which would encompass any analyses performed by Ms. Baburek. To ensure her deposition on February 23 can go forward as scheduled, please provide the requested disclosures **no later than Wednesday, February 15**. If you are unable or unwilling to do so, we will need to postpone her deposition and, if necessary, seek relief from the court.

Finally, Complaint Counsel's Final Proposed Witness List indicated you intend to seek a stipulation concerning the admissibility of deposition and investigational hearing testimony previously offered by the designated Intuit witnesses. Can you let us know what you had in mind and when should we expect to see a proposal?

Regards,  
Ben

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**RX 1520**

**UNITED STATES OF AMERICA  
BEFORE THE FEDERAL TRADE COMMISSION**

**COMMISSIONERS:**      **Lina M. Khan, Chair  
Rebecca Kelly Slaughter  
Christine S. Wilson  
Alvaro M. Bedoya**

**In the Matter of:**

**Intuit Inc.**, a corporation.

**Docket No. 9408**

**SUPPLEMENTAL EXPERT REPORT OF BRUCE F. DEAL  
MARCH 9, 2023**

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## I. QUALIFICATION AND ASSIGNMENT

1. My name is Bruce Deal, and I submitted an expert report in this matter on January 13, 2023 (“Deal January 2023 Report”).<sup>1</sup> The Deal January 2023 Report includes a summary of my professional experience, my qualifications, and my assignment in this matter.
2. In this supplemental report, I have been asked by counsel to analyze whether additional data produced by Intuit change any of my opinions presented in the Deal January 2023 Report. I have also been asked to analyze whether these data provide support for Complaint Counsel’s allegations of widespread deception in general.<sup>2</sup> I understand these data were produced in response to a Motion to Compel submitted by Complaint Counsel.<sup>3</sup> These data contain selected information “pertaining to customers and potential customers who interacted with a free TurboTax offer or product or service” as recorded in Intuit’s customer relationship management (“CRM”) databases between November 2, 2020, and January 10, 2023.<sup>4</sup> I refer to these data as “CRM Data.”<sup>5</sup>
3. A list of materials I have relied upon in forming my opinions expressed in this report are listed in **Appendix A**. In preparing my report, I have utilized the following commercially available computer programs: Microsoft Office, SAS, Python, and Adobe Acrobat.

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<sup>1</sup> Expert Report of Bruce F. Deal, *In the Matter of Intuit Inc.*, Docket No. 9408, January 13, 2023 (“Deal January 2023 Report”).

<sup>2</sup> Complaint, *United States of America before the Federal Trade Commission in the Matter of: Intuit Inc., A Corporation*, Docket No. 9408, March 28, 2022 (“Complaint”).

<sup>3</sup> Order Granting Complaint Counsel’s Motion to Compel Production of Documents, *In the Matter of Intuit Inc.*, Docket No. 9408, December 30, 2022.

<sup>4</sup> Complaint Counsel’s First Requests for Production of Documents to Intuit Inc., *In the Matter of Intuit Inc.*, Docket No. 9408, September 12, 2022, pp. 2–6 (“Unless otherwise specified, the time period covered by each request below shall be from November 1, 2020, through the date of your complete compliance with these requests.”; “All data pertaining to customers and potential customers who interacted with a free TurboTax offer or product or service, as contained in your customer relationship management database (‘CRM’), or any database(s) used to maintain customer and potential customer information, feedback, complaints and/or sales.”); CRM Data 1, INTUIT-FTC-PART3-000618568–78.

<sup>5</sup> Approximately 1 million customer interactions with Intuit’s customer service representatives were produced. I describe the data in detail in Section I of Appendix B, “Methodology Appendix.”

## II. SUMMARY OF OPINIONS

4. The CRM Data do not alter my opinions as stated in the Deal January 2023 Report, and these additional data do not provide support for Complaint Counsel’s allegations of deception.
5. In Section VII of the Deal January 2023 Report, I concluded that there were 510 customers (representing less than [REDACTED] tax year 2021 (“TY21”) TurboTax customer base) for whom Intuit’s customer data may be consistent with Complaint Counsel’s allegations of deception and theories of harm. After employing the same methodology to analyze the customer service interactions in the CRM Data, I conclude that there are still 510 such customers. I discuss this analysis in **Section III**.
6. Additional analyses of the CRM Data indicate that these data are almost entirely unrelated to Complaint Counsel’s allegations of deception. I discuss this in **Section IV.A**.
  - Only 34,706 (3.3 percent) of the 1,055,079 interactions in the CRM Data even mention the word “free.” 3,513 of these interactions contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising. Only 502 of these explicitly mention Intuit’s marketing or advertising, indicating a possibility that the customer was seeking to file for free *because* of Intuit’s marketing or advertising. Putting this result in context, only 0.05 percent of the approximately 1 million records in the CRM Data (or 1 in 2,100) are potentially related to Complaint Counsel’s allegations of deception.
  - There are hundreds of thousands of interactions in the CRM Data that appear to reflect ordinary course of business communication between customers or potential customers and Intuit’s customer service representatives providing tax and product support. These interactions cannot reasonably be characterized as “complaints.” Many refer to issues that commonly arise while using an online product or service, such as technical issues, or issues with logging into or navigating within a product. Other interactions are particular to tax preparation but are unrelated to the alleged deception, such as issues involving amending a tax return, printing or downloading a completed tax return, tracking refund status, claiming a stimulus payment, or

questions regarding specific tax forms or tax situations. None of these types of interactions are related to Complaint Counsel's allegations of deception.

7. After stratifying the interactions in the CRM Data by customer filing status, I find that the majority are with customers who filed their returns for free. Interactions with customers who filed their taxes for free, by definition, cannot support Complaint Counsel's allegations of deception, regardless of the content or nature of these interactions. The 3,513 interactions I identified that include language suggestive of an expectation that filing would be free and/or mention Intuit's advertising and marketing were associated with 3,481 unique customers or potential customers. Excluding those who filed for free reduces this number to 1,943 customers. Among those, only 327 customers are associated with interactions that mention "free" in conjunction with references to Intuit's marketing or advertising, a tiny fraction relative to the [REDACTED] million tax returns filed by customers who paid to use TurboTax products in TY20–21, the [REDACTED] million customers who explored TurboTax and pursued other options in TY20–21, and the estimated [REDACTED] million visits to the TurboTax website in TY20–21 by potential customers who did not proceed to log in. This is not consistent with Complaint Counsel's allegations of deception. I discuss this in **Section IV.B**.

### III. MY CONCLUSIONS EXPRESSED IN THE DEAL JANUARY 2023 REPORT REMAIN UNCHANGED AFTER CONSIDERING THE CRM DATA

8. In Section VI of the Deal January 2023 Report, I identified TY21 TurboTax customers whose experiences with TurboTax, as recorded in Intuit's customer data, are inconsistent with Complaint Counsel's allegations of deception. In Section VII of the Deal January 2023 Report, I analyzed the remainder of the TY21 TurboTax customer base, consisting of approximately [REDACTED] million customers. The data indicated these customers had limited past experiences with or awareness of TurboTax paid products, that they started in Free Edition, encountered a required upgrade screen during the tax preparation process, and paid to use a TurboTax product, without purchasing other add-on services or live support.<sup>6</sup>

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<sup>6</sup> These customers, representing [REDACTED] percent of the TurboTax customer base, are those who paid to file their tax returns in TY21 using TurboTax, had complex tax situation that would not qualify them for Free Edition, did not reveal preferences for paid features or other capabilities available in paid products, including live assistance, did not pay to file using TurboTax in TY19 and/or TY20, did not start their return in or encounter an

9. Using the CRM Data, I extend the analysis from the Deal January 2023 Report and cross-reference the approximately [REDACTED] million customers from the TY21 TurboTax customer base with the customer service interactions in the CRM Data. I identify 8,625 interactions from the CRM Data associated with 7,395 customers in this group.<sup>7</sup> Even a cursory review of these interactions reveals that many of them are unrelated to Complaint Counsel’s allegations, and instead reflect ordinary course of business interactions between Intuit’s customers and its customer service representatives driven by product or tax support issues, such as a customer who “needed to know how to access her w2,”<sup>8</sup> or a customer who “had questions about amending her return.”<sup>9</sup>
10. Following a systematic methodology outlined in Section II of the **Methodology Appendix**, I find that only 518 of these 7,395 customers even mention the word “free” in any of their interactions. Note that not all of these interactions are suggestive of deception.<sup>10</sup> For example, for 119 of the 518 customers, the word “free” appears *only* in the context of product names (e.g., “Free Edition”) across all of their interactions.<sup>11</sup> Other customers, even if they mention “free” outside the context of product names, have interactions that still do not relate

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upgrade screen for a paid product in TY19 and/or TY20, and did not receive a recommendation to file using a paid product in TY21. See Deal January 2023 Report, Section VI.C for how I arrived at the set of the approximately [REDACTED] million customers.

- <sup>7</sup> There can be multiple interactions per customer in the CRM Data. The Methodology Appendix describes my methodology for cross-referencing TurboTax customers in the TY20–21 Customer-Level Data with their interactions recorded in the CRM Data. TY21 Customer-Level Data, INTUIT-FTC-PART3-000608572; TY14–20 Customer-Level Data, INTUIT-FTC-PART3-000608571; CRM Data 1, INTUIT-FTC-PART3-000618568–78. See Methodology Appendix for additional information relevant to the CRM Data and Appendix D of the Deal January 2023 Report for information relevant to other data.
- <sup>8</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1483381163,” *comment\_body* = “[...] cx needed to know how to access her w2. ;Verbatim: I had a I have to get my W. Two but I don’t know where my paper copy is. | let me just make sure it has what I need before I let you get off here with me [...].”
- <sup>9</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1490613877,” *comment\_body* = “[...] cx had questions about amending her return. ;Verbatim: It just happened when I amended so I don’t know, maybe I did something, I don’t know but yeah. | Okay. Alright I appreciate it. I’m about to go back into it [...].”
- <sup>10</sup> See, e.g., Videotaped Deposition of Megan Baburek, *In the Matter of Intuit Inc.*, Docket No. 9408, February 23, 2023 (“Baburek Deposition”), 109:13–110:7 (“Q. Let’s look at an example of the ‘file for free’ search term. [...] And looking specifically in Column V, the comment body field, this record captures [...] following customer interaction, quote, ‘CX wanted to file for free so I showed her – so I showed where to go and what to click on.’ Did I read that correctly? A. Yes. [...] Q. Based on what you can see in the comment body field, would you agree that this customer is not complaining about TurboTax’s free TurboTax advertising? A. Yes.”).
- <sup>11</sup> This statistic considers interactions where the word “free” appears exclusively as a part of the following product names: “Free Edition,” “TTO Free,” or “IRS Free File.” See Section II.B.1 of Methodology Appendix.

to Complaint Counsel’s allegations.<sup>12</sup> For example, an interaction with a customer who encountered “issues with processing her state return” includes the following comment: “Walked cx thru a few troubleshooting steps. [...] She was unable to complete because she had to get off the phone. She will call back tomorrow when she is *free* [emphasis added].”<sup>13</sup> Suggesting that this interaction is somehow evidence of deception—as would be true by focusing simply on the number of times the word “free” is mentioned within these interactions—is simply incorrect.

11. I also identify customers associated with interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising.<sup>14</sup> I identify 61 of the 518 customers with such interactions. However, again, not all of these are necessarily related to Complaint Counsel’s allegations. As an example, one of these interactions, with a customer who worked for Uber but was not sure if they qualified for Free Edition, includes the following: “[customer] *thinks* they are eligible for *free* edition.”<sup>15</sup> Even though this customer may have expressed an aspiration to file for free, it does not appear to be an expectation explicitly linked to Intuit’s marketing or advertising.

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<sup>12</sup> Baburek Deposition, 102:5–103:3 (“Q. So looking at the bottom of this free text field, do you see that the last two sentences in this record read, quote, ‘Please feel free to contact us again with any questions. Thank you for using TurboTax.’ Did I read that correctly? A. Yes. Q. So the instance of the term ‘free’ in this record is in connection with the phrase ‘please feel free to contact us again’; is that right? A. Yes. Q. And on its face, that would have nothing to do with Intuit’s free TurboTax advertising; right? A. That specific text portion, yes.”).

<sup>13</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1486929252,” *comment\_body* = “Cx having issues processing state return Cx having issues processing state return. The continue button is missing from the state page. Walked cx thru a few troubleshooting steps. Made sure all credit and deductions pages were completed. She was unable to complete because she had to get off the phone. She will call back tomorrow when she is free [...]”.

<sup>14</sup> This approach allows for: (i) the word “free” to appear in close vicinity—within five words—of keywords such as “expect,” “guarantee,” “should,” “suppose,” or “think,” or their variations; or (ii) the interaction to include the word “free” along with keywords related to Intuit’s marketing or advertising, such as “ads,” “promotion,” “TV,” or similar. See Methodology Appendix, Section II.B, for details of my methodology.

<sup>15</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1496623702,” *comment\_body* = “[...] Situation: cx had questions about uber and if he could use the program. Verbatim: Yes sir. Okay. Computer. Okay. All right. Should enter. Alright. Are you ready for the code? | Okay perfect. so I did some delivering for uber but they did not give me any sort of 1099. or anything like that. They just gave me a docent and I’m curious how I would implement input that into into the into the system. [...] Cx thinks they are eligible for free edition. Walked Cx through charges.”



12. Consequently, to arrive at a set of customers associated with interactions more likely to relate to the alleged deception,<sup>16</sup> I identify the subset of the 61 customers whose interactions specifically mention “free” in conjunction with references to Intuit’s marketing or advertising, indicating a possibility that the customer was expecting to file for free *because* of Intuit’s marketing or advertising. Only 17 of the 61 customers meet these criteria. Among these 17 customers, one had an interaction identical to a complaint by the same customer previously identified by Complaint Counsel, which I already considered in the Deal January 2023 Report.<sup>17</sup> Setting this duplicate interaction aside to avoid double counting, I arrive at 16 customers whose interactions with Intuit recorded in the CRM Data could be potentially relevant to Complaint Counsel’s allegations, and for which the CRM Data provide new information about these customers relative to the information I considered when filing my previous report.
13. In my review of these interactions, however, even this set appears to contain interactions unrelated to Complaint Counsel’s allegations. For example, a customer who called “for info on amending return after filing and receiving form 1099-G” was advised “to go back to the original return *ad* [sic] locate the amend option,” reporting that “it was just an easy form *free* on the intuit TurboTax [emphasis added].”<sup>18</sup> Even though the words “ad” and “free” both appear in the CRM interaction, the customer was seeking information on how to amend their tax return and the word “ad” appears to be a typo for “and.” Suggesting that this interaction is somehow evidence of deception—as would be true by focusing simply on the number of times Intuit’s marketing or advertising is mentioned within these interactions—is also incorrect.

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<sup>16</sup> Complaint, ¶ 57 (“Thus, Intuit’s deceptive door-opener ads described above bring consumers to the TurboTax website representing that consumers can file their taxes for free using TurboTax, but once there, many consumers encounter screens that inform them that they cannot complete and file their taxes for free.”) and ¶ 119 (“In numerous instances in connection with the advertising, marketing, promotion, offering for sale, or sale of online tax preparation products or services, Respondent represents, directly or indirectly, expressly or by implication, that consumers can file their taxes for free using TurboTax.”).

<sup>17</sup> Deal January 2023 Report, ¶ 160.

<sup>18</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1495287518,” *comment\_body* = “Cx call for info on amending return Cx call for info on amending return after filing and receiving form 1099-G. Cx was advise to go back to the original return ad locate the amend option and res. System Generated Summary via ASTAR version: 1.0.2 Situation: cx filed her daughter’s taxes and realized she had unemployment income. ;Verbatim: Okay I I filed my daughter’s taxes, it was just an easy form free on the intuit TurboTax And now realize she I had unemployment income that I got to amend a return [...]”

14. In the Deal January 2023 Report, I identified 510 TY21 customers, representing *ess han* [REDACTED] [REDACTED] 21 TurboTax *r b se*, for whom Intuit’s customer data may be consistent with Complaint Counsel’s allegations of deception and theories of harm and who provided a low PRS or customer rating, or filed a complaint identified by Complaint Counsel.<sup>19</sup> I consider the 16 customers identified above in the same way. That is, I consider a potentially relevant interaction in the CRM Data to be equivalent to a low PRS or customer rating, or a complaint identified by Complaint Counsel; I also considered this information in the context of the entirety of the customer data available to me and that I analyzed in the Deal January 2023 Report. All 16 of these customers have characteristics that indicate their experiences as reflected in the data—such as time-to-upgrade screen, marketing channel, or past experience with TurboTax—were inconsistent with Complaint Counsel’s allegations of deception and theories of harm. Therefore, these are *not* incremental to the 510 customers I identified in my previous report. Therefore, the CRM Data do not at all change my opinions expressed in the Deal January 2023 Report. Indeed, none of the calculations even change.<sup>20</sup>

#### IV. THE CRM DATA ARE LARGELY IRRELEVANT TO COMPLAINT COUNSEL’S ALLEGATIONS OF WIDESPREAD DECEPTION

15. The CRM Data, as I understand, pertain to customers and potential customers who interacted with a free TurboTax offer, product, or service.<sup>21</sup> Based on my analysis, and as described below, the CRM Data capture various types of interactions including many unrelated to customer complaints, such as sales or technical support.<sup>22</sup> These data also contain customer

<sup>19</sup> See Deal January 2023 Report, ¶ 161.

<sup>20</sup> Even if I treated all of these 16 interactions as additive to the 510 customers identified previously, an approach that I do not endorse, the number of potentially deceived TY21 customers would remain insignificant and my opinions would remain unchanged.

<sup>21</sup> Complaint Counsel’s First Requests for Production of Documents to Intuit Inc., *In the Matter of Intuit Inc.*, Docket No. 9408, September 12, 2022, ¶ 22 (“All data pertaining to customers and potential customers who interacted with a free TurboTax offer or product service, as contained in your customer relationship management database (“CRM”), or any database(s) used to maintain customer and potential customer information, feedback, complaints, and/or sales.”).

<sup>22</sup> Complaint Counsel’s data analyst agreed that CRM database can capture various types of interactions. Baburek Deposition 50:20–51:5 (“Q. And you mentioned customer complaints earlier as one type of data in the CRM. You recognize that there are other types of data in the CRM; right? A. Yes. Q. A CRM might log, for example, technical support calls from a customer; right? A. Yes. Q. It might log sales data or -- it might log sales to a customer; right? A. Yes.”).

complaints across many topics. It is not the case that the full set of interactions in the CRM data, or even the full set of complaints in the CRM Data, are related to Complaint Counsel's allegations.<sup>23</sup> However, assuming Complaint Counsel's allegations were valid, and deception regarding consumers' ability to file for free were widespread, I would expect customer interactions recorded in the CRM Data to include a large number of customers and potential customers describing that they had been deceived by Intuit's marketing or advertising.<sup>24,25</sup> Below, I analyze the available CRM Data to look for evidence of the alleged widespread deception.<sup>26</sup>

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<sup>23</sup> Baburek Deposition, 56:13–57:11 (“Q. You understand that the CRM data is not limited to records of consumers who are complaining about Intuit’s free TurboTax advertising; right? A. Yes. Q. What is the basis for that understanding? A. That the records provided could complain -- could contain complaints not related to -- specific to this case. Q. And, in fact, the records provided could include records of customer interactions that are not complaints at all; right? A. Okay.”).

<sup>24</sup> I include “potential customers” in my analyses due to the fact that Complaint Counsel and their experts claim that even consumers who did not file using TurboTax—including consumers who did not create an account or even visit the TurboTax website—could have been deceived by Intuit’s advertising. Expert Rebuttal Report of Erez Yoeli, Ph.D., *In the Matter of Intuit Inc.*, Docket No. 9408, January 27, 2023 (“Yoeli Rebuttal Report”), ¶ 94 (“First, it omits the [REDACTED] million consumers who visited turbotax.com but did not log in to an existing account or create a new account.”); Confidential Videotaped Deposition of Erez Yoeli, Ph.D., *In the Matter of Intuit Inc.*, Docket No. 9408, February 16, 2023 (“Yoeli Deposition”), 240:25–241:18 (“Q. So you’re not saying that if someone saw a TurboTax ad in a particular year and didn’t go to the TurboTax website in that year that they were deceived? A. I’m saying it’s possible. Q. How is that they were deceived? [Objection...] A. The -- the question of deception has to do with whether the consumer’s interpretation of the ad is that TurboTax would be free for them and they actually don’t qualify to file for TurboTax for free, and they could have had those -- that experience without having gone to the TurboTax website.”); Expert Rebuttal Report of Nathan Novemsky, Ph.D., *In the Matter of Intuit Inc.*, Docket No. 9408, January 27, 2023 (“Novemsky Rebuttal Report”), ¶ 282 (“Mr. Deal eliminates as n t i k e y t o b e y c e e r who came to the TurboTax website but did not log into or create an account, arriving at a pool of only [REDACTED] million TurboTax customers. This measure sets aside, without any reason or support, that millions of consumers who come to the TurboTax website because of Intuit’s “free” advertising may very well have been deceived by that marketing.”); Complaint, ¶ 35 (“Given this advertising, reasonable consumers may believe that the TurboTax products and services Intuit advertises as free are free for them – that they can file their taxes for free using TurboTax.”).

<sup>25</sup> While these “potential consumers” would not be able to submit a customer review or provide a PRS if they did not use the product, they could still have reached out to Intuit’s customer support to voice their concerns, and these interactions would be included in the CRM Data, and would be supplemental to the data I analyzed in my previous report. Deposition of Bruce Deal, *In the Matter of Intuit Inc.*, Docket No. 9408, February 15, 2023 (“Deal Deposition”), 178:8–15 (“Q. [...] Is there anywhere in your [Deal January 2023] report that you take into account complaints made to Intuit’s customer service representatives? A. No. That data wasn’t available. And as I think I’ve described many times today, if that data were to become available, it could be done. But, no, I don’t -- I didn’t -- I didn’t have that data.”).

<sup>26</sup> Deal Deposition, 173:7–174:25 (“Q. [W]ould CRM data, in your experience, potentially be another place that you could find evidence of consumer negative feedback? [Objection] THE WITNESS: I think we’ve had this discussion already. You know, the typical CRM database is sort of basically tracking -- think about every customer service agent you’ve ever talked to. They are typing in some notes. So it’s the customer service agent typing in notes into some kind of a CRM, saying, oh, I just talked to Bruce, and, you know, he loved his cable TV show, or whatever. So I certainly agree it’s very messy data. And, you know, I think before, we were talking about, is it possible that in that data, there could be someone typing in, Customer XYZ is upset about – you



### A. The Vast Majority of Interactions in the CRM Data Are Unrelated to Complaint Counsel's Allegations

16. Many of the customer service interactions captured in the CRM Data appear to reflect ordinary course of business communication between customers or potential customers and Intuit's customer service representatives, entirely unrelated to Complaint Counsel's allegations of deception. These interactions refer to issues that commonly arise while using a product or service, such as technical issues, or issues with logging into or navigating within the product, such as customers "having issues downloading software" or "having issues with password."<sup>27</sup> Other interactions are particular to tax preparation but unrelated to the alleged deception, such as issues involving amending a tax return, tracking refund status, claiming stimulus payment, or questions regarding specific tax forms or tax situations, such as a customer who "had questions [a]bout his rejected return."<sup>28</sup> My analysis of the full CRM Data<sup>29</sup> identify the following:

- More than 346,000 interactions potentially related to inquiries after tax filing, including when a tax return may be audited or may need to be amended, or when checking on the status of a tax return;

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know, thought it was free, and it's not -- in any kind of context; cable TV, whatever. You know, that's a very common sort of generic complaint you see across a lot of things; I didn't think I was paying for this, and why do I have this; I was told it was free. Things like that. So it's certainly -- you know, within this data, there can be that information. For the analysis I was doing, I had a set of complaints the FTC had identified, and I had these actual customer reviews, which are kind of systematic and numeric and, you know, represent the actual experience that they had at the time, so I didn't -- excuse me -- I didn't have any need for the CRM data. It's messy. If CRM becomes available in some form that can be used and produced in this matter, one can certainly, you know, use it. But my experience is, it would be -- it would be a big challenge to try and separate out any -- again, there's just so much in there and it's so all over the place and it's sort of moderated through whatever the customer service person typed in, things like that. So there's a lot of challenges and problems with using the data.").

<sup>27</sup> CRM Data 1, INTUIT-FTC-PART3-000618568-78, *casenumber* = "472061249," *comment\_body* = "cx having issues downloading software. Working with cx and AA for over a hour to get the problem fixed. Cx stopped replying. 1st and 2nd snippet sent." CRM Data 1, INTUIT-FTC-PART3-000618568-78, *casenumber* = "465849342," *comment\_body* = "customer called in having issues with password when she gets to a computer she will call back to ts."

<sup>28</sup> CRM Data 1, INTUIT-FTC-PART3-000618568-78, *casenumber* = "471868586," *comment\_body* = "Filing Questions Cx had questions bout his rejected return."

<sup>29</sup> Interactions can belong to more than one of these categories. My methodology for identifying these interactions is fully described in the Methodology Appendix.

- More than 283,000 interactions potentially related to technical issues, such as difficulties logging in, installing or downloading software, or receiving error messages;
- More than 263,000 interactions potentially related to specific issues that arise during the tax preparation process, mentioning COVID, crypto, stimulus payments, or similar subjects;
- Approximately 170,000 interactions potentially related to the tax filing process, inquiring about extensions, refund amounts, or refund advances;
- Approximately 54,000 potentially incomplete interactions, such as dropped calls or unresponsive chats; and
- Approximately 13,000 interactions potentially related to products that I understand are not at issue in this case, including TurboTax Desktop products, Mint, or QuickBooks.

17. Consistent with this result, the vast majority of interactions in the CRM Data do not mention the word “free.” Only 34,706 interactions, or 1 in 30, even mention the word “free.”<sup>30</sup> This finding is also consistent with Complaint Counsel’s own summary exhibits of the CRM Data.<sup>31</sup> By itself, these numbers illustrate the absence of evidence of widespread consumer deception in these data. Further, unlike Complaint Counsel’s summary exhibits, I recognize that simply mentioning the word “free” is not sufficient for an interaction to be relevant to the alleged deception.<sup>32</sup> Similar to the analysis described above in **Section III**, I identified 3,513 interactions in the CRM Data that, in addition to the word “free,” contain implicit language that may be suggestive of an expectation that filing would be free and/or mention

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<sup>30</sup> My methodology is described in detail in the Methodology Appendix.

<sup>31</sup> The two spreadsheets prepared by Ms. Baburek, “CRM\_combined\_wordsearch.xlsx” and “CRM\_single\_wordsearch.xlsx,” identify 34,679 and 375 observations out of the total of 1,055,079 observations as containing the word “free.” 1,020,025 observations (96.7 percent) are not flagged as such. RX 1374, CRM\_combined\_wordsearch.xlsx; RX 1376, CRM\_single\_wordsearch.xlsx.

<sup>32</sup> Note that Ms. Baburek in her analysis produced by Complaint Counsel did not attempt to identify evidence of the alleged consumer deception. See, e.g., Baburek Deposition, 80:20–23 (“Q. Do you have a belief that this type of data analysis would yield results relevant to complaint counsel’s allegations in this case? A. I don’t know.”) and 96:18–25 (“Q. Did you attempt to validate whether the records returned in your keyword analysis on the search term ‘free’ were relevant to this litigation? A. No. Q. Why not? A. Because I was not told to review the records returned. I was told to search for ‘free’ and return all records with that.”).

“free” in conjunction with references to Intuit’s marketing and advertising.<sup>33</sup> Considering only the subset of interactions that reference Intuit’s marketing or advertising, I find 502 interactions, representing 1 in 2,100 entries in the CRM Data, that could potentially be relevant to Complaint Counsel’s allegations of deception.

18. To validate my systematic analysis, I conduct a manual review of random samples of interactions from the CRM Data. I sample interactions that mention “free,” and separately, sample interactions that do not mention “free.”<sup>34</sup> The result of the manual review of the random samples is consistent with my systematic analysis. That is, (i) none of the interactions that do not include “free” have evidence indicating that the customer or potential customer had an expectation of being able to file for free because of Intuit’s marketing or advertising; (ii) the rate at which interactions from the random samples indicate a possibility that the customer was seeking to file for free *because* of Intuit’s marketing or advertising does not fundamentally differ from the rate identified through my systematic analysis.<sup>35</sup>

**B. The Majority of Interactions in the CRM Data Are with Customers Who Filed for Free and the Number of Interactions that Mention “Free” in Conjunction with References to Intuit’s Marketing or Advertising Is Inconsistent with Complaint Counsel’s Allegations**

19. I also analyze the frequency of potentially relevant interactions in the CRM Data relative to customer filing status. I rely on the TY20–21 Customer-Level Data to identify which customers in the CRM Data filed for free, paid to file, or abandoned their returns. A subset of customers in the CRM Data have insufficient identifying information such that I cannot identify them in the TY20–21 Customer-Level Data. I analyze this subset separately.

**Figure 1** below summarizes the results of this analysis. Additional discussion follows.

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<sup>33</sup> See Methodology Appendix.

<sup>34</sup> I generate four stratified random samples from the CRM Data to ensure that I include interactions from CRM Data 1 and CRM Data 2, and interactions that mention “free” and interactions that do not. I instruct two reviewers to examine the content of these randomly selected interactions. See Section III, Methodology Appendix.

<sup>35</sup> See Methodology Appendix.

**Figure 1**  
**Customers with Interactions in the CRM Data by Filing Status<sup>36</sup>**

<b>Filing Status</b>	<b>Number of Customers and Potential Customers in CRM Data</b>	<b>Mention “Free”</b>	<b>Mention “Free” + Expectation of Free or Marketing/Advertising</b>	<b>Mention “Free” + Marketing/Advertising</b>	<b>TY20–21 Customers and Potential Customers</b>
Filed for Free	443,717	Not Relevant	Not Relevant	Not Relevant	██████████
Paid to File	194,547	7,229	970	165	██████████
Explored TurboTax and Pursued Other Options	128,406	5,781	646	98	██████████
Insufficient Identifying Information	136,865	4,152	327	52	██████████
<b>Total</b>	<b>903,535</b>	<b>17,162</b>	<b>1,943</b>	<b>315</b>	██████████

**Notes:**

[A] A customer may be associated with more than one interaction.

[B] There are 10,842 interactions with *createddate* on or after November 1, 2022.

[C] The number of customers or potential customers with insufficient identifying information is represented by the number of website visits without a login in TY20–21. ██████████ is estimated by doubling the number of consumers who arrived at the TurboTax website but did not log in or create and account in TY21, as shown in row [2] of Table 1 in the Yoeli Report (i.e., ██████████).

[D] As discussed in ¶ 20, Complaint Counsel admitted, and their experts affirmed, that Free Edition is a truly free product and customers who filed for free were unlikely to have been deceived. Therefore, interactions recorded in the CRM Data that are associated with customers who did not pay to file their federal and state returns are unlikely to have been deceived, regardless of the content or volume of those interactions. They are hence noted as “Not Relevant.”

[E] I use *auth\_id\_\_c* and *createddate* to map interactions in the CRM Data onto TY20–21 Customer-Level Data. For interactions associated with customers with sufficient identifying information, the figure in each cell represents the number of unique *auth\_id\_\_c*’s with the given filing status and at least one interaction of the given category. For example, the number of unique customers with interactions that mention “free” represents the number of those who had at least one interaction including “free.”

[F] Interactions that do not have an associated *auth\_id\_\_c* are treated as associated with unique customers for simplicity. Note that even among these interactions, a many-to-one relationship may exist between interactions and customers. For example, among the 327 interactions without sufficient identifying information that are identified to contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising, three customers, based on their personally identifiable information, have two interactions each recorded in the CRM Data.

<sup>36</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78; a 2 I -FTC-PART3-000618579 - Deal; ██████████ INTUIT-FTC-PART3-000608571; ██████████ INTUIT-

[G] I manually review interactions that have implicit language suggestive of an expectation of filing for free and/or explicit reference to Intuit’s marketing or advertising that are associated with customers or potential customers with insufficient identifying information, and as a result, cannot be identified in the TY20–21 Customer-Level Data. Upon review, interactions indicating that their inquiry was related to TurboTax Desktop products or filing of Canadian tax returns are excluded.

1. *Customers Who Filed Their Tax Returns for Free*

20. I identify 557,452 interactions (or 52.8 percent of the total interactions in the CRM Data) associated with 443,717 customers who filed a tax return for free using TurboTax in the same tax year as their interaction in the CRM Data.<sup>37</sup> Complaint Counsel admitted, and their experts affirmed, that TurboTax Free Edition is a “truly free”<sup>38</sup> product and that customers who filed for free were unlikely to have been deceived, since they received exactly what the at-issue marketing campaign advertised.<sup>39</sup> These interactions are thus not relevant as they cannot provide evidence of the alleged consumer deception, regardless of the content or nature of the interaction.<sup>40</sup>

FTC-PART3-000608572; [REDACTED] T -FTC-PART3-000608573 [REDACTED]  
 [REDACTED] INTUIT-FTC-PART3-000608572 [REDACTED] N T-FTC-PART3-  
 000608570; [REDACTED] INTUIT-FTC-PART3-0004903 [REDACTED]  
 [REDACTED] INTUIT-FTC-PART3-000608569; [REDACTED] INTUIT-FTC-PART3-  
 000608568.

<sup>37</sup> Consistent with my approach in the Deal January 2023 Report, these customers could have filed their federal and/or state tax return for free using either Free Edition or another product.

<sup>38</sup> The Bureau of Competition conceded under oath that TurboTax Free Edition is also “truly free” for those who qualify. See Videotaped Deposition of William T. Maxson, *In the Matter of Intuit Inc.*, Docket No. 9408, December 8, 2022 (“Maxson Deposition”), CC-00005358 at 279:6-18 (“Q. Right. And TurboTax Free Edition is truly free for the people who qualify to use TurboTax Free Edition, correct? A. Yes. I believe TurboTax Free Edition product TurboTax or free edition SKU is free for consumers that qualify under the TurboTax terms and conditions. Q. Not just free, but by the definition used in the complaints it’s – TurboTax Free Edition is truly free for those who quali[f]y, correct? A. For those who qualify, yes, I think it would be fair to say truly free.”).

<sup>39</sup> See, e.g., Novemsky Rebuttal Report, ¶ 197 (“[C]onsumers [...] were not deceived because they were eligible to file their taxes for free with TurboTax”); Yoeli Rebuttal Report, ¶ 27 (“[T]here is [...] one category of consumers for whom deception was unlikely in the tax year 2021: those who filed their federal and state taxes with TurboTax for free in tax year 2021.”)

<sup>40</sup> Ms. Baburek did not filter out in her keyword analysis record instances of interactions with customers who filed for free. See, e.g., Baburek Deposition, 100:4–10 (“Q. [...] You did not attempt to filter out from your keyword analysis records where the customer, in fact, did file for free using TurboTax Free Edition; right? A. I did not filter out any of the data.”); Baburek Deposition, 116:21–25 (“Q. You also didn’t attempt to identify which consumers in the CRM data filed for free, using TurboTax; correct? A. Correct. I just used the word searches to identify rows.”).



## 2. *Customers Who Paid to File*

21. I identify 209,975 interactions (or 19.9 percent of the total interactions in the CRM Data) associated with 194,547 customers who paid to file a tax return using TurboTax.<sup>41</sup> 7,229 of these customers are associated with interactions that mention “free” and of these, 970 customers are associated with interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising. Only 165 of these are associated with interactions that mention Intuit’s marketing or advertising. Of the [REDACTED] million customers who paid to file using TurboTax in TY20–21, this represents approximately [REDACTED] customers associated with such interactions. This evidence is inconsistent with Complaint Counsel’s allegations that customers were deceived into filing their tax return using a paid product.<sup>42</sup>

## 3. *Customers Who Explored TurboTax and Pursued Other Options*

22. I identify 141,591 interactions (or 13.4 percent of the total interactions in the CRM Data) associated with 128,406 customers who explored TurboTax and pursued other options in the same tax year as their interaction in the CRM Data. 5,781 of these customers are associated with interactions that mention “free,” and of these, 646 customers are associated with interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising. Only 98 of these customers are associated with interactions that mention Intuit’s marketing or advertising. This represents approximately [REDACTED] customers among the [REDACTED] customers who logged in to their TurboTax account but pursued other options, as indicated by abandoning or not even starting a TurboTax return in TY20–21. This evidence is also inconsistent with Complaint Counsel’s allegations of

<sup>41</sup> These interactions contain the 8,625 [REDACTED] a i [REDACTED] Section III. Note that while 8,625 interactions indicated in Section III are among the [REDACTED] i o TY21 customers at risk of potential deception at the time they filed their TY21 taxes, these 209,975 interactions are associated with *all* customers who paid to file in TY20–21 ([REDACTED] million).

<sup>42</sup> As I note in the Deal January 2023 Report, there is also evidence in Intuit’s customer data, for this and other categories of customers, inconsistent with Complaint Counsel’s allegations of deception for the vast majority of TurboTax customers and there are no data supporting claims that Intuit’s alleged deception resulted in customers using TurboTax paid products in TY21 as alleged by Complaint Counsel. See Deal January 2023 Report, Sections VI and VII.

deception and directly contradicts the opinions offered by Dr. Yoeli in his report and deposition regarding these customers.<sup>43</sup>

4. *Potential Customers and Customers with Insufficient Identifying Information*

23. Continuing with the same logic, I identify 146,061 interactions (or 13.8 percent of the total interactions in the CRM Data) associated with 136,865 customers or potential customers who have insufficient identifying information to categorize them by the filing status. For some of these interactions, the customer information provided does not match any tax return in the relevant year, while others simply do not contain sufficient information to identify the customer in the TY20–21 Customer-Level Data. I discuss each of these two sub-groups below.

a. *Customers Who Did Not File a TurboTax Online Return in the Same Tax Year as Their Interaction in the CRM Data*

24. I identify 70,092 interactions (or 6.6 percent of the total interactions in the CRM Data) for which the customer information provided does not match any completed or abandoned tax return in the TY20–21 Customer-Level Data. There are many reasons why this could occur. For instance, the interactions could have occurred with customers who forgot their password and failed to log into their account; with customers reaching out regarding products not at issue, such as TurboTax Desktop, QuickBooks, or Mint, or other products not captured in the TY20–21 Customer-Level Data; with customers with multiple accounts; or with customers who interacted with TurboTax only after June 10, 2022 and thus are not captured in the

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<sup>43</sup> Dr. Yoeli argues that the behavior of customers who logged into their TurboTax accounts but pursued other options is consistent with alleged deception. See Yoeli Rebuttal Report, ¶ 101 (“[T]he behavior of these customers is in line with what one would expect from deceived customers: they log on to TurboTax, and upon potentially discovering they were deceived some leave before paying to file their taxes”). See also Yoeli Rebuttal Report, ¶ 108 (“The bottom line is, for the information you would have been deceived because they explored TurboTax but pursued other options: they could have faced high switching costs, they could have been deceived and in fact they behaved in line with consumers who were deceived.”); Yoeli Deposition, 319:3–15 (“Q. [...] how many [...] of the [...] information [...] Mr. Deal calls a free TurboTax product and subsequently did not file their tracking with TurboTax, did not qualify to file their taxes for free using TurboTax? A. I did not look at that. Q. You write it is possible that these customers came to the TurboTax’s website expecting to file their taxes for free and on discovering that was the case left TurboTax; right? A. I do write that.”). For the reasons stated in the Deal January 2023 Report, I disagree.

TY20–21 Customer-Level Data.<sup>44</sup> These 70,092 interactions are associated with 60,896 customers or potential customers.<sup>45</sup>

25. Within this subset, 2,055 of these customers or potential customers are associated with interactions that mention “free.” 185 of these customers or potential customers are associated with interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising. Only 30 of these customers or potential customers are associated with interactions that mention Intuit’s marketing or advertising.<sup>46</sup>

*b. Potential Customers and Customers with Insufficient Identifying Information*

26. I also identify 75,969 interactions (or 7.2 percent of the total interactions in the CRM Data) that do not contain sufficient identifying information to link the customers involved to the TY20–21 Customer-Level Data. Again, there are several reasons why this could—and did—occur. For instance, these could be interactions that occurred with customers before they created their TurboTax accounts, with customers who provided incomplete information, with customers who dropped the call, with potential customers who did not proceed to log in to TurboTax, with customers using other products such as TurboTax Desktop; or these could be the result of data limitations in the CRM database.<sup>47</sup> For example:

- A non-Intuit customer called after receiving texts with a TurboTax security code because they were “worried there might be a potential security issue.”<sup>48</sup>

<sup>44</sup> As discussed in my January 2023 Report, the TY21 Customer-Level Data only contain TurboTax Online returns initiated through June 10, 2022. Customer interactions in CRM Data are logged through January 10, 2023.

<sup>45</sup> See Methodology Appendix, Section I.

<sup>46</sup> These counts exclude customers or potential customers with insufficient identifying information that would allow me to locate them in the TY20–21 Customer-Level Data whose interactions indicated that their inquiry was related to TurboTax Desktop products or filing of Canadian tax returns.

<sup>47</sup> Note that the fact that a customer cannot be mapped to TY20–21 Customer-Level Data does not imply that this customer did not use TurboTax or did not proceed to logging into their account.

<sup>48</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “150954054,” *comment\_body* = “[...] Yes, I’m calling you because I’m worried there might be a potential security issue in the last 20 minutes or so I’ve received three texts that I did not request Two of them are supposedly TurboTax codes that are six digit nbers. | And then I got one that says your intuit code is a six digit nber. And I am as far as I know, I’m not a TurboTax customer or an intuit customer. I’m wondering if some buddy is trying to, you know, use my information to steal it from you [...].”

- A mother called on behalf of her son “to see if her son’s taxes were accepted.”<sup>49</sup>
- A first-time tax filer asked if their “best option [is] to use the free live help.”<sup>50</sup>
- A desktop product user reached out to seek help to “download CD to Windows computer.”<sup>51</sup>

27. Within this subset, 2,097 of these customers or potential customers are associated with interactions that mention “free.” 142 of these customers or potential customers are associated with interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising. Only 22 of these customers or potential customers had interactions that mention Intuit’s marketing or advertising.<sup>52</sup>

*c. There Are Very Few Interactions in the CRM Data from Potential Customers and Customers with Insufficient Identifying Information*

28. One of the critiques raised by Complaint Counsel and its experts is that perhaps a large number of consumers are deceived into believing they would be able to file for free, but realized before even logging in or creating an account that they do not qualify for TurboTax Free Edition.<sup>53</sup> Even though the situations of these potential customers are not consistent

<sup>49</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1489029692,” *comment\_body* = “[...] Situation: cx called in to see if her son’s taxes were accepted. ;Verbatim: And you need to anybody. I wanted to speak on behalf of the taxes that I I owe. Tell him, can I speak to you? | We spoke on the [PII] because he did his taxes, he didn’t get a chance to show me. So I can I told him don’t put them in before, let me check them to see because I’m training him on how to do this. He has to learn so I don’t know what happened it went through. [...]”

<sup>50</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “469679189,” *subject* = “[...] I am filing taxes for the first time by myself and I have to file for two states, is my best option to use the free live help?”

<sup>51</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “476821839,” *comment\_body* = “[...] Cx is unable to download CD to Windows computer. Says when he enters CD, nothing happens. Walked him thru settings to disable but cx states that he is unable to make any changes (nothing allows him to click on it). Tried enabling firewall to allow app access but unable to make those changes.. [...] Sent free download version to email confirmed on acct.”

<sup>52</sup> These counts exclude customers or potential customers with insufficient identifying information that would allow me to locate them in the TY20–21 Customer-Level Data whose interactions indicated that their inquiry was related to TurboTax Desktop products or filing of Canadian tax returns.

<sup>53</sup> See, e.g., Yoeli Rebuttal Report, Section VI.A. See also Novemsky Rebuttal Report, ¶ 283 (“As an initial matter, Mr. Deal eliminates as not likely to be deceived any consumers who came to the TurboTax website but did not log into or create and [sic] account [...]. This measure sets aside, without any reason or support, that millions of consumers who come to the TurboTax website because of Intuit’s ‘free’ advertising may very well have been deceived by that marketing.”). Deal Deposition, 93:5–23 (“Q. A consumer who saw an Intuit ad but didn’t log into their account is excluded from your analysis; right? A. I mean, I don’t know if I would say



with deception (i.e., causing them any injury due to spending money or even spending meaningful time on the website because they did not even get to the point of logging in),<sup>54</sup> Complaint Counsel has posited that they may still be deceived.<sup>55</sup> I disagree with this conception of deception because, as explained in the Deal January 2023 Report, the TurboTax website directs consumers to the “Products & Pricing” page, where potential customers encounter the product lineup and other information and interactive tools that allow them to learn about the TurboTax products.<sup>56</sup> The challenged ads expressly invited consumers to “see if you qualify” at the TurboTax website and, as Dr. Yoeli conceded in his deposition, qualifying information about TurboTax Free Edition is accessible in a matter of seconds.<sup>57</sup>

excluded in the sense that [redacted] are of them; I talk about them; they’re in the funnel; there’s, you know, whatever it is, [redacted] million people -- [redacted] million consumers. We don’t have an AUTH ID for them, so... So I’m aware of them, but I – they’re not customers. They haven’t even gone through the step of actually even creating an account. So if you have an expectation of getting it for free and then you don’t even bother to create an account, that seems inconsistent with an expectation. It might be an interest; oh, gosh, that’s interesting; I wonder if I qualify for that. So exploration, lots of reasons why people look at websites there, but it doesn’t -- it is not consistent with having an expectation of filing for free.”)

<sup>54</sup> Yoeli Deposition, 50:7–51:4 (“Q. And in your definition of deception does that concept of materiality play a role? A. I have not focused on that in describing my definition of deception to you obviously you don’t look at deception if you don’t think it matters, so I guess there is a two step process one looks at deception when you think it matters and then one applies that definition. Q. If someone shows up at the TurboTax website expecting TurboTax to be free from them and before they begin preparing their taxes, finds out that it is not free for them, how is that consumer harmed? A. The main issue for a consumer like that that you’ve just described -- this is somebody who does not actually file with TurboTax. -- is that they now have a less clear picture of what’s going on in the market. It makes it harder for them to rely on advertising claims in general and make a decision as to which product that they’re going to use.”)

<sup>55</sup> Yoeli Rebuttal Report, ¶ 94 (“First, to [redacted] million consumers who visited tax.com but did not log in to an existing account or create a new account.”); Yoeli Deposition, pp. 240–241 (“Q. So you’re not saying that if someone saw a TurboTax ad in a particular year and didn’t go to the TurboTax website in that year that they were deceived? A. I’m saying it’s possible.”); Novemsky Rebuttal Report, ¶ 282 (“Mr. Deal eliminates as not likely to be deceived any consumers who came to the TurboTax website but did not log into or create an account, arriving at a pool of only [redacted] million TurboTax customers. This measure sets aside, without any reason or support, that millions of consumers who come to the TurboTax website because of Intuit’s “free” advertising may very well have been deceived by that marketing.”); Complaint, ¶ 35 (“Given this advertising, reasonable consumers may believe that the TurboTax products and services Intuit advertises as free are free for them – that they can file their taxes for free using TurboTax.”).

<sup>56</sup> Deal January 2023 Report, ¶ 68.

<sup>57</sup> Yoeli Deposition, 34:1–35:5 (“Q. Fair enough. Did it take you a long time from typing in ‘TurboTax’ to get to that web page? A. No. Q. In fact, it was a matter of seconds from typing ‘TurboTax’ into my phone to arriving at the web page where you’re currently -- where you currently are; correct? A. Yes, it took a few seconds. Q. And at the top of the page, do you see something -- at the top of page where you are on my cell phone, do you see something that says, ‘See if you qualify’? A. I mean, I do now. Q. Okay. And click on, if you don’t mind, ‘See if you qualify.’ A. Okay. Q. Did what do you see now? A. There’s a pop-up, and it says what qualifies is a simple tax return. Q. How long did it take from getting to the top of the web page to seeing the pop-up? A. Minus all the questions? Q. Minus the questions. A. Probably a -- I don’t know -- ten – five to ten seconds,

29. Such a framework suggests that Intuit might have deceived consumers but only to then educate them about the potential costs without collecting any payment. Deceiving masses of potential customers without monetizing those interactions hardly seems like a rational business strategy. Similarly, if it did occur, one would expect to observe such aggrieved consumers calling Intuit’s customer representatives to complain about the deception. These consumers, who according to Dr. Yoeli “could have been deceived,”<sup>58</sup> would not have identifying customer information in the CRM Data. As discussed above, there are a total of 146,061 interactions associated with 136,865 customers or potential customers with insufficient identifying information to be categorized by the filing status of the customers involved.<sup>59</sup> A total of 4,152 of these customers or potential customers are associated with interactions that mention “free,” and 327 among them are associated with interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising.<sup>60</sup> Only 52 of these customers are associated with interactions that mention Intuit’s marketing or advertising, which could potentially be related to the alleged deception.<sup>61</sup>

30. A simple calculation demonstrates that this number of customers is miniscule relative to the number of visits to the TurboTax website. Employing Dr. Yoeli’s approach to calculating the number of bounced visits to the TurboTax website in TY21 (i.e., visits that did not result in a customer logging in or in an account being created as the difference between the [REDACTED] million who visited the website a [REDACTED] million who logged in) results in [REDACTED] million visits.<sup>62,63</sup> These data are not available for TY20, so I double this number to create a rough

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assuming somebody actually does click on ‘See if you qualify’ and notices it, because until you asked me, I didn’t see it.”).

<sup>58</sup> Yoeli Rebuttal Report, ¶ 4 (“This omits a large number of consumers who could have been deceived by Intuit’s ads. First, it omits the [REDACTED] million consumers who visited turbotax.com but did not log in to an existing account or create a new account.”).

<sup>59</sup> 146,061 is calculated as the sum of 70,092 (reported in Section IV.B.4.a) and 75,969 (reported in Section IV.B.4.b).

<sup>60</sup> I also removed from this group customers or potential customers whose interactions indicated that their inquiry related to TurboTax Desktop products or filing of Canadian tax returns.

<sup>61</sup> These statistics are calculated as the sum of the corresponding figures reported in Sections IV.B.4.a and IV.B.4.b.

<sup>62</sup> Yoeli Rebuttal Report, Table 1.

<sup>63</sup> I note that the calculations in the Yoeli Rebuttal Report referring a [REDACTED] million or [REDACTED] million are incorrect, as [REDACTED] million consumers who visited turbotax.com but did not log in to an existing account or create a new

estimate of the number of bounced visits to the TurboTax website in TY20 and TY21. If one were to attribute all 52 customers associated with such interactions to the estimated [REDACTED] million bounced website visits for TY20 and TY21, the result would be that approximately [REDACTED] website visits. The miniscule number of these complaints is inconsistent with the allegations of deception.



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Bruce Deal

March 9, 2023

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account.”). See also Yoeli Rebuttal Report, ¶ 98 (“Specifically, he omits the more than [REDACTED] million customers in row [2] and begins his analysis with row [3]”).

## APPENDIX A Materials Relied Upon

### Legal Documents

Complaint Counsel's First Requests for Production of Documents to Intuit Inc., *In the Matter of Intuit Inc.*, Docket No. 9408, September 12, 2022.

Complaint Counsel's Supplemental Responses to Intuit's First and Second Set of Interrogatories, *In the Matter of Intuit Inc.*, Docket No. 9408, December 22, 2022 and attachments.

Complaint, *United States of America before the Federal Trade Commission in the Matter of: Intuit Inc., A Corporation*, Docket No. 9408, March 28, 2022.

Confidential Videotaped Deposition of Erez Yoeli, Ph.D., *In the Matter of Intuit Inc.*, Docket No. 9408, February 16, 2023

Deposition of Bruce Deal, *In the Matter of Intuit Inc.*, Docket No. 9408, February 15, 2023.

Expert Rebuttal Report of Erez Yoeli, Ph.D., *In the Matter of Intuit Inc.*, Docket No. 9408, January 27, 2023.

Expert Rebuttal Report of Nathan Novemsky, Ph.D., *In the Matter of Intuit Inc.*, Docket No. 9408, January 27, 2023.

Expert Report of Bruce F. Deal, *In the Matter of Intuit Inc.*, Docket No. 9408, January 13, 2023.

Order Granting Complaint Counsel's Motion to Compel Production of Documents, *In the Matter of Intuit Inc.*, Docket No. 9408, December 30, 2022.

Videotaped Deposition of Megan Baburek, *In the Matter of Intuit Inc.*, Docket No. 9408, February 23, 2023.

Videotaped Deposition of William T. Maxson, *In the Matter of Intuit Inc.*, Docket No. 9408, December 8, 2022, CC-00005358.

### Data

Complainant Tax History Data, INTUIT-FTC-PART3-000608568.

CRM Data 1, INTUIT-FTC-PART3-000618568-78.

CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal.

INTUIT-FTC-PART3-000618579.

RX 1374, CRM\_combined\_wordsearch.xlsx.

RX 1376, CRM\_single\_wordsearch.xlsx.

TY14-20 Customer-Level Data, INTUIT-FTC-PART3-000608571.

TY19-20 Upgrade Screen Data, INTUIT-FTC-PART3-000608573.

TY21 Customer Review ID Crosswalk, INTUIT-FTC-PART3-000608569.

TY21 Customer Reviews, INTUIT-FTC-PART3-000490341.

TY21 Customer-Level Data, INTUIT-FTC-PART3-000608572.

TY21 Upgrade Screen Categorization, INTUIT-FTC-PART3-000608570.

TY21 Upgrade Screen Data, INTUIT-FTC-PART3-000608574.



**Public Documents**

- @SenWarren, “Intuit Has Raked in Billions by Tricking Americans into Paying for Tax Filing Services That Should Be Free,” May 4, 2022, <https://twitter.com/SenWarren/status/1522026666603819008>, accessed March 9, 2023.
- Frankel, Alison, “Intuit Defends \$40 Million Class Settlement, Attacks Mass Arbitration Firm,” *Reuters*, December 9, 2020, <https://www.reuters.com/article/legal-us-otc-intuit/intuit-defends-40-million-class-settlement-attacks-mass-arbitration-firm-idUSKBN28J34A>, accessed March 9, 2023.
- Frankel, Alison, “Judge Breyer Rejects \$40 Million Intuit Class Settlement Amid Arbitration Onslaught,” *Reuters*, December 22, 2020, <https://www.reuters.com/article/idUSKBN28W2M5>, accessed March 9, 2023.
- Root, Tik, “Why Are Millions Paying Online Tax Preparation Fees When They Don’t Need To?,” *ProPublica*, June 18, 2018, <https://www.propublica.org/article/free-file-online-tax-preparation-fees-intuit-turbotax-h-r-block>, accessed March 9, 2023.
- State of California Office of the Attorney General, Press Release, “Attorney General Bonta Announces Nationwide Settlement Against Intuit for Deceptive Advertising of “Free” TurboTax Products,” May 4, 2022. <https://oag.ca.gov/news/press-releases/attorney-general-bonta-announces-nationwide-settlement-against-intuit-deceptive>, accessed March 9, 2023.

**Internal Intuit Documents**

- Intuit, “FY’22 KPI Book,” March 2, 2022, INTUIT-FTC-PART3-000485269.

**APPENDIX B**  
**Methodology Appendix**

This Methodology Appendix provides details for the analyses presented in the expert report. **Section I** describes the underlying datasets used in analyses. **Section II** documents the methodology used to identify potentially relevant or potentially irrelevant interactions in the data. **Section III** describes manual review of random samples to validate my systematic analysis.

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## I. DATA SUMMARY

[1] I understand that Intuit produced data contained in its customer relationship management (“CRM”) database in response to a Motion to Compel submitted by Complaint Counsel.<sup>1</sup> These data include information on interactions between Intuit’s customer service representatives and customers or potential customers who interacted with a free TurboTax offer, product, or service, from November 2, 2020 to January 10, 2023, based on information in *createddate*.<sup>2</sup> I describe below each data file I used for my analyses.

### A. CRM Data 1

#### 1. Data files: INTUIT-FTC-PART3-000618568–78

#### 2. Data Description

[1] I refer to data contained in INTUIT-FTC-PART3-000618568–78 as the “CRM Data 1.” These data include categorizations, descriptions, and summaries of the interactions.

[2] Each row in the CRM Data 1 represents a customer interaction, uniquely identified by the *casenumber* variable. In total, the dataset contains 1,054,585 observations. Multiple interactions can be associated with the same customer (as determined *auth\_id\_\_c* or other personally identifiable information such as *name*, *email*, and *phone*) in the same or in different tax years.<sup>3</sup>

[3] Each column in the dataset represents a variable that describes information associated with a particular interaction. The dataset contains information on the following:

- Personally identifiable information: *contact\_mailing\_address\_\_c*, *encoded\_contact\_first\_name\_\_c*, *contact\_email\_\_c*, *allemails\_\_c*, *name*, *email*, *phone*, *mobilephone*, *homephone*, *mobilephonenumber*
- Other identifiers: *casenumber*, *accountid*, *auth\_id\_\_c*, *case\_number\_text\_\_c*
- Descriptions and summaries of the interaction: *subject*, *description*, *short\_description\_\_c*, *investigation\_subject\_\_c*, *comment\_body*
- Categorical variables: *case\_channel\_\_c*, *producttags\_\_c*, *product\_\_c*, *category\_\_c*, *segment\_\_c*, *sub\_category\_\_c*, *product\_pick\_\_c*
- Date variables: *createddate*, *date\_time\_opened\_2\_\_c*, *closeddate*

<sup>1</sup> Order Granting Complaint Counsel’s Motion to Compel Production of Documents, *In the Matter of Intuit Inc.*, Docket No. 9408, December 30, 2022.

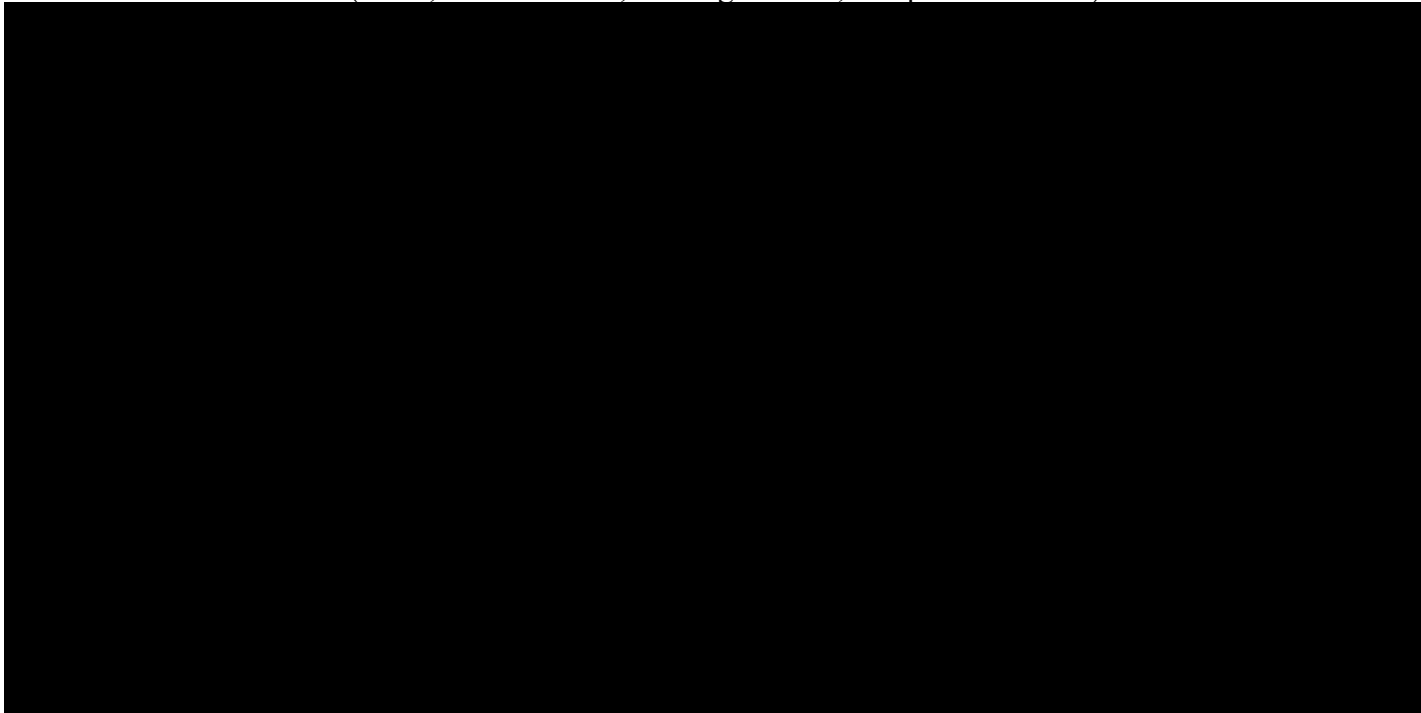
<sup>2</sup> Complaint Counsel’s First Requests for Production of Documents to Intuit Inc., *In the Matter of Intuit Inc.*, Docket No. 9408, September 12, 2022, pp. 2–6 (“Unless otherwise specified, the time period covered by each request below shall be from November 1, 2020, through the date of your complete compliance with these requests.”; “All data pertaining to customers and potential customers who interacted with a free TurboTax offer or product or service, as contained in your customer relationship management database (“CRM”), or any database(s) used to maintain customer and potential customer information, feedback, complaints and/or sales.”).

<sup>3</sup> I use the *createddate* to infer which tax year the interaction was initiated in. For example, if an interaction was initiated between November 1, 2021, and October 31, 2022, I consider the interaction to be related to TY21. The same logic is applied to TY20 and TY22.

[4] *auth\_id\_\_c* and *createddate*, where available, were used to match observations in the CRM Data 1 to corresponding observations in the Customer-Level Data for TY20–21.<sup>4</sup> Of the 813,292 unique *auth\_id\_\_c* values associated with 1,043,743 interactions that occurred between November 1, 2020 and October 31, 2022, 762,528 (94 percent) appear in the Customer-Level Data for TY20–21 in the corresponding year. The remaining 75,925 interactions do not have accompanying *auth\_id\_\_c* information and therefore cannot be linked to the Customer-Level Data.

### **3. Examples of Data (20 Entries)**

[1] The tables below show data for 20 entries from CRM Data 1 excluding personally identifiable information (name, email address, mailing address, and phone number).



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<sup>4</sup> As discussed in the Deal January 2023 Report, the Customer-Level Data made available to me include returns initiated through June 10, 2022. See Expert Report of Bruce F. Deal, *In the Matter of Intuit Inc.*, Docket No. 9408, January 13, 2023 (“Deal January 2023 Report”), Appendix D, p. D-27.

## B. CRM Data 2

### 1. Data files: INTUIT-FTC-PART3-000618579 – Deal

#### 2. Data Description

[1] Data contained in INTUIT-FTC-PART3-000618579 include information on interactions between Intuit’s customer service representatives and customers or potential customers who interacted with a free TurboTax offer, product, or service.<sup>5</sup> The data file I used, INTUIT-FTC-PART3-000618579 – Deal, which I refer to as CRM Data 2, contain all information available in INTUIT-FTC-PART3-000618579, supplemented with additional *auth\_id\_\_c* values where missing, as well as a binary variable, *complaint\_duplicate*, that flags customer interactions that are identical or nearly identical to complaints previously identified by Complaint Counsel that I already analyzed in the Deal January 2023 Report.<sup>6</sup>

[2] Each row in the CRM Data 2 represents a customer interaction, uniquely identified by the combination of *name1*, *contact\_driver\_1\_\_c*, *type\_of\_contact\_\_c*, and *bu\_customer\_verbatim\_\_c*. In total, the dataset contains 494 observations.

[3] Each column in the CRM Data 2 represents a variable that describes information associated with a particular interaction. The dataset contains information on the following:

- Personally identifiable information: *name1*, *email*, *phone*
- Other identifiers: *auth\_id\_\_c*,<sup>7</sup> *related\_primary\_account\_\_c*, *id*

<sup>5</sup> INTUIT-FTC-PART3-000618579.

<sup>6</sup> Deal January 2023 Report, ¶ 160.

<sup>7</sup> For interactions with missing *auth\_id\_\_c*, I instructed my team to use information in *email*, *phone*, and *name1* to populate the missing data using information manually looked up in Intuit’s CRM. Information on *auth\_id\_\_c* was filled for 124 of the 168 interactions with missing *auth\_id\_\_c*.

- Descriptions and summary of the interaction: *what\_caused\_the\_escalation\_to\_*, *what\_did\_the\_customer\_need\_hel*, *bu\_customer\_verbatim\_\_c*
- Categorical variables: *contact\_driver\_1\_\_c*, *contact\_driver\_2\_\_c*, *product\_\_c*, *type\_of\_contact\_\_c*
- Indicator for interactions duplicate with complaints: *complaint\_duplicate*<sup>8</sup>
- Variables that are not populated: *date\_oop\_received\_\_c*, *government\_agency\_root\_cause\_\_*, *government\_agency\_root\_cause\_o*, *escalation\_driver\_13\_tsk\_proc\_it*, *bu\_specific\_incident\_detail\_\_c*

[4] The identifying variable, *auth\_id\_\_c*, where available, was used to match observations in CRM Data 2 to observations in the TY20–21 Customer-Level Data.<sup>9</sup> Since there is no information on when an interaction took place, I matched observations in the CRM Data 2 to the TY20–21 Customer-Level Data by prioritizing matching to the TY21 Customer-Level Data. In the case of multiple *auth\_id\_\_c* values being associated with a single interaction, I prioritized the *auth\_id\_\_c* with a completed return. Of the 428 unique *auth\_id\_\_c* values associated with 450 interactions in the CRM Data 2, 394 (92 percent) appear in the Customer-Level Data for either TY20 or TY21. The remaining 44 interactions do not have accompanying *auth\_id\_\_c* information, even after the additional effort to retrieve the missing information, and therefore cannot be linked to the Customer-Level Data.

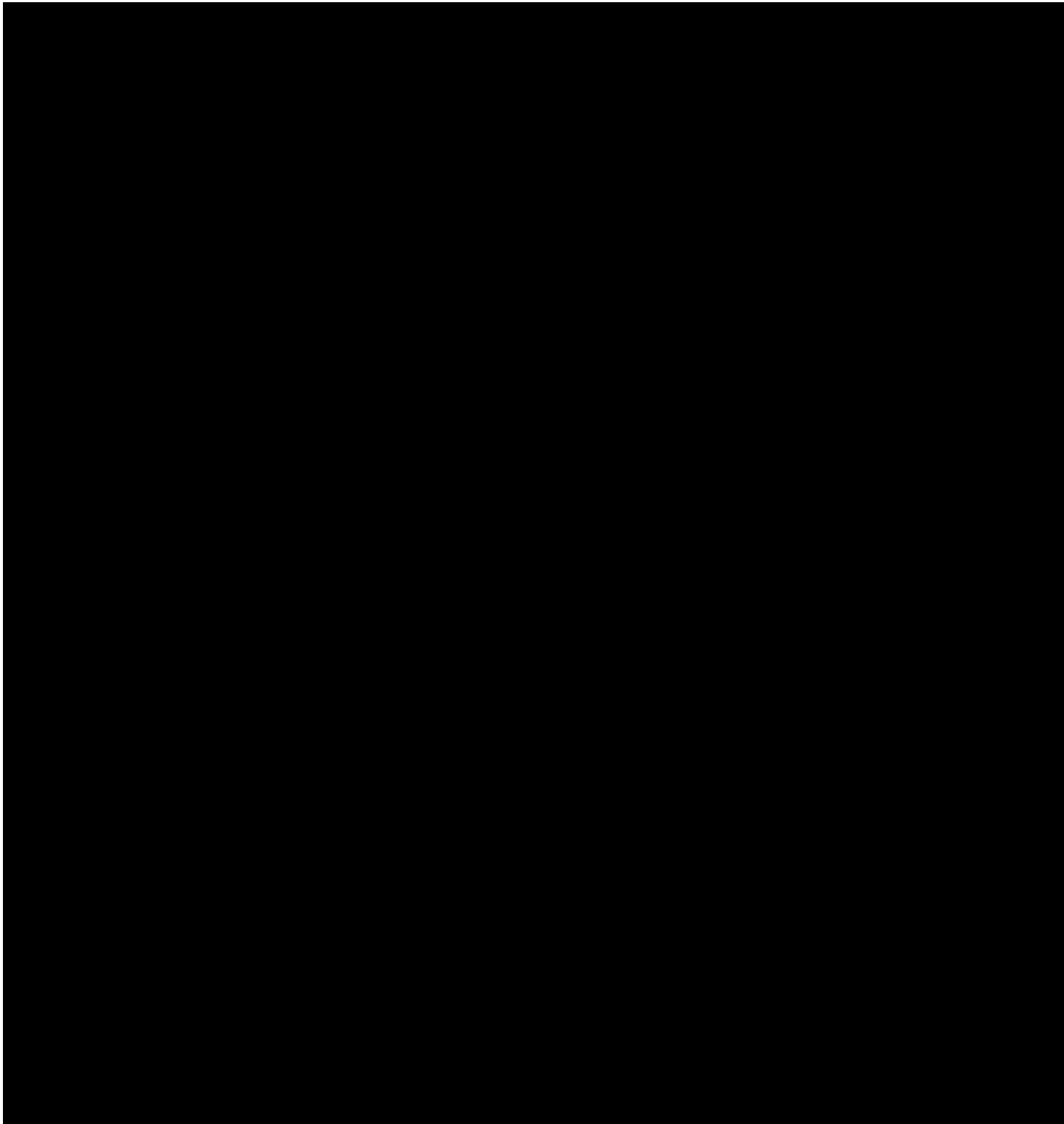
### 3. Examples of Data (20 Entries)

[1] The tables below show data for 20 entries from CRM Data 2 excluding personally identifiable information (name, email address, and phone number).

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<sup>8</sup> This is a binary flag that equals one for customer interactions that are identical or nearly identical to complaints previously identified by Complaint Counsel that I already analyzed in the Deal January 2023 Report, ¶ 160. To establish whether a customer interaction is duplicative of one of those complaints, I instructed three independent reviewers to assess whether the text detailing the content of the interaction and the customer's name are identical or substantially identical to the text of the complaint and the corresponding complainant's name. Specifically, the reviewers based their comparison on *bu\_customer\_verbatim\_\_c* and *name1* of the CRM Data 2 and *Complaint Comments*, and *First Name* and *Last Name* of the data on complaint and the corresponding complainants. See Complaint Counsel's Supplemental Responses to Intuit's First and Second Set of Interrogatories, *In the Matter of Intuit Inc.*, Docket No. 9408, December 22, 2022 and attachments, Attachment A.

<sup>9</sup> As discussed in the Deal January 2023 Report, the Customer-Level Data made available to me include returns initiated through June 10, 2022. See Deal January 2023 Report, Appendix D, p. D-27.



**C. Identifying the Unique Number of Customers in the CRM Data**

[1] The CRM Data include 1,055,079 interactions overall.<sup>10</sup> A customer or potential customer may appear in one or both of the datasets (CRM Data 1 and CRM Data 2) and may be associated

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<sup>10</sup> The CRM Data 1 contain 1,054,585 interactions while the CRM Data 2 contain 494.

with more than one interaction. In total, there are 822,399 unique customers, as identified by unique values of *auth\_id\_c*, associated with 909,018 interactions. The remaining 146,061 interactions are associated with customers without sufficient identifying information and cannot be linked to the Customer-Level Data. At least 107,580 customers, as identified by unique values of *auth\_id\_c*, were associated with more than one interaction, and at least 59 customers appear in both CRM Data 1 and CRM Data 2. For example:

- A customer reached out to Intuit’s customer service to discuss a letter she received from the IRS regarding earned income tax credit calculation. Her interactions with Intuit’s customer service representatives regarding this issue were recorded in both CRM Data 1 and CRM Data 2.<sup>11</sup>
- Another customer had at least 19 different interactions with customer support as captured in the CRM Data 1 between February 3, 2021 and October 12, 2021. She requested assistance with starting over her TY20 tax return, updating how she would receive her tax refund, checking the status of her stimulus payment, and learning about the TY21 filing window.<sup>12</sup>
- A non-TurboTax user called twice to request a refund for \$65 erroneously charged to her credit card. The customer “stated that she has her taxes done at another company and does not have TurboTax,” which the representative confirmed as the “[the system] do[es] not show her having TT.”<sup>13</sup>

## II. METHODOLOGY TO IDENTIFY POTENTIALLY RELEVANT AND POTENTIALLY IRRELEVANT INTERACTIONS

[1] Interactions contained in the CRM Data cover a range of issues that may or may not be relevant to Complaint Counsel’s alleged consumer deception.<sup>14</sup> To assess the potential relevance of individual interactions contained in the data, I analyzed the following text fields: *description*,<sup>15</sup> *comment\_body*, and *subject* for interactions recorded in the CRM Data 1;

<sup>11</sup> CRM Data 1, INTUIT-FTC-PART3-000618568-78, *auth\_id\_c* = “100017703.”; CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *auth\_id\_c* = “100017703.”

<sup>12</sup> CRM Data 1, INTUIT-FTC-PART3-000618568-78, *auth\_id\_c* = “13563577969169579.”

<sup>13</sup> CRM Data 1, INTUIT-FTC-PART3-000618568-78, *casenumber* = “479080625,” *comment\_body* = “does not have TT and got it on cc Ms. Rostran stated that she has her taxes done at another company and does not have Turbo Tax. We do not show her having TT and yet it is on her Credit Card bill. Advised to check with other company and the credit card company to remove the charge.. In order to close, had to use a product. [...]”; *casenumber* = “479085893,” *comment\_body* = “[...] cx called in to get a refund for a charge on her bank account. ;Verbatim: I don't have an account with you guys. That's why I was wondering what which helped on my bank account. | Yeah, I don't have an account with you guys. That's why I'm calling because I want my money refunded since I didn't use you guys and it comes from you guys [...]”

<sup>14</sup> Videotaped Deposition of Megan Baburek, *In the Matter of Intuit Inc.*, Docket No. 9408, February 23, 2023 (“Baburek Deposition”), 50:20–51:2 (“Q. And you mentioned customer complaints earlier as one type of data in the CRM. You recognize that there are other types of data in the CRM; right? A. Yes. Q. A CRM might log, for example, technical support calls from a customer; right? A. Yes. Q. It might log sales data or -- it might log sales to a customer; right? A. Yes.”).

<sup>15</sup> In Complaint Counsel’s exhibits prepared by Ms. Baburek and produced on February 15, 2023, *short\_description\_c* was also analyzed. I note that the content of *short\_description\_c*, for all but two of approximately 1 million interactions in the CRM 1 Data, is identical to the first 255 characters of *description*.



*bu\_customer\_verbatim\_\_c, what\_caused\_the\_escalation\_to\_, and what\_did\_the\_customer\_need\_hel* for those recorded in CRM Data 2. My methodology is outlined below.

**A. Keywords Unlikely to Be Related to Complaint Counsel’s Allegations**

[1] To identify customer interactions that are *unlikely* to be related to Complaint Counsel’s allegations, I search for keywords in six categories: (i) technical issues; (ii) tax preparation process; (iii) tax filing process; (iv) inquiries after tax filing; (v) incomplete interactions; and (vi) products not at issue. The keyword search is not sensitive to the letter case and identifies the text string regardless of the characters (or spaces) immediately preceding or following them, so that variations of terms are captured: for example, the term “accur” captures “accuracy” as well as “accurate,” among others.<sup>16</sup>

[2] I use the following keywords to identify customer interactions that could relate to **technical issues**, such as forgotten passwords or login information: access, desktop, disconnect, download, duplicate, error, install, login, logging, mismatch, password, recover, remember, reset, technical, upload, username.

[3] I use the following keywords to identify interactions potentially related to the **tax preparation process**, such as inquiries about customers’ adjusted gross income, stimulus checks, amended or rejected returns, status of their refund, or downloading of previous year’s returns: *agi*, advance loan, coronavirus, COVID, credit, crypto, ein, stimulus.

[4] I use the following keywords to identify interactions potentially related to the **tax filing process**, such as customers asking about the address to send their tax return to or about whether they have to print and mail their return: address, bank, extension, paper voucher, print, preauth, refund advance, refund amount, refund loan, ssn.

[5] I use the following keywords to identify interactions potentially related to **inquiries after tax filing**, such as customers asking how to amend their tax return or why they have not received a deposit for their tax return: *accur*, amend, audit, deposit, outbound, ob sentiment,<sup>17</sup> reject, status.

[6] I use the following keywords to identify **incomplete interactions**, such as a dropped phone call: dropped, drpped, ghost, not responsive, unresponsive. I also consider interactions with all three relevant text fields in the respective CRM Data blank as part of this category.

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For the remaining two observations, the content of *short\_description\_\_c* is the same as the first 252 or 254 characters of *description*. Hence *short\_description\_\_c* is redundant for the purposes of my analysis. See Baburek Deposition, 132:18–24 (“Q. So, in effect, by searching against both the description and the short description field, your analysis effectively double counts any search terms that appear in the first 255 characters of the description field; is that right? [Objection] A. Yes.”).

<sup>16</sup> Exceptions were made for short keywords and abbreviations, such as “agi,” that could be part of longer, unrelated words; and therefore, these words are only counted when there are leading and/or trailing spaces and/or punctuation.

<sup>17</sup> Intuit, “FY’22 KPI Book,” March 2, 2022, INTUIT-FTC-PART3-000485269

[7] I use the following keywords to identify interactions that potentially reference **products not at issue**, such as TurboTax Desktop products, QuickBooks, and Mint: mint, quickbook, quick book, ttd.

## B. Interactions Potentially Relevant to Complaint Counsel’s Allegations

[1] To identify interactions potentially relevant to Complaint Counsel’s allegations, I search for interactions that contain implicit language that may be suggestive of an expectation that filing would be free and/or mention “free” in conjunction with references to Intuit’s marketing or advertising. The keywords I consider can be grouped into three categories, as described below.

[2] For every keyword indicator (as discussed in **Sections II.B.1** through **II.B.3** below), I consider the indicator to be true if its rules apply to any of the three text fields in the CRM Data 1 or any of the three text fields in the CRM Data 2 identified above. The keyword search is not sensitive to the letter case, and I process punctuation and special characters before the search.<sup>18</sup>

### 1. Interactions That Mention “Free”

[1] I look for the word “free”—and certain misspellings—in isolation to exclude interactions where “free” occurs as part of a larger word like “freelance” or “tax-free.” I consider spellings of “free” that have only a single “e” (i.e., “fre”) and as many as four “e’s” (i.e., “freeee”).<sup>19</sup> Unlike Complaint Counsel’s summary exhibits of the CRM Data that count the number of *instances* the keywords are found, I count the number of *interactions* that contain the keywords.<sup>20</sup> I identify 34,706 customer interactions that mention “free” in the CRM Data.

[2] It is worth noting that customer interactions may mention “free” when inquiries are made in the ordinary course of business about certain products.<sup>21</sup> Hence, I look for interactions that mention the word “free,” along with the misspellings specified above, but only in the context of a product name. The names I considered are “Free Edition,” “IRS Free File,” and “TTO Free.” I account for variations in capitalization and misspellings of “free” and exclude any occurrences of “free” that occur independently of a product name. Among the 34,706 interactions that mention “free” at least once, there are 7,685 customer interactions where all mentions of “free” are

<sup>18</sup> Specifically, (i) hyphens and apostrophes are removed; (ii) all non-letter, non-number, non-space characters are replaced with a single space; and (iii) all spaces are singularized.

<sup>19</sup> There are no instances of the word “free” with five or more e’s in the CRM Data.

<sup>20</sup> The two produced spreadsheets prepared by Ms. Baburek count the number of instances the keywords are found in several fields. If one keyword was found twice in an interaction (either in the same field or in two of the fields used for the search), Ms. Baburek counted this keyword twice. Baburek Deposition, 132:18–24 (“Q. So, in effect, by searching against both the description and the short description field, your analysis effectively double counts any search germs that appear in the first 255 characters of the description field; is that right? MR. [Objection] THE WITNESS: Yes.”); Baburek Deposition, 99:9–14 (“Q. In fact, because that customer used the word “free” twice or the record within the CRM data used the word twice, your analysis would count each instance of the term “free” as a separate occurrence, right? A. Yes.”).

<sup>21</sup> Baburek Deposition, 98:24–99:8 (“Q. And you didn’t do anything to filter out results, where the only reference to the term ‘free’ was the name of the product itself; is that right? A. Correct. Q. What about if a customer called Intuit to say, ‘I’m so happy that TurboTax Free Edition is free for me’? Would that record have been included in your keyword analysis? A. Yes.”).

*exclusively* in the context of product names. Examples of these interactions include (emphasis added):

- A customer had “a question about the *free edition*.”<sup>22</sup>
- Another customer had “trouble with net wages on *IRS free file*”<sup>23</sup>
- A different customer who used Free Edition was tracking down her refund: “called with no case pop. used *TTO free*. looking for her refund, suggested wheres my refund @ IRS. its pending.”<sup>24</sup>

However, customer interactions may contain references to these products using alternative language such as, “the free version” or “the free product.” These instances would not be identified in the product name search described above.

[3] Even when considering customer interactions that mention “free” outside the context of product names, customer interactions may mention “free” in a manner that is unrelated to the at-issue conduct, and are not necessarily relevant to Complaint Counsel’s allegations. For example (emphasis added):

- A customer who is a travel nurse called about “tax *free* stipends from the government.”<sup>25</sup>
- In another instance, a customer needed “a *free* download for the desktop.”<sup>26</sup>
- A different customer “wanted to check if military filed *free*.”<sup>27</sup>
- Another interaction ended with the following: “Please feel *free* to contact us again with any questions. Thank you for using TurboTax.”<sup>28</sup>

[4] It is also worth noting that during the time period captured in the CRM Data, there were several litigations against Intuit unrelated to the current matter, including a class action,<sup>29</sup>

<sup>22</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “472571925,” *description* = “i have a question about the free edition.”

<sup>23</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “477118690,” *comment\_body* = “cx is having trouble with net wages on IRS free file walked cx through trouble shooting for a solution.”

<sup>24</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “472579429,” *comment\_body* = “called with no case pop. used TTO free. looking for her refund, suggested wheres my refund @ IRS. its pending.”

<sup>25</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1496898462,” *comment\_body* = “[...]Verbatim: So I work as a travel nurse and with that I get like tax free stipends from the government like following the GSA. But I wasn't sure when I'm like filing like do the receipts that I've kept for everything, does that go under my expenses for being a travel nurse or how do I go ahead and make sure that like because I'm I'm not sure [...]”

<sup>26</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1491753031,” *comment\_body* = “CX needs a free download for the desktop.I was given permission but was having system issues.CX will call back to receive free desktop downloadWas on call with cx for 2 hours Reached out to arise chat as well as tier 2 Also did a screen share with arise chat to see why I was not able to push download for cx. There are severa cases open because when I think I was finished and closed the case I will be given the order to do something else which make me reopen the case.”

<sup>27</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1499120714,” *comment\_body* = “cx wanted to check if military filed free.”

<sup>28</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “470343424,” *comment\_body* = “[...] Please feel free to contact us again with any questions. Thank you for using TurboTax.”

<sup>29</sup> See, e.g., Frankel, Alison, “Judge Breyer Rejects \$40 Million Intuit Class Settlement Amid Arbitration Onslaught,” *Reuters*, December 22, 2020, <https://www.reuters.com/article/idUSKBN28W2M5>, accessed March 9, 2023.

California City Attorney lawsuits,<sup>30</sup> and a mass arbitration with over 100,000 claimants.<sup>31</sup> Publicity surrounding these litigations included numerous reports and articles in the public press,<sup>32</sup> and other communications such as a tweet by Senator Warren.<sup>33</sup> Public awareness of these litigations is reflected in the CRM Data, where some customer interactions mention “free” specifically in reference to some of these litigations. For example (emphasis added):

- “Turbo Tax expressedly [sic] guarantees persons earning an AGI (Adjusted Gross Income) of \$34,000 or less the option to file his or her state and federal 2020 taxes for *free*. [...] I have also attached a ProPublica new[s] article [...].”<sup>34</sup>
- “I believe that I’m entitled to receive a partial refund of money paid to Turbo Tax as a result of a \$141 million settlement against Turbo Tax for defrauding consumers. I used Turbo Tax for many years and I did not know that I qualified for a *free* e file because of my Income level. How do I go about submitting a claim to receive this compensation?”<sup>35</sup>
- “[...] I was told from online site that filing was *free* [...] I would like my \$55 returned plus my \$271 that was paid, I stated turbotax just had a settlement on wrongfully charges in New York and other states on this same thing.”<sup>36</sup>

<sup>30</sup> See, e.g., State of California Office of the Attorney General, Press Release, “Attorney General Bonta Announces Nationwide Settlement Against Intuit for Deceptive Advertising of “Free” TurboTax Products,” May 4, 2022.

<sup>31</sup> See, e.g., Frankel, Alison, “Intuit Defends \$40 Million Class Settlement, Attacks Mass Arbitration Firm,” *Reuters*, December 9, 2020, <https://www.reuters.com/article/legal-us-otc-intuit/intuit-defends-40-million-class-settlement-attacks-mass-arbitration-firm-idUSKBN28J34A>, accessed March 9, 2023.

<sup>32</sup> See, e.g., Root, Tik, “Why Are Millions Paying Online Tax Preparation Fees When They Don’t Need To?,” *ProPublica*, June 18, 2018, <https://www.propublica.org/article/free-file-online-tax-preparation-fees-intuit-turbotax-h-r-block>, accessed March 9, 2023; Angeles, CBS Los, “California Customers of TurboTax Eligible for \$11.4 Million Settlement in Deceptive Advertising Case,” May 4, 2022, <https://www.cbsnews.com/losangeles/news/california-customers-of-turbotax-eligible-for-11-4-million-settlement-in-deceptive-advertising-case/>; Frankel, Alison, “Intuit Defends \$40 Million Class Settlement, Attacks Mass Arbitration Firm,” *Reuters*, December 9, 2020, <https://www.reuters.com/article/legal-us-otc-intuit/intuit-defends-40-million-class-settlement-attacks-mass-arbitration-firm-idUSKBN28J34A>, accessed March 9, 2023.

<sup>33</sup> @SenWarren, “Intuit Has Raked in Billions by Tricking Americans into Paying for Tax Filing Services That Should Be Free,” May 4, 2022, <https://twitter.com/SenWarren/status/1522026666603819008>.

<sup>34</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “313,” *bu\_customer\_verbatim\_c* = “Dear Better Business Bureau: Turbo Tax expressedly guarantees persons earning an AGI (Adjusted Gross Income) of \$34,000 or less the option to file his or her state and federal 2020 taxes for free. Yet Turbo Tax fraudulently charged me 39.99 to file my federal WA tax for 2020 which was considerably lower than \$34,000 AGI for the 2020 filing year. I have contacted Turbo Tax’s customer support for weeks only to have 2 hour wait times and be told that I would be transferred and then silence as the lines drops. I have also attached a ProPublica new article on this Turbo Tax software being coded to misguide low-income consumers to purchase software that either is not free or a financial burden to consumers [...].”

<sup>35</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “472,” *bu\_customer\_verbatim\_c* = “I believe that I’m entitled to receive a partial refund of money paid to Turbo Tax as a result of a \$141 million settlement against Turbo Tax for defrauding consumers. I used Turbo Tax for many years and I did not know that I qualified for a free e file because of my Income level. How do I go about submitting a claim to receive this compensation? Do you need to see supporting documentation to show that I used Turbo Tax? Thank you for your help. I really appreciat~ It.”

<sup>36</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “476,” *bu\_customer\_verbatim\_c* = “I filed my taxes with Turbo tax on March 19, 2022, I was told from online site that filing was free, before filing, I received

## 2. Interactions That Contain Implicit Language That May Be Suggestive of an Expectation That Filing Would Be Free

[1] As a second scenario, I look for occurrences of certain phrases that may be implicitly suggestive of the customer having an expectation of filing for free. Note that even if the language identified in these occurrences were implicitly suggestive of the customer having an expectation of filing for free, it would not necessarily mean that this expectation was formed as a result of the customer interaction with Intuit’s advertising campaign for Free Edition.

[2] To identify the customer interactions in which customers might have expressed an expectation of filing for free, I search for sentences that include any of the following verbs preceding the keyword “free” as described in **Section II.B.1**.<sup>37</sup> These searches flag any word that starts with the string of letters searched. For example, searches for “guarantee” also retrieve sentences that included the string “guarantees,” “guaranteeing,” or “guaranteed.”

- “expect”
- “guarantee”
- “should”<sup>38</sup>
- “suppose”<sup>39</sup>
- “think”<sup>40</sup>

[2] To account for variations in grammar, syntax, and phraseology, I allow for the presence of up to five words between the verb and the “free” keyword. This methodology may flag interactions that are not potentially relevant. For example (emphasis added):

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help from turbo tax help, I was informed that our state tax filing could be setup at later time, I stated to online live that's nice, so I decided to file state tax on April 30, 2022. I contacted Indiana Dor and was told, we have a penalty for state taxes owed in which we needed to pay \$550 but since the deadline passed the fee was now \$605 plus. I stated that Turbo tax completed our taxes and the representative stated we could pay at a later time. An Indiana dor representative stated on April 22, 2022 a 10% penalty was added plus interest daily in which an extra \$55.00 was added [...] I would like my \$55 returned plus my \$271 that was paid, I stated turbotax just had a settlement on wrongfully charges in New York and other states on this same thing. [...].”

<sup>37</sup> Although Ms. Baburek’s keyword analysis also searches for terms potentially expressing an expectation (e.g., “should be free”) it overstates the number of interactions potentially related to Complaint Counsel’s allegations. For instance, I understand that her search for the phrase “should be free” includes instances where this phrase occurs solely in the subject field. See, e.g., Baburek Deposition, 106:14–107:10 (“Q. Let’s look at Row 5, which is Case Number 468730285. Looking back at Column V, which is the comment body field, do you see that this record captures the following customer interaction, quote, ‘CX has already filed her taxes, but got another W-2 form. Explained to her the process of waiting for the IRS to accept or reject her return and emailed the process for amending the tax return.’ Did I read that correctly? A. Yes. Q. In looking at Column C again, the subject filed, you agree that this record has the same value in that filed that reads, ‘Price adjustment/downgrade/should be free’; right? A. Yes. Q. So looking at this record as a whole, do you agree that the only place where the term ‘should be free’ appears is in Column C, the subject field? And if you need to take a minute to scroll across and look at all the values please do. A. Yes.”).

<sup>38</sup> This flag excludes customer service interactions where the *subject* includes the text “Price Adjustment / Downgrade / Should be free,” and there is no additional mention of “free” in either of the remaining two text variables (*description* or *comment\_body*).

<sup>39</sup> In addition, I also flag customer interactions that have exact mentions of “supposing” before the keyword “free.”

<sup>40</sup> In addition, I also flag customer interactions that have exact mentions of “thought” before the keyword “free.”

- A customer “stated that he received another W-2 that he was not *expecting*, but the *free* edition of Turbo Tax will not allow him to add another W-2. Customer’s return has been accepted by the IRS, but it has not been processed. Agent informed customer that he would have to wait until the amend option was available.”<sup>41</sup>
- Another customer inquired if “there’s a deadline to file free on turbotax,” and the service representative advised that “as long as cx return is within the free return guideline her tax return filing *should be free*.”<sup>42</sup>
- A different customer inquired about the cost of state returns when using a TurboTax Desktop product: “cx *thought* deluxe included one *free* state download it is free to prepare the tax document but not free to efile.”<sup>43</sup>

### 3. Interactions That Reference Advertising

[1] As a third scenario, I look for occurrences of certain phrases potentially related to Intuit’s marketing or advertising among those that mention “free.”<sup>44,45</sup> To do so, I identify any customer interaction that contains words that start with “advert.” For example, this string of text captures words such as “advertising,” “advertisement,” and “advertised.” In addition, I flag customer interactions that have exact mentions of the following keywords:

<sup>41</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1487429999,” *comment\_body* = “Importing a W-2 Customer stated that he received another W-2 that he was not expecting, but the free edition of Turbo Tax will not allow him to add another W-2. Customer's return has been accepted by the IRS, but it has not been processed. Agent informed customer that he would have to wait until the amend option was available. SL was initiated by agent [...]”

<sup>42</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “468298604,” *comment\_body* = “Stimulus cx inquired in regards to irs error. advised cx if she didn't received an email from tt to update bank info she was not affected by the error and that the irs deadline to send out stimulus is january 31. advised if cx does not receive funds by then she can claim rebate recovery on 2020 tax return. cx asked if there's a deadline to file free on turbotax, i advised as long as cx return is within the free return guideline her tax return filing should be free.”

<sup>43</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1488516793,” *comment\_body* = “[...] Verbatim: Okay. I ordered a TurboTax software online from Amazon and I thought I had ordered the Deluxe edition, which I thought included one state and five federal. But when I went to do a state, they charged me \$20. | Oh okay well last year I got a free state one and it didn't have that federal extra charge. So that's new this year then. [...] cx thought deluxe included one free state download... it is free to prepare the tax document but not free to efile.”

<sup>44</sup> The Complaint alleges that Intuit’s advertising conveys the message that consumers can file their taxes for free and that given Intuit’s advertising reasonable consumers believe that TurboTax products are free for them. Complaint, *United States of America before the Federal Trade Commission in the Matter of: Intuit Inc., A Corporation*, Docket No. 9408, March 28, 2022 (“Complaint”), ¶ 5 (“Much of Intuit’s advertising for TurboTax conveys the message that consumers can file their taxes for free using TurboTax, even going so far as to air commercials in which almost every word spoken is the word ‘free.’”); Complaint, ¶ 35 (“Given this advertising, reasonable consumers may believe that TurboTax products and services Intuit advertises as free are free for them – that they can file their taxes for free using TurboTax.”).

<sup>45</sup> Ms. Baburek’s keyword analysis records are not designed to answer the important question of whether the interaction is related to advertising. See, e.g., Baburek Deposition, 116:6–20 (“Q. And you didn’t make any attempt to filter out reports from consumers who did not mention TurboTax advertising generally; right? A. Correct. Q. So the records that were included in your keywork analyses could include customers who were not complaining about Intuit’s free TurboTax advertising; right? A. Yes. Q. And, in fact, as we’ve seen today, the output file which we’ve been reviewing, which is RX1374, includes records that do not, on their face, mention Intuit’s free TurboTax advertisements at all; right? A. Correct.”).

- “ad” or “ads”
- “marketing”
- “promotion” or “promotions”
- “tv,” “television,” “commercial,” or “commercials”

[2] Similar to the search for “free,” customer interactions may mention advertising-related keywords described above in a manner that is unrelated to Intuit’s advertising of Free Edition specifically, or Intuit’s advertising in general.<sup>46</sup> For example (emphasis added):

- A customer mentioned “want[ing] to upgrade to TT Live”: “I never, I mean I don’t know if it was for *free* or not. I was just trying to file, but I was trying to figure out I would prefer [...]. I’ve been se[e]ing *commercial* to say turbo li[v]e. Somebody can file for you. I mean like you can file for me, so that’s what I was looking to do the upgrade for that.”<sup>47</sup>
- Another customer expressed concern with the software having “spelling errors” and stated that they were “bothered with all the *ads* [...] all the errors with TT.” They also stated, “since some people get their tax forms late the *free* service should be offered to first time users instead of date restricted.”<sup>48</sup>
- Another customer inquired about the deadline for the “Live” promotion: “[w]ants to add expert help and wants to know the deadline for the *promotion*. of free. adv of deadline of promotion which is found online 2/15. adv how to add. was able to add. deadline is not 2/15. must file by 3/31 for \$0 live expert promotion”<sup>49</sup>

### III. MANUAL REVIEW OF RANDOM SAMPLES

[1] To validate my methodology, I review customer interactions from four stratified random samples from the CRM Data. I consider two random samples of 300 interactions each from CRM

<sup>46</sup> Baburek Deposition, 81:5–9 (“Q. And in order to identify whether a complaint is relevant to complaint counsel’s allegations in this case, you’d actually need to review the complaint to see what the customer was saying; right? A. Correct.”).

<sup>47</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1496835363,” *comment\_body* = “cx wants to upgrade to TT live. [...] Verbatim: Yes. Oh I didn't know, I I never, I mean I don't know if it was for free or not. I was just trying to file, but I was trying to figure out I would prefer to file with a lot. You know, I've been sending commercial to say turbo life. Somebody can file for you. I mean like you can file for me, so that's what I was looking to do the upgrade for that, but I didn't want to have to I I want like the self thing has been keeping track of all my mileage and all that kind of stuff. So I didn't I didn't know how to get it to turbo alive. Am I making sense?[...]”

<sup>48</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1497099518,” *comment\_body* = “1497099518 software had spelling errors and made cx feel uncomfortable with submitting their return with TT. Cx bothered with all the ads. Cx also bothered with all the errors with TT. Cx was worried to contact live support concerned with being charged with for support from someone who might not know what they are doing. cx stated since some people get their tax forms late the free service should be offered to first time users instead of date restricted.”

<sup>49</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1486595860,” *comment\_body* = “[...] Got the alert but CCP still will not allow mic so call dropped.. Wants to add expert help and wants to know the deadline for the promotion. of free. adv of deadline of promotion which is found online 2/15. adv how to add. was able to add. Deadline is not 2/15. Must file by 3/31 for \$0 live expert promotion.”

Data 1: one sample limited to interactions that do not mention “free” and the other drawn from the remaining interactions that do mention “free.” I take a similar approach using two random samples of 30 observations each from CRM Data 2.

[2] After selecting the random samples, I instructed two reviewers to independently read through the following text fields: *description*, *comment\_body*, and *subject* for interactions recorded in the CRM Data 1; *bu\_customer\_verbatim\_c*, *what\_caused\_the\_escalation\_to\_*, and *what\_did\_the\_customer\_need\_hel* for those recorded in CRM Data 2.

[3] To ascertain the relevance of the interactions in these samples, I instructed the two reviewers to apply the following steps:

- a. Examine the interaction for evidence indicating that the customer or potential customer had an expectation of being able to file for free (and was not related to TurboTax Desktop or IRS Free File offered by TurboTax). If there is no such evidence, mark the interaction as not relevant (“No”); otherwise, consider the next question before marking the interaction.
- b. Examine the interaction for evidence indicating that the customer or potential customer’s expectation was mentioned in connection to Intuit’s marketing or advertising. Mark the response as “Yes,” “Maybe,” or “No.”

[4] Results from the two random samples that do not mention “free” (a total of 330 interactions): Both reviewers independently flagged all interactions as not relevant (that is, they indicated “No” in response to the question of whether there was evidence indicating that the customer or potential customer had an expectation of being able to file for free).

[5] Results from the two random samples that mention “free” (a total of 330 interactions): The two reviewers flagged 11 interactions as relevant, one as possibly relevant, and the rest as not relevant (“Yes,” “Maybe,” and “No,” respectively).

[6] Comparison to systematic analysis outlined above in **Section II**: Using keywords alone, my analysis identified 15 interactions in these samples that mention “free” in conjunction with references to Intuit’s marketing or advertising, compared to 12 identified in the manual review as relevant or possibly relevant. The systematic analysis and the manual review align in 9 of these interactions. In 6 instances the systematic approach is overinclusive and identifies interactions that do not provide evidence that the customer had an expectation of being able to file for free in connection with Intuit’s marketing or advertising. Specifically, two interactions flagged by my keyword search as mentioning words related marketing or advertising were identified because they include a typo (“ad” instead of “add”)<sup>50</sup> or mention a keyword in an unrelated context;<sup>51</sup> two customers provided extra feedback that also mentioned advertising;<sup>52</sup> one customer was

<sup>50</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1492728575,” *subject* = “I paid for turbo tax that allows I believe 4 returns? I don’t know how to ad people to this program... need help - this case is created by TDA.”

<sup>51</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “214,” *bu\_customer\_verbatim\_c* = “[...] This followed my work years ago to launch internet services in Europe, to consult for the European Commission, Citibank and many others, and to co-author a manual on internet marketing. [...]”

<sup>52</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “285,” *what\_caused\_the\_escalation\_to\_* = “Customer had feedback on ease of use and capabilities of product.”; CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “379,” *what\_caused\_the\_escalation\_to\_* = “Customer wanted to provide extra feedback beyond what he put in the survey.”



seeking help with account recovery;<sup>53</sup> and another one was an inquiry related to a desktop product.<sup>54</sup>

[7] Among the three interactions marked “Yes” or “Maybe” identified in my manual review but not in my systematic analysis, two are related to the TurboTax Live products,<sup>55</sup> while the remaining one was an inquiry about the customer’s federal refund following up on an earlier complaint about fees.<sup>56</sup>

[8] The results of my manual review of the random samples are documented in the file CRM Review.xlsx.

[9] As described in Section IV.A. of my report, the rate at which interactions from the random samples indicate a possibility that customers or potential customers were seeking to file for free because of Intuit’s marketing or advertising does not fundamentally differ from the rate identified through my systematic analysis. If anything, results from my manual review demonstrate that my systematic analysis is on net overinclusive of relevant interactions.

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<sup>53</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1492795586,” *comment\_body* = “[...] Cx called in stating that stating that its asking for her 1040 and she doesn’t have it [...]”

<sup>54</sup> CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1493701182,” *comment\_body* = “[...] when I was doing it on the tax itself before I said file it says federal free and the state \$20. When I file it, it charged me 25 for each state. [...] TurboTax was bought from Costco [...]”

<sup>55</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “29,” *what\_did\_the\_customer\_need\_hel* = “He wanted to know if he could get a refund since the TT fee was higher than they wanted to pay. But did acknowledge that he knew how to go back so he wasn’t charged the amount. And did acknowledge that he did say yes to paying that fee. [...]”; CRM Data 1, INTUIT-FTC-PART3-000618568–78, *casenumber* = “1493814807,” *comment\_body* = “[...] cx called in because she was charged for live and she wanted to downgrade. [...] my husband had to go through the same rigamarole and he was able to get someone to waive his fee [...]”

<sup>56</sup> CRM Data 2, INTUIT-FTC-PART3-000618579 - Deal, *id* = “101,” *bu\_customer\_verbatim\_c* = “I wrote to you earlier to complain about your fees, as repeated below, now I am wondering where my refund is? I was told it would be deposited around March 24. [...]”

**GX 870**

**UNITED STATES OF AMERICA**  
**BEFORE THE FEDERAL TRADE COMMISSION**

**COMMISSIONERS:** **Lina M. Khan, Chair**  
**Rebecca Kelly Slaughter**  
**Christine S. Wilson**  
**Alvaro M. Bedoya**

**IN THE MATTER OF:**  
**INTUIT INC., A CORPORATION.**

**Docket No. 9408**

SUPPLEMENTAL REBUTTAL EXPERT REPORT OF  
**EREZ YOELI, PH.D.**



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**3/17/2023**

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## I. Introduction

1. I am a research scientist at the Massachusetts Institute of Technology (MIT)'s Sloan School of Management, and the co-founder and co-director of its Applied Cooperation Team. I received my A.B. in economics from Stanford University in 2003, and my M.B.A. in 2008 and Ph.D. in 2009 in economics from University of Chicago Booth School of Business. I am also currently a lecturer at Harvard University's Economics Department. I submitted an Expert Rebuttal Report on this matter on January 27, 2023 ("Yoeli January 2023 Report").<sup>1</sup> My qualifications are discussed in more detail in Section I of that report, which I incorporate by reference.<sup>2</sup>
2. I have been asked by Complaint Counsel to rebut the Supplemental Expert Report of Mr. Bruce Deal dated March 9, 2023 (the "Deal March 2023 Supplemental Report"). I understand that Mr. Deal was additionally asked to analyze whether data from Intuit's customer relationship management database ("the CRM Data") changed his opinions in the Deal January 2023 Report, and to determine whether the CRM Data provides support for Complaint Counsel's allegations of deception. As part of my rebuttal, I have therefore been asked to consider the CRM Data, which underlies the Deal March 2023 Supplemental Report. In doing so, I also considered whether the Intuit Customer Review Data, GX-475,<sup>3</sup> Mr. Deal analyzes in his Deal January 2023 Report— data retrieved from a repository of reviews left by certain consumers who filed their taxes with TurboTax and collected by Bazaarvoice ("Customer Review Data")<sup>4</sup>— demonstrates flaws in the inferences Mr. Deal draws from the CRM Data.
3. In the Deal March 2023 Supplemental Report, Mr. Deal opines: (a) that after examining the CRM Data, he maintains his opinion from the Deal January 2023 Report that there were only a small number of consumers "for whom Intuit's customer data may be consistent with Complaint Counsel's allegations of deception and theories of harm;" and (b) that the CRM Data

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<sup>1</sup> Expert Rebuttal Report of Erez Yoeli, PH.D, *In the Matter of Intuit Inc., a corporation*, Docket No. 9408 January 27, 2023 ("Yoeli January 2023 Rebuttal Report").

<sup>2</sup> Yoeli January 2023 Rebuttal Report, ¶¶1-7.

<sup>3</sup> See TY21 Customer Review Data, INTUIT-FTC-PART3-000490341, as listed in Expert Report of Bruce F. Deal, *In the Matter of Intuit Inc., a corporation*, Docket No. 9408, January 13, 2023 ("Deal January 2023 Report"), Appendix B-2.

<sup>4</sup> Complaint Counsel's Reply in Support of Motion to Compel Production of Documents, *In the Matter of Intuit Inc., a corporation*, Docket No. 9408, p. 2 ("Intuit uses Bazaarvoice to capture and store consumer reviews.").

“are almost entirely unrelated to Complaint Counsel’s allegations of deception” because he determined an even smaller number of consumers are associated with interactions that he views as consistent with such allegations. I disagree with both of Mr. Deal’s opinions, because (a) as I previously explained in the Yoeli January 2023 Report, Mr. Deal’s opinions in the Deal January 2023 Report rely on faulty assumptions that lead him to vastly understate the number of potentially deceived consumers; (b) the CRM Data is relevant to Complaint Counsel’s allegations, and actually provides additional evidence of deception; and (c) the CRM Data cannot support an absence of deception because consumers may not provide feedback indicative of deception, or, as the Customer Review Data demonstrates, consumers might provide such feedback through alternative channels that would not be reflected in the CRM Data.

4. A list of the documents I have relied upon in forming my opinions is attached hereto as Appendix A. The opinions presented in this report are based on the information available to me as of the date of this report, and I reserve the right to supplement or modify my opinions if new information becomes available. I also reserve the right to respond to any additional report(s) or opinions offered by experts for the defendants.
5. I am being compensated for my work in this matter at an hourly rate of \$750. Consulting staff at The Brattle Group have assisted me by performing work at my direction, and they are also paid by the FTC on an hourly basis. All the opinions and conclusions stated in this report are my own. My compensation and The Brattle Group’s compensation are not affected by the outcome of this matter.

## II. Summary of Opinions

6. My opinions are based on knowledge and expertise gained during my academic and professional career, and the materials that I have reviewed in this matter.
7. As discussed in more detail in each of the sections below, Mr. Deal’s analyses in his Supplemental Report are flawed.
8. First, Mr. Deal reaffirms his opinions from his January 2023 report. In doing so, he revisits his analysis of [REDACTED] of the TurboTax customers he analyzed in his January 2023 report), and now uses the CRM data to assess whether consumers left negative

feedback. My opinion about these [REDACTED] consumers remains unchanged as a consumer can be deceived but not complain, to the CRM, to the FTC, or anywhere else.

9. For the remaining [REDACTED] of TurboTax customers analyzed in the Deal January 2023 Report, Mr. Deal's analyses are unchanged. My opinion is unchanged as well: as I stated in my January 2023 report, the vast majority of these consumers could have been deceived. In this report, I also provide examples of customer feedback data suggesting such consumers were deceived.
10. In addition, in the Deal March 2023 Supplemental Report, Mr. Deal opines that the CRM data are not relevant to Complaint Counsel's allegations. He reaches this conclusion by arguing that the rate of complaints relative to the entire data set is less than he would expect if there were "widespread deception."<sup>5</sup>
11. There are a few problems with Mr. Deal's conclusion. First, it is based on a set of false premises: that Complaint Counsel must show "widespread deception" and then that low rates of negative customer feedback mean that the rate of deception was low. However, many consumers could be deceived without providing customer feedback, and so the rate of negative feedback about deception necessarily understates the rate of deception. This is apparent when one compares the CRM data with the Customer Review Data, which contains customer feedback from consumers who did not provide feedback that was captured in the CRM.
12. Second, after reviewing examples of customer feedback identified in Mr. Deal's searches, it is apparent that these provide examples of negative customer feedback that is indicative of deception.
13. Third, Mr. Deal's searches are too narrow, and likely fail to identify a large number of consumers who provided negative customer feedback that is relevant to Complaint Counsel's allegations. Additional search terms would identify examples of negative customer feedback that are relevant to Complaint Counsel's allegations, but which Mr. Deal fails to consider.

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<sup>5</sup> Supplemental Expert Report of Bruce F. Deal. In the Matter of Intuit Inc., a corporation. Docket No. 9408. March 9, 2023. ("Deal March 2023 Supplemental Report") ¶ 15 ("However, assuming Complaint Counsel's allegations were valid and deception regarding consumers' ability to file for free were widespread, I would expect customer interactions recorded in the CRM Data to include a large number of customers and potential customers describing that they had been deceived by Intuit's marketing or advertising"); and ¶17 ("By itself, these numbers illustrate the absence of evidence of widespread consumer deception in these data.").

### III. Contrary to Mr. Deal's opinion, a large number of consumers could have been deceived, including the [REDACTED] that Mr. Deal focuses on in his Supplemental Report

14. I begin by noting that Mr. Deal's analyses of the CRM Data in the Deal March 2023 Supplemental Report do not alter my rebuttal to his opinions in the Deal January 2023 Report. Namely, it is still my opinion that, contrary to Mr. Deal's opinions: (1) Intuit's economic incentives are not inconsistent with deception; (2) Intuit's business practices are not inconsistent with deception; and (3) deception is not precluded for any of the groups of consumers that Mr. Deal claims could not have been deceived in his empirical analyses.
15. In Section III of the Deal March 2023 Supplemental Report, Mr. Deal focuses<sup>6</sup> on the [REDACTED] consumers which he identified in his January 2023 Report as having met the following criteria: started their TY21 tax returns in Free Edition, encountered an upgrade screen, upgraded to a paid product, and paid to file their federal and/or state returns using TurboTax.<sup>7</sup> In his January 2023 Report, Mr. Deal argues that the bulk of these consumers were not deceived for some additional reason, including: past switching behavior demonstrates knowledge of alternatives and ability to switch;<sup>8</sup> past use of TurboTax products demonstrates knowledge of their products and pricing;<sup>9</sup> and/or responses in consumer surveys demonstrate high satisfaction.<sup>10</sup>
16. In his Supplemental Report, Mr. Deal affirms this opinion, but substitutes the CRM Data for consumer review data. Specifically, Mr. Deal identifies interactions in the CRM data with these [REDACTED] reviews. He then considers only those interactions which contain the word 'free' or some misspelling of it.<sup>11</sup> He then further limits to interactions which also explicitly

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<sup>6</sup> Deal March 2023 Supplemental Report, ¶¶8-9.

<sup>7</sup> Expert Report of Bruce F. Deal, *In the Matter of Intuit Inc., a corporation*, Docket No. 9408, January 13, 2023 ("Deal January 2023 Report"), ¶142.

<sup>8</sup> Deal January 2023 Report, ¶145.

<sup>9</sup> Deal January 2023 Report, ¶151.

<sup>10</sup> Deal January 2023 Report, ¶154.

<sup>11</sup> Deal March 2023 Supplemental Report, ¶10; and Deal March 2023 Supplemental Report, Appendix B: Methodology Appendix, p. B-9.



mention Intuit's marketing or advertising.<sup>12</sup> He then reviews this consumer feedback for evidence consistent with deception.

17. In my January 2023 report, I disagree with Mr. Deal's exclusion of [REDACTED] of consumers who created or logged in to TurboTax accounts, from those who could have been deceived.<sup>13</sup> As Mr. Deal did not use any complaint or review data in excluding these consumers, my opinion about these consumers is unchanged by his replacement of the consumer review data with the CRM data. These consumers could have been deceived.
18. My opinion about the remaining [REDACTED] also remains unchanged. First, regardless of the particular dataset of consumer feedback, deception is not precluded for the groups of consumers enumerated above: it is possible for a consumer to be deceived into thinking TurboTax would be free for them, but on learning the truth, be willing to pay in order to take advantage of deductions.<sup>14</sup> It is similarly possible for a consumer to have awareness of TurboTax's product pricing in the past and believe, based on new advertisements, that this year's pricing would be differently structured.<sup>15</sup> And, it is also possible for a consumer to be deceived into thinking TurboTax would be free for them, find out it is not free, and yet nevertheless not have their negative experience captured in the CRM or anywhere else.<sup>16</sup>

<sup>12</sup> Deal March 2023 Supplemental Report, ¶11; and Deal March 2023 Supplemental Report, Appendix B: Methodology Appendix, pp. B-13-B-14.

<sup>13</sup> Yoeli January 2023 Rebuttal Report, ¶¶88-89, 91 ("There are two key flaws in Mr. Deal's analysis. First, Mr. Deal omits from his analysis a large number of consumers, including over 65 million consumers known to have visited turbotax.com, but who did not log in, and an unknown number of additional consumers who saw Intuit's ads without visiting turbotax.com. Notably, [REDACTED] who visited Turbo Tax's website but left before creating a new account or logging into an existing account comprise more than half of the consumers who visited the website. Yet Mr. Deal incorrectly omits from his analysis these tens of millions of consumers who may have been deceived.... Second, though Mr. Deal asserts that consumers in each of his categories could not have been deceived by Intuit's ads we cannot rule out that any of these consumers were deceived by Intuit's ads.").

<sup>14</sup> Yoeli January 2023 Rebuttal Report, ¶109 ("A subsequent decision to pay for Turbo Tax products does not mean these customers were not deceived into initial engagement with product offerings.").

<sup>15</sup> Yoeli January 2023 Rebuttal Report, ¶114 ("Yet, even presuming consumers did remember and make the connection, there's another reason to think consumers could be deceived into thinking Turbo Tax would be free for them – one that Mr. Deal even acknowledges elsewhere in his report: Tax regulations, Intuit's policies, and consumers tax situations are not static. A consumer who believed these insights have changed – and Intuit's ads may well have prompted them to believe this – could have expected Turbo Tax to be free for them in a given year, even if it hadn't been in past years.").

<sup>16</sup> Yoeli January 2023 Rebuttal Report, ¶130 ("Mr. Deal's contention that only those consumers who left negative customer satisfaction ratings could have been deceived has the following problems. First, it is

19. Moreover, Mr. Deal’s search for evidence of deception in the CRM is inadequate. In part, this is because he omits relevant search terms<sup>17</sup> which, as discussed in more detail below, would identify consumer feedback relevant to deception.
20. In part, this is because Mr. Deal only considers consumer feedback that explicitly references marketing or advertising. This omits feedback potentially relevant to deception.
21. Thus, with regards to the consumers analyzed by Mr. Deal in the Deal January 2023 Report, and again in the Deal March 2023 Supplemental Report, my opinion is unchanged. Mr. Deal’s analysis is uninformative about whether these consumers were deceived; the vast majority of these consumers could have been deceived.
22. In this section, I discuss why, contrary to Mr. Deal’s opinion, the CRM data are relevant to the FTC’s complaint.
23. In **Section A**, I discuss the appropriate way to think of the relationship between consumer feedback data and deception. Namely, I caution against inferring lack of deception from low rates of negative feedback—which is what Mr. Deal does in his Supplemental Report—as these rates could result from many factors, not just a lack of deception.
24. Then, in **Section B**, I use the same search terms Mr. Deal used to identify consumer feedback that is indicative of deception, highlighting why, contrary to Mr. Deal’s opinion, the CRM data are relevant to Complaint Counsel’s allegations.
25. In **Section C**, I further explain that the search terms Mr. Deal used were too narrow, and likely left out many entries that are indicative of deception. To illustrate this point, I expand on Mr. Deal’s search terms somewhat, which identifies many more entries that are potentially indicative of deception.

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possible for a customer to leave no review or a good review and still have been deceived into believing that TurboTax was free for them. Second, as discussed in Section V.V.D, the reviews that Mr. Deal analyzes are only for those customers that completed filing their taxes with TurboTax, which excludes millions of consumers—precisely those millions who would be most likely to be dissatisfied with TurboTax. Third, complaint rates are highly variable, with some deceptions generating far more complaints than others.”).

<sup>17</sup> For example: “paid”, “pay”, “simple”, “false ad”, “downgrad”, “price adjust”, “mislead”, “lie”, “deceive”, and “decep”.

A. The rate of negative feedback in the CRM data is an understatement of the rate of deception

26.eA core presumption in Mr. Deal’s analysis in his March 2023 Supplemental Report, as in his January 2023 Report, is that the rate of negative consumer feedback to the FTC, customer feedback captured in Intuit’s CRM, or negative reviews left voluntarily by filers is indicative of how many consumers were in fact deceived. Mr. Deal presents, in both reports, an analysis of customer feedback and review data for the purpose of asserting that a scarcity of customer feedback recorded in specific data sets is evidence that there was no deception. For instance, in his Supplemental Report, Mr. Deal discusses the ratio of potentially deceived consumers within the CRM Data as the fraction of the total consumers for tax years 2020 and 2021.<sup>18e</sup>

27.eFirst, I note that Mr. Deal assumes but does not provide evidence that deception goes hand-in-hand with negative consumer feedback, stating “I would expect customer interactions recorded in the CRM Data to include a large number of customers and potential customers describing that they had been deceived by Intuit’s marketing or advertising.”<sup>19</sup>

28.eIndeed, it is possible for consumers to be deceived, and yet not engage with Intuit’s customer service representatives in order to explicitly state that they felt deceived.e

29.eConsumers may not provide feedback in a format that is captured by Intuit’s datasets for a number of reasons. For instance, consumers may not realize how to complain, consumers may be deterred by the cost or effort involved, consumers may feel that complaining will not change anything, or consumers may not think it is helpful to complain to Intuit’s customer service representatives in particular.<sup>20</sup> Finally, as I discussed in my January 2023 report, consumers

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19 Deal March 2023 Supplemental Report, ¶15.

20 Gronhaug, Kjell and Mary C. Gilly, “A transaction cost approach to consumer dissatisfaction and complaint actions,” *Journal of Econ. Psychology*, Vol. 12 (1991):165-183, at p. 167 (“Moreover, perceived costs and expected outcomes of complaint actions, knowledge of where and how to make complaints, and perceived responsiveness of the party towards which complaints are to be directed, have been found to covary positively with complaint activity as well.”), and at p. 177 (“The TARP (1979) study reports that 55% of the households experiencing consumer problems took no action to resolve even their most serious problem...”)

may be uncertain if they were deceived and thus may be less likely to complain.<sup>21</sup> In practice, it is common for complaint rates to vary dramatically.<sup>22</sup>

30. As a consequence of the fact that consumers who were deceived may not provide negative feedback to Intuit’s customer service team (or, for that matter, leave such feedback anywhere else—a point I will return to below), rates of negative feedback in the CRM should be treated as an enormous undercount of the deception rate. That is, even if no consumer had called the voice line or used the chat function to register their displeasure with a customer service representative, this would not preclude deception. Another way to put this is that the presence in the CRM Data of consumer feedback about deception is a possible but not a necessary outcome of deception. The presence of such records can demonstrate deception as to those consumers who provided the feedback, but the absence of such records is not especially informative of deception for the remaining consumers. Mr. Deal fails to account for this in his analysis.
31. Although I think it is a mistake to focus on feedback rates, a problem with Mr. Deal’s analysis is that, in calculating the rate of negative feedback, he employs all CRM data, which, as Mr. Deal acknowledges, contains many entries associated with the day-to-day interaction with consumers and, for instance, technical support.

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An intuitive explanation of this finding, is that non-complaining consumers perceive the estimated gain of complaints actions less than their associated costs.... From the consumers point of view it is rational not to complain when the transaction specific investment to complain is higher than the expected complaint gain.”); *also see* Blodgett, Jeffrey G. and Donald H. Granbois, “Towards an Integrated Conceptual Model of Consumer Complaining Behavior,” *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior*, Vol. 5, (1992): 93-103, at p. 95 (“Considering that the vast number of products we buy are not very ‘important,’ the cost of voicing a complaint (i.e. seeking redress) is usually greater than the benefit of the remedy desired. Given this cost vs. benefit tradeoff, consumers will be more likely to voice their complaints when dissatisfied with an expensive durable good, as compared to an inexpensive, nondurable good. When dissatisfied with the latter type of good the consumer will be more likely to merely switch to a different brand.”).

<sup>21</sup> Yoeli January 2023 Rebuttal Report, ¶41.

<sup>22</sup> See, e.g., Reval, Devesh, “Whose Voice Do We Hear in the Marketplace? Evidence from Consumer Complaining Behavior,” *Marketing Science* Vol. 39 (2020): 168-187 at p. 171, Table 1.

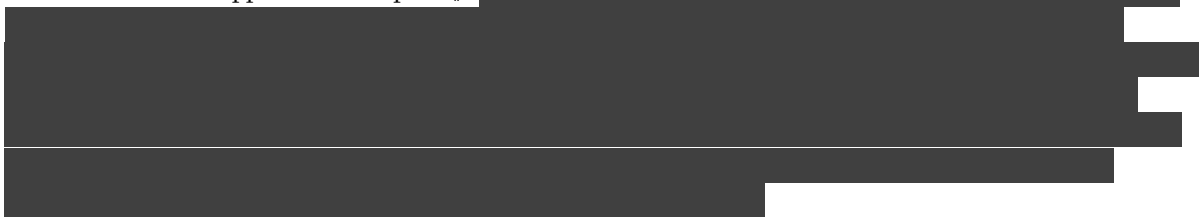
B. Even Mr. Deal’s search terms identify consumers who expected TurboTax to be free for them when it was not

32. As discussed above, while I disagree with focusing on feedback rates, the CRM is informative of the presence of deception for those consumers who did leave negative customer feedback. Therefore, in the next two sections, I provide examples of such negative feedback. In this section, I focus on such negative feedback that is identified by Mr. Deal’s own search terms. In the next section, I provide examples of additional search terms that yield further examples of such negative consumer feedback.

33. In Mr. Deal’s Supplemental Report, he searches the CRM Data using the search terms: “free”, “fre”, “freee”, “freeee”,<sup>23</sup> then further narrows the results to those that contain “expect”, “guarantee”, “should”, “suppose”, or “think” within five words of “free” (or its variants) to identify an expectation to file for free.<sup>24</sup> Mr. Deal separately narrows the results containing “free” to a subset that reference Intuit’s advertising by using the search terms “advert\*”, “ad(s)”, “marketing”, “promotion(s)”, “tv”, “television”, “commercial(s).”<sup>25</sup> While Mr. Deal’s methodology, as I will demonstrate in **Section C**, fails to identify all relevant feedback in the CRM Data, they nonetheless identify consumers who expected TurboTax to be free for them

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<sup>23</sup> Deal March 2023 Supplemental Report ¶6



<sup>24</sup> Deal March 2023 Supplemental Report, Appendix B: Methodology Appendix, p. B-12 (“To identify the customer interactions in which customers might have expressed an expectation of filing for free, I search for sentences that include any of the following verbs preceding the keyword ‘free’ as described in Section II.B.1. These searches flag any word that starts with the string of letters searched. For example, searches for ‘guarantee’ also retrieve sentences that included the string ‘guarantees,’ ‘guaranteeing,’ or ‘guaranteed.’ ‘expect’ ‘guarantee’ ‘should’ ‘suppose’ ‘think’ To account for variations in grammar, syntax, and phraseology, I allow for the presence of up to five words between the verb and the ‘free’ keyword.”).

<sup>25</sup> Deal March 2023 Supplemental Report, Appendix B: Methodology Appendix, pp. B-13-B-14 (“As a third scenario, I look for occurrences of certain phrases potentially related to Intuit’s marketing or advertising among those that mention ‘free.’ To do so, I identify any customer interaction that contains words that start with ‘advert.’ For example, this string of text captures words such as ‘advertising,’ ‘advertisement,’ and ‘advertised.’ In addition, I flag customer interactions that have exact mentions of the following keywords: ‘ad’ or ‘ads’ ‘marketing’ ‘promotion’ or ‘promotions’ ‘tv,’ ‘television,’ ‘commercial,’ or ‘commercials.’”).

when it was not, including some that explicitly reference Intuit advertisements. Here are some examples:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

34. I emphasize that I disagree with Mr. Deal’s exclusion of examples that fail to explicitly reference Intuit’s advertisements, because it is unrealistic to expect that every consumer providing customer feedback about a deception would specify the cause of their expectation to file for free; or, it is possible that Intuit’s representatives did not always record the cause, even when it was provided by the consumer.

35. I also disagree with Mr. Deal’s characterization of the vast majority of interactions in the CRM as irrelevant to Complaint Counsel’s allegations because they reflect “ordinary course of business communication between customers or potential customers and Intuit’s customer service representatives.”<sup>29</sup> Mr. Deal categorizes most of the interactions in the CRM as related to inquiries after filing, technical issues, unusual substantive questions specific to certain tax situations, filing process technical issues, incomplete attempts to contact customer service, or

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26 [REDACTED]

[REDACTED]

[REDACTED]

<sup>29</sup> Deal March 2023 Supplemental Report, ¶16.

interactions related to other products.<sup>30</sup> However, these categories turn out to include customer feedback regarding consumer expectations about “free.” For example:

- [REDACTED]
- [REDACTED]

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<sup>30</sup> Deal March 2023 Supplemental Report, ¶16 [REDACTED]

[REDACTED]

<sup>31</sup> [REDACTED]

<sup>32</sup> [REDACTED]



- [REDACTED]

36. Thus, even in the interactions that Mr. Deal categorizes as “ordinary course of business communication” are examples relevant to Complaint Counsel’s allegations.

C. The number of interactions with consumers who expected TurboTax to be free for them is higher than is identified by Mr. Deal

37. As noted above, Mr. Deal’s search terms are too narrow to identify all interactions in the CRM that are relevant to Complaint Counsel’s allegations. Mr. Deal’s terms require a non-product-name use of the word “free”, combined with a limited set of search terms that, initially, are meant to indicate an expectation the product will be free, or alternatively, explicitly reference Intuit’s advertising. Moreover, Mr. Deal excludes from his search consumer feedback from consumers who filed for free with TurboTax. This methodology fails to identify many CRM interactions that indicate deception.

38. Specifically, there are other words consumers might use to express that they feel deceived by Intuit’s advertisements. To demonstrate this, I supplement Mr. Deal’s analysis by also counting consumers whose interactions include the following phrases: “paid”, “pay”, “simple”, “false ad”, “downgrad”, “price adjust”, “mislead”, “lie”, “deceive”, and “decep”.<sup>34</sup> These phrases all could relate to consumers feeling as though they were deceived by Intuit. In addition, while Mr. Deal

<sup>33</sup> This example is for [REDACTED] CRM data, INTUIT-FTC-PART3-000618568-78.

<sup>34</sup> These are examples of relevant search terms that may indicate consumers being deceived.



restricts his analysis to three fields in a subset of the CRM Data (CRM Data 1)<sup>35</sup>, I perform my analysis over all the fields identified by Mr. Deal as pertaining to “descriptions and summaries of the interaction”.<sup>36</sup>

39. While this search identifies CRM entries that do not necessarily pertain to the Complaint Counsel’s allegations, it also identifies CRM entries which are relevant, and which were not identified by Mr. Deal. For example:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

40. I note that the list of terms I searched for is not meant to be exhaustive, only representative of some examples of potentially relevant language Mr. Deal failed to consider.

41. When I expand the search terms to these other phrases that could be related to deception and which still would not count all variations of phrases consumers might use to provide negative customer feedback, I find [REDACTED] in the CRM Data, which is significantly higher than Mr. Deal’s count. See Table 1. I emphasize that additional search terms would likely identify even more examples of negative customer feedback indicating an expectation that the product would be free for the consumer in question, when it was not, free for them.

<sup>35</sup> Deal March 2023 Supplemental Report, Appendix B: Methodology Appendix, p. B-7 (“I analyzed the following text fields: *description*, *comment\_body*, and *subject* for interactions recorded in the CRM Data 1.”).

<sup>36</sup> Deal March 2023 Supplemental Report, Appendix B: Methodology Appendix, p. B-2 (Where Mr. Deal provides the data description for the CRM Data 1: “The dataset contains information on the following: ... *subject*, *description*, *short\_description\_c*, *investigation\_subject\_c*, *comment\_body*.”).

<sup>37</sup> This *description* is for [REDACTED] CRM Data 1, INTUIT-FTC-PART3-000618568-78.

<sup>38</sup> This *comment\_body* is for [REDACTED] CRM Data 1, INTUIT-FTC-PART3-000618568-78.

42. Also, I do not agree with Mr. Deal that the consumers who filed for free necessarily were not deceived and should therefore be excluded from the set of potentially deceived consumers. These consumers could have, for instance, faced a request to pay, called in to voice their dissatisfaction, and as a result been able to file for free (for example, if Intuit provided a discount code or refund). Or, worse, they might have adjusted their tax filing to qualify to file for free, even though this would have reduced their tax refund. Here are some examples of interactions with consumers who filed for free, and thus, per Mr. Deal’s analysis, could not have been deceived, yet registered negative feedback that demonstrate that the consumer was deceived:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

43. Below is my Table 1 that updates Mr. Deal’s Figure 1 in the Deal March 2023 Supplemental Report by taking into account the additional search terms and consumers filing for free I discuss above. It shows that Mr. Deal’s restricted search fails to identify a large number of consumer contacts in the CRM Data that are indicative of deception and, thus, potentially relevant to Complaint Counsel’s theory in this case.

<sup>39</sup> This *comment\_body* is for [REDACTED] CRM Data 1, INTUIT-FTC-PART3-000618568-78.

<sup>40</sup> This *description* is for [REDACTED] CRM Data 1, INTUIT-FTC-PART3-000618568-78.

**TABLE 1: UPDATE TO DEAL’S FIGURE 1 IN DEAL MARCH 2023 SUPPLEMENTAL REPORT**

Filing Status	Mr. Deal's Analysis			Updated Analysis		
	Number of Customers and Potential Customers in CRM Data	Mention "Free"	Mention "Free" + Marketing / Advertising	Mention "Free"	Mention Other Key Terms	Mention Other Key Terms or "Free"
	[1]	[2]	[3]	[4]	[5]	[6]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Sources and Notes:

[1]-[4]: As identified in Deal March 2023 Supplemental Report.

[5]: Uses Mr. Deal’s analysis in Deal March 2023 Supplemental Report, but including consumers who filed for free.

[6]: Interactions with keywords discussing: ‘paid’, ‘pay’, ‘simple’, ‘false ad’, ‘downgrade’, ‘price adjust’, ‘mislead’, ‘lie’, ‘deceive’, ‘deception’, and potential variations (ie. False ad and false advertising).

[7]: Interactions that include the mention of free from [5] or keywords in [6].

44. To update Mr. Deal’s Figure 1, first, I added the [REDACTED] who filed for free and could have been deceived and that Mr. Deal excluded, incorrectly, as irrelevant. Mr. Deal’s analysis results in [REDACTED] whose interactions mention “Free”. Including consumers who filed for free, using Mr. Deal’s same search terms for “Free”, I find [REDACTED] whose interactions mention “Free”. Next, I include consumers whose interactions include other terms not considered by Mr. Deal, but could be related to deception; I find [REDACTED]. Combining both these searches, I find [REDACTED]. See Table 1.

45. Below, I provide a bar chart illustrating the number of consumers flagged by Mr. Deal’s analyses, as compared to my modified analysis provided in Table 1 above.

FIGURE 1: UPDATE TO DEAL’S FIGURE 1 IN DEAL MARCH 2023 SUPPLEMENTAL



Source: Figure 1 of Deal March 2023 Supplemental Report, Table 1.

46. I note that in calculating the rate of customer feedback, Mr. Deal does not allow for the same consumer to be counted twice if they left consumer feedback in two different tax years for the same filing status.<sup>41</sup> When Mr. Deal determines the consumer bases for tax year 2020 and 2021, he sums the numbers in 2020 and 2021.<sup>42</sup> Thus, in calculating his rate, Mr. Deal’s numerator omits consumers who would have appeared twice, whereas his denominator includes them, which necessarily deflates the rate. As I do not think it is appropriate to focus on the rate of customer feedback, I have not corrected this error; I simply note it as another example of Mr. Deal’s flawed methodology.

<sup>41</sup> Deal March 2023 Supplemental Report, Figure 1, Note [E] (“For interactions associated with customers with sufficient identifying information, the figure in each cell represents the number of unique *auth\_id\_c*’s with the given filing status and at least one interaction of the given category.”).

<sup>42</sup>

**IV. Customer Review Data demonstrate that the CRM Data undercounts the number of deceived consumers**

47. In this section, I review selections of the Customer Review Data. This review identifies consumers not in the CRM Data but who were deceived as the result of TurboTax’s “free” marketing, thus confirming my opinion from the previous section that the CRM Data undercounts the number of deceived consumers. It also provides examples that explicitly contradict the assumptions Mr. Deal makes in his Supplemental Report.

**A. The Customer Review Data contain direct evidence of thousands of consumers in TY2021 being deceived due to Intuit’s marketing, some of whom do not appear in the CRM Data**

48. As part of my assessment of Mr. Deal’s opinion of the CRM Data in his March 2023 Supplemental Report, I directed my team to manually review select entries from the Customer Review Data. Specifically, I instructed them to narrow the set of reviews using some basic filters, for instance, to omit reviews related to product names that include ‘download’ or ‘CD’ and to only consider reviews that include words like ‘free’. Then, I asked them to read these reviews. This method is not intended to comprehensively identify all Customer Review Data relevant to deception; a comprehensive search would uncover more examples of customer feedback relevant to Complaint Counsel’s allegations. Rather, this method is intended as a proof of concept, to illustrate how Mr. Deal’s analyses fail to account for deceived consumers.

49. Ultimately, after narrowing their search, my team identified customer feedback from 3,831 consumers who may have been, and, in many cases, very clearly were deceived by Intuit’s advertisements. This is over [REDACTED] the number of people Mr. Deal claimed to have found.<sup>43</sup>

50. I provide a complete list of the feedback from these consumers in Appendix B, but now provide a few examples. Although I disagree with Mr. Deal that when identifying feedback indicative of deception, one should only consider feedback that contain explicit references to marketing or advertising, in the below list, I have selected examples that would meet Mr. Deal’s criteria:

43

[REDACTED]

- “ADVERTISES FREE, FREE, FREE, BUT ITS ACTUALLY FEE, FEE, FEE!”<sup>44</sup>
- “They advertise \$0 to file a basic W2 and end up charging you!”<sup>45</sup>
- “I would give a higher review, however they keep promoting that it is free free free and yet it is NOT NOT NOT”<sup>46</sup>
- “was easy to use. but television commercials stress FREE FREE FREE!!! its not free free free but still ok”<sup>47</sup>
- “TurboTax is misleading the ads claim it's free free free ... How about lie lie lie. Every year i pay more and loose more of my income.”<sup>48</sup>
- “NOT FREE ASADVERTISED,, THE LAST TIME I USED TURBO TAX FEDERAL WAS FREE THIS TIME IT WAS NOT WHICH I AM NOT HAPPY ABOUT .. THE COMMERCIALS ADVERTISE FREE FREE FREE FREE THIS IS B\*\*\*s\*\*\*\*”<sup>49</sup>
- “Its an easy site to use but they have unexpected fees when the commercial clearly say free, ITS NOT FREE!!”<sup>50</sup>
- “commercial after commercial telling you its free its free , go to hell with that”<sup>51</sup>
- “Your COMMERCIALS in the STATE of MINNESOTA says FREE FREE FREE FREE FREE. YOU CHARGE FOR FILING!!! FALSE ADVERTISEMENT!!!!!! YOU NEED TO REFUND ME FOR FILING!!!!!!!!!!!!!!!!!!!!!! STOP LYING about being FREE!!!!!!!!!!!!!!!!!!!!!!!!!!!!”<sup>52</sup>
- “Go back to letting us file for free. Your commercials say it's still free but it's not.”<sup>53</sup>

<sup>44</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199062998.

<sup>45</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200507088.

<sup>46</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199500386.

<sup>47</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199740999.

<sup>48</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200112880.

<sup>49</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200178820.

<sup>50</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199410292.

<sup>51</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199758529.

<sup>52</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200256102.

<sup>53</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200382886.

51. My team next compared the Customer Review Data with the CRM Data. Only 80 of the 3,806 unique consumer IDs overlapped with those in the CRM Data. This confirms that the CRM data undercounts consumer deception.
52. I emphasize that the 3,831 entries my team and I found do not represent an exhaustive list of consumer feedback in the TY2021 Customer Review Data that directly demonstrate evidence of deception. The counts above are an undercount of the number of deceived consumers.
53. I also emphasize that the Customer Review Data do not represent the full extent of consumer deception. For the same reasons discussed above, not everyone who was deceived would complain in general, and as discussed in Yoeli January 2023 Report Section VI.C.4., there are reasons why deceived consumers would not complain in a manner captured in the Customer Review Data in particular, such as the fact that only the consumers who completed their filings through TurboTax were given this questionnaire, which would exclude the experience of consumers who abandoned TurboTax upon realizing that they had been deceived.
- B. The Customer Review Data contains feedback from consumers that demonstrate deception for nearly all types of consumers that Mr. Deal assumed could not have been deceived
54. Mr. Deal assumes that consumers who met the following criteria, among others, could not be deceived by TurboTax's advertising:
- Consumers who explored TurboTax and Pursued Other Options;
  - Consumers who filed their tax returns for free;
  - Customers who expressed rational economic choice by seeking to maximize their tax refund but could have used Free Edition to report their income to the IRS;
  - Customers who revealed a preference for paid features or other capabilities available in paid products;
  - Customers who demonstrated awareness of TurboTax paid products;
  - Customers who previously used something other than the commercial version of TurboTax; and

- Customers who either did not respond to a consumer survey, did not complain, or gave a non-low rating.<sup>54</sup>

55. In my January 2023 Report, I opined that consumers who met these criteria, could, in fact, be deceived.

56. In this section I will show that, in fact, in the Customer Review Data, there are examples of consumers who were deceived who met nearly all the criteria that Mr. Deal claims preclude deception.

### 1. Consumers who filed for free with Turbo Tax could have been deceived

57. Mr. Deal claims that consumers who filed for free could not possibly have been deceived.<sup>55</sup> However, as I explained above, consumers could be deceived but still eventually manage to file for free (sometimes at the expense of significant time or having to delete some of their deductions or credits). The Consumer Review Data contains examples that support this proposition. Examples of consumers who filed for free, expressed negative customer feedback consistent with deception, but that were excluded by Mr. Deal include the following:

- “If I could choose 0 stars I would. I’ve had nothing but problems with your site and the loops of nonsense in makes you go through. I had to make a new email just to choose the cheaper tax return option because your site refused to allow me to downgrade and tried to charge me over \$200 to do my tax return, paying for options I was not using. Your free advertisement are a fraud and don’t allow for cheaper options unless you just make a new account.”<sup>56</sup>
- “Every single year, no matter how basic my return is, I end up getting forced to upgrade to deluxe. You should not advertise a free service and then make it virtually impossible to file for free. I did not get my full refund because I did not claim credits I was eligible for

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<sup>54</sup> See Deal March 2023 Supplemental Report, Section IV; see also, Deal January 2023 Report, Section VI, Section VII, and Figure 10.

<sup>55</sup> Deal January 2023 Report, ¶108; and Deal March 2023 Supplemental Report, ¶20.

<sup>56</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 201376381, *review\_title* “Terrible money hungry.”



because it would have cost me more money to upgrade to deluxe than what I would have received in those credits. Isn't that a violation of your maximum refund guarantee? Making someone wait until they are done with the entire lengthy and time consuming process until you tell them it costs extra money to file is predatory. Forcing someone to start the process over if they don't want to upgrade is predatory. Advertising that your deluxe version only costs \$39 when it actually costs \$80 is predatory. Not being upfront about which deductions will cost your customers money to file is bad business practice and honestly a scam. Go ahead and charge people, but don't be so scammy and misleading about it. Do a quick google search, TONS of people feel the same. I will be filing elsewhere from now on.”<sup>57</sup>

- “They claim they will make it free but if you for instance pay into retirement they consider this extra and will charge \$120 even tho they initially say it will only be \$39. I had to delete the \$81 credit just to make it go through because it refused to file without me paying for it otherwise. Don't waste your time and money, go to another and better tax site.”<sup>58</sup>

## 2. Consumers who paid to file and expressed rational economic choice by seeking to maximize tax refund could have been deceived

58. Mr. Deal claims that consumers who paid to file and expressed rational economic choice by seeking to maximize tax refund could not have been deceived.<sup>59</sup> However, as I explained in my Rebuttal Report,<sup>60</sup> it is possible for consumers to make a rational economic choice that

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<sup>57</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 201863294, *review\_title* “Turbotax is misleading and predatory.”

<sup>58</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 201958493, *review\_title* “TurboTax is a scam.”

<sup>59</sup> Deal January 2023 Report, ¶111.

<sup>60</sup> Yoeli January 2023 Rebuttal Report, ¶111 (“However, as the following (realistic) thought experiment shows, making economically rational decisions does not preclude deception. Consider the following two hypothetical consumers who filed at turbotax.com expecting Turbo Tax can be free for them. Consumer one is, consistent with their expectations, eligible to file for free but upgrades to Deluxe Edition because he wants, say, audit protection. Consumer two is ineligible to file for free while taking a helpful deduction,

prioritizes getting their taxes done and maximizing tax refund over punishing a deception. The Consumer Review Data demonstrate that some of these consumers were in fact deceived. Examples of such consumers excluded by Mr. Deal include the following:

- “They asked some stupid questions and congratulated me on getting a \$2 tax break. awesome thing is, the free version does not cover this whopping \$2. you have to pay upgrade to the useless premium version for \$40 dollars to get the \$2. they do not give you the option to refuse the \$2. I don’t get a huge return, so 40 dollars is a lot. I didn’t want to start over so i paid it. will not use them next year or recommend to anyone. thanks for the 2\$ Turbo Tax lmao!”<sup>61</sup>
- “Advertise a free return, then can’t claim all deductions. To receive a \$200 credit for retirement savings, I had to pay \$170 for their upgraded tier. All else was standard deduction. If you want to deduct your fees from return, it’s another \$44. Be careful as you go through because they constantly try to get you to subscribe to their partners and sell your info. Why cant it just be as advertised, filing taxes?”<sup>62</sup>
- “They say it’s free on every commercial all Championship Football Sunday. But if you make a single smart financial decision with your income it has an upcharge. Then if you try to go in a different order you have to click through it all again. The real kicker though was that if you pay with your return the price doubles and it’s all just hidden in the fine print. It is quick and easy but these guys are professional scammers.”<sup>63</sup>

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which prompts them, too, to upgrade to Deluxe. Consumer one is not deceived by Intuit’s ads. Consumer two is. Both expressed a rational economic choice, but that does not inform us as to whether they were deceived. Contrary to Mr. Deal’s claim, 7.3 million customers who paid to file and ‘Revealed [a] Preference for Paid Add-on Features or Functionality’ could have been deceived.”).

<sup>61</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 202273879, *review\_title* “Scam you ouy [sic] of money.”

<sup>62</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 202299093, *review\_title* “Add ons and fees for everything.”

<sup>63</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199818828, *review\_title* “Very Average Experience-Lots of sneaky fees.”

### 3. Consumers who paid to file and revealed a preference for paid add-on features or functionality could have been deceived

59. Mr. Deal claims that consumers who paid to file and revealed a preference for paid add-on features or functionality could not have been deceived.<sup>64</sup> However, as I noted in my Rebuttal Report and above, consumers who were deceived may still exercise rational economic choices. The Consumer Review Data demonstrates that some of these consumers were in fact deceived. Examples of such consumers excluded by Mr. Deal include the following:

- “Turbo tax sucks. You offered live tax assistance for free, and another service for free, telling me my return was still simple EVEN THOUGH I uploaded the tax document in relation to trading stocks and binds or whatever. You still offered it for free knowing full well you would have me on the hook for it and that my return was not a simple one. Your overpriced service deceived me, took advantage of my ignorance, and absolutely cheated me out of 90% of a piddly tax return. All for 10 dollars worth of moving money from an Acorns account. Your service sucks and I'll be sure that next time I believe I need help filing taxes I'll go to H&R block before I ever surrender another dime to your vampiric software. Overpriced. Misleading. You bent me over and left me on the hook over 400 dollars. I will never recommend turbo tax to anyone ever again. I will actively talk smack on turbo tax when I get into a conversation with friends and coworkers about filing taxes.”<sup>65</sup>
- “For all of my military families out there, be careful to read the fine print BEFORE you begin your tax prep. You can not file for FREE if you use LIVE services. At the beginning of my tax prep it asked which service was best based on certain situations in our family; almost like a quiz. Based on my answers, one of which was that we were service members, it told me Turbo Tax Deluxe Live was best. At the end it charged us the full

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<sup>64</sup> Deal January 2023 Report, ¶111 [REDACTED]

<sup>65</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199619671, *review\_title* “Turbo Tax is Criminal.” (customer “chose” to upgrade to TurboTax Live Full Service Premier).

price of filing taxes, and I never used the live service. I spent 2 days, 3 customer service representatives later, and finally someone told me that it was because I had chosen live.”<sup>66</sup>

- “Very difficult. Ya’ll said the service was free and then made up some bs on why I needed to pay an extra \$300 to you guys. Pretty ridiculous if you ask me. I’m just a middle-class person that gives about 50% of my income to the government so then they can send a cool 13 billion to Ukraine just to have it recycled back into their pockets. The least yall could do is my taxes for free which is what you promised.”<sup>67</sup>
- “Turbo Tax will help you get the biggest return! and then they will take half of it because they charge you for so much. You can file for free! LOL JK you stupid fools should be Turbo Taxes actual slogan.”<sup>68</sup>

#### 4. Consumers who paid to file and demonstrated awareness of TurboTax paid products could have been deceived

60. Mr. Deal claims that consumers who paid to file and demonstrated awareness of TurboTax paid products could not have been “deceived into filing their taxes using a paid product.”<sup>69</sup> He applies the same logic to his new report. However, as I pointed out in my Rebuttal Report, consumers who paid for TurboTax in the past might believe they can file for free in the current year as a result of deceptive advertising.<sup>70</sup> The Consumer Review Data demonstrates deception of such consumers. Examples of such consumers excluded by Mr. Deal include the following:

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<sup>66</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199816157, *review\_title* “Deceiving to Military.” (upgraded to TurboTax Live Deluxe).

<sup>67</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 204499793, *review\_title* “TurboTax is as honest as Sleepy Joe.” (upgraded to TurboTax Live Full Service Deluxe).

<sup>68</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 204113036, *review\_title* “Y’all are thieves.” (upgraded to TurboTax Live Deluxe).

<sup>69</sup> Deal March 2023 Supplemental Report, ¶21.

<sup>70</sup> Yoeli January 2023 Rebuttal Report, ¶114 (“Yet, even presuming consumers did remember and make the connection, there’s another reason to think consumers could be deceived into thinking Turbo Tax would be free for them—one that Mr. Deal even acknowledges elsewhere in his report. Tax regulations, Intuit’s policies, and consumer tax situations are not static. A consumer who believed these might have changed—and Intuit’s ads may well have prompted them to believe this—could have expected Turbo Tax to be free for them in a given year, even if it hadn’t been in past years.”).

- “TurboTax used to be free for simple filing. That is long gone. I then saw that they had a commercial saying if you file by 2/15, it would be free again. Seeing over \$117 in fees, that was all a lie. That’s how they get you, though, right? Go through the hassle of filling out your information and then not bother to redo it elsewhere. This will be my last year using them, even with their veiled lies and commercials.”<sup>71</sup>
- “Each year Turbo Tax advertises that you can file for free but that is not the case. I was even sent an apology email last year for being charged and was told I could file for free this year but was charged \$39 for filing, \$39 for Federal and \$39 for State for a total Of \$114.”<sup>72</sup>
- “I am not happy with not being able to change self-employed to free. Every year is a new year I had no idea that it would automatically add last years payment methods. By the time I realized it added the payment for self-employed I was to the end of my tax and could not make changes unless I wanted to start over. I over paid and am not happy!”<sup>73</sup>
- “Every year I think, oh, maybe I can file for free, I mean, Turbo Tax does advertise pretty heavily that they have free tax returns. But nope, \$117 in hidden fees. And they are real weaselly about it too. You spend a good hour of your time answering questions, then you get to the VERY END and BAM! Here's some fees that we're willing to bet you'll pay because you don't want to experience the hell of going through all that with another tax company.”<sup>74</sup>

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<sup>71</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 201502364, *review\_title* “Lies and Lies.”

<sup>72</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 201685717, *review\_title* “Turbo Tax False Info.”

<sup>73</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 199781868, *review\_title* “not happy.”

<sup>74</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200041788, *review\_title* “Hidden Fees.”

## 5. Consumers who previously used something other than commercial version of TurboTax to file taxes could have been deceived

61. Mr. Deal claims that consumers who previously used something other than commercial version of TurboTax to file taxes could not have been deceived.<sup>75</sup> As I explained in my Rebuttal Report, past experience paying for TurboTax products does not preclude consumers being deceived into believing that TurboTax could now be free for them.<sup>76</sup> The Consumer Review Data demonstrates that some of these consumers were deceived. Examples of such consumers excluded by Mr. Deal include the following:

- “I have used turbo tax for years. Last year I used another software program because it was cheaper. I went back to Turbo Tax because it was advertised as free for simple returns. Turns out a simple return does not include Unemployment compensation. Its a 1099 and apparently that makes it so much harder for the computer to deal with that they charged 30\$. I always have had to pay for State tax to be completed so the extra 30 was no surprise. Of course there is tax - so this cost me 72\$. Yes I could have started over in another software program - but I didn't because who knows how much that would have cost this year? It's a computer program. Why does it cost so much. Its paid for many times over - even considering the updates based on new Tax Laws. I am on Social Security, I was unemployed last year and continue to be so. I know I am whining, but why stick it to the poor or mostly poor?”<sup>77</sup>
- “I've used this service in the past and others that don't have all this fancy UI going on. Turbo tax is predatory, I thought things has changed when I got numerous emails about

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<sup>75</sup> See Deal March 2023 Supplemental Report, Section IV; Deal January 2023 Report, ¶131.

<sup>76</sup> Yoeli January 2023 Rebuttal Report, ¶121 (“First, he conflates whether there are switching costs with whether there was deception; as already discussed, these are two separate questions. Second, he is presuming that someone who used an alternative product potentially just once, many years ago, remembers this product as well as TurboTax, which is open in front of them. Third, he presumes the consumers don’t expect these products to have changed or that the consumers’ tax situation (and therefore potential free eligibility) has not changed. Finally, he again omits the effort and time ‘sunk’ into Intuit but not into an alternative from his assessment of switching costs.”).

<sup>77</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200024256, *review\_title* “TURBO TAX IS A GREAT TOOL BUT TOO EXPENSIVE.”



their 'free' state and federal. Ended up paying almost \$200 out of my already very small refund. Nothing has changed here, I will continue to use a different service going forward. // Also, why are you asking me how I am; this is a tax service not a therapy session. Waste of time and resources."<sup>78</sup>

## 6. Consumers who either did not respond to a questionnaire, did not complain, or gave a non-low rating could have been deceived

62. Mr. Deal only included those consumers with feedback who gave a rating of no more than 2 out of 5 among those who could potentially have been deceived.<sup>79</sup> However, many consumers gave a rating of 3 or higher while still expressing potential deception. Examples of such consumers excluded by Mr. Deal include the following:

- 5 out of 5 Rating: "Easy to use. I'm said it's no longer free like it's advertised; it's free to fill out, but not free to file."<sup>80</sup>
- 5 out of 5 Rating: "It was really easy to file, but your commercial says it is free, and it is not free"<sup>81</sup>
- 5 out of 5 Rating: "It's not really free free free like the commercials say. But, it's still way cheaper than going to a tax preparer."<sup>82</sup>
- 5 out of 5 Rating: "Overall, TurboTax is great and easy to use. However, my only complaint was that you originally advertise the tax program to be free. Once you reach the end of the tax form however, you come to find out that it is indeed not free, but is

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<sup>78</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 207038710, *review\_title* "TurboTax; same as always."

<sup>79</sup> See, e.g., Deal January 2023 Report, *note* 322.

<sup>80</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200084224, *review\_title* "Great for complex stuff."

<sup>81</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200098883, *review\_title* "Turbo tax is awesome."

<sup>82</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200159578, *review\_title* "TurboTax is awesome!"

going to cost at least a minimum of \$39 or more. So that's not cool. False advertising if you ask me."<sup>83</sup>

- 5 out of 5 Rating: "EASY TO WORK ON, BUT NOT SURE WE GET CHARGED WHEN YOU SAY ITS FREE FREE FREE"<sup>84</sup>
- 5 out of 5 Rating: "The software is very easy to use, this is 3rd year using it. My only issue is that they advertise it for free but I paid \$39.00 to use it. However, that's way better then paying \$500."<sup>85</sup>
- 5 out of 5 Rating: "Ah it's not that bad, not free thou like they said in the commercial"<sup>86</sup>
- 5 out of 5 Rating: "Crazy how they advertise free filing for your taxes but yet they always finesse at the end... quit advertising free filing and then all the sudden fee for this fee for that just be honest up front and cut the b.s"<sup>87</sup>
- 5 out of 5 Rating: "Turbo Tax steps you through all necessary forms. Straight forward and efficient. Their adds on TV are somewhat misleading about being FREE, FREE, FREE. They're not."<sup>88</sup>

63. I note that we found 69 consumers who gave 5-star ratings in the Customer Review Data yet expressed upset that it was not free as they had anticipated. The fact that these consumers still found TurboTax to be a valuable product worthy of a 5-Star rating, does not negate the fact that they were evidently deceived by Intuit's marketing.

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<sup>83</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200195867, *review\_title* "TurboTax."

<sup>84</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200195080, *review\_title* "EASY."

<sup>85</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 200376255, *review\_title* "Great."

<sup>86</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 201746447, *review\_title* "It's good enough."

<sup>87</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 202098614, *review\_title* "nothing free be honest."

<sup>88</sup> TY2021 Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341, *review\_id* 202221862, *review\_title* "Works as designed."



## V. Conclusion

64. In conclusion, it is my opinion that Mr. Deal's Supplemental Report is uninformative as to whether any consumers were deceived by Intuit's advertising. Contrary to Mr. Deal's opinion, the vast majority of these consumers could have been deceived. Indeed, the Customer Review Data contains examples of deceived consumers in nearly every category that Mr. Deal claims could not have been deceived.
65. It is also my opinion that Mr. Deal is also wrong to conclude that the CRM data are not relevant to Complaint Counsel's allegations. Although consumers who were deceived need not have provided feedback that was captured in the CRM, Mr. Deal's own analyses find that the CRM nonetheless contains examples of feedback relevant to Complaint Counsel's allegations, and a more thorough investigation would likely yield many more relevant examples.

## Appendix A: Documents Relied Upon

### Legal Pleadings

- [1] Complaint. Before the Federal Trade Commission. *In the Matter of Intuit Inc., a corporation*. March 28, 2022. FTC Docket No. 9408.
- [2] Complaint Counsel's Reply in Support of Motion to Compel Production of Documents, In the Matter of Intuit Inc., a corporation, Docket No. 9408.

### Expert Reports and Related Exhibits

- [3] Expert Report of Bruce F. Deal. *In the Matter of Intuit Inc., a corporation*. Docket No. 9408. January 13, 2023.
- [4] Supplemental Expert Report of Bruce F. Deal. *In the Matter of Intuit Inc., a corporation*. Docket No. 9408. March 9, 2023.
- [5] Expert Rebuttal Report of Erez Yoeli, PH.D. *In the Matter of Intuit Inc., a corporation*. Docket No. 9408. January 27, 2023.

### Academic Literature

- [6] Blodgett, Jeffrey G. and Donald H. Granbois. "Towards an Integrated Conceptual Model of Consumer Complaining Behavior." *Journal of Consumer Satisfaction, Dissatisfaction and Complaining Behavior* Vol. 5, (1992): 93-103.
- [7] Gronhaug, Kjell and Mary C. Gilly. "A Transaction Cost Approach to Consumer Dissatisfaction and Complaint Actions." *Journal of Econ. Psychology* Vol. 12 (1991):165-183.
- [8] Reval, Devesh. "Whose Voice Do We Hear in the Marketplace? Evidence from Consumer Complaining Behavior." *Marketing Science* Vol. 39 (2020): 168-187.

### Produced Documents

- [9] INTUIT-FTC-PART3-000490341
- [10] INTUIT-FTC-PART3-000618568
- [11] INTUIT-FTC-PART3-000618569
- [12] INTUIT-FTC-PART3-000618570
- [13] INTUIT-FTC-PART3-000618571
- [14] INTUIT-FTC-PART3-000618572
- [15] INTUIT-FTC-PART3-000618573
- [16] INTUIT-FTC-PART3-000618574
- [17] INTUIT-FTC-PART3-000618575
- [18] INTUIT-FTC-PART3-000618576
- [19] INTUIT-FTC-PART3-000618577
- [20] INTUIT-FTC-PART3-000618578
- [21] INTUIT-FTC-PART3-000618579

Note: I also considered any other documents specifically cited in the report, but not listed in this appendix.

**APPENDIX B: TURBOTAX CUSTOMER REVIEWS INDICATING DECEPTION**

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
1	196258729	2022-01-07 14:16:02	TurboTax Online Premier	3	Charged me way more than expected	Already was charged 39 plus tax and then they're taking 89 from my return I don't get it I thought it was free?
2	196271390	2022-01-07 17:40:44	TurboTax Online Deluxe	4	turbo tax	didn't like how it was free then deluxe was 39, then went to 39 for state and federal was confusing went from free to 117 00
3	196754465	2022-01-08 17:16:17	TurboTax Live Basic	1	Kept trying to sell me service I didn't want	Kept trying to sell me service I didn't want Picked free service but kept pushing me to upgrade and charge money
4	196891783	2022-01-09 01:04:41	TurboTax Online Deluxe	1	Liars	I used to love using turbotax to file my taxes, but over the past 2 years, I have learned that y'all will do anything just to force people into upgrading to deluxe to get their money Last year it was \$40 something taken out because of some American care act or something that I qualified for (supposedly), this year it was \$78 taken for federal return and option of return deduction for the money BOTH \$39!!!! Your whole motto is all about the service being free, but even for those making under what your cap is for the free version, you still FORCE them to upgrade and LOSE more of their tax return I will no longer be using Turbotax after this year (mainly because I didn't want to waste my time filling everything out again for a different place) What a bunch of scam artists!
5	196921634	2022-01-09 02:09:11	TurboTax	2	Cheats	They say to come back to them and you can file free, but not only did I have to pay, they also charged me a fee that was disclosed just for filing electronically
6	196830836	2022-01-09 02:22:39	TurboTax Online Deluxe	1	could be better	why are you charging to do taxes when it says free on line
7	197314551	2022-01-09 17:26:12	TurboTax Online Deluxe	1	Don't like how I was just forced to pay 117	I hate how I was trying to file for free & they wouldn't let me then they say \$39 but the price was \$117 Total rip off & they didn't state you paying \$39 for federal & \$39 for state & \$39 for something else & this my last year using them
8	197598593	2022-01-10 14:19:54	TurboTax Online Deluxe	1	bamboozled price	flim flam with prices said it was free and 78 bucks is far from free hard for a senior citizen
9	198200510	2022-01-11 19:52:34	TurboTax Online Self Employed	2	owner/operator	YOU CHARGE TOO MUCH TO AQDVERTISE YOUR SERV ICE BEING FREE ALMOST \$200 OUT OF 12-1300#
10	198273546	2022-01-11 22:26:56	TurboTax Online Deluxe	2	Everything was going great	everything was going great till wouldn't let me get the free version anymore said i went too far!
11	198116384	2022-01-12 00:53:29	TurboTax Online Deluxe	1	Turbo Tax are grifters	No matter what they find a way to make you pay, saying you can file for free is a lie, you always get to a point where you have to upgrade you can't continue S
12	198334864	2022-01-12 01:51:10	TurboTax Live Deluxe	1	Gets More Expensive Every Year	Love how this service is advertised as free, yet I find myself paying more and more for services This year I paid over \$200! Found out at the end of filing that I used turbotax deluxe and couldn't opt out (guess I was automatically opted in from the start) State filing is extra, and there's a fee to pay turbo tax via my tax refund This is all insane! Nothing about this is free I'd have likely been better off going to an accountant in person
13	198464016	2022-01-12 15:43:20	TurboTax Online Deluxe	1	charges too much money	You all charge too much money i lost 80 dollars trying to do it for free and it would not let me you all should be cheaper i should get y full refund not 90% of it i work hard for this money not you all
14	198470439	2022-01-12 17:43:31	TurboTax Online Deluxe	3	turbotax	for some reason we ended up having to pay just under 80 dollars to file when we checked that we were using file for free not sure how this happen and wasn't able to go back and change this
15	198349619	2022-01-12 18:09:10	TurboTax Online Deluxe	1	money hungry	turbo tax is becoming money HUNGRY the same return i filed last year now cost me \$84 dollars to do plus with having to up grade i had to pay for the state which was , and should have stayed free but i now had to pay for as well well be doing this myself with the irs site from now on
16	198406400	2022-01-12 21:04:02	TurboTax Online Deluxe	2	Decisive	Not happy I requested the 'free' version and ended up being charged the \$39 three time for a total of \$117 and was not explained why They add the charges on at the very end after having to fill out all the info left with having to restart, find somewhere else to file and start the process all over again or just go head and eat the \$117 charge
17	198495534	2022-01-13 00:00:30	TurboTax Online Deluxe	4	Good	it was simple, and easy to do I use it every year, just wish it was free like they advertise
18	198545592	2022-01-13 17:41:17	TurboTax Live Deluxe	3	Hidden Fees	Turbo Tax will take you to the end of your return and then surprise you with hidden fees or the need to upgrade if you have a certain credit It is free if you have no deductions or retirement Otherwise, it will slap a fee at the very end My return dropped from \$193 to \$35 using turbo tax this year
19	198566122	2022-01-13 21:26:03	TurboTax Online Deluxe	1	Every Year	Every year I go through the entire process with one idea of their charges, for what should be a free service Only to find out they've added more fees Reluctantly since I took the time to fill the info out, I begrudgingly except the extra charges to just be done with taxes
20	198566345	2022-01-13 21:30:03	TurboTax Online Deluxe	2	Not what it used to be	I don't like that it practically forced me to have to upgrade to deluxe in order to file my taxes, I didn't want to, and I had to pay around \$117 just to get it filed? Whatever happened to file for free? I have done it free plenty of times in the past, but now I have to pay Might look into another place to file that Will let me file how I want to
21	198527975	2022-01-13 21:48:23	TurboTax Live Deluxe	2	Not what it used to be	I have always filed via TurboTax, because it was free Not anymore, we're lied to and told it will be free, then we're forced to pay when filing Definitely my last year
22	198568568	2022-01-13 22:04:53	TurboTax Online Deluxe	3	Turbo tax is my go to	Great product but to many fees I was just trying to free file and ended up paying\$113

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23	198570052	2022-01-13 22:30:55	TurboTax Online Deluxe	3	Fees?	I did not make anything last year except for the rebates and the child tax credits which only came to \$3,393 and I was charged \$100 for doing my taxes? I guess I don't know how you guys can claim to do taxes for free when I am charged every year :(
24	198538956	2022-01-14 00:11:00	TurboTax Online Deluxe	2	Overcharge	Now that the free option is gone, Turbo Tax is a rip off To do anything costs more money Even direct deposit into my own bank account cost \$35 instead of the free option deposit into their promoted vendor I have a very simple return and it cost over \$100 to do it
25	198576442	2022-01-14 00:18:20	TurboTax Online Self Employed	1	I'm definitely not happy with turbo tax	I have been filing with Turbo tax for 9 years about now I was told in the beginning that it was free then the cost kept going up and up I just filed this year and there is a new fee so if your filing basic get ready to get hit with \$89 plus two \$39 fees one now is for if you want them to take it from your refund you have to pay this now Only reason I filed with them this year is because all my info Last year someone accessed my account I feel they had something to do with it
26	198582239	2022-01-14 01:37:22	TurboTax Online Deluxe	3	Not so sure I agree with the charge you did on me	I thought Turbo Tax was free but you charge me \$70 00
27	198583041	2022-01-14 01:49:30	TurboTax Online Deluxe	3	TurboTax is cool	It was really easy to use couldn't file for free this that was not cool tho
28	198585647	2022-01-14 02:34:45	TurboTax Online Deluxe	3	fees	frustrating to have the "free" option in the beginning but when it comes time to file all of a sudden i need deluxe I file basic taxes, no deductions, no anything, but all of a sudden i need deluxe Ridiculous
29	198597976	2022-01-14 02:34:47	TurboTax Online Deluxe	1	Greedy	Paid 39 dollars because of "my tax situation" then another 39 dollars because I wanted them to deduct it from my refund cooks I don't think I'll use this "free" service again
30	198599779	2022-01-14 08:01:01	TurboTax Online Deluxe	3	TurboTax is just ok	Little mis leading when told one can file for free but it turns out the cheaper for me was \$ 117 something after returning for the 5 year
31	198621335	2022-01-14 16:29:27	TurboTax Online Deluxe	2	Charge to much Its suppose to be free	Turbo tax charges to much to file your tax There is too many fees they charge They say its free when it is not
32	198633617	2022-01-14 19:54:16	TurboTax Online Deluxe	4	Turbo Tax is good	Sometimes free is not free not liking second- or third-party fees Turbo Tax should pay those if they advertise free
33	198637341	2022-01-14 21:09:54	TurboTax Live Deluxe	1	Easy	Not FREE !!!!!!!!!!!!!!! Good place to file taxes it's just NOT FREE nor is it cheap
34	198655415	2022-01-15 00:48:56	TurboTax Online Deluxe	2	Tr is more important than convenience	Turbo Tax makes it easy to process a return, but as someone that has used them for years and has very simple returns, I've never been able to successfully use their free option I'm pretty savvy when it comes to navigating sites, but could not figure out how to use the cheaper option Their site will give you the run around and keep asking for an upgrade I decided to go with the deluxe option because I couldn't figure out how to do it free I called their customer service, and they were very nice but unhelpful Even after deciding to do "Deluxe" which I knew I didn't need and seeing a charge of \$78, I started to sign consents and saw a sudden increased fee of \$144 I tried 4 separate times to see what I did wrong and retry their free option, but I don't have the time to keep trying Next year, I'll be using the IRS free option If you have a more complicated situation, I can see using an individual tax expert as a better option and if you have a simple return like myself, use the IRS site to file I was willing to pay a fee for the convenience of Turbo Tax, but highly disappointed that they'd increase it immediately before filing Transparency is more important than convenience Won't be using Turbo Tax again unfortunately
35	198636870	2022-01-15 04:59:56	TurboTax Online Deluxe	4	It's ok until the end	I have been using turbo tax for the past few years and although it provides excellent information and is more descriptive than a lot of other tax programs I would say the way they advertise is not true This program is not free and you end up paying \$100+ for the basic one That is the cheapest option and it can go up I do appreciate the fact that turbo tax explains everything and why I would need certain forms or submit certain documents but overall I give it a 4/5 stars
36	198672528	2022-01-15 05:58:02	TurboTax Online Deluxe	1	There is no such thing as free	Why does being married change the ability to get free Federal Tax filing? Turbo Tax is bottom of the barrel
37	198678815	2022-01-15 13:46:10	TurboTax Live Deluxe	1	It's a rip off	They suck you in as a free service, trick you into saying you want Deluxe so you can get a bigger refund but don't deliver and you are locked in and end up paying for a service not given or needed I won't use them again
38	198693741	2022-01-15 19:04:53	TurboTax Online Premier	1	Used to be better	More fees every year! What happened to free turbotax?
39	198694677	2022-01-15 19:28:09	TurboTax Online Deluxe	1	A bunch of lies	If u say free simple taxes that means free don't have someone get though all there taxes then go oh yeah we have to charge u 117 dollars really might just have to go to cash app taxes cuz your like going to h&rblock now hahahah
40	198688149	2022-01-16 01:04:24	TurboTax Online Deluxe	1	upsold with no choice	put in free return only had 1 form and was charged \$78 what a scam
41	198688250	2022-01-16 01:05:58	TurboTax Online Deluxe	4	easy to use	very easy to use turbo tax, i like the easyness of it and the fact its safe to use least in my opinion, but hidden fees for paying for turbo tax with refund is crap, also i selected the free version but every time is charges 39 00, also hidden fees if you wanna pay turbo tax with refund they charge you 39 00 again, so 78 00 total, so instead i just paid with my card to save 39 00 dollars, i almost didn't use them because of the hidden fees, that's very shady, so make sure you know that they charge you for paying them with your refund they shouldn't charge for that but they do unless you pay with a card,
42	198712916	2022-01-16 02:05:49	TurboTax Online Deluxe	1	Hidden fees abound	Next year we'll go back to our local tax man "Free" return filing turned into a 3 digit number Very misleading and just supporting a corporation instead of our friendly neighborhood CPA

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43	198713633	2022-01-16 02:19:54	TurboTax Online Deluxe	1	I feel scammed	I've always been able to file for free. Very simple taxes. No extra forms ever needed. Pretty easy mode every year. This year TurboTax added an unemployment form that "needed review" and would not let me delete or bypass it without having to upgrade to deluxe, even after clicking "NO" I didn't receive UI benefits in 2021. The end review kept telling me I needed to go back and start it (I even tried starting it and was unable to enter any information) So frustrating. I decided to click deluxe in hopes to just move along and then remove deluxe before I filed. As soon as I clicked deluxe, the UI prompt went away. So fishy. SO fast forward, I got to the end and wanted to remove the deluxe. I followed all steps in order to do this and was unsuccessful. I tried to clear and start over and was met with a message saying that I registered the account already and wasn't able to start over. I decided to just go with it and have them take the \$78 fees out of my federal and I was SLAPPED with ANOTHER \$39 dollar fee just to allow them to take the \$78 out. This is the last year I will be filling with TurboTax. I've been with TurboTax for over 9 years. I do not trust this company any longer.
44	198692788	2022-01-16 02:43:04	TurboTax Online Deluxe	1	Not free	Claim to be free for simple filing but ended up charging me \$40 for federal and state. Could not figure out why after 1 hour on customer service which just ended by hanging up on me instead of transferring me.
45	198719545	2022-01-16 03:56:53	TurboTax Online Deluxe	1	Free isn't free	80 Dollars for direct deposit, and to file my taxes is far from free.
46	198720847	2022-01-16 04:30:59	TurboTax Online Deluxe	3	Confusing on cost	They start you with free everything then turn around and say you have to pay \$156.00 to get the amount they found for you.
47	198723526	2022-01-16 06:06:52	TurboTax Online Deluxe	2	It's ok	I thought it was free but it cost me 122 dollars to file a simple tax return. With no obvious way to remove any of the fees I think it's kinda crooked.
48	198746851	2022-01-16 18:20:12	TurboTax Online Premier	4	I thought there was a free E=File	Price keeps going up. I thought you had a free e-file.
49	198754807	2022-01-16 20:29:52	TurboTax Online Deluxe	2	Great if you do not have an HSA	The process is quick and easy but I was very dissatisfied that you advertise that the filing was free but failed to disclose before users put in all their info \$78.00 plus tax to file.
50	198767587	2022-01-16 21:09:39	TurboTax Live Deluxe	3	getting a lil overboard of charges	being charged 130\$ for a Free service that I didn't get any help or have assistance in is kinda bullshi and overboard.
51	198759658	2022-01-16 22:11:03	TurboTax Online Deluxe	2	Not Free	I always did TurboTax free but this year they charged me \$108+ not sure why I was charged.
52	198763318	2022-01-16 23:36:50	TurboTax Online Deluxe	4	TurboTax is awesome	I absolutely love using TurboTax only one downfall every time I try to do the free TurboTax it won't let me. It makes me upgrade in order to file my taxes. My only downfall other than that TurboTax is awesome.
53	198764316	2022-01-16 23:59:56	TurboTax Online Premier	1	What happen to Free?	It was supposed to be free, got to the end it was \$108.
54	198764391	2022-01-17 00:02:06	TurboTax Online Deluxe	4	Great, but not free as advertised!	Fast and gets it done, just not free like the commercials say.
55	198777207	2022-01-17 01:15:08	TurboTax Online Deluxe	1	turbotax is a scam	you have to make me get the deluxe edition just so I can do my taxes. You say it is free then you pull that number, makes no sense. It's sad your company lies to these customers.
56	198777237	2022-01-17 01:16:16	TurboTax Online Deluxe	1	Thanks but it's expensive	You gotta provide a free option that actually works. It's such a shame you rip people off.
57	198768211	2022-01-17 01:21:04	TurboTax Online Deluxe	2	Never Free	They always find a way to make you pay. Never Free.
58	198755710	2022-01-17 04:51:16	TurboTax Live Deluxe	1	Late Hit on Fees	Don't waste your time. You'll go through the whole process with them telling you it's free to file just to inform you, after you've spent hours doing your taxes, that you HAVE to purchase the \$119 upgrade because of your taxes. Wouldn't have minded if they said this up front but they never did. Go use a different service that is more honest.
59	198787310	2022-01-17 14:31:24	TurboTax Online Deluxe	3	Not free	One complaint I have is everything about TurboTax was supposed to be free. You advertise free, but still charge 39 dollars for both federal and tax return. This option is not free and should be expressed in your advertising.
60	198794790	2022-01-17 16:34:31	TurboTax Online Deluxe	1	HIDDEN FEES	ADVERTISED AS FREE THEN SHOWED A FEE OF \$29 THEN ADDED A HIRER FEE TO FILE STATE AND THEN AT THE EBD CHARGED AN ADDITIONAL FEE OF ALMOST \$50 TO DEDUCT IT FROM TAXES, HIDDEN FEES TOTALED OVER \$100! BUYER BEWARE!!!!
61	198796905	2022-01-17 17:07:33	TurboTax Online Deluxe	3	Not Free	Made me upgrade to file, so much for free. For \$23 more on my return.
62	198806044	2022-01-17 19:39:39	TurboTax Online Deluxe	1	No reason to charge \$117	I started off with the free version and you end up charging me \$117! This will be the last year I use TurboTax.
63	198806448	2022-01-17 19:48:10	TurboTax Live Deluxe	4	Easy to Use!! Year after Year!!	I thought TurboTax was FREE to file? It cost me although it was VERY EASY to use so I pay for the convenience!
64	198812103	2022-01-17 21:41:48	TurboTax Online Deluxe	2	Hidden Fees	TurboTax no longer just offers a free option. I had to pay for the upgraded version to claim a credit that was less than the fee to upgrade. I wish I could have just excluded that small deduction and filed for free.
65	198816700	2022-01-17 23:17:23	TurboTax Online Federal Free Edition	4	TurboTax tries to upsell you	I tried filling out my simple tax form using TurboTax as recommended from the IRS, and it was stated as free. However, after filling out all my information, it said it would cost me \$65 for TurboTax Max and would not let me delete this. I had to start over and retype everything in because I had to not check "I want to minimize my taxes" and "I donated to charity." So stupid that I can't get a free service easily that is recommended by the government when I have the simplest tax form.

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66	198831610	2022-01-17 23:55:39	TurboTax Online Deluxe	1	Free is always a lie!!	I love turbotax and use it every year Every year I start with the free version and ALWAYS end up paying at the end No matter how many times I decline to upgrade I still get upgraded somehow I end up paying almost 100\$ each year This year it's a few dollars lower then normal but not by much They charged me 39\$ for federal, 39\$ for state, and 39\$ to pay for the other 39\$s right out of my refund Ridiculous cash grab if you ask me If I didn't have all my tax documents here already I would use another company and pay nothing
67	198819447	2022-01-18 00:12:18	TurboTax Online Deluxe	1	Used to be good	I was forced to upgrade to Deluxe last year because I had a 1099 Now this year I dont have a 1099 and they wont let me downgrade to the free edition they wanted 39 for federal, 39 for state, and ANOTHER 39 just to take it out of my return That was exactly equal to my entire state refund Ill probably switch to something else next year Greedy
68	198819797	2022-01-18 00:19:39	TurboTax Live Deluxe	1	over charged and hasnt given refund	should be free for ez filers yet it charged me almost \$100
69	198832591	2022-01-18 04:30:18	TurboTax Online Deluxe	3	Great Concept	Simple & Easy to use and complete Just wish I could've done it for free
70	198833567	2022-01-18 05:07:16	TurboTax Online Premier	1	Was supposed to be \$0 to file but wasn't	Don't understand why it was proposed that my filing would be free yet I was charged 3 separate times for not only federal filing But also state filing AND E-FILING been with turbo tax for a while but I won't continue to pay especially if proposed not too
71	198834170	2022-01-18 05:37:24	TurboTax Online Deluxe	1	very poor service	to high in price and it not free last time i will use turbo tax
72	198836095	2022-01-18 08:06:40	TurboTax Online Deluxe	3	Caught off guard	This is my eighth you're using TurboTax Usually always very grateful for the free option but unfortunately they've done away with that if I would've known initially that they took it away I probably would've filed with someone else There are other places that still charge zero that you file online
73	198870467	2022-01-18 17:12:17	TurboTax Online Deluxe	1	scams	every year they make it harder to file for free and add additional charges at the end
74	198877691	2022-01-18 18:49:44	TurboTax Online Deluxe	1	Shouldn't of left the free file program	bait and switch software that gets you all the way in before admitting it's not actually free
75	198860438	2022-01-18 18:57:25	TurboTax Online Deluxe	4	Always easy but surprised by cost this year	I never have an issue going with turbo tax I will say this year and even last year I was shocked by the amount of fees I had to pay I usually file for free Last year I had to pay to file my State return This year they charged me over 100\$ when I entered everything manually myself I am unsure why the cost is so high
76	198866486	2022-01-18 20:32:40	TurboTax Online Deluxe	1	I thought turbotax was free	Ive been using TurboTax for a few years because its easy and free I hate that now, at the end of filing, I HAVE to pay \$122 in fees I tried opting out of using the "deluxe" version but there was no way of avoiding it if I wanted to file
77	198868680	2022-01-18 21:03:52	TurboTax Online Deluxe	1	Turbo tax tries to find ways to collect fees	Turbo tax tries to find ways to collect additional fees I should have been able to file for free I had to pay for my Federal because of a credit I was eligible for And pay for the State return that was just basic and I should not have had to pay for that Also charge me a additional fee on top of those two to have it deducted from my tax return amount that came to over \$100 00 Why? Then It took me a long time to navigate back to pay by credit card I'm very disappointed with Turbo tax this year
78	198868811	2022-01-18 21:06:06	TurboTax Online Deluxe	4	It's ok	Says it's free but it's definitely not the price just keeps going up
79	198841411	2022-01-18 21:27:30	TurboTax Online Deluxe	2	Limited	Turbo tax is a scam For 20 odd years I prepared and filed my taxes and it didn't cost me anything The push by the feds to force the use of outside 3rd party companies to file is pure political corruption I cannot use the free version and get all the deductions I qualify for I have to pay for the deluxe version to get an additional \$250 off my taxes which costs me \$85 Additionally this year according to the IRS I should have been able to have additional deductions beyond my standard deduction due to a federally recognized disaster doing damage to my home, but the turbo tax form only allowed that for an itemized return Every year this product gets worse and worse
80	198886230	2022-01-18 21:51:58	TurboTax Online Deluxe	1	Keep the scam fresh every year	Nicely done Hang out the free offer and switch it at the last minute Nice how you hid the options to select the free options too so that I wound up paying for the state filing as well The real kicker, the \$30 off for the state filing if you pay for the bundle disappears and there is no way to view what you are paying for I mean, talk about shady business practices I went from free to \$48 to \$89, not entirely sure how legal that is So when the class action lawsuit starts, I will be among the first to sign my name
81	198875322	2022-01-18 21:57:25	TurboTax Online Deluxe	3	Hidden fees	For the most part, TurboTax is user friendly The first year that I used this platform, it really was free The second year, they added on around \$60 and charged me for a "free" service This current year, they charged more than \$100 for the "free" service They add on a lot of things and don't really provide options to opt out There were also forms on there that do not apply to me and made it much more confusing to file I've always filed on my own in the past and may go back to that It seems this platform is getting more and more confusing and adding charges without option
82	198852809	2022-01-19 00:57:52	TurboTax Online Deluxe	3	It is simple to use	I do not like that File for Free is advertised by Turbo Tax when in fact it is NOT free Because EVERYONE will have recieved a stimulus payment, it won't process a free return this year, you will have to upgrade and pay 40 dollars to file both State and Federal False and misleading advertising BE UPFRONT about costs, don't make me spend all this time entering information while the while it is not in fact FREE to file

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83	198884318	2022-01-19 01:09:18	TurboTax Live Deluxe	2	Pricy	This is about the 5th year using Turbo Tax The ad for your site always says " file for free" NEVER have I had file free The rates to file are ridiculously high the government wants you to file in line but then we are charged insane amounts which decreases our refund
84	19888584	2022-01-19 02:46:11	TurboTax Online Deluxe	1	Fees, fees, and did I mention fees?	The lure you in with the promise of free filing for federal return, but wait! "Your return requires a max/pro/plus product which is XX dollars" Okay, I guess Oh, you want to pay with your return? Well, that's going to cost you XX MORE dollars if you can afford the small fee and can pay upfront, maybe it is worth the hassle, just the practices with the refund deduct fee not showing up until the last step seems a little shady, should definitely be put more up front
85	198864640	2022-01-19 04:08:09	TurboTax Online Deluxe	1	Lies	You charged me over 100 even though you say it's free
86	198892608	2022-01-19 04:28:20	TurboTax Online Deluxe	3	turbotax	Turbo Tax is not completely free like they say, it sucks we have to pay for taxes on top of taxes just happy Turbo Tax makes it easier
87	198894544	2022-01-19 05:41:38	TurboTax Online Deluxe	2	Overcharging for long term customers	I find it ridiculous how TurboTax advertises for "free" filing and "suggests" certain lower prices for the extra help, but ends up charging 3 times the amount they tell you in the beginning Especially for long term customers who have been filing through Turbo Tax every year
88	198897748	2022-01-19 10:31:04	TurboTax Online Deluxe	1	Hidden fees until the end	This will be the last time I use TurboTax Was supposed to be free Then after entering info, I had to pay \$39 to file federal and another \$39 to file state Then on top of that, I had to pay another \$39 so they could take the money out of my refund So I am paying them \$39 to take my money
89	198903232	2022-01-19 14:03:03	TurboTax Online Deluxe	1	\$117 Later	Filing my 2021 return, I was going to recieve \$1880, after all was said and done, i was FORCED to use "TurboTax Deluxe" which I DID NOT WANT! It charged me \$39 x2. 1 for each return being filed (federal and state), then ANOTHER \$39 to use my federal return to pay the original \$78! All in all, I am out \$117 just to file a return that said free until the very last step! Never returning to this service again!
90	198904283	2022-01-19 14:24:54	TurboTax Online Self Employed	4	7 years of turbo tax filing	Overall, turbo tax has become much more saturated with "upgrades" and add ons in the past two years than when it started and I could file for free The website claims "free" filing what they don't share is that only certain features qualify for free filings and that's if you have the easiest type of filing like I do as single, no dependents, one employer for years This time I had issues with choosing the self-employed option and then it wouldn't let me not file it that way which was \$90 as opposed to \$40 I had to call customer service for the refund/credit and at first I got a rep who was not educated on what to do with my order so there was another rep on the other line trying to help him, I had to hang up after 25 minutes of no resolution and go back to work The second time I called in the morning so I was prepared to be on hold for 30 minutes,I was pleasantly surprised when I got Carol as my rep and she was able to help me in less than 12 minutes She was pleasant the whole time and never put me on hold to figure out what she had to do Now that what I didn't enjoy about the website is out of the way, I will say it is very user friendly and breaks things down each step of the way It makes me feel secure when it checks all the possible deductions routes and reviews it for any flags before sending to the IRS I continue to use this application because of it's user friendly features and to me it's worth paying 40 bucks to file it Please just stop shoving add ons and upgrades in every step of the filing, one "No" should be sufficient
91	198911705	2022-01-19 16:28:53	TurboTax Online Deluxe	3	Misleading pricing	I click the link to file for free but still get charged \$39
92	198926909	2022-01-19 20:44:35	TurboTax Online Deluxe	4	Turbo Tax is good	It is pretty simple and easy to use The thing I have a little problem with is they say it's free for the federal filing but they charge you for it
93	198928402	2022-01-19 21:11:38	TurboTax Online Deluxe	1	TurboTax is not Free	TurboTax is not free Charges you three times for the same thing
94	198946276	2022-01-19 21:58:13	TurboTax Live Deluxe	1	You say free but it cost me \$200 to do my taxes	You advertise you do taxes for free but you charge me \$200 to do my taxes single mother with a child water rip off never do it again
95	198931636	2022-01-19 22:05:38	TurboTax Online Deluxe	1	dont just dont	horrible don't use way to confuse and always trying to make you pay its not free
96	198932144	2022-01-19 22:14:21	TurboTax Live Self-Employed	4	Great but misleading	Great easy experience But misleading when it advertises as free when its actually over 300\$ to file state and federal using the most basic package
97	198909031	2022-01-19 23:41:14	TurboTax Online Deluxe	1	No free option	Logged into turbo tax to use free file option as I only had a simple return to file Turbotax gave option of free-file simple return However, when it came time to submit I was charged \$39 to file state return Turbotax uses free filing option and refund advance options to bait customers into filing return through their software just to switch and no approve customers for the free file option or refund advance This will be my last year filing through turbotax
98	198910200	2022-01-20 00:02:15	TurboTax Online Deluxe	1	If I could give it zero stars I would	Stealing money from hard working Americans is a thing these days Free doesn't really mean free anymore
99	198910412	2022-01-20 00:05:31	TurboTax Online Deluxe	1	They will charge you money	No way to file for free basically More or less predatory Probably illegal
100	198940631	2022-01-20 00:28:39	TurboTax Live Deluxe	3	I thought turbo Tax was free free free	Not much to say but Turbo tax is not free free free
101	198912783	2022-01-20 00:46:22	TurboTax Online Deluxe	4	It's never free	Turbo Tax is comparable to the other online filing services, however, every year I see it advertised as *Free* and yet, I've never ever ever qualified for the *Free* services It's BS and misleading The only reason that I use this service over others is due to habit and you already have my info
102	198942390	2022-01-20 00:53:06	TurboTax Live Deluxe	3	Too many fees	What happened to the option to file for free? \$138 in fees! Probably won't use TurboTax again
103	198944515	2022-01-20 01:26:09	TurboTax Online Deluxe	3	TurboTax is helpful	It was easy to use but I did not appreciate the fact that I could not use the free one I was forced to use the deluxe

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
104	198950291	2022-01-20 03:23:52	TurboTax Online Deluxe	3	Turbo Tax is easy to follow	Turbo tax is easy to follow and file your taxes it is not free
105	198955695	2022-01-20 06:27:32	TurboTax Online Deluxe	1	DON'T DO IT ITS NOT FREE	It's upsetting not being able to have the option to opt-out of certain deductibles that require an additional fee or "upgrade" I had to pay \$59, and to make it worse \$44 on top to have it deducted from my refund After 6yrs I will no longer be filing with TurboTax, HR has the same program for FREE!
106	198959118	2022-01-20 11:55:53	TurboTax Live Deluxe	5	facts	Great service but charges too much to file and isn't free
107	198963836	2022-01-20 14:13:45	TurboTax Online Federal Free Edition	1	meh	its easy to use, only downside is its definitely not FREE
108	198967349	2022-01-20 15:20:36	TurboTax Live Deluxe	2	turbo tax is ok	Turbotax is ok except you advertise that it is free only to find out that you have to pay \$170
109	198967811	2022-01-20 15:26:06	TurboTax Online Deluxe	4	very well done	easy to use thought it was free was surprised at the charges
110	198969403	2022-01-20 15:54:10	TurboTax Online Deluxe	2	Forces you to upgrade	I pay more because of the little retirement and am forced to upgrade to deluxe and can't even file for free when I remove that retirement info It's a ripoff AND my son's AL taxes didn't go through and still can't get an answer as to why
111	198970386	2022-01-20 16:10:53	TurboTax Online Deluxe	1	Turbo Tax isn't worth the time	There are too many services offering free filing By the time you finish on TurboTax, you'll be paying as much as if someone else was doing it for you I'd like to give less than one star actually
112	198971895	2022-01-20 16:38:19	TurboTax Live Deluxe	4	Turbo Tax is Okay	I like the formatting of the turbo tax website It was easy to navigate and helped me file to get a good refund However, they are trying to make money TurboTax screams they are free until you get to the end of your session and they want to charge you \$109 for the deluxe edition because you clicked that you contributed to a retirement account
113	198973559	2022-01-20 17:10:07	TurboTax Online Deluxe	2	Hidden Fees	I have been using Turbo tax for years and in the past couple years it no longer permits a free filing like advertised I have had to pay for an upgrade every time I sure hope TurboTax isn't under the Free File Alliance with the IRS
114	198973727	2022-01-20 17:13:14	TurboTax Live Deluxe	2	Easy to file yourself	It's good being able to do it yourself but then at the end it goes from free file to payment of 160 to file That's my only complaint about using TurboTax
115	198977019	2022-01-20 18:16:00	TurboTax Online Deluxe	1	Pay Here	What happened to the free filing??? Now you have to upgrade to use this
116	198977324	2022-01-20 18:21:20	TurboTax Live Basic	4	Great Product	I do not like adding fees for the free TURBOTAX, and making it difficult to opt out
117	198979982	2022-01-20 19:10:57	TurboTax Online Deluxe	1	Says free, cost \$117	This is probably the last year I will use turbotax because I am told it is free to file but in the end I get charged \$117 You make it impossible to file unless I pick the options that cost money and it is not worth it
118	198992353	2022-01-20 19:19:10	TurboTax Online Deluxe	1	Free service DOUBLE charged me \$68	Free Turbo Tax would not allow me to file my taxes unless I upgraded to Deluxe, then it tried to upgrade me to Premium so I called customer service They had me on the phone for 45 minutes, fixed nothing and ended up double charging me, so I have to call them again DO NOT RECOMMEND TURBO TAX TO ANYONE
119	198981004	2022-01-20 19:31:28	TurboTax Online Deluxe	5	Love the ease of use	I've used TurboTax to file for 9 years now (at least), it's always easy to use since your taxes are practically done for you I don't appreciate how they advertise FREE filing for Federal because I've never had a "Free" option I always pay a little over \$100 00 but it's worth it
120	198981641	2022-01-20 19:45:40	TurboTax Online Deluxe	4	highly recommend	It's great and highly recommend! The only thing I didn't like was supposed to be free then had to upgrade and paid for the state and to file it's more pricey for out of pocket
121	198982241	2022-01-20 19:58:58	TurboTax Online Premier	1	I just paid over \$150 in fees/charges!!	During the entire filing process it said that I was using the "free version", then at the very end I was forced into the Premier version It's like the ultimate dirty trick "Let's wait until they're exhausted from the process then spring all the charges on them so that they don't have the motivation to back out and go somewhere else!" --TurboTax
122	198984456	2022-01-20 20:40:14	TurboTax Online Deluxe	2	Super Shady!	Relatively quick and easy, and probably the most trustworthy tax website online But they aren't forthcoming about the costs of their program Not only do you not find out until after you start filing that you can't file for free (and anyone who has insurance through the Health Insurance Marketplace, which is a LOT of Americans, can not file for free), but it costs EXTRA to deduct your payment from your refund, and when you try to pay with a card, they don't tell you your total until after you pay! An absolute rip-off, but when the free tax preparation websites the IRS suggests to you messed up your taxes last year, and TurboTax never has, what are you going to do?
123	198985562	2022-01-20 21:02:47	TurboTax Online Deluxe	4	very simple but free is not free	it is very simple to use but if they tell you its free it should be free
124	199003657	2022-01-20 22:17:18	TurboTax Online Deluxe	3	TurboTax isn't Awesome!	Why the hell would you have a free version then make someone pay \$39 for a deluxe version if they want to finish their taxes Waste of my time and money from my return
125	198964032	2022-01-20 22:17:28	TurboTax Online Deluxe	1	got charged 117 dollars because I HAD to upgrade	literally got charged 117 dollars because I had to upgrade to the non free version because I got 150 dollars from some stupid bs absolutely atrocious last year filing with these schmucks 39 dollars to upgrade 39 convenience fee AND THEN 39 dollars for paying through my refund absolutely atrocious
126	198989865	2022-01-20 22:23:55	TurboTax Online Deluxe	4	Easy to use	TurboTax is great and easy to use It is frustrating that it it's said military and vets get the service free yet I, a vet, have had to pay for several years now Don't say it unless it's true That is the only thing keeping from a 5 star
127	198992773	2022-01-20 23:29:28	TurboTax Online Deluxe	4	turbotax is good	It is so easy to file using Turbotax I've been a customer for 7 years I just never had the opportunity to take advantage of the FREE filing cost It always costs a little over \$100 when it's time to submit your e file



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128	198994813	2022-01-21 00:11:20	TurboTax Online Deluxe	2	ok	dont appreciate that you advertise using turbo tax is free then at the end i pay for the services
129	198995300	2022-01-21 00:19:44	TurboTax Online Deluxe	4	Turbo tax is easy to file but you it isn't free	Turbo tax says you can file free but you can't You have to pay at least \$78 00 to file Federal and State tax returns They should be up front about that
130	198999285	2022-01-21 01:15:55	TurboTax Online Deluxe	1	Don't know why I had to pay for it this year	I got all the way to the end and it made me pay for deluxe when I did my taxes same as I did last year I use this service because it is free but it took me so long to get to the end and I've used this service for the past 4 years so I didn't want to redo it so I just paid the 50 dollars for what I got for free last year Not happy
131	199013245	2022-01-21 02:10:51	TurboTax Online Deluxe	3	False Advertising but Great Refund!	There's no free to file, they make it very hard to do so And they now charge for filing state tax return as well as a \$39 processing fee It cost me \$117 this year to file through them Only good thing is that putting my W2s are fast and easy and I'm getting back more money than I would've gotten from somewhere else
132	199004606	2022-01-21 02:31:16	TurboTax Online Deluxe	2	hidden prices	while i know it is cheaper to use turbo tax than like H&R there were hidden fees and i wanted to use the free version and it wouldnt let me so that is frustrating it charged me 122 to do my taxes when i was only aware of the 40 that they MADE me pay for just so i could move forward seemed kinda shady but isnt taxes kinda shady in the first place? lol
133	199005423	2022-01-21 02:43:20	TurboTax Online Deluxe	3	Good	TurboTax is good and user friendly Only con is that it advertises free file and will still find ways to charge for simple returns
134	199005964	2022-01-21 02:51:37	TurboTax Online Deluxe	1	So much for being free	Very disappointed in the fact there was a unexplained 39\$ charge Hated that in order to pay that ridiculous amount with my room fun there was an additional 39\$ charge, whos got the fetish for the number 39? Anyways really dont think you guys should advertise that free with turbo tax anymore if it isn't free Yours truly Gunnie
135	199007350	2022-01-21 03:18:26	TurboTax Online Deluxe	3	TURBO TAX IS EASY TO USE	I LIKE EVERYTHING UP INTO YOU ARE FORCED TO UPGRADE SO YOU REALLY NOT DOING YOUR TAXES FOR FREE IF YOU CAN'T BYPASS THE UPGRADE WHICH CHARGE ME A WHOLE \$78 VERY DISSAPPOINTING
136	199010609	2022-01-21 04:42:22	TurboTax Online Deluxe	2	Kind of disappointed	I came to Turbo Tax per the free processing for easy returns I feel my return was very easy but I was charged \$39
137	199012926	2022-01-21 06:00:56	TurboTax Online Deluxe	4	Sucks they advertise free but make you pay to file	Sucks it makes you pay now But advertises free It's easy to use though Cheeper than other tax people
138	199013035	2022-01-21 06:03:50	TurboTax Online Deluxe	3	Took way too long and not free for a simple return	This process was so aggravating and took over two hours to complete one simple return with no extras It was supposed to be free but when it was disclosed my only income was unemployment it charged me 39 bucks It looks easy to use but it was really such a pain But in the end my taxes were filed
139	199022008	2022-01-21 14:11:15	TurboTax Online Deluxe	1	No Free file this year will not use again a scam	This is a scam it says free file but if you have the child tax credit or care it's not was too far into my tax return to stop NEVER USE AGAIN
140	199022965	2022-01-21 14:30:09	TurboTax Online Deluxe	3	Used to be better	To be honest, I only stay with TurboTax because it already has my info and I'm too lazy to start over elsewhere The website has gotten super slow - buttons barely respond - and I'm constantly inundated with screens to upsell me It was great back in the day when free actually meant FREE and it didn't have an ad screen every five screens
141	199034161	2022-01-21 17:51:14	TurboTax Online Deluxe	2	Might go back to HR block next year	Never remember being charged to get the payment deducted from my taxes so since you guys want to start charging for a service that used to be free and the amount is over 100\$ that im paying to "file for free with turbo tax" next year I am pretty sure I'm going to seek my taxes filing elsewhere
142	199034344	2022-01-21 17:54:39	TurboTax Online Deluxe	2	its okay	i always use turbo tax because it's free but it's not really "free" you always have to upgrade to something but its on sale for \$39, but yet I still had to pay \$117 So no, turbo tax is not free
143	199047356	2022-01-21 18:18:06	TurboTax Online Deluxe	2		I feel as tho it's a scam to go thru the whole process and they won't let you go the free option, then they charge you so much for a service you don't really want but have to do b/c it won't let you go any further without it then they don't even tell you, each return cost money plus theres a fee of taking it from the refund
144	199036344	2022-01-21 18:36:52	TurboTax Live Deluxe	4	TurboTax	very good easy to use however it discuss free simple returns however answering yes to any of the possible deductions incurs almos t\$200 in fees also \$39 to efile; its 2022 everything is internet based why the extra charge? i understand you have to make money somehow but the fees add up quickly It went from free to \$49 to \$119 to over \$200
145	199036505	2022-01-21 18:40:29	TurboTax Online Deluxe	2	Not free	Turbo tax is ok But I used the free version and it forced me to upgrade There was no way to get around paying It was also advertised to force me only pay \$29 to upgrade, but then charged me \$70 less than pleased with the "free" version
146	199037127	2022-01-21 18:47:54	TurboTax Online Deluxe	5	Has worked for me for years	Have used Turbotax to file my returns for the last several years Works great every time so far The only gripe I have is how all of the online tax filing companies try to advertise some sort of free version even though the average tax payer doesn't qualify and still ends up paying to do their taxes I appreciate that they have toned that down the last year or two It is still much cheaper than going to a normal cpa I have very simple taxes still, but i don't see myself using anyone else until they get much more complicated
147	199048922	2022-01-21 18:56:29	TurboTax Online Deluxe	1	TurboTax is literally the worst	Double charged me \$68 for my free return AND my taxes were rejected All I have is ONE W2!! This is so basic and yet, they failed miserably Go to H&R Block or Jackson Hewitt instead
148	199038646	2022-01-21 19:05:58	TurboTax Online Deluxe	3	ITS OK FOR THE JOB IT DOES	dont advertise that its free and then charge a fee also the fee should cover both state and federal

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149	199049520	2022-01-21 19:13:00	TurboTax Online Premier	1	HORRIBLE, NEVER AGAIN	I was FORCED to pay in order to file MY TAXES that I ALREADY filled out information on, ONLY because I made an attempt at investing money with TD ameritrade I lost 100\$ and quit investing, leaving me at a net loss of about \$100, and NOW im being charged an extra \$70 AFTER I ALREADY INPUT MY INFORMATION? This is an absolute SCAM for money I already have it hard enough if you cant tell by my income It is absolutely DISGUSTING that I was forced to pay No other option or info given other than oops, you invested money and we wont file your taxes unless you pay us to pull files over THAT I ALREADY HAVE AND PUT INTO THE WEBSITE I am beyond upset I have filed my taxes with this company every year since I started paying taxes, I WILL NEVER COME BACK I'll pay some joe shmo any amount of money instead of being tricked by TURBOTAX after I already had my taxes done Absolutely horrible scam artists Free tax e-file my behind NEVER AGAIN
150	199039505	2022-01-21 19:23:47	TurboTax Online Deluxe	4	Great experience, but it not free	I thought TurboTax was free, but they charge for filing and fees and representing you, but otherwise, it was a good experience and fun
151	199041590	2022-01-21 20:13:14	TurboTax Online Deluxe	1	NOT FREE,	it said it was free but to get the refund I had to upgrade even for a simple file
152	199041845	2022-01-21 20:18:53	TurboTax Online Deluxe	1	claims to be free	they claim to be free yet they tac on extra fees in order to file at all it's easy and convenient yet i have never been able to file for free regardless of whatever advertisements i see or hear it's very frustrating and then instead of just taking the money to pay out of my return to pay for the "free" service, they charge an extra \$40 dollars to do that, or i can pay for it right now without that fee how does that make sense?
153	199053214	2022-01-21 20:46:22	TurboTax Online Deluxe	1	Charging for Unemployment forms? Gross	Last year I was able to use the free service for my unemployment This year suddenly it's only included in the paid service Next year I won't be using this service at all It's really despicable that you'd take advantage of people who are already going through a hard time The form is even more simple and straightforward than the supposedly easier W-2 based form
154	199043832	2022-01-21 21:06:01	TurboTax Online Deluxe	1	2021 Disappointment!	Not happy about "Free Turbo Tax" charging for completing my return NOR happy about the fees they now charge to deposit what is remaining of your refund?!?!?
155	199044213	2022-01-21 21:14:13	TurboTax Online Deluxe	3	TURBO TAX	I LIKE TURBO TAX BECAUSE MY RETURN IS SIMPLE HOWEVER, THEY ARE ADVERTISING THAT YOU CAN FILE FREE WITH A BASIC TAXES BUT I COULDN'T FIND OUT HOW TO GET IT FREE BECAUSE ONCE I GOT TO THE PLACE TO PAY IT WAS 29 99
156	199061113	2022-01-21 23:03:30	TurboTax Online Deluxe	1	Tries to trick you into paying more, scam	Very tricky, I use to be able to pay a fee out of my Fed refund, now if I want that, I would have to pay for premium It went from being free, to now I have to pay for deluxe and state \$78 total That is the cheapest option
157	199049156	2022-01-21 23:04:04	TurboTax Live Deluxe	4	helpful but misleading with prices	software was helpful, but advertised as free then tells me i need the paid version for my specific deduction then offers an option to pay from my return but charges me an additional fee (never mentioned) to do so be transparent with costs up front
158	199050256	2022-01-21 23:32:35	TurboTax Live Deluxe	3	Turbo Tax is Good	my experience with turbo was great until they charged me over \$200 00 to file I thought it was free
159	199050313	2022-01-21 23:34:01	TurboTax Online Deluxe	3	Easy to use, Hard on the Wallet	TurboTax is easy to use, they walk you through the process, make sure you don't miss anything, and have information saved from previous years However, this year I had an additional form to file (1095-a) so I couldn't use the free edition I needed the "deluxe" version, which is advertised at \$34 then another \$39 for state then ANOTHER \$39 just to have your fees be taken out of your return instead of paying out of pocket It cost me \$112 to e-file, but I already invested the time and didn't want to invest additional time tracking down paper forms and waiting forever for those to go through TurboTax is helpful, but I'm extremely disappointed in the filing fees The least they could do is be up front about your filing fee situation so you don't go through all the trouble to begin with
160	199050952	2022-01-21 23:51:02	TurboTax Live Deluxe	3	Turbo tax is eay	It works still cost its not free but its easy Cost me bout 200 00
161	199063000	2022-01-21 23:58:18	TurboTax Online Deluxe	1	Not what they advertise	Suppose to be free, but once you get right to file it only gives you upgrade option before you can file for 39\$, but then once finish an file its 78\$ Lies
162	199051318	2022-01-22 00:00:17	TurboTax Live Deluxe	4	Easy for the most part	I was really scared to do this I did t expect it to be so expensive Especially since it said free But it was decent
163	199051416	2022-01-22 00:03:12	TurboTax Online Deluxe	3	Turbo Tax Sucks	I dont think I will ever use Turbo Tax again I got the \$50 Credit for Contributing to a 401K, But then could not file for Free Turbo Tax FORCED me to pay \$39 for Turbo Tax Plus Which i DONT Need and had to pay an Additional \$39 Processing fee So that \$50 Credit I got Cost me \$78 Yall SUCK
164	199063817	2022-01-22 00:24:47	TurboTax Online Self Employed	2	EH, dont necadarilly care for turbo tax	why do yall charge me for wanting to have my refund deposited into my account its supposed to be free and it never told me i was being charged but whatevr bro lmao
165	199053187	2022-01-22 00:45:52	TurboTax Online Deluxe	2	This is not free!!	This is an easy tool to use to file your own taxes However, the site is not free to use and gets more expensive every year Instead of claiming that the filing is free, be forthcoming about the fees and charges
166	199032195	2022-01-22 01:15:56	TurboTax Online Deluxe	1	Turbotax are scammers	Turbotax charges you after you have put in all of your paperwork and are too invested to turn around and start over They even hide in small print that if you pay with your refund they will take out an additional 39 dollar fee It used to be free, and now it's just a scam
167	199065927	2022-01-22 01:43:16	TurboTax Live Deluxe	3	Turbo Tax is not honest	It say's that its free to file my taxes but was charged \$135

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168	199035061	2022-01-22 02:08:26	TurboTax Online Deluxe	1	Added Fees	I used the free edition and when I got to the end Turbo tax wouldn't file until I upgraded This is complete crap!Always trying to rip off the consumer
169	199060428	2022-01-22 02:42:54	TurboTax Online Deluxe	1	Way too expensive for a simple W2	I hate the "file federal for free" with the switch that there is a cost Then after using the program to file my very simple taxes you slipped in the \$39 charge for turbo tax on top of the \$39 charge for state taxes There was no summary of total charges before charging my card, just a misleading statement
170	199037933	2022-01-22 02:54:36	TurboTax Online Deluxe	1	never free	Always click free and it charges me 40 bucks for fed and 40 for state taxes, so the filing for free is a lie
171	199061531	2022-01-22 03:15:17	TurboTax Online Deluxe	2	Its ok but they literally force you to pay 1	It said free the whole time then riht before I filed they asked if i wanted to upgrade I checked no, then the next page said requires premium and deluxe which is so stupid because I work at a restaurant nothing fancy why do i need deluxe?
172	199062998	2022-01-22 03:58:13	TurboTax Online Deluxe	1	TURBO TAX ISNT FREE, EVER!	ADVERTISES FREE, FREE, FREE, BUT ITS ACTUALLY FEE, FEE, FEE!
173	199076248	2022-01-22 15:35:34	TurboTax Online Deluxe	2	Turbotax was alright	Well I thought it was gonna be free to file my taxes but now I find out that TurboTax is taking out 117\$ from my tax return
174	199081108	2022-01-22 17:19:51	TurboTax Online Self Employed	1	Poor product, at this cost just hire a tax person	After years of filing with Turbotax this will be my last year, there is always promos and ad saying "free" or under a certain amount This year they charged 189 dollars while giving me no support while filing When I ran into taxes issues with my last year taxes, their support team told me that they couldn't help me at all and I had to hire a tax person to help in person So with that this will be my last year using this product
175	199068296	2022-01-22 17:59:29	TurboTax Live Deluxe	1	TurboTax is a sham! :)	The U S government was bought by taxing company lobbyists to be forced to use their taxing services that claim to be free when you're forced to cough up a percentage of your hard-earned tax refund for a computer program to do all this malarkey for you The government knows EXACTLY how much you/they owe, but got bought out by companies to continue the hollowing of a once great nation Eat doodoo, TurboTax :)
176	199083478	2022-01-22 18:14:34	TurboTax Online Deluxe	3	turbo tax ok	i thought this was free filing but ended up paying to file
177	199086038	2022-01-22 19:12:31	TurboTax Online Premier	1	Never Free Terrible this is forced to be used	Not Free Never free No matter how much they say free it costs money every time I can't believe taxes are filed this way
178	199097898	2022-01-22 19:49:53	TurboTax Online Deluxe	1	ROBBING PEOPLE BY CHARGING FOR 3 SERVICE FOR 1	ABSOLUTE GARBAGE STEALING MONEY PAID FOR UPGRADE THAT WAS 39\$ CHARGED 177\$ FOR THE SERVICE ON A FREE SERVICE
179	199089565	2022-01-22 20:25:30	TurboTax Online Deluxe	1	Hate hate hate	I can't believe I have to be charged over \$100 just to file my taxes all for having an HSA account I'm angry I have to lose money when I already barely get a tax refund at all this year for contributing more towards taxes this year Would give 0 stars if I could This should be included in the free filing part since I only got an HSA because I learned I could get an easy \$200 for filling out a few questions with my job I don't even want to have an HSA now They don't even contribute beyond that
180	199094678	2022-01-22 22:25:57	TurboTax Online Deluxe	3	Turbo Tax Fees	I was charged \$98 00 when you stated that it was free (\$0) to file federal income tax and a \$39 fee to file state tax
181	199094886	2022-01-22 22:30:41	TurboTax Online Deluxe	3	Turbo tax is convenient but can get tricky	I'm glad I read every single line when filing my return because I didn't know they charge another \$39 00 for paying with my federal refund I'm glad I paid with my card Saved me \$39 00 When they said turbo tax is free, it's not Please read the fine print Overall it's convenient and beats paying hundreds of dollars at H&R block to have someone do the same exact thing I just did
182	199107579	2022-01-22 23:25:55	TurboTax Live Deluxe	1	What happened to free?	It's supposed to be free but the plumber option I was given I had to pay \$129 Scam Stay away
183	199097394	2022-01-22 23:35:43	TurboTax Live Deluxe	2	way too expensive	i was just charged almost \$100 for a simple tax return when it clearly said free to file that sure wasn't free people!! FAR FROM IT!!
184	199099278	2022-01-23 00:26:49	TurboTax Online Deluxe	2	Not that happy this time	Well , for years I've used turbo And I have filed unemployment on the free addition now it charged me \$78 to file this year because of my unemployment I received thanks turbo for seeing I was unemployed last year and charging me for being so
185	199081942	2022-01-23 01:38:44	TurboTax Online Deluxe	1	Hey, you got your money, TT!	If you're going to say Free filing, with \$39 for state! Stop trying to find ways to triple it I'm going to just hire an accountant next year and give THEM my money They sneak less
186	199102513	2022-01-23 01:44:29	TurboTax Live Deluxe	1	DOES NOT LIVE UP TO FREE FILE	WHY SAY FREE FILING THEN COST 120 00 FOR SIMPLE RETURN
187	199104820	2022-01-23 02:31:08	TurboTax Live Deluxe	1	False Advertisement	Save free zero this zero that and once your done you are charged four different fees on something you completed yourself last year myself and my four young adults will be using turbotax
188	199085433	2022-01-23 02:56:56	TurboTax Online Deluxe	4	Great service but has REQUIRED HIDDEN FEES	Their service is great and makes it very easy to file your own taxes However, they claim it's free then FORCE you to buy their services at the very end. They will not allow you submit your taxes until you agree to pay, there is no opting out of these fees VERY disappointed in them and Credit Karma for false advertising!!
189	199107325	2022-01-23 03:19:45	TurboTax Live Premier	3	Not pleased	It let me start my refund for free, but by the end they were forcing me to pay over \$200
190	199125245	2022-01-23 15:23:20	TurboTax Online Deluxe	4	Its pretty Good	It was a little bit longer process than i thought and mine was a simple return but i guess not simple enough for it be free and they asked quite a lot of times if i wanted to upgrade Besides that it was my first time filing myself and it was a simple enough process and it wasn't to confusing Would possibly use again

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
191	199133445	2022-01-23 17:43:40	TurboTax Online Deluxe	1	turbo tax is a pain	I at one point choose to upgrade, then changed my mind there was no way to go back to the free version so I was charged for that and then you charged me more at the end for having you take it off my return when I didnt want that version to begin with I am not a happy camper and will find another way to file next year
192	199134249	2022-01-23 18:00:30	TurboTax Live Deluxe	1	TurboTax takes money	I am appalled that Turbotax does not offer a Free incometax filing option I only had a \$923 refund and had to pay Turbotax \$148 for that When asked if there are any other affordable options for filing, I could not locate ANY!
193	199136556	2022-01-23 18:45:39	TurboTax Live Deluxe	4	Turb tax is always my go to	I've used turbo tax since I started filing taxes almost I love that they have the data still saved from the previous year, so there isn't much to filling it out However, I don't like the "file for free" af because my taxes have NEVER been free! I always end up paying at least 250\$ in fees
194	199138480	2022-01-23 19:27:42	TurboTax Live Full Service Deluxe	1	Not good	This service was supposed to be FREE However I am being charged over \$200 00
195	199140217	2022-01-23 19:51:01	TurboTax Online Deluxe	1	No longer free	I used to be able to file for free but they refuse to let me due to 'premium tax credit' meaning I got help for healthcare through the health marketplace so now I have to pay more than others They only tell you this AFTER you've gone through the majority of entering your info and spent hours doing so I will be looking into alternative tax filers next year GOODBYE TURBOTAX!
196	199141403	2022-01-23 20:16:50	TurboTax Online Deluxe	2	OK!!!	I wish we could get the tax advance refund put into our bank account we already have That would be a nice add on the this O and when you say it free and then charge people at the end is messed up too
197	199153321	2022-01-23 20:45:38	TurboTax Online Deluxe	1	turbo tax	turbo tax rip people out their money ever year and suppose to be free charge me double pay this year, i wont use them after this year
198	199118773	2022-01-23 21:09:33	TurboTax Online Premier	3	DID NOT LIKE THE 'BAIT & SWITCH'	YOU ADVERTISE 'FREE FEDERAL WITH \$39 STATE RETURN BUT AFTER YOU HAVE COMPLETED YOUR TAX INFO, IT IS \$69 FOR FEDERAL BECAUSE TURBO CANT FILE THE STATE FOR SIX WEEKS! WHAT'S UP WITH THAT??
199	199146224	2022-01-23 22:07:11	TurboTax Live Deluxe	1	Turbo Tax is misleading	We read that we can file free for easy tax returns and at the end of our filing, we pay \$207 00 to file WOW
200	199153042	2022-01-24 00:39:30	TurboTax Live Deluxe	4	Pretty easy	Experience was fine easy to use but the "free filing" always changes when you get farther in the process having to pay more due to one line of unemployment income is kinda not cool that does not make a computer work harder to file
201	199153045	2022-01-24 00:39:31	TurboTax Online Deluxe	1	Confusing	Very confusing, some how my "free" return cost 117 00???
202	199133214	2022-01-24 01:39:53	TurboTax Live Deluxe	2	Disappointed	TurboTax makes full use of the bait and switch philosophy The bait is the free Federal return yet there is no way to select the free return Got stuck with the Deluxe Live version which was never utilized for my return
203	199133615	2022-01-24 01:46:29	TurboTax Online Deluxe	1	I would give negative stars if I could	Wanted to choose the free option but you wouldn't give the option all because of a HSA? Not even sure why that would negate filing for free And to top it off, you charged 39 for federal, 39 for state and then ANOTHER 39 all because I chose to have the charge deducted from my return, vs paying up front This is incredibly messed up and will be the last year I file with this company Just another company that's money hungry and could give a s**t about the consumer
204	199157397	2022-01-24 02:06:28	TurboTax Online Deluxe	1	Turbotax is not free!	I thought it was free!!! ended up costing me \$117!
205	199158108	2022-01-24 02:18:11	TurboTax Online Federal Free Edition	3	meh	This year was a lot less helpful than previous years; it seems your site is making previous help less accessible and put helpful tools under "deluxe/live deluxe" that previously were free or under a more inexpensive upsell options I was also annoyed that though I did not receive UI for 2021, your site still tried to upsell me to "deluxe" when I stated I did not have UI income to make my return status more complex I am also flabbergasted that I was then at the end of my first filing attempt told to pay over \$100 for "deluxe live" to get an explanation for why my approximate \$1500 federal return wasn't enough to cover what would have been my useless "deluxe" fee of \$39 to finish filing This resulted in me having to clear and redo my taxes Seriously, I get you have a business to run but seriously, insert expletives right where the sun doesn't shine
206	199160809	2022-01-24 03:16:16	TurboTax Online Deluxe	1	Force me to pay	I denied the identity thief protection 3 times and at the end it was added to my account and I wasn't able to take it off This is the last year I use this tax service, why advertise as free if you have to pay no matter what
207	199169396	2022-01-24 03:35:12	TurboTax Online Deluxe	2	Stop trapping people	This was my first time using TurboTax to file taxes As I've only recently become a working member of the community, I thought I'd give it a go as it was advertised as free Once it got into state returns, I was prompted to upgrade to deluxe because apparently free does not cover state Or so I was led to believe Then it kept adding features I did not ask for In total I was charged approx \$120 for a supposed free service Horrible, very upset
208	199140321	2022-01-24 03:53:48	TurboTax Online Federal Free Edition	1	Bait and Switch	They say FREE file or \$0 FILE and then you get more than half way through and they up the charge to \$40 to move forward - for a basic file at that! You're better off at a competitor, shop around and don't fall for the nonsense!
209	199163498	2022-01-24 04:19:49	TurboTax Online Self Employed	4	Turbo Tax is user friendly but pricey	I love how user friendly the program is but the cost is NOT free!!
210	199164260	2022-01-24 04:38:09	TurboTax Online Deluxe	1	not free	why even bother advertising that its free Within moments of filling out a couple pages of information you need to select a "package to continue"
211	199165048	2022-01-24 04:59:14	TurboTax Live Full Service Deluxe	2	Fast, but appears to have lied	I was led to believe that the filing would be free based on advertising Sadly, this was not the case If you want it done fast, then go with them, but if you want it done for free, then best to do it yourself

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212	199166610	2022-01-24 05:44:59	TurboTax Live Deluxe	2	Needs work	I had good experience with turbo tax The only problem is that it kept making it to where I couldn't free file I ended up paying over \$200 when It should have been \$0
213	199167071	2022-01-24 05:59:18	TurboTax Online Deluxe	1	needs work	I dont understand the double charge for paying with the refund Why is that being done? ive been with turbotax for 8 years and this is a first for me Dont tell people its free when its factually not
214	199174176	2022-01-24 13:02:00	TurboTax Live Deluxe	4	Not Free for Federal or State as advertised!	I like the ease of turbo tax but I don't like the advertising of free returns I have used turbo tax for years and will continue unless I find another place for cheaper with the same thing \$200 to do my taxes myself is steep
215	199174395	2022-01-24 13:08:14	TurboTax Online Self Employed	2	They make it hard to get the free tax return	They make it impossible for you to get the free return Overcharge
216	199205690	2022-01-24 17:01:16	TurboTax Online Deluxe	2	WISH I WENT FOR THE FREE	I was going to choose free, then change to the \$29 00, then midway it went to \$39 00, it wanted to add more which I declined I went pay for the \$39 00, then my receipt went up to \$78 00 WTF? There's was another \$39 00 charge for the California Filing BAIT AND SWITCH
217	199190693	2022-01-24 17:37:52	TurboTax Online Deluxe	2	Disappointed	I have been using Turbotax for years Every year they advertise free, but it never is This year they even charge for the fees to be taken out of your taxes, but they do not make you aware of this until after you have almost completed your taxes It is just crazy I end up paying \$117 to Turbotax after getting to Turbotax via a paid AD on Google stating file federal and state \$0
218	199190816	2022-01-24 17:39:58	TurboTax Live Deluxe	2	you have a problem	you advertise FREE turbo tax is FREE yet look how much it cost me and i made little and volunteer as a nurse giving out COVID vaccines and free clinics for the poor and I have to pay to renew my nursing license and BLS and CEU's
219	199191672	2022-01-24 17:52:39	TurboTax Live Self-Employed	4	EASY AND FAST	USING TURBO TAX HAS BEEN EASY AND FAST JUST WISH IT WAS ACTUALLY FREE
220	199210550	2022-01-24 18:00:33	TurboTax Online Deluxe	3	Bait and Switch	I've done my taxes with TurboTax for several years Their product is great, don't get me wrong I hate however, how next to impossible it is to actually get to the FREE 1040ez, which their advertising campaign focuses heavily upon After becoming frustrated and short on time, I just opted to pay for the Deluxe and get it over with, which obviously must be by design Deceptive and shameful These practices make me rethink continuing to be a long-time customer
221	199192550	2022-01-24 18:07:17	TurboTax Online Deluxe	4	What happened to the free version?	The product works but even with my simple return and standard deduction they charge \$39 to file What happened to the free versions for simple taxes Just because I make over \$x I have to pay for the same thing that's free?
222	199192922	2022-01-24 18:13:18	TurboTax Online Deluxe	1	Review from a five year + user	I think that Turbo Tax should give customers some sort of discount when using the software The first year I used them it said it was free and it wasn't I think they need to do better
223	199195701	2022-01-24 18:53:08	TurboTax Online Deluxe	1	forced fees	i do not appreciate that to use the pay with federal return option did not state that there is a 39 dollar charge added for using that option and if it was stated it was hidden or not readily available information as well as forcing 78 dollars worth of fees with no way to switch to the free filing version of turbo tax i will most likely not be filing with you next year due to these issues
224	199196365	2022-01-24 19:03:38	TurboTax Online Deluxe	1	hidden fees	I have used TurboTax for years because it was free But now this year for my 2021 taxes all of a sudden I'm told that it's going to be free then is that I'm going to pay \$29 then it's \$99 and when I go to cash out it's \$139
225	199216639	2022-01-24 19:50:03	TurboTax Online Deluxe	4	Simple and easy to use, with hidden fees required	Very easy and simple if you don't have complex taxes to file Appreciate the ease of year to year information automatically updated Disappointed to see the fee increase an additional \$40 when using return to pay for access This means having to pay a fee for the federal return, another fee for the state return, and an additional fee to have it direct deposited into my account on file The advertising of turbotax is falsified as this is not a free service, which I agree to paying However, to add additional hidden fees is dishonest and costly to people The additional fees are not revealed until the very end which is misleading to us as users of this service We are encouraged to use electronic options as much as possible to assist in the entire process for all In doing so, there are hidden fees along the way that should be disclosed to users immediately While the entire process for simplified filing with turbotax is quite easy, it costs in the hidden fees for a net profit for the business of turbotax I do not mind paying for the service, but please be honest and upfront resisting the narrative that it'll be simpler and faster to do it all electronically While that may be true, there is also a profit that is kept from users This unfortunately causes financial damage to an already economic crisis for all
226	199217792	2022-01-24 20:11:00	TurboTax Online Deluxe	3	Bait and Switch	It was advertised as free but it turned out when I got to the end I had to pay \$78 because my return wasn't simple My wife and I are retired living on my pension and Social Security and live in an apartment, what could be simpler? Nothing changed from last year and it was indeed free There was something about the IRS rules changing and an additional form was required, but it is still just as simple as before and should still have been free I appreciate this is a business and needs to make money, but don't say it is free when it isn't

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227	199219864 2022-01-24 20:37:18	TurboTax Online Deluxe	1	ALERT!! Prepare to pay if your on Unemployment!!	This years taxes(2021), I had to Upgrade to the Deluxe TurboTax in order to include my Unemployment taxes I had to pay \$39(plus additional taxes) Last years taxes for 2020, which included unemployment, I did not have to Upgrade Why the change? Why is there also an additional \$39 fee added at the end when E-filing? Last year, and the previous years, you did not!! I can understand upgrading to Deluxe if you had other taxes that you felt you could get more back on, but not when you are on Unemployment and 1 other job that you hardly get any hours with due to COVID restrictions!! Shame on you and your twisted site!! You say file for free, yet at the end you get charged double!! I should Not have to had Upgraded or have been charged for using your FREE filing!! I feel that I should not have to pay since I did not have to for my 2020 filing and previous years!!
228	199220929 2022-01-24 20:55:23	TurboTax Online Deluxe	1	It used to be amazing!	I have used Turbotax all my adult life so about 10 years now It was easy and free and saved my info for the following year I thought they were the only ones but turns out all the other free places do that too This year was the most I've been charged for doing all the work myself Last year I thought was ridiculous but I had no idea this year would be worse I unfortunately will not be back The whole thing about TurboTax was that it was free It's only free now to those who have nothing to file SCAM I am truly saddened and disappointed DO BETTER TurboTax!!
229	199210423 2022-01-24 21:58:31	TurboTax Online Self Employed	1	Still over constant upgrade offers	Y'all should simplify the service offerings so that I'm not constantly being offered to upgrade just be upfront and stop trying to be a free service
230	199211968 2022-01-24 22:22:58	TurboTax Online Deluxe	2	frustrating	couldn't pull up last years info because I had to order a download "free filing" isn't I didn't have anything this year other than w2s
231	199212233 2022-01-24 22:28:06	TurboTax Online Deluxe	4	i have used turbo tax for 8 years and i trust it	I don't really understand the file for free claim since it has cost me to file every year
232	199212716 2022-01-24 22:36:48	TurboTax Online Deluxe	1	Poor	It should be free but I can't make it free can't change it from deluxe to free
233	199212748 2022-01-24 22:37:29	TurboTax Live Deluxe	1	SUCKS	Your program is false its wrong to say free only to go into 168 00 for my simple return: You should be ashamed
234	199213442 2022-01-24 22:49:36	TurboTax Online Deluxe	4	love turbo tax	I think if turbo tax is going to federal free don't charge
235	199265538 2022-01-24 23:10:37	TurboTax Online Deluxe	2	Fucturbo tax	Something that is supposed to be free charged me 80 dollars to use will file a different way next year
236	199216095 2022-01-24 23:39:05	TurboTax Online Deluxe	2	It's not free	Stop advertising that your service is free, there is nothing free about it
237	199216855 2022-01-24 23:53:30	TurboTax Online Deluxe	2	Great but not free	I wanted to do free but in order to add dependent care tax it charged me I wanted to pay with my card instead of double fee for taking it out of my returns and it would work or provide me the full amount the card was charging I started free and for one additional tax credit paid 78 unnecessary dollars
238	199217201 2022-01-24 23:59:37	TurboTax Online Deluxe	1	Cost too much	Used to be a free service now TurboTax is charging 100 dollars for their "free" service
239	199269213 2022-01-25 00:03:32	TurboTax Online Deluxe	1	RUN AWAY!!!! Hidden fees are EVERYWHERE!	This site used to be the best thing for people like me who tend to do things themselves instead of using a service to do the exact same thing This is my sixth year with TurboTax and wow, talk about a greedy service You see the ads everywhere, File now for \$0!! and how they have not gotten in any more trouble is beyond me They are super vague about their fees and at the very end hit you with a charge of \$161! I am irate! Quit taking peoples hard earned money and have some respect for the economic situation we are ALL fighting right now! I refuse to use this site ever again Weren't they sued for this exact situation last year? Highly Suspect if you ask me Just beware of the hidden fees, otherwise it would be excellent Smh #TEAMTAKEDOWNTURBOTAX
240	199217650 2022-01-25 00:08:24	TurboTax Online Deluxe	3	Very slow	To slow and made me pay It was not free My taxes are also very simple
241	199218885 2022-01-25 00:24:41	TurboTax Online Deluxe	1	Will say free & it's not	Every year it says file for free but that's a lie
242	199219569 2022-01-25 00:32:19	TurboTax Online Self Employed	1	Used to be free but now it isnt	Not even sure why or how it happened but I remember when TubroTax was free Instead its 130 dollars to self file Thats insulting
243	199220659 2022-01-25 00:51:09	TurboTax Online Deluxe	2	TurboTax is not Great anymore	I always went to TurboTax for the FREE services and simplicity of the site They also have options for paid services, but I never needed them I find it outrageous that I went from filing FREE to paying \$117 to file my taxes I might as well went through a tax place Through it all it gives the option for free, but its not until its time to file that it tells you the charge after completing everything If I knew there was a cost I wouldnt of filed with TurboTax and next year I know I will be going elsewhere even if I have to pay I only give it a 2 because of the ease of the site
244	199220858 2022-01-25 00:54:33	TurboTax Online Deluxe	2	Don't tell you total fees upfront	It was confusing Your free turbo tax is really not free! You say \$39 then when you process it is another \$39 for processing Nothing free about it Maybe to open it up and put your info in there!
245	199271099 2022-01-25 00:56:30	TurboTax Live Deluxe	2	Rip off	Turbo tax is supposed to be free If I wanted to pay \$260 to get my taxes done I would've just went through H&R Block Turbo tax is NOT FREE!!!
246	199221573 2022-01-25 01:06:07	TurboTax Online Deluxe	1	I had to pay \$82 for DIY taxes	I use TurboTax every year to file my taxes - for almost 10 years now Paying \$39 is always disappointing, considering I file in January (in other years it was FREE if you filed early), but making me pay an additional \$39 to file my state taxes on top of that is just insane This year it cost a total of \$83 (\$39 for federal, \$39 for state + applicable state taxes for using TT)  I will be looking into H&R Block or Credit Karma next year as when they advertise a free filing option, it's actually free

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247	199221957	2022-01-25 01:12:26	TurboTax Online Deluxe	3	it ok	said its free but charged anyway
248	199222553	2022-01-25 01:21:40	TurboTax Online Deluxe	1	Terrible software	I don't know why I use this every year It is never free, the charitable donations portion doesn't work, and it's always glitchy when reviewing my input information I do not recommend it
249	199223637	2022-01-25 01:37:42	TurboTax Online Deluxe	2	love and hate	I love turbo tax because it's always so easy but I don't understand how you advertise that it's free but it's not I don't understand how I go from free to paying \$117 Then you give me the option to pay with my refund but then charge an extra \$40 That is too much
250	199223761	2022-01-25 01:39:49	TurboTax Live Deluxe	3	Thought it was free	I thought I could file for free with turbo tax guess I was wrong
251	199224352	2022-01-25 01:48:39	TurboTax Online Deluxe	1	The Audacity	After so many have suffered through Covid and lost their jobs TurboTax swings in to make it worse Anyone claiming unemployment benefits this year is FORCED to use a paid version where in the past they qualified for the free version Way to shove salt in the wound Nasty choice TurboTax
252	199224498	2022-01-25 01:51:12	TurboTax Online Deluxe	1	turbo tax lies to customers about fees	All their adds says that their service is free There is a reason they got sued last year Because they lie to their customers Its all free as long as you don't actually want to file your taxes Then they charge you for both the federal and state returns at least they tell you about those fees once you finalize everything a new fee pops up A FEE FOR PAYING THEM WITH YOUR FEDERAL TAX RETURN!!!!!! FOR PAYING THEM!!!!!!!!!!!! \$39 for the federal, \$39 for the state, and another \$39 to pay them the \$78 to file using their free service
253	199192200	2022-01-25 02:01:19	TurboTax Live Deluxe	1	TurboTax uses false advertising	I thought that I was using the free file version of TurboTax because that's what I had a clicked on only to find out that I had to pay to file with my tax return I don't understand the point of advertising "Free to file" if it's not really free to file My tax return is now significantly smaller than what I had originally anticipated so thank you for that!
254	199232635	2022-01-25 02:19:17	TurboTax Online Deluxe	1	Necessary Evil	There's no such thing as "free" turbotax anymore I guess they have to make their money somehow
255	199238333	2022-01-25 02:27:56	TurboTax Live Deluxe	1	Turbo Tax Lies and the app doesn't work	Free filing! Sure I'd love to know who is eligible for free filing Turbo Tax suddenly finds new forms that require upgrades to file Funny, I've worked in the same job for 8 years, have no deductions- just straight filing and this is the first time I'm having to "upgrade" and pay \$120 to file Get some class
256	199246552	2022-01-25 02:40:48	TurboTax Online Deluxe	2	Easy but not free	Turbotax is easy to use, but not free like advertised I was charged \$39 for filing my federal return and I made sure not to add any extra services You also have to pay \$39 for each state filing, as well as a \$39 fee for opting to pay with your refund I was under the impression the filing federal portion was free, but they tack it on there at the end
257	199195246	2022-01-25 02:46:54	TurboTax Live Deluxe	1	turbo tax ois crooked	you think free prep and when your done you owe 170 00 to get it filed
258	199273659	2022-01-25 02:58:54	TurboTax Online Deluxe	3	Simple navigation	Great easy navigation online service though it clams a free efile and submit That's false advertising besides that it's services are ok I guess
259	199267051	2022-01-25 03:12:58	TurboTax Online Deluxe	4	Wanted the *free but	The program is great Easy I would have a disclaimer that *free isn't actually free Also, I would warn that you need all the info ahead of time like SS# and Driver Licences
260	199268317	2022-01-25 03:40:41	TurboTax Online Deluxe	1	wish I could've given it a 0	not at all up front about fees NO FREE FILE whatsoever
261	199268839	2022-01-25 03:53:56	TurboTax Online Deluxe	3	Cost Too Much	The Site Is Easy To Get Through But The Free Edition Was Not Available
262	199269134	2022-01-25 04:01:08	TurboTax Online Deluxe	3	I miss when Turbo Tax Free!	Turbo tax charge now for services when they use to be free Turbo tax also double your charge if you choose to pay with your taxes Give us a break?! I only continue to use this service because I am loyal but this may be my last year filing with Turbo tax
263	199270859	2022-01-25 04:49:37	TurboTax Live Deluxe	1	STOP CHARGING ME FOR MY TAXES	I'm tired of TurboTax saying that it's free and I clicked and avoided everything that showed that it would charge, and they are still charging me \$150 to do my taxes This is just ridiculous
264	199270953	2022-01-25 04:52:47	TurboTax Live Deluxe	2	Simple to use, but nothing is Free as advertise	I have use TurboTax for over 7 years, however They alway advertise Free filing and then tell you every simple thing such as having a HSA plan is not eligible
265	199271196	2022-01-25 04:59:27	TurboTax Live Deluxe	1	Free isn't free unless you don't have a job	More expensive than hr block No such thing as free even if it's a simple return Had to pay 140\$ Just because I have an hsa
266	199271282	2022-01-25 05:02:23	TurboTax Live Deluxe	4	Better than H&R Block	I've used H&R Block for 10+ years This year however Turbo Tax was able to get me about \$3,000 more on my return The downside is, they hit you with fees at the end when using the free version because it doesn't cover/support the educational learning credits Also, while H&R Block deducts your fees from your return for free, Turbo Tax charges you another \$40
267	199271453	2022-01-25 05:08:24	TurboTax Online Deluxe	2	Turbo Tax easy	Turbo Tax while easy it is misrepresented I signed up for free and when I got to the end it was rejected I then realized I didn't include form 1095 for healthcare, which most people have I then refiled with 1095 included and Turbo Tax prompted me to upgrade to \$39 00 deluxe because "free doesn't handle these tax situations" What does that even mean!! I needed to file so I upgraded and opted to take from my return only to find out that they charged me \$117, pretty sneaky if you ask me!! This is exactly why I stopped using Turbo Tax for the last 3 years!! Thank you for filing my 2021 Taxes but I will never use this misrepresented site again

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268	199271786	2022-01-25 05:21:40	TurboTax Live Deluxe	1	Upcharges	I haven't noticed it before maybe it has always been a thing but the service is "free" until the end when you have put in so much effort already I went from free to \$212 I had to file 2 state returns which I assume is pretty common for people who move across states And a 1099-R which apparently I had to upgrade to file which was \$90 The states each cost \$49 so another \$90 and because I was expecting it to be free I don't have \$180 just laying around so I elected to pay with my return which it also hides the fee in tiny terms and conditions until the end when it totals it all Very bad experience and I will be looking for alternatives
269	199272853	2022-01-25 06:10:04	TurboTax Online Deluxe	1	Turbo Tax makes it difficult to file for free	They make you pay no matter what No free tax filing
270	199273276	2022-01-25 06:34:09	TurboTax Online Deluxe	1	Hidden Fees Poor Service	Hid fees at the last minute Terrible service Suddenly they charge to deposit directly and force you to upgrade Awful not free at all
271	199274297	2022-01-25 07:48:39	TurboTax Online Deluxe	1	Not Happy	I didnt know i would have to pay \$100 to file my taxes, it was always free in the past Also i thought the fee included state and federal but apparently not its a little misleading when you dont show the whole fee i thought it was going to be around \$40 like it said but after filling everything in at the end it showed you were taking 100\$ by that time i just wanted to be done with it
272	199277738	2022-01-25 12:24:49	TurboTax Live Deluxe	1	Terrible	This is supposed to be free for military yet I was charged
273	199277917	2022-01-25 12:31:06	TurboTax Live Deluxe	4	easy	Fairly easy but a bit expensive I chose the file for free, but that didn't seem to be the case
274	199279633	2022-01-25 13:17:42	TurboTax Online Deluxe	1	It went from free to \$117	No option to do the free service I chose TurboTax because they advertised it was free, now it is \$117
275	199281393	2022-01-25 13:59:15	TurboTax Online Deluxe	3	112 bucks	What happened to free,free,free,free ,free Other than that it was easy
276	199292572	2022-01-25 17:03:15	TurboTax Online Deluxe	1	Not good	Turbo tax has lost all my info from previous filing years and this software is beyond faulty it's supposed to be free to file and I'm being charged \$300 I don't have to give them I opted out and was still forced to use the payed option, now I'm giving the correct agi and turbo tax is constantly sending the irs \$0 when that's not the amount I entered I've been rejected 4 times already because of this nonsense please fix your portals
277	199308862	2022-01-25 17:38:29	TurboTax Online Deluxe	1	Turbo Tax Screwed me they charge me	They suck they were not to charge it was to be free but they charge
278	199299036	2022-01-25 18:55:17	TurboTax Online Deluxe	1	TurboTax is NOT AWESOME	"free if you file before such and such time!" Yeah thats a straight up lie I had an HSA so I was denied free file for a super common insurance item \$78 to file federal/state for basic W2 and an additional \$39 for the option to pay with my federal return  TurboTax you suck
279	199314014	2022-01-25 19:08:47	TurboTax Live Deluxe	1	Cost Hidden	TurboTax is deceptive when it comes to showing the user the cost of the service until it is to late for them to alter or decide for themselves You hamstring users into the service
280	199276372	2022-01-25 19:26:38	TurboTax Online Deluxe	2	Turbo tax has changed	I expect changes as technology improves However, I don't like the money grab game y'all are pulling All of a sudden I'm being charged twice for choosing to take a 39\$ fee from my refund? So that 39\$ became 78\$ And I was using the free file version and was forced to upgrade to the next version up because I'm receiving money for being in college? Let's not get into the difficulties of uploading a w2 that's based in Canada Y'all kept rejecting the information and I had to start all over and manually enter it myself That means everything from my info info, dependents, 1098T forms, virtual currency info, w2s, charity info, car registrations, state taxes, etc
281	199302104	2022-01-25 19:45:28	TurboTax Online Deluxe	2	Turbo Tax is easy to use	Turbo tax is easy to use but is never free, free, free, free
282	199316096	2022-01-25 19:46:53	TurboTax Live Deluxe	2	Deceptive fees	It was very difficult to file my taxes for free even after i clicked on the file for free option Very deceptive and sneaky business practice I dont mind paying to file but you dont have to make me feel swindled
283	199305017	2022-01-25 20:34:53	TurboTax Online Premier	2	lame	Tried everyway possible to file for free Forced to pay (with no extra services)
284	199306288	2022-01-25 20:57:00	TurboTax Online Deluxe	3	its cool but different fees add up!	it started out free then it ended up being over a hundred dollars
285	199307352	2022-01-25 21:15:58	TurboTax Online Deluxe	2	They overcharge at the end!	Everything is fine about this software Its easy to use and quick It's annoying that they advertise "FREE" but it's not Also, no matter how many times you decline to add "Premium Service" to your taxes, it still charges the additional \$44 at the end of the process Next year I'm using H&R Block for sure I only finished and paid here because I was already at the end and didn't have any more time to waste
286	199307666	2022-01-25 21:20:14	TurboTax Live Self-Employed	3	Turbo Tax is ok	This is a good service to use However each year the price to file continues to increase They advertise that you can file your taxes for free yet it cost me 316 to file
287	199308297	2022-01-25 21:29:20	TurboTax Online Deluxe	1	Robbed	It's not \$0 or free like they advertise It doesn't let you go back to change whatever upgrades it magically added to your bill
288	199322153	2022-01-25 21:30:35	TurboTax Online Deluxe	1	They charge too much	I was using Turbotax because for the amount I am earning I couldn't afford to pay for filing my taxes However, they use now sneaky ways to charge you for everything! This is the last year I am using this tool Very frustrated with their deceptive methods
289	199309670	2022-01-25 21:52:10	TurboTax Online Deluxe	2	Not free, even though it's advertised that way	I have a simple tax filing and was charged \$74 00 to e-file when advertised bas being a free service This happened last year as well but didn't want to have to redo my taxes with another program again



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290	199323637	2022-01-25 21:52:57	TurboTax Online Deluxe	2	Quick to misinform you	Page after page was mis-lead basically into paying First advertisement was It was free to e-file, every page I went through it kept offering me packages to file I input all my info for disaster related losses and it wasn't until the final page after I paid for the service was I informed of having t wait until February 24, 2024 until I could file The IRS is slow as it is, I am in the home buying process and need to file asap Just a mis-leading company and as always only out for profit
291	199324265	2022-01-25 22:03:38	TurboTax Online Deluxe	1	Turbo trash	inspires tax fraud, I; like a lot of people, temporarily had to go with unemployment, while filing this year, i want to report that i did in fact receive unemployment, but to even report it you have to pay a 40\$ fee also an additional fee to even file state and federal 40\$ a piece bring the total 120\$ where my refund was only going to be 1100\$ it all use to be free as i have file with them for three years now this is just a cash grab for them
292	199324478	2022-01-25 22:06:52	TurboTax Online Deluxe	2	Its not free	they tell you the whole process that it isn't free, then when you go to actually file, it makes you pay false advertisement is B S
293	199324685	2022-01-25 22:10:03	TurboTax Online Deluxe	1	Poor service	Stop charging for a service that is supposed to be free legally You absolute crooks
294	199310722	2022-01-25 22:10:25	TurboTax Online Federal Free Edition	3	I love turbo butttt	I honestly love turbo tax, and it is fairly easy to do, but it is annoying when they try to trick you in to upgrading Just stop and let the tax filers with simple tax returns file for free Stop with the tricks turbo Please and thank you
295	199326025	2022-01-25 22:30:31	TurboTax Live Deluxe	1	They made me pay way too much or I couldn't file	I'm very angry that I chose the free option but of course that wasn't happening this will be last year filing I will be damned if I get forced to pay \$200 again cause my so called situation I paid into a retirement fund
296	199283457	2022-01-25 22:38:36	TurboTax Online Deluxe	2	Effective but Predatory	Still a good way to do your own taxes, but lots of predatory practices here Selecting the free options but still being guided toward the pay option and by the end they try to trick you into you thinking you don't have a choice
297	199313193	2022-01-25 22:53:37	TurboTax Online Federal Free Edition	1	not happy with service	why did i get charged 29 to file, when was supposed to be free could not file unless agreed to it
298	199314840	2022-01-25 23:24:29	TurboTax Online Deluxe	3	turbotax is alright	turbotax is all right but always makes me pay even though my taxes are simple and it supposed to be free
299	199286801	2022-01-25 23:30:10	TurboTax Online Deluxe	1	FEES!	Turbo Tax claims I can file for free but that is not true as I try every year and it does not allow any option to file for free! Very disappointed with Turbo Tax bait and switch tactics and their abuse of taking advantage of the hard-working poor
300	199316036	2022-01-25 23:46:04	TurboTax Online Deluxe	1	Its not free	They say its free to do your taxes, however they tricked me and charged me \$117 at the end They charge \$39 X's 3 I am single with nothing to claim and I had to pay this I went with TurboTax due to them being free, however; my tax lady is now cheaper than this
301	199317241	2022-01-26 00:07:39	TurboTax Online Deluxe	1	Not free, Junk, Hassel, etc	First of all it's not free they charge \$39 to file federal \$39 to file state That's the cheapest option for filing Then if you chose to have the money taken out of your tax return they charge you another \$39 Then if you have to save for later and go back to continue working on tax return it takes you back to basically the beginning of the process instead of picking up where you left off Hassel not free and a pain in the butt I use turbo tax 3 years ago or so and I was happy with the program and company It was also free for me to file myself with out help from a rep
302	199317533	2022-01-26 00:12:52	TurboTax Online Deluxe	3	TurboTax is ok	I thought I was doing free version then it only gave an option of 39 00 or higher at the end they charged 78 00 for basic version
303	199317665	2022-01-26 00:15:14	TurboTax Online Deluxe	2	Not Great	They help my return sorta held my return hostage until I upgraded from free was getting all my tax deductions
304	199318034	2022-01-26 00:22:10	TurboTax Live Deluxe	1	Super misleading deals	When I started my taxes it said that all packages were free so I signed up for the deluxe I was informed I needed the deluxe package to file on my HSA Which gave my an extra hundred I get all the way to the end to discover that my taxes weren't qualified as "simple taxes" so I was required to pay \$200+ or start over
305	199318204	2022-01-26 00:24:55	TurboTax Online Deluxe	4	Turbo tax was a little expensive	It was easy to do, but a little expensive They say its free but its not
306	199319443	2022-01-26 00:46:39	TurboTax Online Self Employed	3	Turbo Tax is Good But a Little Deceiving	You start out as Free-File and \$130 later you file your taxes Don't think I will used them again
307	199292518	2022-01-26 01:01:59	TurboTax Online Deluxe	4	I Use Turbo Tax Every Year	It's a quick, simple way to file your taxes as long as they aren't complicated The only negative is that I had to pay for the federal tax return I think I'd gone to IRS gov it would have been free
308	199293015	2022-01-26 01:10:34	TurboTax Online Deluxe	1	TurboTax is manipulative and sneaky	The federal free edition is basically useless if you received a stimulus check or unemployment Every step of the way there are tiny little fine print details that I started out at zero dollars and ended up paying 89 bucks for it to get my refund They charge you \$44 as a convenience fee to pay for your taxes through your refund Every step of the way trying to secretly get you to click on things that make you spend more money on their products with stuff that you do not need delux premium all the stuff is all nonsense
309	199321012	2022-01-26 01:11:40	TurboTax Online Deluxe	3	Free service does not exist	They advertise about 'free filing' but that doesn't exist anymore There was no longer an option for me to file free of charge
310	199321639	2022-01-26 01:21:42	TurboTax Online Deluxe	3	Should be free	Turbo tax should be free as advertised on television

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311	199322629	2022-01-26 01:37:35	TurboTax Online Deluxe	3	turbo tax is great except for all the hidden fees	turbo tax is a great way to file taxes however they have a ton of hidden fees and they basically make it impossible to actually file for free I have used them many years but every year they get me with an upgrade for something stupid such as a HSA I personally think that if you dont want their support you shouldnt need to upgrade but they what do i know i also think it is really sketchy to sneak in the fact that you have to pay the \$39 fee for both state and federal so it really costs \$70 then they sneak in an additional \$39 charge to pay with return but if you pay with a card you do have that extra fee Just be aware of everything before you hit submit I do have to say that the customer service is fantastic however they are super nice and helpful!!
312	199326068	2022-01-26 02:31:07	TurboTax Online Deluxe	2	Turbo tax is okay	You market your company as free and then add a bunch of fees
313	199326170	2022-01-26 02:33:08	TurboTax Online Deluxe	2	Feel trapped into using Turbo Tax	I have used Turbo Tax for years, and started off when it was free, then they started tricking me into paying I had a couple of years where it was more complicated, so I knew I would have to pay, but now they just keep adding on fees and my taxes are fairly simple But I pay because it's convenient that they have my info
314	199297853	2022-01-26 02:34:46	TurboTax Online Deluxe	1	You guys are thieves and take advantage of people	Have fun and enjoy the tax season since that is when you make your money by lying and stealing it from people with unexpected fees at the end FREE FREE FREE is what you advertise and you just fck people over Thanks for nothing
315	199326582	2022-01-26 02:40:23	TurboTax Live Deluxe	3	They are good	They are good but its not free at all Even the cheaper way still had to pay \$158 for the fees
316	199326618	2022-01-26 02:41:03	TurboTax Live Deluxe	1	misleading	Selected the free version and had to pay 139 00 at the end
317	199328065	2022-01-26 03:07:14	TurboTax Online Deluxe	1	says free but really it isn't	It says free but really it wasn't Charged \$72 for a basic return
318	199328204	2022-01-26 03:09:32	TurboTax Online Self Employed	3	I like it! Sad they removed freedom version though	My experience using TT has always been so great I am sad they removed freedom version though I have been utilizing the freedom version since 2012 This year they removed it and even though they offer a "Free" version, this does not include those who receive unemployment benefits or small business owners This feels unrealistic to ask people who are obviously needing assistance to not offer them a free version Thank you for what you provide but please consider bringing freedom back for those in need!
319	199329527	2022-01-26 03:33:47	TurboTax Online Deluxe	1	lying	You claim it's free filling and you stick it to us at the end sneaky, I will never use you guys again
320	199330258	2022-01-26 03:48:27	TurboTax Online Deluxe	4	Review	Will not let you select the free option when it advertises free
321	199330613	2022-01-26 03:57:04	TurboTax Online Deluxe	3	It is NOT FREE	I complete my taxes without help of any expert The app specifies it is free and it is not
322	199274471	2022-01-26 04:05:29	TurboTax Online Deluxe	3	I thought turbo tax was free!	Turbo tax was no free
323	199332184	2022-01-26 04:27:59	TurboTax Live Deluxe	4	It works	Only problem I have with this is, when you have slight deductions due to covid stimulus expenses, it doesn't become free anymore I was extremely happy to be able to pay use my refund to pay to file, however
324	199332816	2022-01-26 04:38:08	TurboTax Online Deluxe	4	awesome	great and easy other than i wanted to do the free version but it made me upgrade
325	199333390	2022-01-26 04:54:40	TurboTax Online Deluxe	1	I Use To Love You	There are too many fees being charged in this "free" service It started of with a \$39 fee Now that has doubled I think I will file by hand and mail next year
326	1993336257	2022-01-26 07:18:25	TurboTax Online Deluxe	3	Liars	I was under the impression that the service I selected was free, but once I reached the end there was a fee Other than that turbo tax is an ok way to file taxes yourself
327	199339733	2022-01-26 12:27:24	TurboTax Online Deluxe	2	upgrade	made me file unemployment income of \$0 dollars so i had to pay a 39\$ fee, ifn that wasn't there my taxes would have been free
328	199339800	2022-01-26 12:29:48	TurboTax Online Deluxe	1	To expensive, I will not use again	with having lower income i thought this would be free, for 2022 i will be looking for less expensive filing fees
329	199341431	2022-01-26 13:20:38	TurboTax Online Deluxe	2	Charged me over \$100	I was told that I could not file my returns for free because I had to use the Plus version because I had an HSA account \$39 quickly turned to \$117 after all fees
330	199342140	2022-01-26 13:36:49	TurboTax Online Self Employed	4	Turbo is great!	Very easy to work in!! The only thing that is not easy is the fees! Thought it was free but never saw a free button
331	199343507	2022-01-26 14:05:53	TurboTax Online Premier	2	Easy but Cost Continues to Rise	Turbo tax is easy however each year it cost me over \$100 to file I have USAAA and this time it said file for FREE and it still cost me \$132 My return is very straight forward and easy - shouldn't cost me over \$100 file for both state and federal
332	199361298	2022-01-26 17:26:17	TurboTax Live Deluxe	1	Charged After the fact	Tried to file for free, afterwards wouldn't let me without upgrading because of a credit Not easily removed Moreover, charged me automatically for state transfer, when I could have easily done that myself Bad practices
333	199364740	2022-01-26 18:17:35	TurboTax Online Deluxe	1	TurboTax is bull	Says it's free but charged my \$89 Bull crap!!!! Use TurboTax every year and says free but seems to charge me more and more every year
334	199397072	2022-01-26 18:38:37	TurboTax Online Premier	1	Scam	I went to the free file section and filled everything out When I got to the very end, I was told that I would actually not be able to file for free Also I was under the impression my return would cost \$50ish dollars, but I was charged for the MAX (I think its called) even though I did not want to be It also did not confirm the amount I was going to pay before I paid it I just entered in my card info and then I was charged This is not how it is on most other platforms and I feel like I was scammed out of \$125 Even if I intended to pay the \$50 or so dollars for the regular return, I was charged an extra \$60 for the MAX stuff that I said I didn't want

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335	199367227	2022-01-26 18:56:09	TurboTax Online Deluxe	3	Easy	It was very easy to work through Was disappointed that I clicked on the page that said free and I ended up paying \$39 3 separate times Once for the Federal once for state and then one to have them process it from my refund I didn't want to put it on my credit card and I didn't have my debt card handy Lesson Learned But it is done
336	199398218	2022-01-26 18:59:16	TurboTax Online Deluxe	1	a pain	Just the worst, a bad company with bad intentions to trick you into buying a product that they flaunt as free in every advertisement Would not let me continue without upgrading, only to then tell me I had claimed a type of income that I did not this was a mistake on my part but was easily fixed by just unchecking a box I didn't know the mistake until they told me after upgrading They did not provide a reason for upgrading, just that I wouldn't be able to continue
337	199369561	2022-01-26 19:33:47	TurboTax Online Self Employed	3	No More free	Not sure why, but it's no longer free to file 100% and they charge an extra \$39 00 to pay fees from your refund
338	199400427	2022-01-26 19:35:05	TurboTax Online Deluxe	1	Jesse James wore a mask	You advertise free, but in the end it's a bait and switch
339	199400619	2022-01-26 19:38:09	TurboTax Online Deluxe	1	Turbo Tax is a complete rip off It is NOT free	They lie and say it's free to file but in the end I ended up paying over \$100 to file This is the lowest refund I've ever received
340	199391789	2022-01-26 21:23:53	TurboTax Online Premier	3	Turbotax is reliable, but annoying	I enjoy Turbotax due to the information accuracy and dependability, but I try to choose the free version of Turbotax and always end up getting charged \$100+ just to finish and file my return
341	199392333	2022-01-26 21:31:49	TurboTax Online Self Employed	4	Was better when it was free!	I've been using Turbo Tax for years and have never had a problem, which is why I continue to use it Unfortunately, the last two years, I have been forced to pay for certain services and have not been able to file for free Even with the fees, however, I still choose to use Turbo Tax because of its reliability over the years
342	199393671	2022-01-26 21:47:56	TurboTax Online Self Employed	1	turbo tax cost to much	when you look into in turbo tax said that it was free , then after i do my taxes it comes to over 200 dollars !!!
343	199394462	2022-01-26 21:58:23	TurboTax Live Deluxe	2	Nickels and Dimes!	I have been using Turbo Tax for 8 years and the past three years I have been nickled and dimed each time They advertise free but then tell you don't have a simple enough tax report to file under that manner Your taxes will get done if you pay And the excoerts are not all CPA's even if yo [ay to have one present Not as easy and affordable as it used to be
344	199395004	2022-01-26 22:06:41	TurboTax Online Deluxe	2	Hidden Fees Everywhere	Turbotax is easy to use However, the Free edition is very misleading Using Turbotax 3 years ago, free meant free It should not cost \$40 to pay out of your own money
345	199410457	2022-01-26 22:19:28	TurboTax Online Deluxe	1	Turbo Tax NOT FREE/Hidden fees and charges	I use to love Turbo Tax and it's always been very simple however, they have hidden fees and charges I was forced to pay \$117 to file although I selected the FREE FILE OPTION SEVERAL TIMES They wait until you are completely done and ready to file when they tell you the amount you owe and did not agree to, at that point I didn't want to redo it so I just went with it I will say that I researched Tax Slayer and Tax Act and will be filing with one of those next year I dont appreciate false advertisements or wasting my time, Turbo Tax claims to allow you to file for free, that is not true
346	199410992	2022-01-26 22:31:12	TurboTax Online Deluxe	2	Always advertises as a free file but it never is	Why sell the idea of a freefile then at the very end demand people to upgrade to a paid product to be able to file? Scam
347	199411694	2022-01-26 22:45:10	TurboTax Live Deluxe	1	False Advertisement	They advertise that it is free to e file everthing till you waste your time and get the return done only to find out you're going to be losing over \$200 on it For instance, I attempted to go to the free version but for some reason I spent over \$100 on federal and \$49 on state Plus the option to have it taken from your refund costs more money which is ridiculous I will never use turbo tax again It's pathetic
348	199397505	2022-01-26 22:46:01	TurboTax Online Self Employed	4	they sell you the dream that it's free but it isn'	It is very good software to fill out your taxes yourself, the only thing I don't like is that they say it's free but it isn't when you finish the application it charges you 40 dollars they sell you the dream that it's free but it isn't But the software gives you all the instructions and information for you to fill out your taxes, it is easy, nothing complicated
349	199399013	2022-01-26 23:12:52	TurboTax Online Deluxe	2	misleading	every year free filing is advertised and every year I have no choice but to pay to file and my return is simple nothing complex at all Next I may go the paper route instead of e-filing just so I don't have write another negative review Just state the price in the beginning
350	199401522	2022-01-26 23:53:41	TurboTax Live Deluxe	4	A little pricey	was good free filing ended up costing me more than ithought
351	199401565	2022-01-26 23:54:18	TurboTax Online Deluxe	2	I thought this was free?	I thought this was free??? But was already finished do I just filed
352	199403261	2022-01-27 00:25:00	TurboTax Online Deluxe	5	turbo tax is great	I like turbo tax, but it isn't free like they advertise It forces you to pay and I do not agree with that
353	199404590	2022-01-27 00:46:39	TurboTax Live Deluxe	1	deceiving Fees	Turbo Tax says free then charges you extra at the end
354	199407422	2022-01-27 01:27:59	TurboTax Online Deluxe	2	Turbo tax overcharged for a simple tax return	I think it is ridiculous when you make me pay almost \$80 for a simple tax return that should have been free !
355	199361981	2022-01-27 01:35:57	TurboTax Online Deluxe	1	NOT FREE	Said I would best fit the free filing, then wouldn't allow me to submit unless I hit deluxe Then if you try to have them take it out from the refund it's an extra \$39 which is BS So better off paying with credit card But still shouldn't be \$80 when being told free
356	199409404	2022-01-27 02:00:16	TurboTax Live Deluxe	3	Average review	The reason for this rating its not free If you doing your thru Turbo Tax for the pass 6 years you should get some type of discount I paid my fee out of pocket several times I didnt received my money back from the site

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
357	199409519	2022-01-27 02:02:20	TurboTax Online Self Employed	3	Turbo Tax is efficient but getting pricey	There's a fee for paying with your return and the fee for filing has gone up to \$89 when it started out free I wish it was a donation basis because even though I wouldn't pay all the fees, I'd still give \$100 to keep it free for others Donating if your return is over a certain amount is not hard to do Wikipedia does it all the time
358	199409564	2022-01-27 02:02:59	TurboTax Online Deluxe	4	Turbo Tax gets better every year	Very easy to understand Easy to follow each step Only thing I think is bad is the prices changing as you complete your file Im a student and Federal was supposed to be free but It made me change to Deluxe in order to file it and then I had to file State and then got another charge for something different ended up paying 117 00 to file Its okay but think it should not be so expensive
359	199409924	2022-01-27 02:09:35	TurboTax Live Deluxe	3	to expensive	its pretty clear i dont have alot to my return i think the fees are a bit high what happend to being free?
360	199410292	2022-01-27 02:16:32	TurboTax Online Deluxe	3	Unexpected fees	Its an easy site to use but they have unexpected fees when the commercial clearly say free, ITS NOT FREE!!
361	199410607	2022-01-27 02:23:08	TurboTax Online Self Employed	1	Its not free, they advertise free but the charge	Its not free, they advertise free filling but the charge over a \$100
362	199411006	2022-01-27 02:31:27	TurboTax Live Deluxe	1	forced me to pay just to file my taxes	was forced to end up paying to file my taxes when i opted to file with the free service
363	199411014	2022-01-27 02:31:43	TurboTax Online Deluxe	4	Turbo Tax	I like that they include the basic for free, but the minute I added my 401k, my price went up to \$117 I literally answered 2 questions and got charged over \$100
364	199414713	2022-01-27 03:52:11	TurboTax Live Deluxe	1	Keeps getting more and more expensive	They advertise it as free, but they FORCE you to upgrade to premium for the smallest things And then, they still have the gall to charge ANOTHER \$40 as an "upgrade fee" on top of the \$90 I'm forced to pay to file my 1099 for the abomination that is Doordash filing I wouldn't even be mad if my YouTube wasn't constantly spammed for four months with their abhorrent "FREE FREE FREE" commercials, but they advertise SO EXPLICITLY how free their program is then make you pay out the wazoo to use it Feels incredibly deceptive
365	199384246	2022-01-27 04:41:37	TurboTax Online Premier	1	easy and convenient, but	Nothing like being forced to pay some company additional money to receive money that's rightfully yours (mind you all advertisements are advertised as free for low income households) The government knows exactly what I made and paid in taxes why should I have to file and then pay additional money? The government should just be sending checks out! at the beginning of filing it gave me the option to file for \$69 and now at the time of filing its charging me \$100+ I've used Turbo Tax for the past seven years and it get's worse every year Your company shouldn't exist in a democratic republic you and your lobbist friends in D C can sincerely get bent
366	199416839	2022-01-27 04:45:06	TurboTax Online Deluxe	1	terrible	made me pay an unreasonable amount when i did not receive anything beyond what should have been free, not fair
367	199417122	2022-01-27 04:53:36	TurboTax Online Deluxe	1	Sneaky	Always waits until the very last second to tell us we can't use the free version This time, they tried to sneak an extra \$44 in fees Our refund is \$400 and the wanted to charge us \$112 to file
368	199417390	2022-01-27 05:03:29	TurboTax Live Deluxe	1	Not really Free to File	The ads portrayed for free filing is false And the "necessities" that turbo tax offers I do not need
369	199418745	2022-01-27 05:51:52	TurboTax Online Deluxe	4	I use every year but	Wish they'd be free like they claim and little more helpful with some things and customer care should be more knowledgeable about issues that take place on their own websites
370	199418829	2022-01-27 05:56:04	TurboTax Online Deluxe	2	Eh	I was happy with how helpful turbotax is until they made me pay 83 dollars for a part of the return I did not consent to, nor did I even want I could not continue with the return until I put in my card information The "free filing" thing is a gimmick and a lie I am very upset with this
371	199419679	2022-01-27 06:41:01	TurboTax Online Deluxe	3	Misleading	TurboTax advertises that you can file your federal returns for free but then defaults to the deluxe version which you actually have to pay \$29 for and does not give you the option she's the free version This is very misleading
372	199419757	2022-01-27 06:42:59	TurboTax Online Deluxe	1	Overpricing!	Overpriced! Thought it was free, what happened fees for self work/ filing
373	199419807	2022-01-27 06:44:07	TurboTax Online Deluxe	4	Turbotax is alright	I love using this to do my taxes but I thought it would be free to do since I dont have a ton of stuff I dont like being charged \$39 to do them myself and then \$39 to have it paperless sent direct deposit into my account But nothing in this world is free so it is what it is Hate seeing ads saying free to file Its never been free and its a bummer
374	199420130	2022-01-27 06:53:20	TurboTax Online Deluxe	1	Extremely Disappointed!!!!	It went from free for each filing to \$39 for each Took me hours to deal with a wrong email , wrong passwords, trying to get an advance being approved twice then signing all the documents because i was approved, then saying after 3 hours of work that I needed to choose a different option In the end what said was "free" cost me \$117! Never again will I use this!
375	199421527	2022-01-27 09:02:45	TurboTax Online Deluxe	4	it was ok	I have to pay every year when it says free if you made it free would help but that isn't the case
376	199421643	2022-01-27 09:17:03	TurboTax Live Deluxe	3	It cost too much!	I tried to use the basic service to file my taxes but, in the end, I ended up having to get the Turbo tax deluxe with the Illinois state tax service I don't think that I should have needed the extra help, it's not like my taxes are that complicated I really don't know how I'm going to afford this charge and I am thinking of using another service next year that really is free! I hope that I can get out of the charge somehow but I doubt it, anyway I'm not happy
377	199422275	2022-01-27 10:26:57	TurboTax Online Deluxe	2	It use to be awesome	I wanted to use the free Turbo Tax but I had to pay for it instead so not going to use it again will use irs instead
378	199424332	2022-01-27 12:26:02	TurboTax Online Deluxe	1	rip off	they say its free until the end and they charge you almost 200 dollars with out they help

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379	199431764	2022-01-27 15:10:28	TurboTax Online Deluxe	4	Good service but misleading	I have been using Turbotax for years and it was very reliable until the guarantee of free service started to fade I am now being forced to pay for deluxe services and fees Although this tool is great and fast, I wish it would go back to delivering on their word
380	199437219	2022-01-27 16:41:49	TurboTax Online Deluxe	2	Be aware it isn't isn't free	I thought I was in the free version of turbo tax but was in the delux version was charged 30 for federal and 39 for state
381	199437934	2022-01-27 16:55:25	TurboTax Live Deluxe	3	NOT FREE	SAID I CAN FILE FOR FREE BUT STILL CHARGED ME \$197
382	199438905	2022-01-27 17:12:53	TurboTax Online Deluxe	3	They limit products	Over the years they havent been consistant in pricing They also make it to where you have to upgrade to the MAX MAX bundle to get any kind of help Its marketed as FREE but once you efile both returns then its becomes 90 bucks Then additional 50 to get audit protection then 140 to get someone to answer a question about their product
383	199442303	2022-01-27 18:06:09	TurboTax Online Deluxe	2	Gets harder to use every year and the advance suck	Every year it's more expensive for supposedly free use, it's harder to use and the refund advance gets approved one year and not the next even if everything is exactly the same and it's ridiculous
384	199442878	2022-01-27 18:14:36	TurboTax Online Deluxe	3	Turbo is good	It is easy and very useful but they are always trying to get some extra money out of you, it not really free to file
385	199458036	2022-01-27 18:36:38	TurboTax Online Deluxe	1	Liars	I chose to do the free version but ended up having to pay for the deluxe due to something in my return which is okay, that means I just have to pay the \$39 dollars to Turbo Tax I get to my final page and they took out double that amount They portray free but really scam
386	199422908	2022-01-27 19:16:05	TurboTax Online Deluxe	4	Has anyone ever filed federal for \$0?	It's a good product and easy to use, but has any ever successfully been able to figure out how to file their Federal return for free? I have an easy tax situation, and honestly could probably just do it myself via the IRS website, but TT has all my data, so it's easier But I have always had to pay to file my Federal return, and TT never explains why the free Federal return does not apply to me It's not a lot of money, so I just do it anyway, but it seems like deceptive marketing to offer a price and never give it
387	199446575	2022-01-27 19:19:05	TurboTax Live Deluxe	3	Turbo Tax	filing on TurboTax I thought it was fairly easy the only thing I didn't like is it told me my taxes were free I ended up paying \$207 at the end
388	199447226	2022-01-27 19:29:43	TurboTax Online Deluxe	3	Convenient	Turbotax has always been convenient but the option to file for free is misleading
389	199447757	2022-01-27 19:39:03	TurboTax Online Deluxe	4	FEES	I enjoy the convenience and the fun animated slides, although, after being a continued customer for 8 years plus, I feel as though there should be some discounts These fees just keep climbing when your advertisements say "\$0 for Federal and \$0 for state" I don't think the average person knows what qualifies as a simple return, and for returning customers, they deserve a little compassion
390	199448352	2022-01-27 19:49:26	TurboTax Online Deluxe	2	Hidden Costs	What should have been free cost me \$39 for federal and \$39 for state because I had unemployment insurance as income and would be eligible for the earned income credit They also charged another \$39 for the direct deposit handling That was \$117 of my refund they took away I feel ripped off but at this point did not want to go searching for other software online
391	199448978	2022-01-27 20:00:21	TurboTax Online Deluxe	2	What happened to being FREE!?!?	What happened to their whole gimmick of being FREE Each year I pay more and more For what they charge now, I could go to an accountant to do my taxes
392	199449062	2022-01-27 20:02:19	TurboTax Live Deluxe	1	WILL NOT COME BACK NEXT YEAR	I WILL NOT BE RETURNING, Turbo tax is nothing like it used to be, I wanted the Free version and it took me to a Live version and charged me \$209, i could have went to HR Block or another tax service That was the one thing i like about turbo tax, and the experience wasn't the same, I WILL DEFINATELY GO WITH ANOTHER TAX COMPANY NEXT YEAR AND SO WILL MY SISTERS AND BROTHER INLAWS
393	199449405	2022-01-27 20:08:44	TurboTax Online Federal Free Edition	2	TurboTax is not totally free	I have used free Turbo Tax to file my BASIC tax returns for over 3 years now without problems To file my 2021, I had to log on 5-10 separate times to try to e-file my State return Turbo Tax confirmed both State & Federal returns were completed I successfully e-filed my fed return without a problem upon verified completion For some reason, TurboTax could not process my attempt to e-file my CA State return although it said my state return was completed It took 5-10 attempts Multiple attempts on separate days I finally was able to e-file after over 1 week from when I e-filed my fed return I had no way of contacting Turbo Tax to inquire why it would not send my State e-file return, despite telling me the return was completed But, unless I purchased one of its add-on products, I had no way to contact TurboTax to ask them a non-tax related, system related problem So in my opinion, using Turbo Tax IS NOT FREE If you have a non-tax related question need assistance, unless you buy one of their add-on products, you can't call anyone; you are basically SOL Turbo Tax, please correct me if my comments are not accurate
394	199463117	2022-01-27 20:10:23	TurboTax Live Deluxe	2	theyre ok i guess	i was having a hard time finding a certain refund option for students so i opted into the free trial of turbo tax live to talk to someone to help me out with it, and they did, and then i finished filing and turbo tax informed me i'd have to pay \$168 to get that refund at all so i feel kind of scammed they didn't tell me sooner
395	199449655	2022-01-27 20:12:43	TurboTax Online Deluxe	2	Made me pay for the plus version	I had no option for the free version (which I usually do) because of a tax deduction that was a "plus" feature that I did not even qualify for I don't understand why I couldn't do the free version??? \$78 wasted
396	199464161	2022-01-27 20:34:24	TurboTax Online Deluxe	1	It's a scam	Nothing about this site is free, and if you don't pay up it's a waste of your time

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397	199451107	2022-01-27 20:36:21	TurboTax Online Deluxe	3	Didnt let me choose free option	I came to use turbo tax because I heard I able to file for free for a simple filing process, which I have I got charged nearly 150\$ which I admit is less than anywhere else but I came here for a reason that I didnt get
398	199452396	2022-01-27 20:57:04	TurboTax Online Deluxe	1	Never use again	what ever happened to "free" I selected to have the fees taken out of my return and have been charged \$30 I would have just paid it I tried to go back to change it and this site would not let me Never again
399	199468380	2022-01-27 21:54:42	TurboTax Online Deluxe	1	Not free for everyone	Tried to file for free but I was forced to pay \$120 because I have an IRA The pricing is misleading too It states \$39 but that's doubled because state AND federal are 2 different payments for some reason, plus another \$39 in fees This product doesn't deserve to exist One day the Govt will let us file with the IRS directly for free, despite Intuit's lobbying efforts
400	199456372	2022-01-27 22:05:48	TurboTax Live Deluxe	1	over excessive fees	free is not free Not happy that fees are not up front extra fees added when filing
401	199457527	2022-01-27 22:27:37	TurboTax Online Deluxe	1	Each year, they tack on new fees, it's not free	Even if you start with the free tax return option, they find any reason to charge you for their services, when before 2019, they did the same services for free Like, the only other time I've had to pay for this service, was when I moved states, and the past 3 years I've been here, they've charged me on the last 2 (well, now 3) years JUST to file my state taxes the same way I did before I moved to NM from Oregon I used the same services here as I did in Oregon, but I guess "Now that the pandemic happened, we can see if we can charge these suckers for as much as we can get away with"  Gone, and dead, are the days an ACTUAL business stays true to it's founding principal
402	199459081	2022-01-27 22:56:09	TurboTax Online Deluxe	1	NOT HAPPY!	First, I chose the FREE option to file I then half way through got a prompt that I didn't qualify for the free option I had to upgrade to the 39\$ option I accepted that and moved on I then get to the vey end ( So I thought) and It charged my 39\$ for both federal and state So I now have a total of 78 I finally am ready to E-file and it says my total is 117\$ (I chose to pay for this w my refund) I am very disappointed how Turbo tax sneakily put these fees in and I will never again use turbo tax After spending an hour and a half on my taxes I am not happy at all Be honest and truthful and be upfront with the fees in the very beginning So wrong!
403	199431392	2022-01-27 23:04:27	TurboTax Live Deluxe	5	FREE?	It advertises as FREE Why am I paying for it???
404	199472878	2022-01-27 23:08:48	TurboTax Online Deluxe	1	bad	i had a simple tax this year and i could not do the free addition I got rip off and i going to use anther servers next year
405	199473561	2022-01-27 23:18:57	TurboTax Live Deluxe	1	turbo tax sucks !!!	Loved it at first but they completely misled you with pricing Originally said it would be completely free Then once all the way at the end it says sorry but we cant file this without charging you \$212 Could have gone in person to a local tax expert for the same if not less Just took a weeks of groceries from this single father
406	199432366	2022-01-27 23:22:03	TurboTax Online Deluxe	2	Not Free	False advertisement The only reason I want to TurboTax was because it was supposed to be free But they're deducting money fees from my refund
407	199461968	2022-01-27 23:46:30	TurboTax Online Deluxe	3	easy to use	not free to file i paid 117 to file basic taxes wish it was cheaper
408	199435784	2022-01-28 00:15:06	TurboTax Online Deluxe	1	Growing Charges as you Finalize	This is connected to my work as they recommend information can be easily downloaded As you progress through the forms, the fees continue to increase I declined the 'extras' and then find that you pay for federal and state, then they charge you the additional 39 00 for a total of 117 00! Bait & Switch if you ask me, but after spending all of the time it takes to complete the tax forms, you dont want to back out and start all over with another FREE service! I wont use this next year!
409	199463739	2022-01-28 00:24:25	TurboTax Online Deluxe	1	Misleading service	I didn't like the service because it said it was gonna be free and by the end of it I ended up paying \$117 that I didn't wanna have to pay because it was free I don't have a hard taxes set up to do and you've done it for the past three years the fact that I had to pay for this time was really ridiculous I'm unhappy and I will be using you again
410	199464720	2022-01-28 00:47:22	TurboTax Online Deluxe	3	It's easy	I was under the impression it was free but at the end it was \$107
411	199465204	2022-01-28 00:56:25	TurboTax Online Deluxe	3	Thought it was free!	I like the convenience of being able to file my taxes with the software help However, I thought the process was free Due to different wages and income, I had to file with Turbo Deluxe which was \$39 for F/S, but there was another charge of \$44 for a convenience fee Again, I thought it was free
412	199478491	2022-01-28 00:57:49	TurboTax Online Deluxe	1	Scam	Im unsure I will be using Turbotax another year considering nothing is free anymore, I had to pay \$84 just to file simple taxes Sounds like a scam to me
413	199465364	2022-01-28 00:59:00	TurboTax Online Deluxe	4	Easy not free	It's very easy to use but it's advertised as free and that's misleading! Just be upfront about that It's still cheaper than going somewhere and having it done somewhere!
414	199466052	2022-01-28 01:12:24	TurboTax Online Deluxe	4	I Love turbo tax but	I don't like how it advertises free, but makes u pay at the end
415	199467510	2022-01-28 01:40:03	TurboTax Online Deluxe	4	Turbo Tax is easy & no hassle form	Turbo Tax is easy to fill out no hassle @ all The only thing Im not satisfied is that they did not clarify before you file that you willcend up paying \$117 00 @ the end for a standard simple filing & it supposed to be \$39 00 for filing fee for state & free for federal I thought! But @ the end you end up paying extra fee of \$39 00 each of State, Federal & another fee of \$39 00 but you don't have no choice but you approved on it cause you already did all the filing!

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416	199467685	2022-01-28 01:42:40	TurboTax Online Deluxe	2	Misleading but well done	The service itself was misleading stating that you'd be able to file for free and then piling on fee after fee, even a \$40 fee for having the money for filing taken out of your return However, the UI and experience itself was easy
417	199480002	2022-01-28 01:47:24	TurboTax Online Deluxe	1	Displeased	I have filed with Turbo tax for 6 years now and have never been forced to upgrade to the paid version until today I had to upgrade to the paid version because of a 44 dollar tax credit because I could not continue to file without the tax credit Then to top it all off the 70 dollars that I was shown ended up being 112 dollars instead I feel extremely slighted and ripped off I Will be going to a tax preparer next year as the only reason I used turbo tax was because it was easy and FREE
418	199468172	2022-01-28 01:51:12	TurboTax Live Deluxe	1	What happened to free fa-free free?	Nice how it goes from being advertised as free all over internet, tv, radio, and billboard however it is not free at all \$158 00 is not free fa-free free at all
419	199468197	2022-01-28 01:51:38	TurboTax Online Deluxe	3	Easy	Well it starts with free then adds 39 00 then adds another fee for state then when u are ready to file there is another unexpected fee ??? So they need to get there numbers right at the very beginning So definitely not FREE
420	199480175	2022-01-28 01:56:00	TurboTax Online Deluxe	1	TurboTax is a scam	TurboTax continuously trys to trick you into paying for unnecessary upgrades If you accidentally click one there's no option to go back to the free version except starting over Then when you get to the end it says you have to pay for the deluxe version to file anyways It's not free It's a joke
421	199471032	2022-01-28 02:37:55	TurboTax Online Deluxe	2	Kinda misleading	Says its free until u get mostly done then wont let u proceed with out agreeing to pay this and pay that
422	199444899	2022-01-28 02:48:51	TurboTax Online Deluxe	1	LIARS	THEY TELL YOU ITS FREE AND THEN HIT YOU WITH \$117 AT THE END ALL THE ADVERTISINGS IS HYPOCRISY
423	199472457	2022-01-28 03:02:32	TurboTax Online Federal Free Edition	4	TURBO TAX IS AWESOME! BUT	I LOVE TURBOTAX FILED WITH THEM FOR 6 YEARS NOW THE ONLY THING I DONT LOVE IS WHEN THEY SAY FILE FOR FREE NO ITS ALWAYS 29 99 PLEASE STOP SAYING FILE FOR FREE OTHER THAN THAT I WILL ALWAYS USE TURBOTAX!
424	199475456	2022-01-28 03:54:34	TurboTax Live Deluxe	3	Turbo Taker	Turbo tax is a great software to prepare taxes but they're always saying free or low fees ect which isn't true How did I go from free to, \$89, to \$177 dollars????????
425	199476463	2022-01-28 04:18:31	TurboTax Online Deluxe	1	Terrible Price	I think it is ridiculous that you advertise free but because we were on UNEMPLOYMENT you charge 117 00
426	199451151	2022-01-28 04:37:06	TurboTax Online Deluxe	1	Informed incorrectly	I did my taxes jointly with my husband and was forced to pay \$39 00 instead of free I said no problem but I didn't agree to twice \$39 00 for me and my husband major rip off this is my last time with turbo tax thanks for ripping me off
427	199478533	2022-01-28 04:59:29	TurboTax Online Deluxe	4	Super easy	Using turbotax is super easy I just don't like that you get lured in by the "free" online filing and then it ends up being \$156 before you know it
428	199479718	2022-01-28 05:41:42	TurboTax Online Deluxe	4	easy easy easy	I always have a good experience filing my taxes with turbo tax I do it all myself and it is so easy It wasnt free though
429	199479973	2022-01-28 05:45:51	TurboTax Live Full Service Deluxe	2	TURBO TAX IS OK	IT SAID IT WAS FREE AND I WAS STILL CHARGE EVRY THING ALLS WAS OK
430	199480016	2022-01-28 05:48:00	TurboTax Online Deluxe	1	I really don't trust your company	I don't like your company Lord's will I don't plan to use your sevices much longer Sorry I don't trust your reliability You advertise free only to charge an arm and leg so to speak
431	199480068	2022-01-28 05:50:21	TurboTax Online Deluxe	1	lied about money taking	they took way over what they needed to simple returns were free and they took x3 than what they needed never again
432	199480260	2022-01-28 06:00:06	TurboTax Online Premier	2	Prices are misleading	I was under the assumption I was doing my Federal return for free, and paying the \$39 for my state return The whole time I was doing it I didn't see anything about costing so much especially since every time I was offered more, I declined It ended up being \$167 I'm not married and I don't own a house I have 2 dependents but that's it
433	199480736	2022-01-28 06:28:08	TurboTax Online Deluxe	1	NOT FREE	every year I'm charged a fee when it says that turbo tax is "FREE"
434	199481410	2022-01-28 07:21:30	TurboTax Online Deluxe	1	A Rip Off	Turbo Tax will take every possible moment to try to sneak in an extra charge Filing taxes should be free, and they even went as far as to remove their already hidden free service this year As I input my income in a tough year, working as well as being a student, I have no desire to give this service a single dollar, let alone over a hundred The service is convenient, but not at all worth what they charge, and I hate the deceptive way they sneak these charges in and make them seem mandatory
435	199491485	2022-01-28 09:54:29	TurboTax Live Deluxe	1	Turbo Tax is misleading	I wish I could rate the service zero stars Free filing should not mean continue to slap me with fees I feel as of we're being punished for having dependents
436	199499669	2022-01-28 14:26:52	TurboTax Online Deluxe	2	Free Edition Works better	We have always been able to use the free edition, but even though my income sources were the same as last year it had said i had to upgrade to deluxe this year Deluxe had some glitches i have never encountered in the free edition and had to call a live agent twice to get guidance as to why it was flagging some information as wrong even though it was correct I was basically told there were some issues with the program itself but the agent was very friendly and found a work around to get it to accept the information Never experienced this issue with the free edition in the 15 years we have used turbo tax so was disappointed and angry i had to pay for an inferior product
437	199500386	2022-01-28 14:40:24	TurboTax Live Deluxe	3	Disappointed	I would give a higher review, however they keep promoting that it is free free free and yet it is NOT NOT NOT

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438	199501859	2022-01-28 15:06:56	TurboTax Online Deluxe	1	Hot Garbage	States that it's free to the regular consumer but upon only having W2's to put in and 2 at that, I have to be upgraded to the deluxe for no explanation Used for years and now all of a sudden I have to pay to use this Turbotax is slowly going downhill over the years, that's why more "free" websites are popping up I feel more secure using Turbotax just because I've used it but I will be exploring my options due to over 100\$ in fees that 3 representatives have no explanation about why
439	199502866	2022-01-28 15:23:46	TurboTax Live Deluxe	3	It's ok	It's good but it is false cuz ya still have to pay 3 fees to do it when it says it's free it's not free
440	199508539	2022-01-28 16:43:00	TurboTax Online Deluxe	3	They force you upgrade	Yall should not portray yal systems to be free just to make people file with you but you definitely have a great system
441	199509455	2022-01-28 16:57:06	TurboTax Live Deluxe	3	Turbo tax is ok	I am disappointed because turbo tax advertises that they are free And they are not free
442	199522721	2022-01-28 17:21:31	TurboTax Online Deluxe	1	Awful and predatory	I Suspect another class action lawsuit will be coming for them with the way they've updated their products and site this year First because they hide the free edition and you have to actively seek it out Next, because they're taking advantage of the pandemic by requiring the paid deluxe edition if you are claiming unemployment this year, when it 2020 this was not the case I'll be looking into a personal accountant/tax preparer from now on \$122 is too much for a simple standard deduction just because I collected unemployment
443	199511047	2022-01-28 17:25:22	TurboTax Online Deluxe	3	Turbo Tax is Ok	Turbo Tax is great when it comes to getting your tax return done, but the fees are another issue I clicked on the "free" button, and even though it says "free" it really is not I ended up paying \$117 00 to do my federal, state and to file the return Not cool
444	199512336	2022-01-28 17:48:30	TurboTax Online Deluxe	4	I love it, but don't like that I have to pay	I really do love using TurboTax for my tax needs, however, I feel that if i have to pay foe the deluxe to file my federal, that should cover my state fees also It is advertised that you can file for \$0 for Federal and state, but then at the end it told me I needed to upgrade to the deluxe edition to file my federal I was ok with that, but then when I went to pay, I was told it would be another \$39 to file my state also So, I ended up paying more than \$81 total to file my taxes
445	199524090	2022-01-28 17:49:52	TurboTax Online Deluxe	2	TURBO TAX IS MISLEADING	I am not happy with TURBO tax I was initially led to believe this service was free and at the end to file I was charged \$117 00 I almost deleted all of my information I don't like it when I am mis led by lies I will fight this charge by the way depending on the outcome I will use a different service in the future
446	199524217	2022-01-28 17:52:51	TurboTax Live Deluxe	4	Says is free, makes you pay	I chose the free basic filing, but due to some deductions on the tax return it would NOT allow me to continue on with the free So unfortunately I was forced to pay almost \$300 our of my federal refund for the services I normally use Credit Karma Tax services and I regret switching this year since Turbo Tax is NOT free like they claim they are
447	199514435	2022-01-28 18:27:48	TurboTax Live Deluxe	2	I thought Turbo TAX was free	I was under the impression trubo tax was free I dont understand why I am charged 139 00 plus another 39 00
448	199525812	2022-01-28 18:29:46	TurboTax Online Deluxe	3	No matter how little you earn TurboTax gets \$79	Say it's free never is Just stop lying and charge me up front
449	199526501	2022-01-28 18:45:42	TurboTax Online Deluxe	1	scam	i thought you could file for free turns out they make you add "necessary fees" to continue certain parts smh never again
450	199516213	2022-01-28 19:02:04	TurboTax Online Deluxe	3	Easy to use but always hidden fees	They say file free before I specific date you file before that date and they still charge you Besides that it's super easy to use
451	199527676	2022-01-28 19:12:35	TurboTax Online Deluxe	1	they sneak in charges	no matter which direction you choose they will sneak in any charge they can till you have to pay 120 dollars for a 700 dollar refund they arent free unless you just dont want to file your state taxes actual garbage
452	199518001	2022-01-28 19:38:31	TurboTax Live Deluxe	4	Turbo Tax too expensive-!	The add ons are too expensive - especially since you advertise that federal filing is free - so we went from \$49 to 256 or something outrageous Don't believe I'll ever do that again As a senior now on limited income- I think the prices are way to expensive
453	199518210	2022-01-28 19:42:59	TurboTax Online Deluxe	3	TurboTax is ok	Nothing free about filing but still cheaper than
454	199518307	2022-01-28 19:45:32	TurboTax Online Deluxe	3	free turned into \$117 00	This is very easy to use step by step instructions are very clear Questions are anticipated and explanations given But it is not free Not even just \$39 to file state taxes, but \$117 00, even when no additional services were approved
455	199518349	2022-01-28 19:46:23	TurboTax Online Deluxe	3	Too Expensive	I only used it this year because it got me the highest refund That has not always been the case each year I don't understand why my return isn't free plus it's really annoying how many times they ask you to upgrade
456	199518374	2022-01-28 19:46:59	TurboTax Online Deluxe	2	NOT FREE!	Advertised as free but always costs a minimum of \$80 00
457	199519258	2022-01-28 20:05:03	TurboTax Live Deluxe	4	I love turbotax!	I had wonderful help from priscilla I don't like that you advertise on Tv that it is free because it never is
458	199530846	2022-01-28 20:16:55	TurboTax Online Deluxe	1	RIPOFF	CONSTANT SALES UPGRADE PITCH DEF NOT FREE THEY TRY HARD TO CONFUSE YOU INTO PAYING MORE; SCAM CITY
459	199519884	2022-01-28 20:18:35	TurboTax Online Deluxe	4	I've been a part of the team for 8 years, SUPER CO	I was looking for the Free filing with Turbo that is always being advertised,I haven't found it in 8years!
460	199531148	2022-01-28 20:23:23	TurboTax Online Deluxe	2	Somewhat scammy	Said it was free to file Then informed of a cost then charged my card before informing me that more information was needed, what if I don't have this information, my taxes wouldn't be filed but I would still be out the money for filing, sort of criminal in my mind
461	199520294	2022-01-28 20:27:03	TurboTax Online Deluxe	4	Turbo tax	Only thing is u go for file free and then get charged at the end



	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
462	199521691	2022-01-28 20:59:46	TurboTax Online Deluxe	3	Good	Good for getting taxes done Absolutely hate that at the end they tell you you can't use the free version I personally was told I had to upgrade to deluxe, they say the price is \$39, but surprise that's \$38 EACH for state and federal, so the total price is \$78 It also said I had to use deluxe because I qualified for a credit and then I was never given that credit in my refund so all around a confusing and VERY frustrating set up
463	199521953	2022-01-28 21:06:32	TurboTax Online Deluxe	2	As Glitchy as Always	Probably last time I'll use TurboTax after more than a decade with them Here are my issues: - Military retirement claim limit of \$10K was not caught until the end as an error; once corrected, my refund went from \$900s to \$89 - The preliminary estimate on the upper left corner is wayyy off from the get go - H&R offered the same Federal result but more than \$200 on the state refund -- TurboTax and H&R should stand behind their filing systems and allow for the customer to do a preliminary print out of the forms and allow to crosscheck each other to know which one is making a mistake or taking the wrong approach Huh? What do you say about that? - The terminology of the word 'FREE' does not have the same meaning in the TurboTax vocabulary But I'm sure they already checked with their attorneys and they said, "sure we can stretch the meaning of that term" :/ - There were several areas where questions were as ambiguous as their help regarding that subject - Every single time I logged in, there was an option that would ask to send me a code on my phone even after putting in my password But when I would say 'yes' send it, it would come back saying, "wrong email" - All PDF documents that could have been scanned and the information transferred, FAILED! H&R, on the other hand, did it SUCCESSFULLY!!!! - If I had written every problem I had, I could go on and on But lastly, there is a field in the W2 that continues to NOT match my W2 (for work, not retirement) So I end up guessing what goes there
464	199522560	2022-01-28 21:18:23	TurboTax Online Deluxe	2	Disappointed with turbo tax	I got an extra \$49 because of insurance but turbo tax wouldn't process my return for free They took an \$ 70 from my very small return Probably not using turbo tax ever again
465	199522700	2022-01-28 21:21:04	TurboTax Online Deluxe	1	Claims you can File for Free What a Lie	Turbo Tax is nice but the coast and advertising don't match , Turbo tax said Free tax returns and then charge you 39 dollars then charge you DOUBLE that if you have them take it out of your Taxes Rip off 100% Just to lazy to file elsewhere this last year I will be using TurboTAX
466	199534030	2022-01-28 21:22:34	TurboTax Online Deluxe	1	Free Filing Not available if you have an HSA	Just because I have an HSA I don't qualify for free filing That is terrible, I don't need all the extras and \$0 to file advertisements are misleading Having an HSA is not a complicated tax scenario Charging for both Federal and State is like double dipping You should be ashamed of fooling people by charging for tax filing scenarios that should be free like on Tax Act software
467	199534173	2022-01-28 21:25:53	TurboTax Online Deluxe	3	False Advertise	They say it's free yet at the end I get charged \$85 Mediocre and may go with H&R Block next year
468	199537320	2022-01-28 22:24:17	TurboTax Online Deluxe	1	Misleading	Saw every step of the way that my federal return was free until the moment I hit file, they also included extra "protection" for \$44 more dollars which I didn't ask for and couldn't remove If I didn't have to file taxes by law I would never visit this awful website ever again I had to call the suicide prevention line half way through filing Not worth it
469	199526033	2022-01-28 22:34:40	TurboTax Online Deluxe	1	misleading	They advertised free but it's not I don't understand
470	199526339	2022-01-28 22:42:00	TurboTax Online Deluxe	4	Makes it do able	It always says free but it's never free, however it never fails me
471	199526792	2022-01-28 22:51:44	TurboTax Online Deluxe	3	Fees get ya	Expensive product and the fees aren't always made clear The cost is a bit of a surprise at the end for a service advertised as free Felt like I had no choice but to choose deluxe Same thing every year
472	199528538	2022-01-28 23:26:38	TurboTax Live Self-Employed	2	Taxes	Thought it was free to file my taxes That's what it said when I went on the app
473	199529458	2022-01-28 23:45:35	TurboTax Online Deluxe	4	Pretty good	All good, but paying for them to take the fees through your taxes seems really high definitely when you advertise your services as free
474	199540486	2022-01-28 23:48:38	TurboTax Live Deluxe	1	Turbo Tax is a joke	I signed up for the basic, which I knew there was a small fee for using, which was fine HOWEVER, this was a joke! I was charged for \$209 for the deluxe package, that I didn't need but was forced to get and it say it was only \$119 NOT \$209 I didn't have a choice to move forward because of a retirement funds that needed extra help and wouldn't let me move forward and I was ok with the \$119 but \$209!!! BS is what that is If you are going to advertise free or small fee of \$20-\$40 and then not allow them to move forward to get your upgrade for the service and then not only charge them the price you quoted them for at \$119 but also add on the other fee for the basic as well!! FALSE ADVERTIMENT!
475	199529670	2022-01-28 23:50:27	TurboTax Live Deluxe	2	Misled Fee	Experts (Joseph and Caroline) were excellent but the code that was given didn't work and I was stuck to pay a fee I didn't agree with I thought I truly selected free So disappointed
476	199530131	2022-01-29 00:02:05	TurboTax Live Deluxe	4	Yes, I am a repeat client for 3 Years now !	The price as I understood it was to be free before a certain date I did make an extra choice but it show 200 plus for the fee Not a huge deal, just curious why it jumped up so much I never s/w anyone for assistance Please advise is all I need
477	199530845	2022-01-29 00:16:55	TurboTax Online Deluxe	3	Yay turbo tax :-)	Sad cause mine wasn't free but still is a amazing app with quick results ty

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478	199506977	2022-01-29 00:22:51	TurboTax Online Deluxe	1	Turbo Tax is overall a Ripoff	they say you can file for free, but that isn't the case they charge for federal and state taxes separately, and charge extra to have that money taken out of your return so to save money, you have to give them a card in order to get a return back AND you have to pay even before you finish filing They had a government contract to help people do taxes for free, and got sued and lost that contract for making people pay anyway For sure doing my taxes a different way next year
479	199542164	2022-01-29 00:30:21	TurboTax Online Deluxe	2	LOL	its all free until you get a PREMIUM tax credit and you MUST pay or you have to take all the work you did doing your taxes elsewhere literally scam material and a bait and switch lol by definition
480	199542292	2022-01-29 00:33:34	TurboTax Online Deluxe	2	For a free service, it ended up costing me money	Bait and hook its always free until you need to file then you must pay to use their service
481	199532580	2022-01-29 00:50:51	TurboTax Online Deluxe	5	Very good	My experience is very good but they need to inform you it not free free you have to upgrade to deluxe but still good
482	199532777	2022-01-29 00:55:20	TurboTax Online Deluxe	1	not cool	It forced me to upgrade and charged me because I got a student credit the free addition doesn't cover it They don't tell you that until the end! The to let them take it from your return they charge an extra 39 bucks!
483	199533676	2022-01-29 01:14:28	TurboTax Online Deluxe	3	Why are you charging me now?	I file with TurbiTax because it's free and you have my info If I didnt need this so soon I would have shopped around to find a free option I don't appreciate that I don't appreciate you springing an extra 40\$ on me to pay out of my refund either that's so wrong
484	199511382	2022-01-29 01:31:22	TurboTax Online Deluxe	1	Fees are opaque	Intuit your greedy deceptive fees are absolutely unethical I have been using Turbo Tax for at least 10 years Your fee of \$39 to pay my Turbo Tax bill is criminal It's wrong! You tell us filing federal taxes is free which is an absolute LIE I am fed up with you Lastly, forcing me to sign up with Credit Karma to get a direct deposit of MY MONEY is wrong What happened to depositing it into my existing bank account You are forcing revenue to your sister company WRONG NO INTEGRITY
485	199534418	2022-01-29 01:32:04	TurboTax Online Deluxe	2	It works, but its not free for ever	Third year in, and the first year I pay \$39 for state, \$39 for fed, and \$39 for the option to pay with money from my fed return Conveniently, it was right at the end that I HAD to pay, due to a state of Colorado Credit, which wasn't a service included in the "Free" version It is what it is I suppose
486	199536781	2022-01-29 02:10:55	TurboTax Online Deluxe	3	Charging	I have used turbo tax for yes and never got federal free y
487	199514180	2022-01-29 02:23:26	TurboTax Online Deluxe	1	Turbo tax deceives you	Turbo tax led me to believe that I could do my taxes for free and then at the end because of a \$63 credit that I did not want I had to pay to use them to file my taxes vs just not taking the credit, very disappointing and deceiving and you should be ashamed of your selfs I also have never had to agree to terms & conditions to review a company
488	199514189	2022-01-29 02:23:38	TurboTax Live Deluxe	2	Bait and switch	Although it is easy using turbo tax, I hate the fact that they say Free to file, then say Oh you had this, so you have to pay for the service It is a basic Bait and Switch tactic
489	199514306	2022-01-29 02:25:24	TurboTax Online Deluxe	2	Turbo Tax Disappointed Me This Year	Usually I have a good experience with TurboTax - it is pretty straightforward However, this year is cost much more than usual Federal wasn't free anymore and also there was this surprise fee at the very end, right when I was going to file, that I didn't choose But taxes are so stressful that I went ahead with it There wasn't a good explanation for this fee It was something like Deluxe for an extra \$44, which again I did not choose So I ended up paying \$39 for federal, \$39 for state, and this extra mysterious \$44 I will try a different tax program next year It feels predatory
490	199537567	2022-01-29 02:29:50	TurboTax Online Deluxe	3	Good Software Terrible with the Truth	Software works great and is easy to use Very annoying that they claim its free just to attempt to upsell you on every other page Even if you make it through without selecting any upsells you are still charged after being told its free through the whole process Even if you choose to not e-file you aren't given the option to download your forms to file another way Then they charge you for everything else under the sun The product works great, but it would be much better if they just told you the price rather than hiding a \$117 software behind the claim of FREE
491	199514994	2022-01-29 02:37:44	TurboTax Live Deluxe	1	they charge you to file	the free version is only if you have a w-2, if you have the unemployment form to file then it takes you to the deluxe package or it will not let you file I was also charged \$39 for direct deposit \$114 for fed and \$47 for state it costed me over \$200 to file taxes this year I will not use this service next year! don't get bamboozled like I did
492	199538306	2022-01-29 02:47:48	TurboTax Online Deluxe	1	Turbo tax is a liar	They say it's free , charged me \$117 to file my taxes Will not use again
493	199516153	2022-01-29 03:00:54	TurboTax Online Deluxe	1	TurboTax stole \$78 that I did not consent to	I did not consent to paying TurboTax \$78 and they took the money from me and there was no option to get my money back No place to say that I didn't want to pay the \$78 BEWARE when using TurboTax, they will finagle their way into taking your money! IT IS NOT FREE LIKE IT SAYS IT IS!
494	199539128	2022-01-29 03:08:06	TurboTax Online Self Employed	2	i loike turbo tax just a little expensive	it was easy and i enjoyed it i just thank 89,00 was a bit much what happen to free free free
495	199539235	2022-01-29 03:11:03	TurboTax Online Deluxe	4	Only took a hour	I love turbo tax even when I thought it was free and come to find out it's definitely NOT! I still choose you guys over anyothers
496	199547313	2022-01-29 03:13:51	TurboTax Online Self Employed	1	This sucks	It lied NOT FREE SCAM!!!! Next year will not be my 3rd year using them Will tell everyone not to use
497	199516988	2022-01-29 03:17:49	TurboTax Live Deluxe	3	turbo tax rip off	the product says FREE but won't let you file without the \$119 upgrade, plus filing fees! my FREE taxes cost me \$207!!
498	199539926	2022-01-29 03:31:20	TurboTax Online Deluxe	3	decent	Gets annoying every time it asks me to upgrade Don't advertise that's it's free if every other question is if I want to pay

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499	199540367	2022-01-29 03:45:05	TurboTax Online Deluxe	4	awesome job	I thought i was getting the free service but end up paying \$78 00 disappointed, but too late they charged me with letting me review my payment until after the fact and charged me deluxe Was told I would pay \$39 00 for but did not happen
500	199540664	2022-01-29 03:53:01	TurboTax Live Deluxe	3	Easy but tricky	Turbotax made the process easy to understand but advertised it was free to file with basic then let me know at the very end I had to upgrade because I couldn't use basic for some reason so I ended up paying over \$200, not a fun surprise after that much work filing myself
501	199518929	2022-01-29 03:58:52	TurboTax Online Deluxe	2	Very disappointed with service	not happy with turbo tax I chose free edition and ended up paying \$78 they i feel like they are not truthful about the price>
502	199541506	2022-01-29 04:18:43	TurboTax Live Deluxe	1	turbotax is charging to much	you charge to much for your claim that your service is free
503	199541824	2022-01-29 04:20:51	TurboTax Online Deluxe	3	Warning! You have to pay!	I thought Turbotax was free Apparently not I was given no option to actually use a free service, plus to pay the \$39 for the service I used, I also had to pay an additional \$39 dollars to pay for it through my federal tax return
504	199520108	2022-01-29 04:23:00	TurboTax Live Deluxe	1	Sorry	At first I was for it because they said it was free they lied they in fact charge me!!!!
505	199541973	2022-01-29 04:25:05	TurboTax Online Deluxe	5	Excellent	It's very easy, walks you right through it It is NOT free, however
506	199546844	2022-01-29 06:38:05	TurboTax Online Deluxe	1	Hidden Fees	I don't like how there's hidden fee I finally with them every year and to file state is free They waited until you were done with putting all of your information to tell you that state is now \$39 My sister in law had just filed hers somewhere else and it was way cheaper than me paying \$78 to file my federal and state I'd understand her situation is different but the only reason why I'm sticking with turbo tax is because I have been with them for 6 years and all of my documents from previous years are with them If not, I have start fresh somewhere else
507	199547614	2022-01-29 07:38:43	TurboTax Online Deluxe	2	Disappointed!!!	I did not want the tax credit and tried to remove it so I wouldn't have to pay I wanted to use the Free File which is what I started out with Will be deactivating my accounts! Not happy at all!
508	199547791	2022-01-29 07:53:31	TurboTax Live Deluxe	1	FORCED TO BUY THE PREMIER	I was a little ticked off having to purchase the premier service because i couldn't find the free version THEN I WAS DEDUCTED \$39 extra dollars for taking out of my own refund!!!!
509	199547916	2022-01-29 08:06:00	TurboTax Live Deluxe	3	Not to bad	It wasn't too bad cost a little bit more than what I wanted to pay because it definitely ain't free so don't pay attention to any of that cost me almost a hundred fifty bucks but that's less than what I would pay if I had a professional do it in the office so long as everything worked out I guess I'm okay with it
510	199549313	2022-01-29 10:51:45	TurboTax Online Deluxe	2	Tedious	First of all, don't offer a free process then force me to get the deluxe version And then add another \$40 in fees at the end, charging a total of \$82 Secondly, I had to go through all kinds of bs to find info that TurboTax was supposed to have for me Next year I'll go to a real professional and have them help me with taxes
511	199550848	2022-01-29 12:31:20	TurboTax Online Deluxe	1	Turbo tax	Still made me pay when I did the free one so y'all got me for 120
512	199551323	2022-01-29 12:49:53	TurboTax Online Deluxe	1	Free But NOT Free	Offered free servive but then at the end threw curveball and stated I had to upgrade because of additional information After paying there was a technical error that caused my return to be rejected How is that if turbo tax stated that they reviewed and it was done completely
513	199555977	2022-01-29 14:42:31	TurboTax Online Deluxe	3	Dope	It was good not free but good I like how easy it was
514	199556719	2022-01-29 14:53:45	TurboTax Online Deluxe	1	Waits until last minute to charge you	I hate filing taxes like everyone else in the the country but it really sucks to have to PAY to file taxes after being told it's free up until the last second when they tell you sorry you have to pay us money because you have an HSA
515	199557755	2022-01-29 15:09:00	TurboTax Live Deluxe	1	Do not like Turbo Tax and the Fraud Metrics	This is my thing at the very end right before you transmit your taxes they -force- you too add the \$119 tax expert , but when advertised on tv turbotax is offered as a FREE tax filing system , not only this they basically add a charge onto your bill and will not allow you to remove it if you choose to file with them trust me you will be forced to either pay the fee now on your cc cardd or allow them to willing take it off the top out of your filed tax refund I have used them every since I was old enough to even file taxes but for the 2022 tax filing year I will be taking my business elsewhere!
516	199558563	2022-01-29 15:22:38	TurboTax Online Premier	4	It's ok	I thought it was free to file Every year it costs more
517	199560056	2022-01-29 15:45:25	TurboTax Online Deluxe	2	Not a fan of Turotax III use another site next yea	I wanted to file the free return and at the end they made me due a deluxe plan with a fee
518	199560213	2022-01-29 15:47:26	TurboTax Online Deluxe	1	waht was to be free!!! cost me \$90 00	NOT FREE ! definately not free b ut you dont know till the end!
519	199562006	2022-01-29 16:14:50	TurboTax Online Deluxe	4	TURBO TAX IS EASY	GREAT BUT TRICKED INTO THINKING IT IS FREE AND THEY CONTINUALLY ASK IF AN UPGRADE IS DESIRED HATE THAT ASK ONCE ONLY
520	199562870	2022-01-29 16:28:22	TurboTax Online Deluxe	2	Turbotax is just average!	Easy to use but not free like they advertise unless you are a teenager who has just started working Disappointed in the "free" filing advertising they do but forces you to upgrade at the very end for something so simple that it took 1 click to complete
521	199562906	2022-01-29 16:29:09	TurboTax Online Deluxe	1	Turbo Tax is Trash	NOT a free tax service like the other 50 out there Literally charges you for federal, for state, and then charges you to use your TAX RETURN MONEY to pay them with Annoying and laughable
522	199565078	2022-01-29 17:04:10	TurboTax Online Premier	3	It's not free	It's not free as it's advertised Forms are a little defficult

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523	199580555	2022-01-29 17:16:46	TurboTax Online Deluxe	1	Bait and Switch	TurboTax advertises free file but it seems none of the services provided are actually free, even for simple returns as advertised. It is insinuated that it is \$39 to file but I didn't find out it was \$39 for each (state and federal) until the end of filing. Furthermore, I was forced to pay for additional services I did not want and had no way to opt out of it -which returns me to my previous statement of Bait and Switch on the cost of services through TurboTax. I started filing for free for my simple tax return but ended up paying over \$100, and almost half that cost was for services I did not want but was forced to pay for anyway.
524	199566328	2022-01-29 17:22:17	TurboTax Live Deluxe	2	Bait and switch with retirement contribution	Free sounds great, but if you have retirement you have to spend \$150, can't take the deduction off, no other option. My in laws have used this for years, but I'm unimpressed.
525	199566367	2022-01-29 17:22:49	TurboTax Online Deluxe	1	Wouldn't Let Me Edit to Avoid Upgrading	I was eligible for a measly \$45 tax credit and Turbo Tax wouldn't let me edit and remove the credit so I wouldn't have to upgrade and pay \$39. Then I was charged \$30 for processing fee. So much for "free filing".
526	199566492	2022-01-29 17:24:50	TurboTax Online Deluxe	1	Had to pay this year for whatever reason	Trash this year 117 dollars and wouldn't explain why it wasn't free. Last year I will be using Turbo Tax.
527	199566716	2022-01-29 17:28:35	TurboTax Online Deluxe	3	Turbo Tax IS NOT FREE, FREE, FREE!!!!!!!!!	You money every year and say that is the only way I can file my taxes. So, last year I went some where else and now they are gone. So, here I am again with very basic taxes and it cost me \$117.00. What is "FREE" about that?
528	199581407	2022-01-29 17:30:54	TurboTax Online Deluxe	1	You somehow made me pay you \$188	You somehow made me pay you \$188 when I wanted the basic plan where I can file state and federal for free. Then you told me I had to sign up for deluxe due to EIGHT DOLLARS put in a retirement fund for \$29, which was fine. Then I go to check out you charge me for filing federal, deluxe, and two state forms? You can't trick people like that. I'll never use you again.
529	199567950	2022-01-29 17:47:38	TurboTax Online Deluxe	3	Claims to be free	When starting my taxes TurboTax claimed to be able to file for free. But in reality it wasn't free. I usually always use TurboTax but when you advertise as free that means it should be free!
530	199568681	2022-01-29 17:59:05	TurboTax Live Deluxe	1	So many Last minute fees	Brought in under the guise of free, but then forced to pay for a 119 upgrade to file and another 49 to file state. Then finally hit with an ez pay option to pay from the refund directly? Terrible that this service has declined the way that it has.
531	199569442	2022-01-29 18:11:51	TurboTax Online Deluxe	4	Is good but	Wish free was really free. After 8 years never seem to qualify for free filing.
532	199569561	2022-01-29 18:13:30	TurboTax Online Deluxe	3	Not happy being forced to pur tax package	Advertise free processing but into filing being forced to purchase tax preparation package to proceed.
533	199549070	2022-01-29 18:21:34	TurboTax Live Premier	2	got tricked	i never needed any of the items that the live pro version offered and thought i was using the free version but ended up paying 249 bucks. got SCAMED!
534	199570384	2022-01-29 18:25:30	TurboTax Live Deluxe	3	Easy	I appreciate how easy it was to file. But I didn't want to upgrade due to the fee. (I thought Turbo Tax was free.) It wouldn't let me proceed until I upgraded. I asked a live chat agent & all she did was direct me to upgrade.
535	199570575	2022-01-29 18:28:25	TurboTax Online Deluxe	1	Claimed to be free until halfway through	It's NOT free to file, even though it said it was. I ended up paying \$80 to file. Will not be using TurboTax again.
536	199571207	2022-01-29 18:38:24	TurboTax Online Deluxe	4	Turbo Tax is easy	Turbo Tax is very easy to use. Everything is understandable and explained but my one concern is that it is not free. I was under the impression that is a free service and had to pay for federal and state filing.
537	199572102	2022-01-29 18:53:02	TurboTax Live Deluxe	3	They say it free but not	Your site says its free but its not. super misleading.
538	199585937	2022-01-29 18:57:06	TurboTax Online Deluxe	1	Lies	TurboTax states that you can file for free but when you do they still charge you over \$100 to file electronically.
539	199573050	2022-01-29 19:09:24	TurboTax Online Deluxe	2	Lies about being free	They say you can file free, but cost me over \$100 to file my return.
540	199573294	2022-01-29 19:13:20	TurboTax Online Deluxe	3	Easy and flexible. Wish they wouldnt charge as the	They are ok. I don't like how they say its free when its not.
541	199573339	2022-01-29 19:14:07	TurboTax Online Deluxe	4	Got it done	It was easy to file. seems very safe but there's nothing free about it. free ended up being 166 dollars. but its done. I can rest now.
542	199573942	2022-01-29 19:23:43	TurboTax Online Deluxe	1	turbotax is *	have a rest in this free federal and state seat. oops looks like we asked you about a credit that you'll have to give us money to get. oh yes and now the state will also cost money because you know, reasons.
543	199549736	2022-01-29 19:29:15	TurboTax Online Deluxe	1	Sucks Donkey Dick	Makes you pay after telling you its free to file. Must pay to file for 1099, or self employment. Must pay for multiple jobs.
544	199574342	2022-01-29 19:30:30	TurboTax Online Deluxe	3	Various	Product is great but, what had to free file. Even The Free (supposed) ended up costing about \$80.
545	199574449	2022-01-29 19:32:14	TurboTax Online Deluxe	1	Suppose to be free	Supposed to be free and I agreed to 80 dollars and got charged 117.00 absolutely ridiculous.
546	199549830	2022-01-29 19:38:50	TurboTax Online Deluxe	1	Extortion	You always charged for state returns, which meant you weren't free. I went to Credit Karma after you started charging for Unemployment and WOW everything was 100% unlike you lying @ssholes but they now want you to sign up for CashApp so wow I guess I lose no matter what.
547	199575770	2022-01-29 19:55:37	TurboTax Online Deluxe	1	It's ok	Thought it was free clicked to fast to see I'm paying over 78.00. For my taxes won't use next year.
548	199576366	2022-01-29 20:05:16	TurboTax Online Deluxe	4	turbo Tax is ok	i was very upset they made me pay when it said free.
549	199576398	2022-01-29 20:05:47	TurboTax Online Deluxe	1	Horrible now	It's supposed to be free to file, but I got charged 119 dollars. Probably the last time I use turbo tax.
550	199576561	2022-01-29 20:09:00	TurboTax Live Deluxe	4	Turbo tax is good	It is very helpful but don't think it's free, one thing required me to go to the deluxe package and (retirement contribution) charges and fees started adding up. Other than that everything was very helpful. You can get easy access to your forms needed. Online chat for help was great. But it's not free.

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text	
	551	199577278	2022-01-29 20:21:20	TurboTax Online Deluxe	3	It's ok	It was hard with the took k form an it cost to much why can't I file federal free
	552	199590407	2022-01-29 20:29:09	TurboTax Online Deluxe	1	Free NOT!!!!	Turbo TAX should be sued for their lies they spread on the internet and the TV This is the easiest option for myself and my daughter But as soon as I can find a similar way to do it I will My daughter only had to file for school and health insurance purposes and they still want to charge her \$39 to file for NOTHING Also why in the world am I paying \$39, when it is supposedly free (I have NO special deductions, NO special items, NO special income) and then I have to PAY to use my own refund to pay for a service that is suppose to be FREE???? This use to be an amazing option, but now it is just a disappointment Get your act together turbo TAX and stop the lies
	553	199578417	2022-01-29 20:37:45	TurboTax Online Premier	3	Good Product and easy to use	My only issue with Turbo Tax is which version to use They indicated there is a free version for simple fax filings which mine was but then end up charging you for a full function version when you file This happened to me two years in a row, so I know it's not something I am doing incorrectly Other than being charged to much it's a great product that I have used for the last 15-20 years
	554	199578468	2022-01-29 20:38:48	TurboTax Online Deluxe	3	They do ok	It was ok but it's supposed to be free and it wasn't
	555	199578543	2022-01-29 20:40:12	TurboTax Live Deluxe	4	First Time Filing	4/5 Turbotax was easy to use! This was my first time filing and it was self-explanatory I was able to find qualifying credits and easily apply deductions Unfortunately, TurboTax is only free when you are doing "simple returns" which essentially means they see how much money we get and they take their portion despite advertising *free* Despite them taking an extra 38 dollars for a processing fee for taking my payment from my return I think it was an easy process It's up to you on what you choose, maybe I will check out H&R Block next!  Overall-- no major complaints
	556	199591453	2022-01-29 20:50:58	TurboTax Online Deluxe	1	Lied	They waited till I was complete and made me buy the upgrade for \$39, even though it was a simple return Then by end added another \$39 so had to pay a total of \$78 for a FREE return!!
	557	199591839	2022-01-29 20:58:38	TurboTax Online Deluxe	4	Good, But Not Really Free	I've been using TurboTax for years now, and it's been great But I've noticed the last couple of years that I've been paying for TurboTax Deluxe when it's being advertised as free I've been paying for both Federal and State filing via TurboTax Lies, or am I doing something wrong?
	558	199579914	2022-01-29 21:04:58	TurboTax Live Deluxe	4	Turbo Tax is more expensive than they say!	Turbo Tax is so easy to use, but for something they advertise as free, it sure is not!
	559	199592752	2022-01-29 21:15:44	TurboTax Online Deluxe	1	Turbo tax is now a scam to take your money!	You took almost half of my return with your fees and you should be ashamed of yourself for advertising as a free and helpful resource that punishes lower income people by the addition of all of your ridiculous fees you low-bred jerks God forbid you don't make a lot of money for you to take even more I'm fine with the basic assistance fees, but in no way did I consent to having over \$100-\$125 taken from my return
	560	199581509	2022-01-29 21:32:12	TurboTax Online Deluxe	3	It's never free filing FYI	I find it funny how you pull people in with the free filing and yet end up paying for federal and state fee of \$39 each AND THEN if you choose to pay with your refund, there's another \$39 fee So what's supposed to be free end up being \$117 Good job guys
	561	199581556	2022-01-29 21:33:02	TurboTax Live Deluxe	1	Very expensive	They lure you in with advertising that it is free But, to get a complete package, it costs a pretty penny You can get your taxes done by a professional for less than the cost of using this
	562	199582248	2022-01-29 21:45:55	TurboTax Online Self Employed	1	could be better	it would be better if the free service was actually free
	563	199595006	2022-01-29 22:02:05	TurboTax Online Self Employed	1	Hidden Fees Everywhere	I turned down the extra TurboTax services MULTIPLE times during this process I already owed on my federal taxes, and didn't want to pay for extra turbo tax services I was under the impression that turbo tax was FREE When it asked for credit card payment, I thought it was asking how I wanted to pay for my TAXES Before I knew it, I was paying for the self employed version of turbo tax There was no undo button, just a You realized too late page I feel like I was tricked Maybe I'm just stupid, but I'm LIVID Unless this gets explained or taken care of, I will not use TurboTax again
	564	199583769	2022-01-29 22:12:52	TurboTax Online Deluxe	1	NOT ACTUALLY FREE	Every year I have filed my taxes with Turbo tax it has gotten more and more expensive Yet somehow every year they put dozens of ads per day out regarding that they are "Free" to use when it never has been
	565	199584326	2022-01-29 22:24:29	TurboTax Online Deluxe	2	Okay	It was not free like they said it would be Kind of a ripoff But that's the world we live in
	566	199557139	2022-01-29 22:57:42	TurboTax Online Premier	2	Turbo tax false advertising \$0 dollars cost to fil	They charged me \$147 dollars to file my taxes and it was suppose to be free
	567	199598134	2022-01-29 23:13:51	TurboTax Live Deluxe	1	TurboTax is a Predatory Service You Should Avoid	Turbo Tax's business model consists of tricking you into paying to file your taxes while offering incompetent help along the way Have a tax question? Well if you can tolerate 3 hours of hold time while your specialist figures out how to work their technology you MAY get an answer eventually It took 3 agents connecting for me to find out how to submit a request for a refund after seeing how awful the service was No one seemed to want to help, no one seem to care Turbo Tax has tried conning me out of nearly \$200/ year to file a simple 1040 when I'm elidible to file for free TurboTax is the definition of predatory web services, ranking well above rental car salespeople on the scale of shameless swindling
	568	199587515	2022-01-29 23:24:12	TurboTax Online Deluxe	4	not what it says	thought it was free and then we get charged 78 00 at the end to file

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569	199587975	2022-01-29 23:34:22	TurboTax Online Deluxe	2	It isn't free	Everything was pretty easy to use, but don't use this crap if A) you're broke, or B) you put money into a Stash retirement fund. They forced me to buy an upgrade to TurboTax just to even finish letting me file because "tHe FrEe VeRsIoN cAnT hAnDIE tHaT rEqUeSt" Nice to see that they gate your return behind a "free" service, then force you to take the money you don't have out of your returns to pay for their crap
570	199588024	2022-01-29 23:35:37	TurboTax Live Deluxe	2	Turbo Tax	It always say FREE filing, Then your always charged at the end!
571	199588528	2022-01-29 23:47:45	TurboTax Online Deluxe	1	Too expensive	I thought it was free Lots of charges Might try other website next year
572	199589914	2022-01-30 00:18:40	TurboTax Online Deluxe	1	over charged	at first they said it was free, they in the middle they said it would be over 30 dollars in the end that cost doubled not at all impressed
573	199601484	2022-01-30 00:31:20	TurboTax Live Deluxe	2	Greedy	You say you offer free filing but I was unable to proceed because you greedy MFs made me pay for deluxe
574	199563201	2022-01-30 00:34:43	TurboTax Online Deluxe	1	wasted a lot of time	I began Turbo tax because it was advertised as free I only had a W2 and a 1099INT For some reason there was no ability for me to do the free version and automatically went to the deluxe version I spoke with 3 people through the chat, none of which helped at all One of them ghosted me for over ten minutes (named Alicia) and never responded to any of my inquiries Another I spent about an hour chatting with could not figure it out although she agreed I should have been under the free version She went to generate a 20% off code and at that very moment the chat feature shut down, which wasted an hour of my time I am incredibly frustrated with Turbo Tax
575	199563842	2022-01-30 00:43:57	TurboTax Online Deluxe	1	turbo tax is a scam	you lie year after year about being free yet increase the price every year you also give me back less and less when that shouldnt be the case
576	199593521	2022-01-30 01:30:34	TurboTax Online Self Employed	2	I'm disappointed in turbo tax	I should be able to file for free but your free TurboTax always charges me for federal and for state and then I'm being charged another fee to pay with my taxes Then somehow in the app it charged me for self employed I'm not self employed I tried calling your customer service and they emailed me some code but it didn't work Y'all are charging me 89\$ for self employed, 39 for state and 39 to pay when I get my taxes I don't recall ever having to pay another fee for paying with my return Your site also says to file free to start over and I've tried that several times but you always charge me Turbo tax used to be user friendly Something is wrong with your app and your website, its over charging me
577	199568837	2022-01-30 02:01:11	TurboTax Online Deluxe	1	turbotax	Turbotax is a scam It automatically selected two of the deluxe options for filing my taxes and charged me \$78 to file my state and federal taxes I made sure to click the free option each time as I think the extra options they provide are non-essential at this point in my life Very annoyed and displeased The overall process was more confusing and frustrating than the previous years I have filed with Turbotax I will NOT be filing with them again next year
578	199595096	2022-01-30 02:03:38	TurboTax Online Deluxe	2	Let us milk you for every extra penny!	Filing was actually pretty simple, but at payment time, I chose what I thought was the free option, only to find out it cost as much as the choice to be able to use the service at all I get a little enough return as it is, no bells and whistles, and everyone tries to get as much of my money as they can
579	199569134	2022-01-30 02:06:22	TurboTax Online Deluxe	1	Intuit should be investigated by the BBB	It claims to be able to file for free, but if you click on check for deductions, it will automatically charge you \$40, despite going with the standard deduction in the end I don't care about the \$40, I just loathe liars and thieves I'm happy to pay the \$40 to file state as well, but I was expecting that
580	199595487	2022-01-30 02:10:49	TurboTax Online Deluxe	1	Tubo Tax SUCKS	Tubo Tax got it done but remember, it was free to file but ended up that we had to pay \$78 to get it done should have got a discount by using Credit Karma but did not,
581	199595663	2022-01-30 02:15:37	TurboTax Online Deluxe	1	NOT FREE	Turbotax not free!!! They charged me \$78 00, it wouldn't let me file until a payed I did all the work myself so they can charge me in the end it's unfair!!!!
582	199571576	2022-01-30 02:43:59	TurboTax Live Deluxe	1	False advertising	I was under the impression that this was a free service \$200 isn't free
583	199596855	2022-01-30 02:44:29	TurboTax Online Deluxe	1	Lame	Not free Keeps sneaking in more mysterious charges Will not be using next year
584	199571919	2022-01-30 02:50:03	TurboTax Online Deluxe	1	No part is free	The whole time preparing my taxes it showed that I was doing federal for free and going to pay \$39 for state AFTER I submit payment, I get the receipt showing I was charged \$49 for federal and \$39 for state At no point before then was I shown the \$49 for federal BS
585	199572064	2022-01-30 02:52:14	TurboTax Online Deluxe	1	FALSE ADVERTISING MISLEADING	I will NEVER use TURBO TAX again Advertise free basic service, but then will not file the return properly and completely,(including Health Insurance info) without charging to upgrade Lies Lies Lies
586	199597855	2022-01-30 03:05:56	TurboTax Live Deluxe	2	Too Many Hidden Fees	I was told I could file for free but it ended up costing 200+ dollars If it wasn't for the need of getting it done ASAP I would have brought it to my accountant
587	199599580	2022-01-30 03:57:29	TurboTax Online Deluxe	3	Good job	Turbotax is a good tool but difficult to navigate sometimes If it says free it should be free
588	199577768	2022-01-30 04:29:07	TurboTax Online Deluxe	1	Turbo Tax is HORRIBLE	I was forced to pay money for my return after it was advertised that my turbotax refund would be FREE This is false advertising and I hope the company knows that yall are vile for preying on people
589	199579153	2022-01-30 04:52:07	TurboTax Live Deluxe	1	Went from free to \$200	Went from free to charging me double , \$200 To fix a non existent error message ! My last time using these scammers I will be reporting BBB!
590	199602826	2022-01-30 05:32:53	TurboTax Online Deluxe	3	If it's suppose to be free then I shouldn't pay	This will be the last time I file with turbo tax I select file for free and end up paying 117 dollars

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591	199602901	2022-01-30 05:36:41	TurboTax Online Deluxe	1	WHAT HAPPENED TO FREE!!!!	I THOUGHT THAT TURBO TAX WAS FREE PER THE ADVERTISEMENT AND IT'S NOT I ALSO HAD TO PAY \$44 FOR SOME KIND OF PREMIUM SERVICE THAT I NEVER PICKED I LOST MY JOB DUE TO COVID AND I CAN'T AFFORD TO PAY ANY EXTRA FEES BUT I COULDN'T REMOVE IT \$112 WAS MY FEE FOR USING TURBO TAX, NOT FREE!!!!!!!!!!!!!!!!!!!!!!!!!!!!
592	199603340	2022-01-30 06:01:17	TurboTax Online Deluxe	1	Absolutely Horrible	I am in tears It says It's "Free" all over the place, (especially if your taxes are extremely simple like mine, i mean Extremely simple Simple as in you cannot find more simple taxes than mine and then at the end it makes you switch to the "Deluxe" version and charges you 80 dollars!! Or else it won't let you file! This happened to me twice, The first time I called and she said it was a glitch, to just delete all my info and try again Second time same thing Once I got to the end, It forced me to add on the "Deluxe" version which did NOTHING new/ different or helpful at all And then, if you decide to use your refund amount to pay for that ridiculous TurboTax "Deluxe" 80 fee, then they tack on another 40 bucks! Never using Turbo Tax again By the way, this was my second time in 2 days trying to file with Turbo Tax Both times fail Horrible
593	199605041	2022-01-30 08:37:59	TurboTax Live Deluxe	4	easy but lots of tacked on fees	Really quick and easy process Very convenient The fees however are a bit frustrating starts out saying free to file and then said i had to upgrade to deluxe halfway through, then charged \$49 to do state taxes which is more than the refund itself and then another \$39 just to pay all of those fees with my federal tax refund? i dont understand why that fee is necessary and wasnt even aware of the fee when selecting that option untill i got to the very end i'll pay for the convenience but i really wish all of those fees were more upfront and not just unexpectedly tacked on at the end like that
594	199609700	2022-01-30 14:08:47	TurboTax Online Deluxe	3	The TV lies	The ads on TV say its free until you get to the end and then magic its not free anymore SMH had to pay \$80 to get \$84 for the feeds
595	199613427	2022-01-30 15:26:46	TurboTax Online Premier	3	I love turbo tax but free always ends up having fe	It is supposed to be free but there are always fees Very frustrating
596	199613975	2022-01-30 15:38:32	TurboTax Online Deluxe	4	Turbo Tax is Okay	I like using turbo tax because it is simple My only complaint is that they preach that it is free filing and it is not You have to up your package to get your full return and then at the end, they charge you for filing state anyway So I ended up paying 83 dollars instead This is okay however because of the simplicity of its use I would recommend that they stick to their advertising though
597	199615462	2022-01-30 16:08:57	TurboTax Online Self Employed	3	Easy but not as advertised	It makes filing quick and easy but it shouldn't be advertised as free because it definitely isn't
598	199615692	2022-01-30 16:13:09	TurboTax Online Deluxe	1	lots of hidden fees	completely miss leading when it comes to fees! <b>THIS IS NOT FREE TO FILE</b>
599	199616055	2022-01-30 16:21:31	TurboTax Online Deluxe	1	Not as advertised	Not free if you have a hsa account not free as advertised
600	199630065	2022-01-30 17:29:00	TurboTax Online Deluxe	1	MisLeading	It says free but then forces you to pay \$39 for each State and Federal Advertisement is misleading will report to Better Business Bureau
601	199619671	2022-01-30 17:38:15	TurboTax Live Full Service Premier	1	Turbo Tax is Criminal	Turbo tax sucks You offered live tax assistance for free, and another service for free, telling me my return was still simple EVEN THOUGH I uploaded the tax document in relation to trading stocks and binds or whatever You still offered it for free knowing full well you would have me on the hook for it and that my return was not a simple one Your overpriced service deceived me, took advantage of my ignorance, and absolutely cheated me out of 90% of a piddly tax return All for 10 dollars worth of moving money from an Acorns account Your service sucks and I'll be sure that next time I believe I need help filing taxes I'll go to H&R block before I ever surrender another dime to your vampiric software Overpriced Misleading You bent me over and left me on the hook over 400 dollars I will never recommend turbo tax to anyone ever again I will actively talk smack on turbo tax when I get into a conversation with friends and coworkers about filing taxes
602	199620460	2022-01-30 17:52:26	TurboTax Online Deluxe	3	Charged me twice	They charge me twice I don't I get a free filing but instead they charged me twice for filing my taxes!
603	199620776	2022-01-30 17:58:05	TurboTax Online Deluxe	3	Coinvent	Not a free service as advertised even if you make less than \$75,000 a year Do not like that they keep wanting you to upgrade to premium services and you can't pay with federal return without upgrading to premium The service is good if you do not have to claim or your taxes are simple
604	199631586	2022-01-30 18:02:26	TurboTax Live Deluxe	3	Cost of filing	I dont understand how you advertise to file for free, but in the end i spend more in filing with turbo tax than what i expect Its bs, advertise what its actually going to cost Stop hiding the hidden fees
605	199620975	2022-01-30 18:02:45	TurboTax Live Deluxe	1	NOT FREE - trapped by money scams while processing	This year we are NOT impressed with Turbo Tax IT IS NOT FREE We were UNABLE to choose that option We entered a screen that would not allow us to progress without agreeing to pay \$119
606	199621294	2022-01-30 18:10:11	TurboTax Online Deluxe	2	Always more expensive each year	Last year they made me upgrade to the next level, this year they slipped in turbo deluxe paying for both fed and state tax filing they are NOT FREE and all because I had to include school info for any type of refund back
607	199621856	2022-01-30 18:21:57	TurboTax Live Deluxe	2	Easy to use but expensive	Turbo Tax is probably one of the easiest programs to use but they really don't tell you that if you make over a certain amount in the year, it's not free Some people will probably get it for free, but for the majority of people making over minimum wage, they'll probably be paying for the Turbo Tax Deluxe
608	199622257	2022-01-30 18:30:58	TurboTax Online Deluxe	3	Turbo Review	Happy with process except having to pay Everything advertised says free right away it says need to upgrade

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609	199622453	2022-01-30 18:35:14	TurboTax Online Deluxe	1	turbo tax is a little crooked	Tax service great it is supposed to be free so why are you charging
610	199622643	2022-01-30 18:39:25	TurboTax Online Deluxe	3	Says it's free but it is not	Nothing is for free everything cost money But what can you do
611	199623101	2022-01-30 18:49:43	TurboTax Online Deluxe	2	Price	It went from free to file to \$122 to file so this might be our last year using turbotax
612	199623444	2022-01-30 18:57:31	TurboTax Online Deluxe	3	Wish it was free	Never is really free Every year I come back and it never works out to be less than 100.00 ever!
613	199623771	2022-01-30 19:04:12	TurboTax Online Deluxe	3	TurboTax is ok	I don't like the added fees after the guarantee of "free" filing services
614	199624352	2022-01-30 19:17:47	TurboTax Online Deluxe	1	Hidden Fees and upcharges	Advertised as free but even thoe you do all the work put in all the numbers at the end they charged me \$73 to file ya real free next year ill pay someone to do them
615	199635177	2022-01-30 19:23:34	TurboTax Online Deluxe	2	Bait and Switch Tatics	Started off tryin to use the Free Version, but because I received a \$130 credit for contributing to my retirement, I now get charged \$80 Last time I use this service other than that, the site works well enough
616	199624651	2022-01-30 19:25:06	TurboTax Online Deluxe	3	why you claim this service is free, but is not fre	you claim that taxes here are free, however, I have been using TruboTax for 6 yrs now and each time that I filed I was charged for both my federal/state income tax
617	199635919	2022-01-30 19:38:09	TurboTax Online Deluxe	1	Advertisements for \$0 Fed and State are misleading	process good misleading advert for free turbotax wanted Simple Filing but was forced into paying for deluxe JUST to continue filing THEN had to pay to file for State as well shifty as f*ck practices will use competitors next year
618	199636308	2022-01-30 19:45:21	TurboTax Online Deluxe	2	Turbo Tax Free? You thought	Not FREE, not even close I spent a lot of time filling out this stuff just to find out it was not free so I just filed Might as well, if I spent all that time That is where they get you PRETTY MUCH, BAIT AND SWITCH
619	199625643	2022-01-30 19:47:36	TurboTax Live Deluxe	3	Its okay	Didn't have the option to deselect last year charges which are to expensive may as well go to the store if you told its free to file but then charges you over \$200 to file it yourself
620	199625954	2022-01-30 19:55:20	TurboTax Online Deluxe	1	Not Free	Wanted to use the free version, had to upgrade due to school expenses Was told it was only \$39 but my card was charged \$85
621	199636844	2022-01-30 19:56:12	TurboTax Online Deluxe	1	Trick you into paying	They offer a free service to file your taxes, than, after you fill everything out, go through all the steps, they tell you that you HAVE to upgrade to the deluxe edition to file because you put money into your retirement plan Then if you have the AUDACITY to PAY THEM from your return, they charge you \$39 for doing so So after all was said and done, I was out \$117 Its a sucker play Use anyone else, don't be a lazy idiot like me and get swindled out of your money
622	199626647	2022-01-30 20:12:25	TurboTax Online Deluxe	1	NOT FREE	When you begin, it says the use of turbo tax is free but at the end after declining all upgrades, it still cost me 79-
623	199627695	2022-01-30 20:36:05	TurboTax Live Deluxe	2	Not too happy	I am disappointed on how I am being charged for adding a 1098T and to pay more just for using my Federal tax return What happened to Turbo tax free tax return? I'm seriously considering using another tax service next year
624	199628335	2022-01-30 20:51:38	TurboTax Online Deluxe	1	Charged \$117 for being unemployed	It's awesome they changed the whole "free" thing just for people who don't have jobs On top of that my state return has been rejected 3 times with no clear answer as to how I fix that problem surprisingly not great customer service
625	199631004	2022-01-30 21:50:00	TurboTax Online Deluxe	3	Pretty decent	I love the layout of turbotax, I understand that it is a free service BUT, customers should be given the right on wether or not they want to upgrade services During my time filing I felt forced to upgrade and later on in the preparation I WAS This is not acceptable
626	199631033	2022-01-30 21:50:31	TurboTax Online Deluxe	1	Not happy with options	I think the option to get the premium refund for paying for the program is deceptive I couldn't back out once I saw it was bogus I have used this program for 5 years, never paid this much I will never use again Lost customer
627	199631300	2022-01-30 21:56:04	TurboTax Online Deluxe	1	not free	states you file for free but there are fees i had 3 at \$39 each with credit card or pay with return doesn't matter NOT FREE
628	199631857	2022-01-30 22:08:25	TurboTax Live Deluxe	4	Fast & Easy	It was a good experience I do feel like it was not completely free as expressed Mine was a very simple tax situation and I didn't like being pushed toward paying extra
629	199637957	2022-01-30 22:18:03	TurboTax Online Deluxe	4	It's a nice idea	It is usually pretty slick and works well The major downside to it is the hidden fees, There are ads all over the web saying it is 'Free' or file your taxes for just \$39, but it is never that simple, it is \$39 to file, then another \$39 to file your state taxes, and it charged us an additional \$39 for something, so it is closer to \$117 to file false advertising, but a good program if you aren't fluent in taxes
630	199639235	2022-01-30 22:40:55	TurboTax Live Self-Employed	1	TurboTax is good	It was not easy and not very simple unless you get the upgrades plan which going to cost you like \$200 so in one word stop telling lies about to fill with turbo tax but stop telling people it's free because it's not and trust me you guys going to loose a lot of clients in the future
631	199633447	2022-01-30 22:44:10	TurboTax Online Deluxe	1	too expensive	my taxes aren't complicated and to charge \$78 to file is too much for someone that doesn't own a home The only reason I am charged is because I have a car and pay student loans I think that is simple and should qualify for the free version
632	199634416	2022-01-30 23:07:54	TurboTax Online Deluxe	4	Turbo Tax is Good	It's very user friendly However, I do think the fees and costs are a bit much Just basic filing state and federal is certainly not "FREE FREE FREE" as advertised Basic federal filing was \$39 and state filing was an additional \$39 Still, I have used TurboTax for several years and the convenience and trust I have in filing with them is great!
633	199612844	2022-01-30 23:17:07	TurboTax Online Deluxe	1	TurboTax sucks	Y'all mfers are a bunch of crooks Forced me to pay for services, advertised as free Y'all suck
634	199635292	2022-01-30 23:25:33	TurboTax Online Deluxe	3	turbo tax isnt free !	said it was for free but what a joke! started out good but charged very unreasonable fees by the end when filing dont claim free when its not!!!!



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635	199636383	2022-01-30 23:47:14	TurboTax Live Deluxe	2	Sneaky-Shady	From the beginning it says FREE---- when you get ready to file - and I have zero weird stuff going on- married with kids- not a business owner or anything-- and then they say- - 119 to file 49 for state---- Kind of shady how they just charge you whatever they want My 7th year and my last next year I'm going to an actual accountant and paying 200 not do it all myself and pay 200 My last year good luck
636	199636865	2022-01-30 23:56:38	TurboTax Online Deluxe	3	not free	I have use the free edition of Turbo Tax for years This year I went through the program as usual and at the filing part was force to pay \$78 00 to file my return I was very surpise because there was no option for the free filing option So filing is Not Free
637	199643596	2022-01-31 00:00:30	TurboTax Online Deluxe	4	Its iighT :-/	That free s*** be gettin me I keep forgetting there's a \$39 fee and state fee for using Turbo Tax For the most part its no bad and I can see myself using it again
638	199637186	2022-01-31 00:03:19	TurboTax Online Deluxe	4	Love turbo tax it's super easy	Turbo tax is easy and fast its not free anymore that's the only reason it didn't get 5 stars
639	199637513	2022-01-31 00:09:28	TurboTax Online Deluxe	3	Easy to use and helpful; is not free!	Thought I was not getting charged and service is free, but at the end of the process I was charged \$41 51
640	199637673	2022-01-31 00:12:42	TurboTax Online Deluxe	2	Turbo tax is alright but they aren't free	They charge you even though they say it is free No way to get it free
641	199637975	2022-01-31 00:18:34	TurboTax Online Deluxe	2	Miss led	you told me when I started that it was free to prepare and file it was not not happy
642	199638604	2022-01-31 00:30:16	TurboTax Online Premier	1	Turbocharged	Not a truthful tax system it charged but it said free
643	199640402	2022-01-31 01:02:22	TurboTax Live Deluxe	2	Its ok	It got really complicated I was led to believe the svc i chose was the free one
644	199641112	2022-01-31 01:15:36	TurboTax Online Deluxe	2	Confusing	For being a veteran, got out in July 2021 Filing for 2021 taxes made it really confusing and adding new questions It also was not free as they advertised everywhere for example Television, radio, YouTube, Spotify, or any streaming platform
645	199641464	2022-01-31 01:21:58	TurboTax Online Deluxe	3	Turbo tax is expensive	Easy to use but super expensive, It says file for free but never gave me the FREE option at the end
646	199620241	2022-01-31 01:48:34	TurboTax Live Deluxe	3	IT SAID FREE BUT WASNT	it was ok , but i wanted the free service and it ended up charging me \$168, I dont understand that , i should not have had to pay anything, very confused on this and surprised it s like a scam
647	199642998	2022-01-31 01:49:55	TurboTax Online Deluxe	2	Charges you money to file if you were unemployed	Would have been a free filing, but I was unemployed for most of last year, so now to add to my hardship, a free tax return is now \$110 Awesome
648	199642999	2022-01-31 01:49:57	TurboTax Live Self-Employed	4	Turbo tax is ok	Advertising as free service however nothing is free
649	199643220	2022-01-31 01:54:03	TurboTax Live Self-Employed	2	turbo tax is NOT free ! 208\$ !	turbo tax free filing lied and made me pay 208\$ after filling everything out suckerpunched me
650	199643402	2022-01-31 01:57:27	TurboTax Live Deluxe	4	TurboTax is easier than doing it myself and they k	Easy way to do even though they say it's free it cost but it's still an easy way to do it
651	199643912	2022-01-31 02:06:35	TurboTax Live Deluxe	4	NOT FREE	I like the program its reasonably easy to use but to say it is free is a total lie
652	199622478	2022-01-31 02:35:46	TurboTax Online Federal Free Edition	4	a lot of extra steps and more explanation	be more clear and stop pestering people to take surveys in the middle of tax prep , come on people aren't you still under the i did not inform the people properly thing ware you failed to say there was a free option , tax the rich not me they have the money i am just the one responsible for their convenience, how extremely mad would you be if your pizza did not get made or delivered , or the grocery was not on the shelf , you want more words ?
653	199645887	2022-01-31 02:47:05	TurboTax Live Deluxe	2	turbo tax ok	Didn't like i was charge 139 00 at the last to file because i had a saving roth it did say free to file/???????????????????? always get you somewhere nothing is FREE!!!!
654	199646597	2022-01-31 03:01:15	TurboTax Online Deluxe	5	Rate Turbo	I keep seeing advertisements on TV about the FREE filing with Turbo Tax, why was I charged \$78 ? Don't understand?????
655	199624134	2022-01-31 03:12:43	TurboTax Online Deluxe	3	TurboTax Easy but False	I enjoyed the ease that came with filing my taxes but the false advertisement that it is free is incorrect
656	199624584	2022-01-31 03:23:23	TurboTax Online Deluxe	2	turbotax is regressing to exploitive captialist bs	i dont like how ive used turbo tax for years and never had to pay anything but now apparently theres all these hidden fees that i need to file my return which is just bs and its sad that TurboTax is still advertising as free when its not not to mention that they couldnt even pay my state taxes for me and take them out of my federal like they used to honestly sad and i probably wont be using turbotax next year
657	199649585	2022-01-31 04:22:21	TurboTax Online Deluxe	1	Last year using!	They find a way to make it to where I have to pay every year Every time I file for free I get rejected but soon as they make me pay I have no problem
658	199627278	2022-01-31 04:27:04	TurboTax Online Deluxe	1	YOUR TURBO TAX IS NOT FREE	turbo tax is advertising that they want you to file with them because they are free and that is a lie they are not free they charged 39 dollars for my federal taxes then gave me the option to pay that fee with my income taxes and then turned around and charged me 39 dollars to do that where is free?
659	199649749	2022-01-31 04:27:08	TurboTax Online Deluxe	2	Turbo tax deluxe	Upset turbo tax has always been great, last year I had to use the deluxe version which I payed 39 to use because I had taken some money from my retirement but this time I wanted to go back to free turbo tax, instead I payed 117 in total more than I ever had kept me on deluxe and charged me more just to claim and receive my federal and state filed together wow wasn't expecting that, coming from usually being so easy I didn't have much this year back to begin with and all I needed was the free version sad
660	199650104	2022-01-31 04:40:43	TurboTax Online Deluxe	4	Turbo is simple	Good experience using turbo its just not free as it is advertised
661	199628206	2022-01-31 04:48:29	TurboTax Online Deluxe	1	What a rip-off	A free service that turns out not to be free simply because I collected unemployment for a short time during 2021

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	662	199628311	2022-01-31 04:51:13	TurboTax Live Deluxe	1	certainly not free	I thought i would be able to file my taxes for free with turbo tax, it ended up costing me \$239 dollars just to file because i made contributions to my retirement fund, which made me ineligible for a simple return, insane support your local tax business and forget this website, id of saved \$200 going to a local place
	663	199650422	2022-01-31 04:53:06	TurboTax Online Deluxe	4	Very Easy!	Very Easy The only reason I don't give 5 stars is there always seems to be more fees than advertised
	664	199650444	2022-01-31 04:53:50	TurboTax Online Deluxe	4	Turbo tax is great	It was mostly pretty easy and simple, I just wish it was free
	665	199650877	2022-01-31 05:10:30	TurboTax Online Deluxe	3	1099G forced to pay fed and state for 2 years now	I had a very hard time understanding the force payment to do a 1099G with out any input and false information and misinformation Its given the name free turbotax then as you do the work 3 charges are forceable added on to the Free Tax return not too happy been with you guys for over 7 years plus I did not work in 2021 HARD TO GET MY JOB BACK AT THE TEMP AGENCY or 2020 DUE TO COVID IN MARCH OF AND IT WENT ON TO THE NEXT YEAR and I am very unhappy for the two years I love Turbo Tax but its unfair missinformation I TRUSTED TURBOTAX TO BE FREE AND EVERY DOLLAR COUNTS WHEN YOU ARE HIT HARD WITH NO INCOME AND TWO DISABLED PERSONS AND OTHER FAMILY DEPENDING ON RENT FOOD AND OTHER STUFF COVERED WHEN WORKING
	666	199651691	2022-01-31 05:54:55	TurboTax Live Deluxe	3	disappointed in pricing	The expert that helped me was great Helped me figure out where i thought i went wrong What I dont like is your decietful pricing I am a woman on disability You charge because i want to have the money taken out of my refund instead of paying up front I think that is just wrong I live check to check 119 00mi think is still too much, I have come back every year and my late husband and i used turbo tax for many many years You could at least offer returnuing customers a better price Why am i see turbo tax free filing on TV? Is it because i asked for help I was even able to file early, that she apply for something I think i com,plained 1st year as well and i most likely will complain next year Way too much money, but i am not the brightest lightbulb in the closet so i have to use Turbo tax My late husband did our taxes for years and now i have to to it myself, you could at least make it affordable
	667	199651929	2022-01-31 06:09:01	TurboTax Online Deluxe	1	TurboTax is Junk	I do not know how they have become so bad over just one year They say it is free to use but what they do not tell you is that you have to fill so many boxes that no one can fill them I'm going to be hyperbolic here but it's going to be an example nonetheless TurboTax is free for everyone named Jerome who owns five elephants and ten hippos technically they didn't lie but yeah you get the point I had to pay the increased charge from last year of \$39 because I spent over \$1,000 on college in one year I'm glad that TurboTax is out here with their automated system making sure that it's free for those that matter Those people that have and make too much money like college students It doesn't look like it's going to matter for this review it's going to get deleted for having an "inappropriate attitude" Also if you don't want to use your credit card and want to take the fee out of your federal return it is a new requirement to have a processing fee of \$39! I didn't get anything from my state tax return but that doesn't stop TurboTax from collecting another \$39 so that they're automated system can send in that I made less than \$12,000 in a year therefore I don't have anything to file Overall I would give 2020 TurboTax a B+ and 2021 TurboTax a F- wish I could have had the time to learn how to file manually hopefully I'll have time next year to learn that because the trajectory is not good for TurboTax
	668	199653656	2022-01-31 08:21:39	TurboTax Online Deluxe	3	I was charged 78 Dollars I was wanting the free '	wanting the free version wanting to pay the 39 dollars not 78 dollars may go somewhere else next year
	669	199660144	2022-01-31 14:15:28	TurboTax Live Deluxe	1	Not pleased	The fact that yall hit me with an extra 39 dollar fee to send my money to my bank account on top of the 119 fee and another 49 dollar fee, when yall advertise as free tax prep is beyond me
	670	199662829	2022-01-31 15:05:23	TurboTax Online Deluxe	1	IT IS NOT FREE	You say in the beginning that its free and its not true I wont use it again
	671	199664474	2022-01-31 15:31:18	TurboTax Online Deluxe	4	Easy to use	I never saw the option to file for free as advertised
	672	199666311	2022-01-31 15:38:00	TurboTax Online Deluxe	3	not so free	Just because I had an HSA account I had to purchase the deluxe edition for both returns - free cost me \$78 00
	673	199667296	2022-01-31 15:55:14	TurboTax Online Deluxe	1	Disappointed	Very disappointed that I was forced to pay \$39 for federal and state refund and not allowed to file for free
	674	199669863	2022-01-31 16:33:21	TurboTax Online Deluxe	3	Why did turbo tax tell me that I HAD to upgrade?	Every year I use turbo tax, i decline the upgrade even though it asks me about 5 times throughout the process, this year it told me that I HAD to upgrade in order to file I'm confused to why it claims to be free, but then forces you to upgrade I'll still use it out of covenience and ease but just annoyed
	675	199681683	2022-01-31 17:05:56	TurboTax Online Deluxe	1	Click bait for the charge	It's advertised as free but not anymore If the pandemic affected you and you received unemployment you will be charged to file with turbo tax this year
	676	199672289	2022-01-31 17:11:05	TurboTax Online Deluxe	2	Not free	Says file free but because you scanned and added \$30 00 to my Federal return it cost me \$117 00 to file because the system made me upgrade to e-file and I couldn't go back and take the \$30 00 off so that I wouldn't have to upgrade So me being a 1st time tax filer basically just got my very small refund taken away kinda sucks
	677	199673359	2022-01-31 17:16:28	TurboTax Live Deluxe	1	Forces you into paying for turbo tax live	Says it will be free and then gives you no option to not upgrade to some stupid premium live for over \$200

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678	199674694 2022-01-31 17:37:29	TurboTax Online Deluxe	3	Good but a bit sneaky	While turbotax makes it convient and easy to understand or get help on taxes, some of the fees are a bit sneaky While it does show you every year it seems like they try to sneak one more in The worst one is the pay with refund option which is \$40 alone I figured this would be free and had to backtrack to see it would cost 40 for this option I understand TurboTax needs to make money and the two other \$40 charges I can handle but this one is dumb
679	199674984 2022-01-31 17:41:43	TurboTax Online Deluxe	3	You are misleading people about your free product	You don't mention that you need a code to get the free product I chose the free service from the start and was charged 117 00 No wonder they started looking in to your practices I have always used turbo tax and am really disappointed, This is the most I have ever been charged and I chose the free ez 1040 product, WOW , is all I can say!
680	199675074 2022-01-31 17:43:14	TurboTax Online Deluxe	4	It's very easy ,but I didn't ask for a charge	The only problem I have is it says free and it definitely isn't free and then to get charged 3 times 39\$ when there's nowhere to take it off this isn't right
681	199684387 2022-01-31 17:53:11	TurboTax Online Deluxe	1	Too Expensive	\$70 due to deluxe and all I did was add the ACA This sucks!!! I wouldn't recommend because people need their money and \$39 for state I should have done it myself I don't mind paying but that's too much when I was doing it for free and then added ACA and bill blew up
682	199684598 2022-01-31 17:57:07	TurboTax Online Deluxe	2	Turbo Tax has become RIDICULOUS	I have been using Turbo Tax for seven years I started doing my own taxes because I got tired of paying money a chunk of my money in MORE fees and TAX fees just to do something simple IT WAS FREE At a time where people are STRUGGLING and counting every dime they get, in a time like this, Turbo Tax thinks it is doing the public a favor by charging money for something that they did for FREE because its STILL as simple as the first time they came out I used to brag on them and now I feel like they are just like the rest THEY just gotta get SUMPTIN outtcha For me, because this is a must (filing taxes), rather you get a refund or not, I just do not appreciate that they are charging the customer for something that WAS FREE AND FOR EVERYTHING Almost eight dollars in taxes is RIDICULOUS AS HECK AND they put simple stuff in different categories to exaggerate the cost Zero dollars for me went to eighty five dollars All because I wanted to claim a credit THAT WAS DUE TO ME I had to UPGRADE the service I was using Yes this is convenient HOWEVER Turbo Taxes is taking quite the advantage of their clients The language that is use places simple stuff into different categories which in turn they tell you have to upgrade in order to receive it WHAT A DANG GONE SHAMMM Quite disappointing While they say they are getting you all of your money, at the end you are giving the extra you got to THEM IN FEES FOR THE SAME SIMPLE STUFF THEY WERE
683	199676550 2022-01-31 18:01:55	TurboTax Live Deluxe	3	Overall okay	Only thing about this is you keep saying it's free and it's not Other than that I like using the service However, paying for it does not reflect your advertising
684	199685338 2022-01-31 18:09:36	TurboTax Online Deluxe	1	I would use any other option	I have been using Turbo Tax for years This is the last They change the layout every year and it gets worse each time This year had too many flaws and issues First attempt was rejected and when I went back to fix it it wouldn't let me Then I finally worked my way around to fix it and the page kept showing error messages without there being any errors I then after many attempts of fixing through web assistant got a call from a human She was very nice After about 30 minutes I ended up just deleting the form and redoing all the numbers That finally worked What a joke TurboTax You need to start over and get it right And it isn't even FREE Why did I pay?
685	199685408 2022-01-31 18:10:48	TurboTax Online Deluxe	1	I doubt it is every FREE	You say over and over I can file for free, then at the very end of the process you say it'll be \$39 Then, you make me pay it twice!! It's a simple program to use, but the false advertisement leads to frustration
686	199678622 2022-01-31 18:11:47	TurboTax Online Deluxe	3	Turbo Tax is OK	I use turbo tax every year to file my taxes and I don't usually have issues but this year I only got a return of \$114 I chose to pay my fee with my return and they charged me another \$39 dollars for that I never noticed that before since I usually get a larger return but this year it hit hard because now in the end I will get back just \$39 This really isn't a free service
687	199679916 2022-01-31 18:34:18	TurboTax Online Deluxe	1	Probably won't use again	I was on pandemic unemployment like a lot of people and that means I could not use the free edition ??? I'm still catching up like a lot of Americans are and I could use every dollar possible Then because I had them take it out of my refund I was CHARGED DOUBLE!! I have been using Turbo Tax for years! I even help a couple good friends of mine with their taxes, using Turbo Tax; bringing you even more customers!! This will probably be the last time I use Turbo Tax
688	199680172 2022-01-31 18:38:30	TurboTax Live Deluxe	1	The COST	What initially brought me to this site for years ago was because you can file your taxes free and now for the past two years I've been charged and it keeps going up Now I'm paying over \$100 more than I initially paid the year before and my income has been relatively the same
689	199681184 2022-01-31 18:56:38	TurboTax Online Deluxe	2	NOT HONEST SERVICE	Everytime I use you guys it cost me money and it's suppose to be free I'm disappointed with you guys
690	199696233 2022-01-31 19:03:37	TurboTax Online Deluxe	1	Scam	Always claim it's free than forces you to pay I won't ever use TurboTax again
691	199682259 2022-01-31 19:16:26	TurboTax Online Premier	1	Not good	Had to pay \$150 of my \$250 refund to TurboTax They wouldn't let me file for free or even for a small fee
692	199682395 2022-01-31 19:18:17	TurboTax Live Deluxe	1	It's not really free	I did the free return and they said I had to upgrade even though it was a simple return the ended up charging me over \$200
693	199682990 2022-01-31 19:29:01	TurboTax Online Deluxe	3	Over priced	I think it horrible i have never had the option to downgrade when i do not need any other additional services This should easily be a TURBO TAX FREE verison

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694	199684347	2022-01-31 19:52:27	TurboTax Online Deluxe	1	Honestly, quite unhappy	Turbo Tax has been my go to for filing my taxes It's always been simple and easy to do In recent years I have noticed more and more of my money going back to the company in "fees" While filing my 2022 taxes the cost of the "Deluxe version" (Of which I was forced to buy because I couldn't access the IRS free filing and had to claim my retirement contributions which could only be filed with the deluxe) went from \$39, to \$70, then settled at \$117! I find this practice to be absolutely disgusting I have lost trust in the service and am HIGHLY dissatisfied with my experience I will probably not be using Turbo Tax again
695	199684764	2022-01-31 20:00:01	TurboTax Online Deluxe	3	Hidden fees after finalizing taxes	Qualified for the free tax services due to income Once the finalized tax return was configured, they made me pay \$39 for federal and \$39 state
696	199693016	2022-01-31 20:06:18	TurboTax Online Deluxe	1	not free	it's a little ridiculous that you can no longer file for free if you have health insurance but then trying to scam me out of another \$40 to pay with my refund is disgusting there is a fee to pay with your refund and it is not disclosed until you're about to file luckily i saw it and went back to pay with my credit card
697	199693213	2022-01-31 20:09:41	TurboTax Online Deluxe	1	Scam as always	It's never free this review will never be posted because intuit are cowards
698	199685933	2022-01-31 20:19:45	TurboTax Online Deluxe	1	Gonna make you pay	Had to upgrade to insert unemployment and state tax was not free to file like advertised Ended up paying \$70 to file a very simple tax return I hate taxes
699	199689476	2022-01-31 21:05:38	TurboTax Online Deluxe	1	TERRIBLE SIMPLE TAX 109S ROVVERY	all i did was file two tax returns and you took \$109 federal which i was told was free, then you forced a state fee, then charged a fee for asking the fee to be taken out my taxes, ill be looking elsewhere for taxes after my 7th year with turbo tax this is the last time
700	199689532	2022-01-31 21:07:00	TurboTax Online Deluxe	2	NEVER FREE	I've been using turbo tax since 2010 and NEVER got to submit my tax return for free, even when a 1040EZ would've done it
701	199690095	2022-01-31 21:16:59	TurboTax Online Deluxe	3	Does the job	Was not able to change from Deluxe to the free version which it automatically put me on per my Intuit account It says to "start over" to change it Very poor Also, they charge ANOTHER fee just to have the Deluxe fee payment taken out of my return Very poor
702	199690215	2022-01-31 21:18:53	TurboTax Online Self Employed	4	Great	They say it is all free but I got charged \$166 Not sure what for
703	199697362	2022-01-31 21:26:06	TurboTax Online Deluxe	1	I will not be using turbo tax next year	you guys advertise free on every platform you have and its an bold face lie your not free matter a fact u charge for state and federal this year i will not be using turbo tax next year and will advise all my friends not to use turbo tax
704	199691097	2022-01-31 21:33:29	TurboTax Online Deluxe	1	Payment	I am not happy with your services, I strongly thought I was filing for free like I did last year when I used your services but get to the end to learn y'all took over \$100 in fees that is so stupid when I am the person doing all the work If I knew I was going to have to pay I would of never used you guys I felt tricked and didn't want my time wasted so I paid the fees, but I am so displeased I won't be using you guys in the future!
705	199697759	2022-01-31 21:34:19	TurboTax Online Self Employed	1	Turbo tax is a waste of time and effort	You are a complete waste of time and effort, and a bunch of crybaby snowflakes You will no longer get any of my business after this year You can go taste a lovely unhygienically used sausage You stole \$150 from to pay for a free service Kiss mine
706	199691229	2022-01-31 21:35:23	TurboTax Online Deluxe	1	turbo	Would not let me use the freeversion even though i been using it wince 2015
707	199691277	2022-01-31 21:36:15	TurboTax Live Deluxe	2	Got me at the end	Tax help was great and very courteous Only problem i have is that I clicked on the FREE TURBO TAX LIVE advertisement for a simple single filer tax return that at the very end FORCED me upgrade to live DELUXE before i could submit it that cost me over \$200 or go back and do it all over again This was my 7th year and my last year with this e-file company
708	199698617	2022-01-31 21:52:46	TurboTax Online Deluxe	1	do not recommend	supposed to be free and i had to pay 120\$ rip off
709	199692691	2022-01-31 22:00:21	TurboTax Live Full Service Deluxe	4	Turbotax is good	It was ok they charged this time when it said it was free
710	199692731	2022-01-31 22:01:22	TurboTax Online Deluxe	2	Easy but not free even if you do it all yourself	I have used turbotax for several years now I used to love it because it's super easy if all you need to file is a W-2 Then the pandemic hit and last year I had to file a 1099 and pay out the wazoo just to file it I didn't order any service where I get help from any person or bot for that matter, they just charged me a lot simply because of the form I was filing Now this year I'm back to just one W-2, and I was still charged to file my taxes even though I did it all on my own as usual This year they charged double the fee, 1 for federal and 1 for state So "free" tax filing is far from free Oh and I was also charged separately from my return, they wouldn't just take it from there That charge came immediately when I couldn't even finish filing yet because the site said something about the IRS still having to prepare the form to complete the last step Filing on your own should not cost anything, but if you're going to charge you should at least call it what it is and not claim that it's free
711	199692886	2022-01-31 22:04:22	TurboTax Online Deluxe	2	Not free!	For all the excessive advertising TurboTax does about being "free" when really, no matter how simple your return is, it's never actually free they ought to be fined
712	199693023	2022-01-31 22:06:24	TurboTax Online Deluxe	3	eh if i have to	no one enjoys taxes so i guess this site is helpful wish it was cheaper or ya know free
713	199693199	2022-01-31 22:09:34	TurboTax Live Deluxe	4	great but \$200? used to be free!	great but \$200 is a lot i charge for basic taxes it should be free like before

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714	199693285	2022-01-31 22:10:51	TurboTax Online Deluxe	2	Disappointing	This year I tried to file for free Went back to start over but it kept charging me I know I can file for free Very disappointed Even when I finally decided to finish I was charged more than expected This refund is very needed and missing a hundred dollars hurts my pocketbook
715	199693629	2022-01-31 22:16:26	TurboTax Live Deluxe	2	Hidden/ Undisclosed Fees	Says free to file with the free edition, but nothing is covered except a regular W-2 I had a 1099 that I received from a cancer research study and they charged me \$44 to file because of it And even though it said state filing was free, I was charged another \$44 for that Then, when I was ready to send, the disclosures showed another \$39 charge for refund processing because I selected direct deposit to my bank
716	199699984	2022-01-31 22:19:54	TurboTax Live Deluxe	2	turbotax is helpful	I specifically clicked on the free edition of your services but no matter how many times I tried i kept seeing the charges I decided to just pay but not willing its kind of disappointing there was no way to go back and click on the free edition at checkout I feel like I got scammed which is not cool at all
717	199700017	2022-01-31 22:20:26	TurboTax Online Self Employed	2	Turbo tax says free Not!!!	I was suppose to get a discount through lyft And it was suppose to be free,but still ended up paying \$83, turbo tax is full of b s
718	199694118	2022-01-31 22:24:01	TurboTax Online Deluxe	2	Free to WHO?!	Easy, but tired of paying for programs that are advertised as free!
719	199694358	2022-01-31 22:27:26	TurboTax Online Deluxe	3	Disappointed	I'm disappointed that this service is advertised as free, I had to pay just because I was unemployed under Covid Therefore making my filing not "simple" to be eligible for the free version I have to pay money, because I had no money That's exploitive and ridiculous, and considering so many people used unemployment options, this service won't be free to a majority of lower class people and shouldn't be advertised as free free free free :)
720	199694431	2022-01-31 22:28:17	TurboTax Online Deluxe	1	Hidden filing fee, AGGRESSIVE about upgrades	Options to start on "free" are hidden, you can't undo an upgrade once you've clicked on one without starting over, also even though nothing changed about my return I was FORCED to upgrade or else it wouldn't recognize my HSA Finally it snuck a \$39 "filing" fee
721	199694738	2022-01-31 22:33:43	TurboTax Online Deluxe	2	Shouldn't call it free	Turbo tax is easy to use but it shouldn't list itself as free filing when I ended up being charged \$117 total
722	199695313	2022-01-31 22:45:51	TurboTax Live Deluxe	3	A bit pricy	They are okay, but impossible to file for free disappointed
723	199695390	2022-01-31 22:47:45	TurboTax Online Deluxe	5	We love TurboTax!	I love how quick and easy it is! However it's never free The commercials say it's free
724	199695594	2022-01-31 22:51:27	TurboTax Online Deluxe	3	okay	It was easy to file, but I was displeased with my options I had a fairly simple return, but because I had a 1095-A I had to shell out \$98 instead of getting the free option It seems like there ought to be some less expensive options for a return as simple as mine
725	199702343	2022-01-31 22:57:53	TurboTax Online Deluxe	3	false advertisement	You advertise that you offer free tax prep This is not the case it cost you \$39 anyway you look at it Then if you choose to have the cost deducted from the return it will cost another \$39 to me that is fraud!
726	199695995	2022-01-31 22:58:47	TurboTax Online Deluxe	3	Free File didnt end up being free	Turbo tax was user friendly and to the stress out of filing my own taxes however I was under the impression filling would be free and it ended up costing me the same price as if I would have went to a professional This is the first I have had to pay such a steep price which is very disappointing
727	199697126	2022-01-31 23:21:42	TurboTax Live Premier	1	I was charged for turbo tax even though military	I did not receive my free military file This should have been free that is why I use this as my file due to this free method
728	199703761	2022-01-31 23:23:15	TurboTax Online Deluxe	1	bullS**t	Turbo tax will try to get any penny they can from you even if you click the free option in order to file my taxes i had to upgrade and then pay and extra 40 dollars for the amount to be taken out of my refund scam
729	199697372	2022-01-31 23:26:15	TurboTax Online Deluxe	2	Misleading in many areas of the process	Misleading in many areas of the process "Free" ya right Very difficult for a senior citizen Then you have to pay for a "free" filing fee
730	199704476	2022-01-31 23:36:42	TurboTax Live Deluxe	1	Turbo Tax is misleading	First of all, don't say it's free if you are going to force people to pay for services they won't even use I came in here thinking I would file for free or close to it Once everything was done, I'd racked up almost \$200 in turbortax fees alone
731	199697943	2022-01-31 23:37:51	TurboTax Live Deluxe	4	It was good	It wasn't free which was disappointing Overall it was ok
732	199698043	2022-01-31 23:39:53	TurboTax Online Premier	5	Turbo Tax is AWESOME!!!	It's not free but i love the refund advance Thank you!
733	199704708	2022-01-31 23:40:53	TurboTax Live Deluxe	2	Free My A**	I started out with the free file and by Turbotax doing all this other stuff that I didn't know was going to cost me money, like checking for this and checking for that automatically, I ended up paying \$149 to file I wasn't even given an option to decline the services that were going to cost me After 8 yrs of filing with Turbotax, I think it's time to find another platform to file Oh, and they wanted to charge me to file my state taxes Yup, time to find someone else They did the same thing to me last year as well
734	199705036	2022-01-31 23:46:54	TurboTax Online Self Employed	3	free my a**	i thought turbotax was free 167\$ to file my taxes other than that, turbotax is wonderful
735	199698604	2022-01-31 23:52:35	TurboTax Online Deluxe	4	I couldn't use TurboTax for free this year :(	I have always had a great experience using TurboTax for free This year that wasn't an option for me I made it to the very end only for TurboTax to prompt me that I couldn't receive a credit because I didn't have premium It was only for about \$30 However, that was insignificant to me but there wasn't an option to skip it and use TurboTax for free I had made it to the very end, and I didn't want to have to file my taxis elsewhere So, this year I caved and spent \$90! I don't make a large income so; this number is significant to me I wouldn't be so bothered by the price if it was simply cheaper by \$40
736	199705417	2022-01-31 23:53:22	TurboTax Online Deluxe	1	money stealer	dont use them you think its free but then you already have all of your info and they make you pay look up somebody else

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737	199705640	2022-01-31 23:57:08	TurboTax Live Deluxe	1	TurboTax Is a scam	I restarted my return 3 times and you guys till got me to pay for turbo live When I needed help I asked to make a phone call Instead I got someone over text chat the biggest time waste ever On top of that the person I was speaking to did not know what they were doing This was my fourth and final year filing here It says file for free nothing free about it There was nothing helpful with you guys I will not recommend you to other customers
738	199698867	2022-01-31 23:58:14	TurboTax Online Deluxe	2	TurboTax was better in prior years	Left Turbo Tax the last couple years to save some money on filing It says its free, but in order to file you have to pay at least one or more packages I am not sure I will be using Turbo Tax for my 2022 taxes and really going to check other routes I am somewhat puzzled because I used to like it in previous years
739	199705734	2022-01-31 23:59:02	TurboTax Live Deluxe	1	Hidden fees	Promised a free file, but because I have an HSA thru my company I had to pay \$200+ to file my federal and state taxes All for my HSA I didn't get to use and there was no option to remove it Terrible, please use a different service, this sucked \$200 for me to fill in everything manually and receive 0 tax breaks
740	199699144	2022-02-01 00:04:28	TurboTax Online Deluxe	1	Always misrepresenting prices for *Free file	I switched this year to try turbo tax and I was surprised at the end when the program asked me for money just because of the earned income credit EIC In the past, I have used companies that did not charge for the EIC and found them just as intuitive as turbo tax Needless to say, I was disappointed with how open the word *Free is used by Turbo Tax  I felt pressured at the very end to just process the filings so that I did not have to repeat the whole process with a different company This giant company owned by Intuit likes to Nickel and dime poor people like myself that qualify for the EIC  If I could press the rewind on this whole process I would
741	199700350	2022-02-01 00:26:11	TurboTax Online Deluxe	3	so so but we all have to do the deed	you advertise for free, then upgrade, then upgrade again
742	199707044	2022-02-01 00:26:21	TurboTax Online Deluxe	1	TURBO TAX IS A SCAM	You should be up front about the service not being free Just make your pricing transparent
743	199700499	2022-02-01 00:28:25	TurboTax Online Deluxe	1	is ok at best	i always hear that ist is free wwith turbotax on tv but that is a lie over \$0 for both is high for a person that lives paycheck to paycheck but i get you only care about yourself and not the ones barely keeping afloat
744	199700753	2022-02-01 00:32:25	TurboTax Online Deluxe	2	don't understand the fees	Picked the free option and I still paid \$117 to file state and federal forms Turbo Tax Free my foot
745	199701139	2022-02-01 00:38:35	TurboTax Online Deluxe	2	WATCH THE FINE PRINT	TurboTax is advertising free simple tax returns until February 15, yet I was charged\$ 78 for my "free return" This is the first time I've had anything like this and I've used TurboTax for years Guess I will be changing companies next year
746	199701281	2022-02-01 00:40:46	TurboTax Live Deluxe	4	Turbo tax is very easy to use	It is not as free as advertised Nothing is free However, this is my third straight year using Turbo tax, and it gets the job done
747	199708868	2022-02-01 00:57:32	TurboTax Online Deluxe	1	Bait and Switch	Advertises as \$0 filing fee, but because of a \$42 retirement plan credit I had to upgrade Advertisement says \$39 but it's really \$39 for both Just call it \$78 Won't be using again
748	199702665	2022-02-01 01:03:48	TurboTax Online Premier	2	I thought it was free	I thought it was free but ended up costing \$108 00
749	199662834	2022-02-01 01:05:30	TurboTax Live Deluxe	2	TurboTax does false advertising!	TurboTax was easy and explained what I needed but federal was not free as stated, \$219 00 Then add their fees and state taxes plus e filing fees It would be really nice to actually get what is advertised without hidden fees Disappointed
750	199709453	2022-02-01 01:08:11	TurboTax Live Deluxe	1	Deceptive	Turbotax markets themselves as being a free tax service As a student this was very important to me After over an hour of filling out my own tax information turbotax required I pay over \$200 worth of fees
751	199709495	2022-02-01 01:09:02	TurboTax Live Self-Employed	1	Bad review software Jumps to charge \$49 to \$248	Not to happy I qualified for free and state for \$49 00 Somehow the software takes your directly to payment and charges \$199 00 plus the State total \$248 00 that's false advertisement make sure I go elsewhere next year!
752	199703042	2022-02-01 01:09:50	TurboTax Online Deluxe	2	Is not free as advertised	It is NOT free Paid 80\$  False advertisement  False advertising
753	199704222	2022-02-01 01:31:49	TurboTax Online Deluxe	3	Im upset	I filed my taxes and should have gotten my federal e file for free but with my state and federal i was charged 117 00 Not acceptable
754	199704378	2022-02-01 01:34:40	TurboTax Online Deluxe	2	Tatyana	TurboTax advise as being free they charge me \$117 00
755	199710762	2022-02-01 01:39:03	TurboTax Online Self Employed	3	Turbo tax says free to file that's a scam	Every add says free to file but every step of the way it constantly asked you do you want to add this or that I paid \$130 to file standard taxes Do not believe the lies Otherwise it's easy to use convenient to file online and I have never had an issue with them other then the false claims of free filing
756	199705803	2022-02-01 02:00:30	TurboTax Live Deluxe	1	Turbo tax HIDES Fees	I am very disappointed in the extremely high cost this year to file Because you have offered the "its free" to file commercial, those of us that don't file the EZ form get screwed This will be the last time I file with TT> I have been loyal since 2011 and I am done \$158 to file is RIDICULOUS
757	199706092	2022-02-01 02:06:28	TurboTax Online Deluxe	1	Hate This Service	Went to use turbotax free but was forced to upgrade Ended up paying \$117 for this service instead of the \$39 for state and \$39 for federal
758	199706144	2022-02-01 02:07:25	TurboTax Online Deluxe	1	Not free!!	Every year i get told by turbotax that my refund will be filed for free, and they never are, this year i was charged \$122!!! State and federal were supposed to be free if filed before the 15th of Feb and i was still charged \$39 each Absolutely ridiculous Will not be filing with them next year

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759	199706362	2022-02-01 02:12:17	TurboTax Live Deluxe	1	Free my rear	Turbo Tax charged us \$39 to have their \$119 filing fee taken out of our return instead of paying it upfront What happened to free turbo tax?
760	199706371	2022-02-01 02:12:22	TurboTax Online Deluxe	2	tricked me	tricked me into spending more money, so I cancelled it and had to start over! Then it wouldn't allow me to use the free one 5 minutes later I had qualified for the free one just a minute ago, so they were going to get money either way by tricking me
761	199707181	2022-02-01 02:29:28	TurboTax Online Deluxe	1	not free	you guys still are sly about hiding the free turbo tax editions
762	199707260	2022-02-01 02:31:15	TurboTax Online Deluxe	3	Price	The pricing for filling taxes when they always send emails saying it free to file
763	199707344	2022-02-01 02:32:56	TurboTax Online Deluxe	2	Never Free	I don't mind using yall except for the fact that I always have to pay to file even though you advertise that you can file for free I never even get the option to file for free
764	199707378	2022-02-01 02:33:18	TurboTax Live Deluxe	3	Annoying but easy	They made me select an upgrade worth \$119 and I did not get an option to opt-out of it On top of that, if you select "deduct from federal refund" they charge an additional \$40 For service to advertise "free" to file yourself, it was not free
765	199713961	2022-02-01 02:35:04	TurboTax Online Premier	1	What a joke	I was all the way through on the free version and almost submitted but went back to check something and accidentally upgraded to premium and it was making me pay \$110 00 So I called customer service and the guy hung up on me They literally would not let me start over or go back to the free version It's like a scam Not using this platform again Would not recommend
766	199707470	2022-02-01 02:35:30	TurboTax Live Premier	4	Turbo tax was good for me	It was long but easy I'll be using it every year even though it wasn't free
767	199708137	2022-02-01 02:46:40	TurboTax Online Deluxe	1	TurboTAX Charged me 79 00	I just got charged 79 00 dollars to file and I was using the free version, because I have a retirement account, I could not decline the the upgrade I had to upgrade it  Very bad stuff
768	199708724	2022-02-01 02:55:08	TurboTax Online Deluxe	1	dissapointing and misleading	Lets you start with free edition and forces you into deluxe edition and then you pay double when you file if you want to fee taken out of your taxes! Don't believe there free free commercial! using something else next year
769	199714890	2022-02-01 03:02:42	TurboTax Online Deluxe	3	taxes	way too expensive! They claim it's free but to actually file and get the deductions you are owed and to Efile it is \$117 or more!! NOT FREE! FALSE ADVERTISEMENT!!
770	199709693	2022-02-01 03:12:59	TurboTax Online Deluxe	2	Not actually free	You get so far in the process before they add in that you cant file a certain form unless you pay for the services On top of paying \$40 for federal they also added in \$40 for state Was too far along in the process to go back and ended up paying \$86 just to file for what I thought would be free
771	199673505	2022-02-01 03:19:10	TurboTax Online Deluxe	2	Overrated Fraud	Advertisement says you can file a simple return for free but that's not true My wife and I live off two social security checks and a pension We are in our 70's and usually take people at their word, but this wasn't the case Our fixed income is under \$40,000 a year and you still charge us over \$85 for tax service We'll find someone else next year
772	199673542	2022-02-01 03:19:53	TurboTax Online Self Employed	3	i love turbo tax bbuut	im all for turbo tax and the awesome things it provides but whats the point to choosing the free file option if its still charging you \$144 dollars at the end of the filing seems like false advertising
773	199710160	2022-02-01 03:24:08	TurboTax Live Deluxe	4	Very helpful & easy to use	Really enjoyed the helpfulness with the tips and explaining each step of the way Don't like how Turbo tax can often sucker you into getting the non-free filing tax option Ended up paying to file but other than that very easy to use!
774	199710595	2022-02-01 03:34:45	TurboTax Online Deluxe	3	my review	I have been using Turbo tax for 6 years now and for some reason this year they charged me \$112 It has always been \$0 which is the reason I used turbo tax and do them myself I don't know if the stimulus or child tax credits changed things or what because nothing else changed AND it advertises \$0 with or without help until Feb 15, 2022 and today is Jan 31,2022 so that deadline isn't here yet Other than that I like using turbo tax
775	199710880	2022-02-01 03:41:39	TurboTax Online Deluxe	4	Makes sense	Been doing my own for 4 years now Very satisfied However, The Term "Free" is misleading I have been charged every year
776	199710941	2022-02-01 03:43:14	TurboTax Live Deluxe	4	Good	Great except I thought I was filing for free and ended up with over 200 00 in fees:(
777	199711185	2022-02-01 03:48:39	TurboTax Online Deluxe	3	Way to Pushy	TurboTax got the job done but they are WAY too pushy with their products, I bet people end up paying way more than they need to most of the time simply because they shove upgrading to the higher plan down their throats so often I'm sure that someone has clicked that accidentally or because they feel like they are going to end up in jail if they don't have some sort of "protection" from TurboTax that don't actually need I ended up having to pay in order to add 1 specific deduction to my taxes that would have been free on multiple other tax platforms and I honestly wouldn't have if I hadn't been so deep into the process before I knew that would be an issue Also, \$39 for a state return? Again, that would've also been free on multiple other tax platforms And then another \$39 if I just want it to be deducted from my tax return? This one was in fine print though so I almost didn't notice it This is a great service that is very user-friendly but there are too many fees and they are entirely too pushy with upgrading your service
778	199711725	2022-02-01 04:01:22	TurboTax Live Deluxe	2	turbo tax	Turbo tax is expensive, I'm paying to much for this service, the company has commercials doing it for free and then it's not I think next year i'll try something else

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779	199712241	2022-02-01 04:12:33	TurboTax Online Deluxe	3	Free service with fees	The steps are easy enough but all of the additional fees are annoying for a website that is supposed to be free Also, the service of paying the fee with my tax return was not clearly labeled that it was also an additional fee until the final walk through at the end
780	199713966	2022-02-01 04:35:11	TurboTax Live Deluxe	1	Hidden fees	The software claims to be free and then when you get to the end surprise! You have to pay 119 dollars Then it's like don't worry about paying now! Surprise! It cost \$39 to pay out of your taxes But by the point you get charged you are already so far into the taxes that it's like you don't have a choice
781	199714840	2022-02-01 05:01:17	TurboTax Online Deluxe	3	Ughhh	Said it was a free file then told me i had to pay because of my tax situation
782	199715140	2022-02-01 05:09:37	TurboTax Live Deluxe	3	Turbo tax is self explanatory	Its easy and simple just thought it would be completely free to file except for the state part
783	199715142	2022-02-01 05:09:43	TurboTax Live Deluxe	4	Turbo was a cool experience but pricy!!!!	My experience was really good All the resources were very helpful I needed to speak with an agent and the wait time was less than 4 minutes which was good They helped explain everything far as tax breaks, credits and compared last yr's return with this yr return However, the pricing has definitely went up Turbo tax is becoming more pricy and I filed early this time thinking I could get it done for free like they always advertise but nope still had to pay a good amount Most likely will file with them next yr but make sure I have my own money to pay the fee
784	199715265	2022-02-01 05:14:27	TurboTax Online Premier	4	Turbotax is great but free version is hidden kinda	Turbotax does a great job, don't get me wrong I have been using them for a very long time I just always forget to look for the free version before I get started and by then it is too late I just wish they still advertised the free version on the main page instead of the fine print with the asterisk
785	199715457	2022-02-01 05:22:49	TurboTax Online Deluxe	2	Turbo tax wasnt bad	Kind of annoyed that after every page it kept on asking if i want to upgrade when all i wanted to use was the free Than it ended up forcing me to upgrade which is fine said the upgrade was \$39 dollars turned out to be \$119 dollars which i find irritating but its whatever OH YOU dont have to pull your wallet out take it out of your refund but im charging you \$39 and we wont tell you until the very end :) thats a joke
786	199717683	2022-02-01 07:43:19	TurboTax Live Deluxe	2	not happy with 202 00 dollar tax fees	I always efile my taxes online with turbo tax Unfortunately, i dont think i will be using this service next year Not happy being charged 202 00 dollars for fees I could have had a tax service due my taxes for this price Ridiculous Thought this service was free Boy was that misleading
787	199718393	2022-02-01 09:14:28	TurboTax Live Deluxe	3	Not as happy as usual	I have used TrboTax for over 8 years, and have always had options for the plan I wanted to purchase This year, no options, and no ability to go back to lower the plan it chose for me The deluxe plan also said you get state filing free, and yet charged me for state filing
788	199718438	2022-02-01 09:20:13	TurboTax Online Deluxe	2	Review	Little hard to understand at times, said it would be free for a simple return I had to play almost 100 00
789	199723990	2022-02-01 13:41:52	TurboTax Online Deluxe	3	Free File Confusing	Finding Free File appears to be intentionally difficult There are not enough specifics as to who qualifies for free filing and what forms would disqualify for that option After much difficulty in finding the Free filing option and after establishing qualification, half way through the free file it wouldn't allow me to proceed without upgrading to a pay option
790	199725628	2022-02-01 14:17:32	TurboTax Live Deluxe	3	Turbo Tax Is Expensive	SORry but it was free, then fees now 200 00 WOW I hope I can find something less expensive next year THis may be my last tax filing with Turbo Tax
791	199726499	2022-02-01 14:34:50	TurboTax Online Deluxe	5	Not free as advertised	Have used Turbo Tax for many years Easy to fill out We used to have many deductions and now We file simple form Take standard deductions Stil cost me \$37 TV ads are misleading on free tax return
792	199726964	2022-02-01 14:42:52	TurboTax Online Deluxe	2	Rip off	You do the work yourself, then they trap you into paying almost \$100 in fees If you advertise something as "free," it should actually be free
793	199732092	2022-02-01 15:52:59	TurboTax Live Deluxe	1	every year keep going up in charges	not to happy it seems that every year go up in turbo tax fee \$200 at time looking to chage this app for loosing like crazy only want it to use the free one or at least the \$49 one but no option at all not happy about it
794	199733180	2022-02-01 16:09:24	TurboTax Online Deluxe	1	Do not trust the free service	Turbo Tax claims to be free yet charges you for every little thing Constantly trying to trick you into paying more and more money
795	199734834	2022-02-01 16:35:19	TurboTax Online Deluxe	1	Hidden Fees	I opted to use the free version After spending an hour using this service I was notified that I did not qualify for the free version I was then asked to pay \$78 to continue or to scrap all of the work I had done Dishonest company
796	199734876	2022-02-01 16:35:57	TurboTax Live Deluxe	4	TurboTax for the one who wants to file themselves	I gave a 4-star review because I could not continue with the free version Which was mainly because of me being in school Which was pointless paying for the deluxe because I still filed by myself with no help from the turbotax team Maybe look into that fo next years taxes It was still very simple with my school info that was needed
797	199744096	2022-02-01 17:01:57	TurboTax Live Deluxe	2	Hidden Fees Nickel and Diming	Every time you turn around there is a fee Prefer a service to be upfront and not tack on fees when you're 30 min into working on your file A bit deceptive and left a sour taste in my mouth
798	199737244	2022-02-01 17:11:17	TurboTax Online Deluxe	3	Confused	I wanted the free but some how ending up paying 122 00
799	199737415	2022-02-01 17:13:44	TurboTax Online Deluxe	4	Not what you say	Turbo say something do something else you free is fake!!!!????
800	199737664	2022-02-01 17:17:56	TurboTax Live Premier	3	Misleading and Not Truthful	I have used Turbo Tax under the impression that it is free At the end they say to file you have to process a payment Just be honest upfront
801	199738085	2022-02-01 17:24:59	TurboTax Online Deluxe	3	Not free	Turbo tax is very easy to use My only complaint is it says free free free and when you get to the end ITS NOT FREE Other then that it's great
802	199738457	2022-02-01 17:30:47	TurboTax Online Deluxe	4	Successfully completed	Was able to successfully enter my returns including tax credits for a solar system installation Still not why they advertise it as free as it NOT



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803	199738551	2022-02-01 17:32:18	TurboTax Live Deluxe	1	i wanted to file for free and was still charged	Ive used turbotax for years this year free filing cost me 207 even though i had no help doing them Then my return was entered at 1,000 less than what the page was telling me it was suppose to be NEVER AGAIN
804	199738870	2022-02-01 17:36:31	TurboTax Online Deluxe	4	Easy peasy!	Although commercials say it's free it is not for most taxpayers The rates are about \$40 each (federal+state) Not that much different than going to someone Turbotax just makes it easy to file I wish it was cheaper
805	199739263	2022-02-01 17:42:56	TurboTax Online Deluxe	3	Good program	Easy to use, 5th year doing my own taxes on here now I only do not like how TurboTax tries to up-sell you several times during process, and they say free to file, but it IS NOT free, it never is They require you to get deluxe at minimum to file which is \$34, then the state fees Overall good program, just wish it was free or close to it, don't want to be paying hundreds of dollars to do my own taxes SMH
806	199746655	2022-02-01 17:48:06	TurboTax Online Deluxe	1	turbotax is awesomely deceptive free my eye	i did my taxes with turbo tax they are very deceptive with the ads they say that its free but its not thats just a front to get u on their site then they hit u with the fees really let me knw when its really free ok
807	199739853	2022-02-01 17:52:36	TurboTax Online Deluxe	2	Turbo Tax is Ok	Said free for all option and it kept trying to make you get the deluxe option for additional fees So its not completely free
808	199740270	2022-02-01 17:58:24	TurboTax Online Self Employed	4	Ok	Easy to use but not actually free
809	199747840	2022-02-01 18:08:26	TurboTax Online Deluxe	1	Horrible and Rigged Service	I don't like the fact that turbo tax says free filing then proceeds to block you from opting out of having to pay for additional fees that are useless to our taxes Already they are pulling double the money from my taxes to have the services included when I don't need them I can't even cancel or change it It's frustrating and moving forward I will never use this crappy and deceitful service
810	199740999	2022-02-01 18:10:37	TurboTax Online Deluxe	5	easy to file	was easy to use but television commercials stress FREE FREE FREE!!! its not free free free but still ok
811	199748489	2022-02-01 18:19:37	TurboTax Online Deluxe	2	Lies about "free" return options	Surprise fees everywhere, do not trust that your return will be free, they'll hit you with several \$39 fees for every thing you need to do On top of that they're constantly advertising upgrades at every step and are not helpful when you ask for help, unless you pay and pay and pay
812	199742555	2022-02-01 18:35:12	TurboTax Online Deluxe	4	Good	Don't put free if it is not !!! If it cost put that instead
813	199743160	2022-02-01 18:45:47	TurboTax Live Premier	2	Turbo Tax is Great except for the fee is not free	I'm pleased with the efficiency except for the fees charged that I didn't request I requested free tax preparation I have done business with you for 8 years and the last two you have charged me and I don't know how to stop this fee and get the free preparation I appreciate the deduction from my refund but still \$262 could take me out to dinner a few times
814	199743354	2022-02-01 18:49:03	TurboTax Live Deluxe	3	Turbo Tax needs to cut down its costs	It is easy to file with turbotax so the convenience and breakdown is great But all the fees is ridiculous TurboTax is expensive and should remove all "file for free advertisements" I have never once filed for free with TurboTax and I've been filing with them for years Even on my simple returns It is almost a punishment to pay for filing with your return Some of us can't afford the fees at the moment and get hit with even more fees for choosing that option Lower cost and no fee for choosing to pay with our return Some of us really depend on the return we are receiving
815	199743494	2022-02-01 18:51:11	TurboTax Online Deluxe	1	Expensive	Why does TT keep getting more and more expensive, while still advertising that it's 'free to file'? Just so everyone is clear - if you are a student, or file your state taxes (like every adult), it is not free Yes, even if you've used the link from the IRS Very frustrated and looking for new tax sites that are truly free for next year
816	199744087	2022-02-01 19:01:48	TurboTax Online Deluxe	1	OVERCHARGE	Year before last got locked out of my account and even tho i sent in a pic of my ID i still got rejected whatever Last year i ended up paying for turbo tax deluxe cause it said i would get bigger tax breaks, whatever it costs like 50\$ Honestly forgot i had it till this year i went to file and had deluxe, cool thought i'd be able to file for free and then got charged 39\$ right before i can file for 'fees'?? I will not be using turbotax next year
817	199744367	2022-02-01 19:06:53	TurboTax Online Deluxe	2	Okay but cost to much	I feel having a child does not make it a complicated tax return and should be free Then adding 39 dollars every time I turn around Ya unhappy about that
818	199744438	2022-02-01 19:07:57	TurboTax Online Deluxe	1	Found a glitch & High fees	found a glitch for donations on line 12b and nobody at TT could help me get past it, found that it was a number above it that was causing the issue so I got past it on my own Plus the fees to us turbo tax are ridiculous it may be free to start out with but by the time your done filing it could spend an easy 100 dollars will be the last time I use turbo tax
819	199745889	2022-02-01 19:33:49	TurboTax Online Deluxe	3	Disappointed	It says a simple return is free This was not free Very misleading
820	199745956	2022-02-01 19:35:09	TurboTax Live Deluxe	2	Thought it was free	I completed my tax return only to find at the end that to file it I had to pay I was under the impression filing was free Won't be using Turbo Tax again and I will not be recommending to my friends I hate doing my taxes to begin with I sure was not going to start again with another "File Free " I pressed file simple tax at the beginning Pretty ticked off!
821	199754017	2022-02-01 19:56:18	TurboTax Online Self Employed	4	it was ok	expecting it be free and it was not that is false adviretment
822	199748262	2022-02-01 20:15:25	TurboTax Live Deluxe	4	Not totally free!	If you want to do basic taxes it may be free, but I have been with Turbotax for at least 6 years and I pay every year to file This year I am receiving the least and paying \$250+

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823	199748719	2022-02-01 20:23:33	TurboTax Online Deluxe	5	Turbo Tax got me the maximum refund! *****	I started to file with a different online tax preparer, but it wasn't free this year. So, I cancelled it and decided to give Turbo Tax a try. It ended up not free either, but they took the fee out of my federal return and got me several hundred dollars more than the other guys! Highly Recommend!
824	199755698	2022-02-01 20:24:44	TurboTax Online Deluxe	1	Not free like it leads you to believe	I filed free and it charged me. I feel cheated and robbed.
825	199749175	2022-02-01 20:30:45	TurboTax Live Deluxe	2	Don't like the changes	I've used this program for many years and had always been highly satisfied. This year's changes are confusing & time-consuming. Also, TurboTax misrepresented "Free Filing" status. Simple filing was then jacked up to \$130. I chose protection add-on which brought it to \$168. Small print added tax so my Free filing ended up to be \$185.22. Last year I got a refund & this year after increasing my W4 withholding with basically the same income, etc I ended up paying \$1301. Time to look for a different tax preparation program! Really unhappy.
826	199749703	2022-02-01 20:39:46	TurboTax Online Deluxe	5	very helpful, no more words	its not free, what else is there, create characters
827	199749759	2022-02-01 20:40:44	TurboTax Online Deluxe	5	Great service	I appreciate turbo tax. The only O don't like are the repetitive ads to purchase more services. It's not really free.
828	199749828	2022-02-01 20:41:55	TurboTax Online Deluxe	3	Great but expensive	I was told in an email promotion that if I filed before Feb 15 it would be free, then I find out I have to update to deluxe to get part of a tax credit I was eligible for. Then it wouldn't allow me to use my refund to pay for filing my taxes. It is a great service but the fees will get you.
829	199756787	2022-02-01 20:44:33	TurboTax Online Deluxe	3	ok I wouldn't say awesome	I thought my federal would be free and then pay 39 for state but oh no- I got charged for federal and state- I wanted to change back to free before I was finished but the free was not on the list to choose- bad form- bait and switch.
830	199756914	2022-02-01 20:46:44	TurboTax Online Deluxe	1	Turbotax needs to chill	This site literally coerced me to pay them like some kind of school bully or the Mafia. I selected the free version multiple times to then HAVE to upgrade to file my crap. Would not recommend.
831	199750380	2022-02-01 20:51:23	TurboTax Online Self Employed	5	8 YEARS AND COUNTING	So far it has been a great tool for me, I don't have time to go to an office and waste my time with someone, this for me works great, however, don't advertise that it's free, because it's never free.
832	199758529	2022-02-01 21:14:40	TurboTax Online Deluxe	1	more bullsh*T	commercial after commercial telling you its free its free, go to hell with that.
833	199751756	2022-02-01 21:18:26	TurboTax Online Deluxe	2	IS OK BUT NOT FREE	SHOULD BE FREE IF THATS WHAT YOU ADVERTISE AND NOT COST WAY MORE THEN WHATS SAID
834	199758915	2022-02-01 21:21:08	TurboTax Online Deluxe	3	i am disappointed that you denied my free filing	your company promoted about free charge \$0 for filing tax is deceived me!! i do not appreciate your greedy to make me pay for just filing my simple tax return! I feel that I should deserve my credit back from my payment for \$84 from you!! i have been facing hardship due to loss of my hours to work as i have brain tumor!! Inflation impacts my financial hardship. I think I deserve to get my refund from my payment of \$84 back!! please have mercy on me!!
835	199752000	2022-02-01 21:22:39	TurboTax Online Deluxe	4	Easy to use	This is our 6th or 7th year to use turbo tax. I appreciate the ease of use. I took off one star because in order to use child care credit you have to pay and can't use the free version.
836	199759317	2022-02-01 21:27:53	TurboTax Online Deluxe	1	Too much crap	Using Turbotax used to be fast and easy. Now there's like 30 thousand things to go through and they forced me to pay for it even though I selected the free options. ON TOP of it all they keep asking over and over UPGRADE! UPGRADE! UPGRADE!! GREED GREED GREED GREED GREED GREED EVIL VILE
837	199752353	2022-02-01 21:28:56	TurboTax Online Deluxe	4	Not free as claimed	Although Turbo tax is easy to navigate, its claims of free filing are not as expected.
838	199752849	2022-02-01 21:37:22	TurboTax Online Premier	1	Review	I should not have had to pay extra to do my taxes. It is supposed to be free besides to efile. I had to pay 69.00 and it would not let me change options. This is the second year this has happened to me. I probably will not use this service again.
839	199753187	2022-02-01 21:42:37	TurboTax Online Deluxe	4	Easy to use	I thought it was going to be free but it cost \$39.00 was a bit disappointed as my return was very easy.
840	199753236	2022-02-01 21:43:57	TurboTax Online Deluxe	4	Good Times	No one likes filing taxes. I'm irritated with the "Free" advertisement yet I'm charged 39\$ for federal and another 39\$ to direct deposit. Also filed joint with wife last year and divorced this year but had no access to my return and could not trigger with the recover ID.
841	199753368	2022-02-01 21:46:39	TurboTax Live Self-Employed	3	Hidden Fees	Turbotax claims to be a free tax support system. HOWEVER every single time you click on something new or add something in there is a hidden expense for this or that. Want to pay a fee with your taxes, a new fee pops up, have something different on your return than last year hidden fee pops up because you have to file differently. I think the service is overall great but I do find that it comes with hidden fees that add up very quickly.
842	199753424	2022-02-01 21:47:33	TurboTax Online Deluxe	3	It's works, but it will cost you!	I really enjoy that TurboTax Free Edition is no longer compatible with Unemployment 1099-G. I'm glad I was forced to use the deluxe version at \$39 for my Federal Tax Return. I am also ecstatic that they were nice enough to charge another \$39 for doing my state return as well. And to top it all off they will only charge you \$39 to deduct the other previously free fees directly from my tax return. So, only \$117 this year for the same service I got for free last year. Thanks TurboTax.

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843	199760972	2022-02-01 21:52:58	TurboTax Online Deluxe	1	TURBO TAX IS TRUE CAPITALIST SCUM	I love that Turbo Tax tries to take as much money out of my return as possible Especially since it's the only free way to file your taxes You know, the thing you have to do or you can go to jail! It blows my mind that I have to pay to file unemployment and state taxes that are required by law Every tax season I am reminded how crappy this system is, when I know that \$75 can go a long way for a poor family Fortunately it doesn't put a dent into my finances You really should be ashamed of yourselves This is the epitome of capitalism greed and truly a monopoly If I didn't have to use this to file for free I wouldn't 240 mil returns every year even if half filed with turbo tax that would be \$9 billion Congrats you could end world hunger Good day
844	199753910	2022-02-01 21:54:41	TurboTax Online Deluxe	3	Gets the job done	All the ads said file for free but then there wasn't even a free option on the site when i went to file Other then that, things did go smoothly filing wise
845	199754376	2022-02-01 22:01:54	TurboTax Online Deluxe	3	Easy to use EXCEPT it's NOT really free!	Easy to use EXCEPT it's NOT really free! \$78 in fees! Really!?! Would give 5 stars, but with switch and bait, only giving 3 Sorry!
846	199755079	2022-02-01 22:13:38	TurboTax Online Deluxe	2	Expensive	Not Free as advertised, forced to upgrade as I collected unemployment benefits during tax year
847	199763061	2022-02-01 22:25:35	TurboTax Online Deluxe	2	TURBOTAX IS A RIP OFF	THEY TRY TO SAY ITS FREE BUT ITS REALLY NOT! THEN CHARGE FOR THE SERVICE WHICH IS FINEBTHEN AT THE END ADD ON A SURPRISE CHARGE JUST TO PAY OUT OF YOUR REFUND WOULD NOT RECOMMEND!!
848	199755868	2022-02-01 22:28:13	TurboTax Online Federal Free Edition	1	TurboTax failed this year	When I selected to start my tax return it did not give me the free option so I entered the website again but still no free option so I selected the cheapest option and said no to every upgrade pop up that you all force on your customers over and over again i started at \$29 then some how that changed to \$39 along the way and at the end you all wanted me to cough up \$79? I literally said no to every upgrade pop up I didn't even want to file my taxes anymore Then the cherry on top was that I had to start all the heck over I'll definitely be using H&R Block next year So much for your annoying free free free free commercials
849	199757215	2022-02-01 22:51:54	TurboTax Online Deluxe	1	Helpful	Filing Federal is not free I was charged \$39 00 3 separate times
850	199765580	2022-02-01 22:58:59	TurboTax Online Deluxe	1	False Advertising	you advertise \$0 to file but still charge filing fee's/
851	199758486	2022-02-01 23:13:37	TurboTax Online Deluxe	1	Turbo tax is a liar	I am really tired of hearing the ads for free tax filing, then I pay over 100\$ to file my taxes So you are liars and that is a bummer
852	199758747	2022-02-01 23:17:40	TurboTax Online Deluxe	2	Price	To much Charge double if u e-file I tried to file for free but made me pay to file
853	199766975	2022-02-01 23:19:33	TurboTax Online Deluxe	3	turbo tax sucks	i always go for turbo tax free addition but it always charges me
854	199767339	2022-02-01 23:25:00	TurboTax Online Deluxe	1	Liars	Stop advertising this as a free service if you are going to charge people a minimum of \$80 just to file with you Then another \$40 charge just so I can pay you the \$80 for this supposedly free service I appreciate the convenience of your service but this will be the last year I use you when other services are charging actually nothing or as little as \$20 Having to pay nearly \$120 for a service that claims to be free is disgusting and hurt my already meager return when I could really use the money
855	199760269	2022-02-01 23:41:25	TurboTax Online Deluxe	1	Turbo Tax is Too Expensive	The experience itself was fine The extra added fees and total charge of \$107 to file taxes is ridiculous Especially for those who live on a fixed income like myself I always know my taxes are going to be right, but I am not sure it is worth the fees What happened to turbo tax being free?
856	199769260	2022-02-01 23:54:45	TurboTax Online Self Employed	4	Very easy to walk through	I like how simple is to file taxes through here, but it gets a bit expensive if you have to file 1099-NEC and W-2 Offered as a free service through Credit Karma, but still ended up having to pay close to 180 bucks to file
857	199761326	2022-02-01 23:58:04	TurboTax Online Deluxe	3	too expense	start saying is free but even the simple one its not free
858	199761698	2022-02-02 00:03:50	TurboTax Online Premier	1	The further you go the more you have to spend	I miss the days when TurboTax was free Will not be returning next year, the further I went through the "free" program, the more I had to pay Most of the hints weren't helpful at all, the site was buggy and after doing almost all the work myself I still had to pay over \$140, \$39 a state are you kidding me?
859	199761733	2022-02-02 00:04:31	TurboTax Online Deluxe	3	What happened to FREE!?!?	TurboTax is great It's quick and easy, but WHAT HAPPENED TO FREE!?!?!
860	199761833	2022-02-02 00:06:00	TurboTax Online Deluxe	2	Turbo Tax ,always says free but it never is	I would like to know up front is not free This has always bothered me but well that's life
861	199762021	2022-02-02 00:09:08	TurboTax Online Deluxe	2	Difficulties increased	First, they advertise that you can file for free Then when you start they tell you that you can't file for free, and charge a premium Also they made the format far more difficult to understand than it was last year Honestly I am on the verge of just using paper filing from this point on
862	199770292	2022-02-02 00:13:10	TurboTax Online Deluxe	1	Hogwash	Absolutely terrible that i literally HAVE to PAY to get my refund unless you go through Credit karma BS Used to be free but like millions of people who had to use some specific form, now you gotta pay But hey lets make you pay for the fact that our ads and complete bull didn't catch your eye or grab you You have to pay \$100 to not go to jail and to get the money you are owed This is the last time I will ever use this gimmick
863	199762328	2022-02-02 00:14:00	TurboTax Live Deluxe	4	Turbo tax review	the only thing I dislike about turbotax is that they force you to select certain plans and charge you even after it states it is free but other than that this a very easy process but I think I will return to an actual physical person because I get more money back and they do not charge me as much as turbo tax does

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864	199763155	2022-02-02 00:27:02	TurboTax Live Premier	1	SUCKER YOU INTO PAYING FOR IT	yes, they can let you go to a lower product for free, but that's only if you restart EVERYTHING And I only realized I wasn't on the free one after spending freaking hours dealing with them on the phone I will be using a different service from now on out
865	199763334	2022-02-02 00:30:01	TurboTax Online Deluxe	4	Why I was charged \$78 00	Not sure why when i asked for free turbotax i got charged \$78 00
866	199763378	2022-02-02 00:30:27	TurboTax Live Deluxe	3	Way to go TurboTwax	My return was simple, it was supposed to be free but cost \$209 I dont mind though the ease of the website was worth it
867	199773311	2022-02-02 00:48:24	TurboTax Live Deluxe	1	Why am I paying for this?	I think it's really bogus that I am having to pay for something that I was told would be free And then when I try to start over I am not allowed to It's also pretty bogus that the government knows how much I pad in taxes and still requires us to use a 3rd party service to file because all corporations care about is making money
868	199765492	2022-02-02 00:57:26	TurboTax Online Deluxe	4	I love Turbotax	I love Turbotax but not the hidden fees I wish they would not advertise free to file federal if its not
869	199766350	2022-02-02 01:09:24	TurboTax Online Deluxe	3	Not Free	Says it's going to be "FREE" but when it came to actually filing it turned out to be \$78 Wasn't any options to removed the paid options Otherwise filing was very easy
870	199766360	2022-02-02 01:09:30	TurboTax Online Deluxe	1	It's not free	First off, it's not free Secondly, if you chose to take the money out of your return they charge you an extra \$39
871	199766840	2022-02-02 01:17:24	TurboTax Online Deluxe	2	poop	so expensive when it should be free, total rip off
872	199780197	2022-02-02 01:19:10	TurboTax Online Deluxe	1	terrible	we will never use turbo tax again false advertisement said could file for free called and talked to someone and re entered our information in and ended up getting charged \$117 00 and we filed easy formed they do nothing but scam people out of money i will go back to H & R block where they honor what they say at least hope your happy with not honoring your word and advertisement on TV
873	199766972	2022-02-02 01:19:29	TurboTax Online Premier	4	Worked Well But	Everything went as usual like in years before but this year the program some how chose the premier version of turbo tax which I don't need and have never used before I had chosen the free and have an email confirming my registration for the free version I get to the end and it says I owe for the premier version and I cant start over at that point so I went ahead and had to pay for it Not impressed with that part
874	199766986	2022-02-02 01:19:44	TurboTax Online Deluxe	1	Terrible	Supposed to be free! At the end they always make you submit a payment even if you qualify and ask for the free addition
875	199767082	2022-02-02 01:21:22	TurboTax Online Premier	4	Turbo Tax is awesome but it is not free!	Turbo Tax is not free! I love using the service but I do not understand why they say free
876	199730472	2022-02-02 01:27:19	TurboTax Online Deluxe	1	TURBO TAX IS AWFUL	If I could give negative stars, I would Turbo tax lies about being a free service It even starts out saying, start for free, then in the same box, shows that it's \$29 At the end, it shows I owed \$29 for state return and \$39 for federal return Meanwhile, my son's taxes were free of charge No rhyme or reason to who needs to pay and who doesn't So now, my already low refund is even lower Awful liars Next year I'm going to try and find a better way to do my taxes There must be a better program than TT
877	199780672	2022-02-02 01:30:53	TurboTax Online Deluxe	3	Too Many Hidden Fees	Why tout yourself as a free tax return service if you're going to nickel and dime everything? I can't even use my federal return to pay for the service fees without getting another product tacked on to it Stop false advertising
878	199768545	2022-02-02 01:43:14	TurboTax Online Deluxe	2	Meh Too bad I had to pay to file	It has to be done I wish Turbo tax was actually free like the commercials
879	199768553	2022-02-02 01:43:20	TurboTax Online Deluxe	3	Free does not mean free	Pretty much everyone gets a tax break, so free ends up being 40 bucks because they don't cover tax breaks with the free option
880	199731768	2022-02-02 01:47:25	TurboTax Online Deluxe	1	Absolutely an awful experience	They tell you that it is free but it really isn't They steal your money and then tout that they offer a free service That's a lie They try to sell you their BS all the way through the process and then tell you that you because you have to file a specific form, you have to pay for TurboTax Delux and that's so s t u p i d TurboTax sucks! Probably chose something else unless you want to be p i s e d about the entire experience!
881	199769055	2022-02-02 01:51:07	TurboTax Live Self-Employed	2	its not free	I sick of hearing commercials lying its free, when it is not the also did not show me how much they were charging until after they charged my card
882	199769793	2022-02-02 02:04:39	TurboTax Online Deluxe	3	ok	its not free free FYI and ive been doing this for years now
883	199734065	2022-02-02 02:23:27	TurboTax Online Deluxe	1	Hidden fees and agenda	They claim to be free, but they make you upgrade and say things like you have to upgrade due to such and such If I want free I should be able to do free and they should not make you upgrade False advertisement and sneaky in my eyes
884	199771664	2022-02-02 02:25:31	TurboTax Online Deluxe	2	Charges you then makes you start COMPLETELY OVER	If you accidentally click an upgrade YOU HAVE TO START COMPLETELY OVER to not have to pay \$80 plus tax Plus I have a retirement account so they made me upgrade anyways Because of \$90 I'll be switching next year Not worth the "free" filing
885	199771672	2022-02-02 02:25:36	TurboTax Online Deluxe	1	I did not need deluxe	I was charged by TurboTax for deluxe and I did not use any deluxe options I also filed before the date necessary to get a free filing
886	199771770	2022-02-02 02:26:55	TurboTax Online Deluxe	4	Easy to Understand	Although nothing is *truly* free when it comes to filing, TurboTax did a great job taking me step-by-step to ensure the correct information gets across, that I file on time, and that I have everything in order
887	199734500	2022-02-02 02:30:01	TurboTax Online Deluxe	1	Bad change for 2022	Last year the 1099G was free to file This year they changed that and you don't find out about it until half way through filing your information Pretty scummy

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888	199772362 2022-02-02 02:33:32	TurboTax Online Deluxe	3	Turbo tax is okay	It is fairly easy to use but it is really crappy that they advertise to file your taxes for free then surprise! at the end you owe \$39 (if you are lucky to catch the discount sale) per tax return \$159 later, I've filed my taxes even though I did all the grunt work Rude of turbotax to take from a college student, just trying to survive medschool, every penny counts, but okkkk turbo tax
889	199736033 2022-02-02 02:53:12	TurboTax Live Deluxe	1	only use cause i have to	i dont understand how you advertise its free then i get ads within filing for \$49 or \$89 i also was not aware that if you take the fee from the return you have to pay an additional \$39 cant go back debit card optn and it said \$49 not 89 cant file state and fed together i get charged if i do fed alone get charged more i dont GET ITT!! ITS FRAUD!!!!!! no kids, just w2 no rent or own or business nothing!!!!!!!!!!!!!!
890	199779680 2022-02-02 03:06:41	TurboTax Online Deluxe	1	Last time I use this site	They wait until your almost done then they come up with dumb excuses to charge you money for their FREE service
891	199780185 2022-02-02 03:19:03	TurboTax Live Deluxe	2	not free	it seemed like there were alot of extra questions this year wasnt aware until the end that i would be charged to pay with me refund dont remember that in the pervious years sorry to say but wasnt very happy with it this year charging me 200 for me to do them myself doesnt really say free to me probably use a different one next year
892	199738574 2022-02-02 03:32:41	TurboTax Online Deluxe	1	its so stressful	you guys make the experiance way more stressful than need be and you always say its free free free but nothing is free you still have to pay pay pay im pretty sure that is false advertisement too ha dn r block is way easier to use than yall
893	199780760 2022-02-02 03:33:09	TurboTax Online Deluxe	4	Easy to use	Easy to use Advertisement says free Its not Useful tips and process
894	199738669 2022-02-02 03:33:52	TurboTax Online Deluxe	1	Free????	False advertisement!!!! Fee For Everything!!! Need to work that
895	199784691 2022-02-02 03:37:59	TurboTax Online Deluxe	1	Turbo tax is terrible!	It says I can file for free but I was charged and opt to pay \$117 00 a pure scam
896	199781014 2022-02-02 03:39:49	TurboTax Online Deluxe	2	FEES not clearly posted till the end	Sure was a lot of work getting all the information entered, I thought I was paying to make it easier And, A few added fees kept being added for this, that and the other thing Next thing I know my free TT ended up being over 100 :(
897	199781868 2022-02-02 03:59:21	TurboTax Online Self Employed	3	not happy	I am not happy with not being able to change self-employed to free Every year is a new year I had no idea that it would automatically add last years payment methods By the time I realized it added the payment for self-employed I was to the end of my tax and could not make changes unless I wanted to start over I over paid and am not happy!
898	199781985 2022-02-02 04:02:19	TurboTax Online Premier	1	nickel and dime	Get real old when it's advertised as free and they constantly want to upsell you and then it costs \$105 at the end of thing and they also want to charge you a fee for using your credit card
899	199782126 2022-02-02 04:07:02	TurboTax Online Deluxe	3	Charge tooo Much!	The site does work I don't think you shouldn't advertise that filing your taxes on here is free, because it's definitely not! \$80 just to file sad!
900	199782305 2022-02-02 04:11:41	TurboTax Online Self Employed	1	Turbo tax is never free	I was shocked to have hidden charges after filing with TurboTax They advertise one price and charge another If you chose to pay with your refund that is an extra charge There is a strong chance I have paid for this for years without noticing it
901	199782840 2022-02-02 04:27:44	TurboTax Online Deluxe	2	Turbo Tax is EXPENSIVE!!!!	I shouldn't have to be upgraded to Turbo Pro with a salary of \$10,000 I don't have an extra \$86 to pay when i am a student and you chose to use the lifetime credit as a reason why I can't file for free!!!! This will be my last year using your services!!!! VERY DISAPPOINTED!!!!
902	199742128 2022-02-02 04:28:42	TurboTax Online Deluxe	2	money grab	Its free till you get to the end and because of one line you are not able to use the free service for federal or state Seems like a rip off
903	199783016 2022-02-02 04:32:58	TurboTax Online Deluxe	1	Not totally free	This was my 4th year filing my taxes with TurboTax, and this year it was not totally free I got unemployment benefits last year and my return was free to file, but when I went to file this years returns they said I had to pay \$39 for the deluxe version or I couldn't file my unemployment benefits I also chose to have the fee taken out of my return, but it didn't say that not only was I going to be paying the \$39 for the deluxe but I was going to pay another \$39 for it to come out of my return So I ended up paying \$78 out of my refund money! I do not think this is acceptable by any means!
904	199783445 2022-02-02 04:47:07	TurboTax Online Deluxe	3	You got to do better TurboTax!	I have filed with TurboTax numerous times in the past It was still easy to maneuver and use If not, easier than i remember I DO NOT like the fact you have to pay to get certain credits now! This must be new because I never had that problem in the past It was refreshing to return back to filing with TurboTax because I have had to endure filing elsewhere for at least the past 4+ years But it should be free Also, my refund amount went down TREMENDOUSLY after waiting a few days to file Why is that? Sketchy, but I will go along with it TurboTax do better!!
905	199783674 2022-02-02 04:55:02	TurboTax Online Deluxe	4	I like Turbo Tax Except!!!	I expected Free Turbo Tax preparation with my simple return, but alas, I ended up paying \$39 for basic Federal return AND \$39 for State return
906	199743991 2022-02-02 04:59:57	TurboTax Live Deluxe	1	Got ripped off Never again	Added something I did t want told free federal and have to pay state didn't get the price with an add on and didn't see the total amount until you already charged Did the same thing last year do not use them
907	199784323 2022-02-02 05:21:47	TurboTax Live Deluxe	1	Horrible!	Well first off it says free but it's NOT! I WILL BE FINDING A DIFFERENT ROUTE NEXT YEAR
908	199794694 2022-02-02 06:47:00	TurboTax Online Deluxe	2	disappointed!	Everything was going good and then I was FORCED to changed to the deluxe when I only wanted to use your Free filing I don't think it was right to charge me 117 because your stupid program decided to FORCE me to file on the deluxe side of the program Honestly dont know if I will use TurboTax again next year as the first impression left a bad taste in my mouth
909	199796119 2022-02-02 06:49:22	TurboTax Online Deluxe	2	its ok	too many hidden fees for it to be "free" like it advertises

Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
910	199796816 2022-02-02 06:55:28	TurboTax Live Deluxe	4	Great tax filing website	I like Turbo tax it's easy to use I don't like the fees it is advertised as free which is not true
911	199797172 2022-02-02 07:28:56	TurboTax Online Deluxe	4	Turbo Tax	Why does it say free filing and I end up paying \$117 00 to file I have paid to file every time I filed It never was free
912	199797264 2022-02-02 07:37:16	TurboTax Online Deluxe	1	Turbo tax keeps raises it rates	Turbo tax is supposed to be free But it never is They always add a fee each time I file with them Then they always try to make you buy more useless products from them Will look for another tax prep next year
913	199797436 2022-02-02 07:58:19	TurboTax Online Deluxe	2	Not clear enough help	Seems like I just spent 3 hours running through the same web pages filling in the same information over and over and over and still had to pay \$34 to file Free is not to be believed
914	199797549 2022-02-02 08:12:51	TurboTax Online Deluxe	1	This is scandalous	Every year I use this program it says free and it shows the full amount until they get you at the end; Then it's 39 bucks (but we gave you 20 dollars off) + 39 more to put it in the bank I get it I'm the little guy so take my money I'm filing an easy tax return for one person you said free and it never is I wish you would quit blowing smoke By the end I'm so depressed at how little I get I just want it done so it's over Thanks for another awesome tax season turbotax
915	199797721 2022-02-02 08:39:31	TurboTax Online Self Employed	2	Confusing Layout	I enjoy TurboTax services, however, I feel the interface is confusing when trying to make selections In particular, the upgrade screen I initially had the free version selected I wasn't sure if I could e-file with the free version so I looked for the different upgrade options I did not select any of them and went back to file my taxes I only saw one message stating I would be charged \$39 and after entering my credit card information, it charged me \$39 for the Michigan state tax and \$89 for the Self-Employed upgrade which I did NOT select I feel this company purposely misleads customers into selecting something they don't need and does not apply to that individual I do not own a business and I just paid \$89 for something I did not need I want a refund
916	199797823 2022-02-02 08:53:46	TurboTax Online Federal Free Edition	3	Attempt to Charge	Literally had to start over just to get the free filing I have very simple taxes
917	199797935 2022-02-02 09:07:44	TurboTax Online Self Employed	1	Hidden fee nightmare	Fees are simplified to seem like one when actually there are multiple and very misleading considering you guys offer the service for free but very hard to find that service option and when you do its very confusing
918	199797983 2022-02-02 09:13:11	TurboTax Online Deluxe	3	From free to not totally worth it	I've used it for years for the simple layout But now to pay processing/filing fee AND a fee to use your return to pay for the processing/filing- \$80 One more case of "we can charge and make more money so we should" I don't have a problem paying for the "filing" part of it but to charge \$40 just for using the refund to pay? ( and I have paid over the years for "add-ons") Also, maybe don't hide that cost that you give no warning about until the step before you transmit You know people don't read the fine print let alone open that inconspicuous looking link to even find it so charge 'em \$40 for it! And who are you charging? People that don't have \$40 to begin with to pay for the filing Taking advantage of the people who financially it hurts the most We had a good run but I guess this is everything now Old school filing for me from here on And just a thought, maybe don't spend millions of dollars on Super Bowl commercials? I promise if you asked your customers what they wanted they'd say to save money on filing and not advertising during the most expensive air time on the planet
919	199799146 2022-02-02 11:24:36	TurboTax Live Full Service Deluxe	4	My tax preparer was great	I was going to file myself using TurboTax then a link said I could have it prepared by a pro for free I chose to use that service IT WAS A LIE THEY CHARGED ME OVER \$200 GOT ME
920	199799497 2022-02-02 11:47:59	TurboTax Online Deluxe	1	It's not really free all the time	It says you can file for free but I already wasn't getting a big refund and turbo tax gave me no other option But to give them half of it
921	199801908 2022-02-02 13:18:56	TurboTax Online Deluxe	1	Hidden Fees Constant Lies To Trick You Into Paying	This is the last time I use Turbo Tax They said it would be free Then they said they had to charge me \$39 Then they charged me \$78 Could not find a way to not get charged to use a free service Will never use the service again Its cheaper and easier to go to a tax professional and I bet they would do a better job with less hassle
922	199804108 2022-02-02 14:10:16	TurboTax Online Deluxe	1	Deceptive and Ingenuine	First, it's totally free Woops, you don't have a simple return Then it's 39 dollars Oh wait, we're actually charging you for state and federal so that's gonna be 80 bucks, partner I can file for free elsewhere with a similar UI I'll be doing that from now on  Also, the interface is just too corporate and sterile There's checkpoints that ask you how you're feeling constantly, just begging for data I even have to fill out 10 points of info just to create this review so they can file in my demographic That's kind of weird just to create a review And then there's screens that make comments about how they personally feel even though it's just a default message built into their program which I feel is kind of stupid since a completely detached program is pretending to have feelings about me I'm not a fan of that when you're dealing with my money It's fake and annoying  Overall, I won't be coming back 10 years ago, turbotax was helpful and resourceful Today, it's a sellout

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923	199804240	2022-02-02 14:13:29	TurboTax Online Deluxe	1	It's NOT FREE!!!	You guys charge after you say it's free Then at the end you charged double the amount Instead of FREE it's \$39 X2 so I had to pay \$78 f*** y'all I don't make enough money to be having to pay for this I really need this money and you just take more This will be the last year that I file with you
924	199804311	2022-02-02 14:14:55	TurboTax Online Deluxe	1	not free at all	Not free and very hard to use, complicated forms to many unnecessary questions
925	199804711	2022-02-02 14:21:48	TurboTax Online Deluxe	2	turbo tax	Turbo tax advertise 0 00 for filing, i had to pay
926	199809874	2022-02-02 15:39:35	TurboTax Online Deluxe	3	Feel tricked and cornered into having to pay	I keep choosing the free version ;as I am low income And after a very long process I am faced with no other choice but to pay I feel it is false advertising
927	199810497	2022-02-02 15:50:55	TurboTax Online Deluxe	3	TURBOTAX is suppose to be free and is not!!	I like filing taxes with Turbo Tax but it is suppose to be free and I still got charged That is not cool!
928	199810797	2022-02-02 15:55:40	TurboTax Online Deluxe	3	Mounting Fees	I've been using Turbo Tax for years, but I'm getting very tired of the added fees I started using the "free" version, but by the time I finished I had somehow been upgraded to "deluxe" which cost \$40 to file federal taxes Then another \$40 to file state (although initially it was listed as being \$39) and then I was charged an extra \$40 in order to pay the fees! The product is good, but the level of increasing greed is extremely irritating
929	199812584	2022-02-02 16:23:28	TurboTax Online Deluxe	1	not the same	i have used turbo tax for the past 6 years this is the first year they ask for money to "file for free and the rate shown was 40 dollars at checkout it shows 117 dollars with H and R block now offering truly free returns, turbo tax is all but done my last year with them
930	199812622	2022-02-02 16:24:09	TurboTax Online Premier	3	Just keep adding more fees There is NOTHING FREE	I asked a question, but they wanted access to my computer No way Don't trust anyone to gain access to my computer So the "ask a question" section is worthless in my opinion I like how it all comes up as free, but the fees just keep adding up after we have done all the work And you don't bother putting on there that it will cost another \$39 just to use our own refund Very sneaky At \$149 I might as well go to a professional that will have my back
931	199812741	2022-02-02 16:25:21	TurboTax Online Deluxe	1	Not free	Was free now I had to pay 40 this year great
932	199823051	2022-02-02 17:14:23	TurboTax Online Deluxe	1	Sneaky and Expensive	This is the second year that I have used TurboTax and felt disrespected as a customer I wanted to file my taxes for free Just like last year, when I got to the section where I deduct school expenses, they told me I had to upgrade or I would not get my full refund Unlike last year, I said no because I knew it was a scam I was able to enter everything just fine and got all my education credits However, when I got to the end, they gave me no choice and forced me to pay in order to proceed There was no option to decline to pay I could either pay or not file get my education tax credit It makes no sense? I should not have to pay \$78 for an upgrade that does nothing I don't need anybody to review my taxes and I didn't get any help besides the robot? I knew it was not worth it but they forced it on me anyway I'm just a 23 year old who wants to file my taxes for free I gave TurboTax another shot this year because I felt like I was wiser after accidentally paying last year, but this year they showed me again that they are determined to force me to pay at the last second
933	199816157	2022-02-02 17:15:42	TurboTax Live Deluxe	1	Deceiving to Military	For all of my military families out there, be careful to read the fine print BEFORE you begin your tax prep You can not file for FREE if you use LIVE services At the beginning of my tax prep it asked which service was best based on certain situations in our family; almost like a quiz Based on my answers, one of which was that we were service members, it told me Turbo Tax Deluxe Live was best At the end it charged us the full price of filing taxes, and I never used the live service I spent 2 days, 3 customer service representatives later, and finally someone told me that it was because I had chosen live
934	199816722	2022-02-02 17:25:00	TurboTax Live Deluxe	2	Charging	They do help you file easily & quickly, but they charge you a lot for filing with them It is not for free as they claim
935	199817229	2022-02-02 17:33:50	TurboTax Online Deluxe	2	Overcharged for no reason	last year, I had to use turbotax deluxe to file my return because I had self-employed income, and it cost me \$50 This year, I did not have self-employed income and assumed I would be able to file for free as usual, but instead I was still charged for deluxe and had no option to return to the free version Turbotax makes it very difficult to avoid this and other "hidden" fees, and is not very transparent with their services
936	199818051	2022-02-02 17:47:04	TurboTax Live Deluxe	3	The fee	I didn't like how they added a fee at the end It bad when they say it free
937	199819565	2022-02-02 18:12:20	TurboTax Online Deluxe	3	It's alright	It really costs the same as paying a tax person to do your taxes They say it's "free" but at the end the obligate you to upgrade It's a good service but you can avoid the whole thing altogether and go to someone to do your taxes and get a greater return for the same price or less My sister pays someone and usually gets a larger return
938	199819707	2022-02-02 18:14:31	TurboTax Live Deluxe	4	It was ok	I thought it was freereeeeeeeeeeeeeeeeeeeeeeeeeeeeeee
939	199797614	2022-02-02 18:21:44	TurboTax Live Deluxe	1	Rip off	This is supposed to be a free service but end up charging you \$200 at the end!
940	199820196	2022-02-02 18:23:19	TurboTax Online Deluxe	1	what happened to \$0 filing special?	It stated if I have a simple return I would qualify to use Turbo Tax for free What happened, why am I paying \$39 for each return??? How much simpler can I get??
941	199820198	2022-02-02 18:23:21	TurboTax Online Deluxe	2	OK but expensive	Says free but charges 39 00 for state and a processing fee of 78 00 NOT free

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942	199820218	2022-02-02 18:23:49	TurboTax Live Deluxe	4	Easy process	This was an easy process They got me tax breaks I didn't know I could get The fees to do your taxes are high and I had to pay for my tax return to get some of the credits So I thought it was going to be free and at the end it charged me \$205 To do my taxes That is a ripoff I just have a basic return
943	199829815	2022-02-02 18:42:59	TurboTax Live Deluxe	1	False advertisement	They saying online and on TV free is not free I got fully charged and I just want normal stuff and still got charged \$207 How hell is that free
944	199822023	2022-02-02 18:55:27	TurboTax Online Self Employed	1	It charge me	It' charged me almost 200\$ when it was supposed to be free
945	199831056	2022-02-02 18:59:51	TurboTax Online Deluxe	1	TURBO TAX IS NOT FREE	GREAT BEING ABLE TO DO IT MSYELF BUT WHERE IS THE FREE OPTION?? SO NOW ITS \$39 00 SO WHEN CHECKING OUT, TOTAL COMES OUT TO \$78 00!!!! WTF!!! HORRIBLE SHOULD HAVE FILED WITH TAX ACT
946	199822400	2022-02-02 19:01:57	TurboTax Live Deluxe	3	Easy but too costly for standard filing	Easy but too costly for standard filing I don't see anything free
947	199823415	2022-02-02 19:20:54	TurboTax Online Deluxe	4	The filing process was easy and efficient	The filing process was simple and efficient My only let down was the fee It started out as a free filing ended up as \$39 plus tax
948	199823651	2022-02-02 19:24:22	TurboTax Online Deluxe	3	Fee's	It's funny how it's free until the last page and then you have to upgrade to deluxe for a total of \$78 because of an HSA which is still a "Simple" tax return And don't forget that if you want to use your tax return to pay for it, it's another \$39 on top Other than the random fee's, this is a great service and easy to use
949	199824056	2022-02-02 19:30:16	TurboTax Online Deluxe	3	It's not free	The price is to high, it's advertised as free but it's not free
950	199824242	2022-02-02 19:33:06	TurboTax Online Deluxe	1	I will not use for my future tax return	I as told about a FREE tax report which I will use in the future People should not have to pay for tax filing if not itemizing or have difficulty where they are unsure of what to do Last year it was free now I have to pay a very unreasonable amount
951	199833762	2022-02-02 19:43:41	TurboTax Online Deluxe	2	Free to file my a55	Such false advertising You state free for simple returns, but over \$100 later, that is not the case at all Every year it is the same crap False advertising I will not use you again moving forward
952	199825654	2022-02-02 19:57:48	TurboTax Online Deluxe	1	Turbo Tax Fee's	I was charged Turbo Tax fees for using turbo tax, I was also forced to accept some \$25 retirement fund which forced me out of the free version and that forced me to pay \$39 x 2 which made no sense because why force me to accept something just to charge me for it then charge me again because I didn't want to use a card to pay for something I didn't even want???????
953	199835165	2022-02-02 20:06:40	TurboTax Online Deluxe	1	Turbo tax is a liar	IT says free yet always charges me I go through this every yeat
954	199826676	2022-02-02 20:14:46	TurboTax Online Federal Free Edition	4	Used Turbo Tax	It's quick and easy but they say it's free but there can be charges
955	199827030	2022-02-02 20:21:19	TurboTax Online Deluxe	2	It's not Free!	Using Turbo tax is easy but it's not free It told me my information indicated I had to update to Deluxe So I figured for \$39 I would do it Then at the end it also charged for having the fee taken from my refund for a total now of \$78 So not free!
956	199827066	2022-02-02 20:21:56	TurboTax Online Deluxe	1	Expensive probably go to hr block next year	Didn't give me total price til I already entered card info too expensive for "free" do it yourself can pay same to file with tax pro hr block
957	199827449	2022-02-02 20:27:20	TurboTax Live Deluxe	2	DISCLAIMER	So, last year I needed turbotax deluxe This year, there was no need to talk to a professional for any reason whatsoever I figured, like every other year, I would choose which product I wanted at the end of the process Guess what, I now have to pay 120 buck for the deluxe that I did not use, without any prior request to use the upgraded version But hold on, all I have to do, is completely redo my tax return in order to downgrade to the free service, which ironically does not include an extra fee for state filing and the deluxe does explain that I guess I am lazy and will fall into the same trap that they hope everyone will don't want to go through that terror again!
958	199827578	2022-02-02 20:28:45	TurboTax Online Premier	3	Turbo Tax is good but to expensive for Seniors!!	Not so good! I have used TurboTax for about 5 years and when it said Free it was Free Now you go to the end and they tell you that you have to upgrade For a retired person that's a lot when you don't get that much anyway!! Don't know if I will return next year!
959	199829611	2022-02-02 20:39:27	TurboTax Online Deluxe	3	Not free, free, free, free	Easy to use Straight to the point Free if you only have W-2 If you have an HSA they take \$39 for fed, \$39 for state, and \$39 just to So yeah Just heads up
960	199837654	2022-02-02 20:45:42	TurboTax Online Deluxe	2	Turbo Tax is excellent, except for their pricing	Turbo Tax has been my family's go to tax preparation service for years, but it has become more and more expensive to use It is technically free to file your taxes through the IRS, but Turbo Tax does make it easier, which is why I keep coming back to them It is absolutely ridiculous that they charge as much as they do and that they don't include things like unemployment filing in their free service As much as I consider their service to be price gouging, I don't know what alternatives exist aside from filing each form out manually
961	199830161	2022-02-02 20:48:10	TurboTax Online Premier	3	Many hidden fees	Pros: Pretty thorough, easy-to-use user interface, auto populates information, interactive and explains reasoning and information in a simple manner Cons: Lots of hidden fees even though advertising the word 'free' everywhere
962	199831154	2022-02-02 21:01:26	TurboTax Online Self Employed	1	Absolute garbage	I had a 1099 nec this year and the only way to file that was with a \$100 dollar fee it would not let me select the free options this year total crap caused all sorts of problems trying to file it Over a huge headache
963	199839192	2022-02-02 21:09:52	TurboTax Online Self Employed	1	Awful Service Last time i ever use	My return is simple w-2s and gambling wins from a casino right? Costs almost 200 dollars to file still even when i selected the free options seriously wtf



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964	199839256	2022-02-02 21:10:54	TurboTax Online Premier	1	What a complete scam	I was told from the very start that my federal return would be free I was then offered about 5-10 times to add a whole bunch of worthless features I don't need for hundreds of dollars, which I repeatedly declined and kept clicking the free option Once my return was finished and it got to the billing stage, I was charged \$89 for the Premium anyway! There was no way to cancel it since it had already finalized my return Such a ripoff My brother keeps getting hundreds of dollars more than me each year from his local guy, and I am gonna go with him next year Complete waste of time
965	199832083	2022-02-02 21:18:44	TurboTax Online Deluxe	1	Not free at all, even the most basic	I contribute to a 401(k) like most people I've been doing it since I've been a working adult I've filed through various companies over the years and it's never been a reason to have to pay to file but this year it is Last year turbo tax wanted to charge because I had an HSA, this year it's a 401(k) For a company that claims to be free, they find any excuse to force their service to be not free On top of that A \$40 dollar service isn't a \$40 service It's a minimum of \$80 because it's a charge per file (federal and state, more if more than one state) it's deceitful and wrong My tax return was no harder to file than if someone wasn't contributing to a 401(k) yet I paid \$120 to file (moved to diff state) a simple return because I'm investing in my retirement, which I've done for over ten years without financial punishment
966	199832179	2022-02-02 21:20:14	TurboTax Online Deluxe	1	Forced into Deluxe Version	I am livid that I could not use the free version after making a prior mistake and then trying to clear the information I was told that I could not start over I am no paying \$117 in fees for no additional support
967	199832300	2022-02-02 21:22:01	TurboTax Live Deluxe	2	It is not free Don't believe the ads	Yeah so this service is advertised everywhere as being free to file a simple tax return It is not It has cost me just under \$120 for the past 2 years to file simple tax returns I have used H&R Block once in the past to file my taxes in 2018 before choosing to try Turbo Tax because my Brother recommended it to me I remember paying H&R Block about \$110 for filing my tax return So if you market in inflation and standard service charge for the service, I guess you can say that you'll pay just about the same regardless if you file with Turbo Tax or H&R Block You pay regardless though, however, filing with Turbo Tax is not free
968	199840178	2022-02-02 21:25:25	TurboTax Online Deluxe	2	False Advertisements	I have used TurboTax almost every year since I started working Every year that have some ads that say you can file for \$0 I have tried multiple times, with promo codes and all, to get these deals and I still somehow pay over \$100 a year from my taxes to this company This is the last year I will use them I will just go have them filed for less
969	199832790	2022-02-02 21:29:28	TurboTax Live Deluxe	1	Sucks	The instructions to change to your basic was absolutely no help My fee went from \$119 to \$158 and was told it was my state fee I don't owe the state of Arkansas I will not be using your service again You might think about changing your stupid FREE commercial because no matter what you do it's not FREE
970	199834017	2022-02-02 21:47:35	TurboTax Online Deluxe	1	Added more cost for a free tax service 😊	Really disappointed that the more you use this "free" tax service the cost increases
971	199834769	2022-02-02 21:59:28	TurboTax Online Deluxe	2	It's easy but they add fees at the end	Filing the taxes are easy but they add on a bunch of fees at the very end when it is time to file So this is not free
972	199835121	2022-02-02 22:06:00	TurboTax Online Deluxe	2	They tried it	I had filed a simple return and my max refund was enough to cover the amount they were charging and it kept saying i didnt qualify very annoying had to pay out of pocket for something that should have been "free"
973	199835300	2022-02-02 22:08:39	TurboTax Live Deluxe	4	Charged More Than Advertised	Turbo Tax charged about \$100 more than advertised I knew "free" didn't mean free but that was shocking
974	199836018	2022-02-02 22:20:00	TurboTax Online Deluxe	2	A little annoyed	They say free, but i ended up paying \$117 out of my return and it was a simple one
975	199837351	2022-02-02 22:41:07	TurboTax Online Self Employed	3	pretty good service	was a little confusing and was suppose to be free but once i got in there stuff started costing money satisfied but probably wont use again
976	199837585	2022-02-02 22:44:24	TurboTax Online Deluxe	2	i should not use this	every year it costs to much its not free every year they say free its not
977	199838013	2022-02-02 22:51:40	TurboTax Online Deluxe	1	I don't like the fake ad	Y'all say it's free and you make it hard to get it
978	199838656	2022-02-02 23:01:44	TurboTax Online Deluxe	2	Not really FREE	Turbo Tax makes you think that you can file your taxes for free when in all aspects they charge you in the end total scam
979	199846786	2022-02-02 23:07:12	TurboTax Online Deluxe	2	Annoying	Every 30 seconds they are trying to upsell you for some other package that you don't want Free is deceptive, I had a very simple return that should have taken 15 minutes but I ended up having to spend over an hour on this and give them \$78 just because I had two different (very simple) sources of income Wouldn't use again, would rather use HR Block's software for like \$10 more for better quality
980	199839158	2022-02-02 23:09:26	TurboTax Online Deluxe	2	Hidden Fees	Easy to use but the constant upgrade spam is annoying Had no idea it was going to cost an extra \$40 to have the fees taken out of my refund until the very end Should not say it's free when it costs to actually submit your return
981	199839804	2022-02-02 23:20:12	TurboTax Online Self Employed	1	\$129 is laughable	You pretty much are doing it all yourself anyway You have to remember all your deductions and then they ask you to pay \$129 for the program and they wont let you do it for free If you are self-employed you have to buy this
982	199848031	2022-02-02 23:27:27	TurboTax Online Deluxe	1	False advertising	This product claims to offer free tax filing but every time you try, it makes you pay
983	199840595	2022-02-02 23:31:51	TurboTax Online Deluxe	3	Simple Software but Too Many FEES	This may be the last year I use Turbo Tax It seems every year there is some reason why I do not qualify for the free filing so I go up one notch in doing my federal and low and behold in my state taxes I need the next fee and NOW you are charging me to take these fees out of my tax return So you start at \$0 and end at \$117 Nope I will be shopping next year or just take advantage of base services and actually get them done for free for a change

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984	199840636	2022-02-02 23:32:13	TurboTax Online Deluxe	4	TurboTax is easy	I love how it remembers everything for me making taxtime quick and easy Just wish it was free like it's says in the beginning Especially when u make less than 30,000 a yr as a family of four we could use every cent we can get
985	199840669	2022-02-02 23:32:42	TurboTax Online Deluxe	2	Scam you out of a return	Honestly I use to love Turbotax until this year In the past they have given you the option to upgrade from the Free Basic service that they offer Now they automatically start you off in the deluxe version with no option of doing the free version They can promote that they are a free service if they automatically start you off in the paid version This will probably be my last year using this service after 8 years
986	199841065	2022-02-02 23:38:46	TurboTax Live Deluxe	3	Hidden Fees Beware	I hate how you go from be able to file for free to if you're getting a specific deductible, they're going to charge you
987	199841289	2022-02-02 23:42:15	TurboTax Online Deluxe	4	EASY but don't expect FREE	I always use Turbo Tax cause it's so easy Seriously, it's easier than setting up a new social media account The only issue is that it's often marketed as free, but you can't even get certain credits without paying for a more advanced package I don't mind paying, but I find this little trick to be annoying
988	199841473	2022-02-02 23:45:01	TurboTax Online Deluxe	1	Turbo tax is not free - very misleading and costly	I helped my daughter fill in her turbo tax, and in the last steps you are held hostage and forced to pay for 3 copied of TT before you can proceed Intuit has also quietly changed their policy making no free software available after feb 15 Please try and help out the low income folks I guess I need to advise her to use taxact or some truly free competitive product I used to be a fan No longer
989	199842189	2022-02-02 23:56:32	TurboTax Online Deluxe	4	Taxes	It's not free and that makes me mad Do not say it is free when it's not!!!!
990	199850406	2022-02-03 00:03:24	TurboTax Online Deluxe	1	Very misleading	I was told when I originally started applying, that it would be free of charge That was not the case As I started entering key information to get the return done, they started adding fees I was very very disappointed that this happened and will not be using them again next year They tell you it will be free to get you in And then after doing all the work to make an account and enter in the information, they charge you And by that time I had put so much work into the filing process, I did not want to delete it all and start somewhere else
991	199843654	2022-02-03 00:18:17	TurboTax Online Self Employed	2	not happy with it this year	could not get free filing even though it advertised i have basic filing and this program forced me to use turbo tax self-employment even though i did not fill in anything or request it a major frustration ended up paying \$169
992	199843825	2022-02-03 00:20:19	TurboTax Live Deluxe	2	Wow	Didn't expect a "Free" Tax file service to charge me for filing my taxes
993	199851905	2022-02-03 00:28:54	TurboTax Online Deluxe	2	Charged me more than what they were supposed to	I was told that I was filing the federal return for free, and had to pay \$39 for my state when I went to pay for state it state I was getting charged the \$39 but once it had processed and the screen showed the order number they had upgraded the federal so I got charged for that too That's some type of scam and I will be calling for a refund
994	199844998	2022-02-03 00:38:00	TurboTax Live Deluxe	4	Turbo Tax Is Misleading	Firstly, let me say that TurboTax does makes filing your taxes easy! How the tool and site is formatted and simplified, it makes it easy to file your taxes making you your own tax expert I have been able to file my own taxes for three years now, but this year I need a little help It was very convenient being able to access a virtual Tax expert to help me complete my taxes when I needed help with a form However, it is not free Every year, I notice there's always hidden fees and I'm paying what I would pay to my local tax preparer that I went to Not a biggie, it makes me feel good being able to complete my taxes myself but what initially drew me to Turbo was the free filing advertisement Other than that, this is great!
995	199845180	2022-02-03 00:40:54	TurboTax Online Deluxe	4	its good but not free	what happened to FREE FREE FREE FREE? Its so easy to file but it wasnt FREE
996	199845874	2022-02-03 00:51:56	TurboTax Online Deluxe	5	WONDERFUL EXPERIENCE	It was easy to use the only thing is they advertise free filing and i still had to pay 100 but its way cheaper than any other place!
997	199846104	2022-02-03 00:55:42	TurboTax Online Deluxe	3	Easy to use Watch out for hidden fees It is not	Hidden fees It is definitely not free States it free but at the end it's not !
998	199846159	2022-02-03 00:56:32	TurboTax Online Deluxe	3	Turbo experience	Ok but no way to revert version from deluxe back to free
999	199846382	2022-02-03 01:00:42	TurboTax Online Deluxe	3	mad I had to pay	Thought this was a free site but got charged at the end
1000	199846485	2022-02-03 01:02:19	TurboTax Live Self-Employed	2	May look for a new option next year	It is a good product, and easy to do, however the price is getting crazy expensive and they do all this file for free advertising
1001	199855383	2022-02-03 01:29:04	TurboTax Online Deluxe	1	Charging to pay for turbotax with my refund??	Premium Service Benefits is a rip off and deceptive If you have to pay for Premium Service Benefits to even be able to pay for turbo tax through a refund, doesn't make it free nor should it be described so Free means one does not having to pay, yet you charge \$44 to even have paying with your refund as an option Reconsidering using TurboTax in the future and advising others not to in the future I have used TurboTax consistently over the years, yet this year was very disappointing
1002	199848270	2022-02-03 01:30:42	TurboTax Online Deluxe	2	Forced "upgrades"	i should be able to file without "upgrading" as its supposed to be a "free service"
1003	199848605	2022-02-03 01:35:51	TurboTax Online Federal Free Edition	1	Not Free	You have to pay to file your taxes!!!! I could not file unless I paid the \$29 product fee just to file what is said to be free return!!
1004	199856029	2022-02-03 01:39:56	TurboTax Live Deluxe	1	Terrible	I'm so sick of this site saying how free it is and I had the simplest tax return and they are charging me \$227 even after I refused the service or upgrade as they call it Now I see why this company is being sued I'll be on that list to get my money back
1005	199849221	2022-02-03 01:44:50	TurboTax Online Deluxe	1	All the advertisement for free file	No free options available cost more to file here than h&r

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1006	199849519	2022-02-03 01:49:34	TurboTax Live Deluxe	3	average service	service is too expensive for a simple return it was suppose to be free
1007	199849547	2022-02-03 01:50:00	TurboTax Online Deluxe	2	Great flow but big surprise fees	I had an easy time filling out my taxes, it was easy to upload documents and check I had everything appropriately I felt like I was covering everything and getting a good service for free However, I chose this option because it was advertised as free for simple returns like mine, but was surprised at the end when it required I upgrade for \$39 because having a retirement account makes it too complex I expected this to be a single payment, but was further astounded when it was \$39 per fed/state plus tax, so I end up paying over \$120, which was \$120 more than what I was led to believe when I started this process I also do not notice any other benefits from this Since Turbotax doesn't tell you upfront, please understand that these fees are actually part of the deal, and are applied per each filing New customers will also appreciate knowing the \$39 fee is also added another time if you choose to pay using your tax refund, and it won't tell you if you need to upgrade for filing until you have finished the entire process
1008	199818828	2022-02-03 01:59:46	TurboTax Online Deluxe	3	Very Average Experience- Lots of sneaky fees	They say it's free on every commercial all Championship Football Sunday But if you make a single smart financial decision with your income it has an upcharge Then if you try to go in a different order you have to click through it all again The real kicker though was that if you pay with your return the price doubles and it's all just hidden in the fine print It is quick and easy but these guys are professional scammers
1009	199850534	2022-02-03 02:05:47	TurboTax Online Deluxe	3	Not free	We filed a simple tax return and we're still charged \$39 Not free
1010	199850595	2022-02-03 02:06:46	TurboTax Live Deluxe	2	Not free anymore	Easy to use as always Feels uncomfortable like one of those high stress sales situations however Unless you have no kids or make under a certain amount of money it is not free I had a technical question and Selvin on the Chat window helped quite a bit I do not plan on using Turbotax again as I am sure there is a free option
1011	199858056	2022-02-03 02:18:36	TurboTax Online Deluxe	1	I HATE TURBO TAX- TAX FREE USA IS BETTER	I really can't stand the fact that I won't be getting my full refund because I accidentally clicked on upgrade I tried clearing everything and starting over though this option isn't appropriate either I am crunching for time and really had no option but to file with the stupid Deluxe version that I didn't even get to use Seriously, I accidentally hit upgrade right before I needed to file, I really wish there was I way to go back to the free version I'm very much over y'all's schemes and I doubt it even matters but I'll be filing with Tax free USA next year
1012	199812496	2022-02-03 02:21:31	TurboTax Online Deluxe	1	HIDDEN FEE'S	Well once again Turbo Tax hit you with hidden fees right at the end of your tax return I know they were in a Class Action Lawsuit for misleading their customer Guess they haven't learned! Free mean free!!!!
1013	199851617	2022-02-03 02:24:23	TurboTax Online Deluxe	2	I THOUGHT IT WAS FREE FILE	I ALMOST MISSED THE PART THAT SAID IF YOU HAVE REFUND DEDUCTED FROM RETURN IT COST \$39 00 I FELT IT WAS MISLEADING USING THE SAME 39 00 FOR FILING AND \$39 00 FOR PAYING OUT OF REFUND NOT FREE BECAUSE HAD W2 AND UNEMPLOYMENT REDICULOUS AND HAD NOTHING BUT STANDARD FILING
1014	199851921	2022-02-03 02:29:15	TurboTax Online Deluxe	2	Probably not coming back	To be honest, I first started using TurboTax because it claimed to have free federal filing services, but that's no longer the case now I don't use any of the extra fancy tools or have a rep help me file I do all of it myself I understand the company has to make money too, but to claim that it's only going to cost me \$39 is a joke And not to mention, last year I had a credit to file in regards to being a student, I had to pay more money to file it just to receive it I think this is unacceptable If you're not going to allow free tax filing then don't advertise that you do I get that I have to pay the fee for the state tax and that's always been expected, but if I'm going to pull \$117 from the refund, I could've just had someone else do my taxes instead of using up my own time If I wasn't receiving a refund and owed money, I wouldn't have even been able to use your service or even file at all this year I'm not coming back next year Only reason I finished filing is because I'm lazy and didn't want to have to input all of this again on some other services website
1015	199852005	2022-02-03 02:30:42	TurboTax Online Deluxe	2	premuim benefits	not too happy with the premium benefits package, I declined removed it but then it was added back on as there was no option to review it on the final Still like turbotax but wish there was an option even though throughout doing my taxes I clicked on all the "free" buttons
1016	199852164	2022-02-03 02:33:16	TurboTax Live Deluxe	3	hidden cost	the process was easy but in order to file we had to spend 166 dollars, that is not free
1017	199813985	2022-02-03 02:43:00	TurboTax Live Deluxe	1	TurboTax is a SCAM	It's absolutely idiotic that TurboTax charges by the form and if you choose the file for free option then TurboTax needs to honor the option you chose THEN, TurboTax wants to charge you extra fees after giving forcing you to upgrade?? Absolutely RIDICULOUS I will NOT be using TurboTax in the future Have a bad day
1018	199814185	2022-02-03 02:45:54	TurboTax Online Deluxe	2	False advertising	Turbo tax advertises free tax returns they charge to file state and federal
1019	199853260	2022-02-03 02:51:21	TurboTax Online Deluxe	4	turbo tax is ok	turbo tax was ok try to do free but ikt would not let me

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	1020	199814595 2022-02-03 02:52:25	TurboTax Online Premier	1	Feeling scammed	I did both mine and my girlfriends taxes on here Did mine first and had to pay >100\$, I was not given the free file option As soon as I filed mine, I log out and log into her account, and the free option came up This is BS As I'm typing this on your website the text box broke and it won't let me type anymore, so I'm doing it in my notes I'm quite upset about this whole thing and if I don't get my money back, I'm never using this service again I've been using turbo tax 7 years, and this is what I get?
	1021	199859643 2022-02-03 02:56:48	TurboTax Online Deluxe	1	Say they're free and charges an arm an a leg	Disappointed had to pay out of pocket after it said to file for free That's a false advertisement!
	1022	199853918 2022-02-03 03:03:22	TurboTax Live Self-Employed	2	COULD BE BETTER	YOU SHOULD POST ALL FEES ON HOME/START PAGE NOT WAIT UNTIL CONSUMER GETS STARTED ON THEIR RETURN YOU SAY FREE, BUT DON'T MENTION ONLY FOR CERTAIN PEOPLE ALSO, WOULD BE NICE TO KNOW THAT THERE'S AN EXTRA FEE FOR FILING STATE TAXES
	1023	199860345 2022-02-03 03:16:16	TurboTax Online Deluxe	1	Customer service sucks	Called so many times Was told to clear and start new 3 times Which all us know filing taxes can be stressful No one takes responsibility What was suppose to be free now cost \$79
	1024	199855293 2022-02-03 03:27:33	TurboTax Online Deluxe	4	Turbo Tax was good, but not great	They were specific about what information to enter That was helpful The refund it was showing was satisfiable Then after I entered all of my information, including retirement info , I was told it wasn't free and I had to purchase deluxe for \$29 in order to claim the retirement credit Ok It was worth it Then for federal and \$39 for state, I opted to have these fees taken from my refund I then was instructed to sign papers w/specific banks who had other fees attached I did not go that route and ended up paying directly the \$68 from my bank account Time consuming and quite misleading (in my opinion) I would advise to pay the \$68 deluxe out of pocket
	1025	199855512 2022-02-03 03:31:12	TurboTax Online Deluxe	3	what happened to free?	I went on turbo tax to get it for free, and I ended up paying over \$100 00
	1026	199818722 2022-02-03 03:57:58	TurboTax Online Deluxe	1	Overcharging!	I've used turbotax for years and each year i choose the free option since i am doing it all myself and i also never get much back as i live in NYS and they already take a majority of money But the fact that i was told AFTER filling out all of my information that i was not allowed to use the free edition and HAD to upgrade to the \$39 option which didnt charge me \$39 once, not twice but THREE times! I had to pay \$39 for you to process my federal return, then \$39 for you to process my state return and then ANOTHER \$39 for choosing to pay from my return because like i said i dont have much money since NYS takes it all already So after doing everything myself i had to pay you \$110 on top of still owing to NYS Pathetic and ridiculous I will never use turbotax again and will be passing the world along about your money hungry ways Way to go turbotax, all during a pandemic Thumbs up to you!
	1027	199857163 2022-02-03 04:03:11	TurboTax Online Deluxe	4	TURBO TAX IS TOO EXPENSIVE	I FEEL YOU TAKE TOO MUCH MONEY YOU ADVERTISE FREE BUT IT IS NOT
	1028	199857550 2022-02-03 04:09:30	TurboTax Live Deluxe	2	Great Interface, Stupid Fees	First it was free to file Then it was an extra \$120 added at the very end of the process because the free option didnt include processing my college tuition write offs? Then an extra \$40 added on at the literal final step that they charge when you select the "take fees out of my refund" option, which they don't even tell you costs extra unless you look at the receipt at the end Using turbotax was super easy to navigate, which I really appreciated I didn't have the time or energy to start over with a different service that wouldnt have these surprise fees, which was a frustrating choice to have to make
	1029	199858037 2022-02-03 04:18:19	TurboTax Online Deluxe	1	Confused	Family member's used same service It was free like every commercial I was charged 78 I hope my information wont be sold too
	1030	199789915 2022-02-03 04:39:31	TurboTax Online Deluxe	1	You guys are very deceptive	You offer a FREE option However, the \$0 option is non-existent and then you deceptively offer \$39 but ending up charging \$78 You guys really suck and I see why you're getting sued
	1031	199859865 2022-02-03 05:02:13	TurboTax Online Deluxe	3	TurboTax is not free nor cheap	Filing was quick and easy, but I usually pay a CPA \$120 to file my return and this cost me \$117 to do it myself I was drawn to this product from the free if you file by Feb 15th ad
	1032	199861072 2022-02-03 05:28:26	TurboTax Online Deluxe	4	Easy to use, but fees are costly	It starts off free, but is always "recommended" to go for a higher tier Federal, state and processing fees are all separate Expect paying more than \$100, but I will say, with patients and looking through all their options, you can make up for it with the deductions and break you are owed
	1033	199876951 2022-02-03 05:59:22	TurboTax Online Deluxe	4	Turbo Tax easy to use!	This was super easy to use and very quick to file The only issue is they tacked on little fees at the end What should have been free turned into 110 bucks
	1034	199900540 2022-02-03 06:37:56	TurboTax Live Self-Employed	2	OVER PRICED	you nickel and dime all along the way during the tax filing process to end up charging \$200+ to file taxes but promote free filing its just terrible advertising and if you were more transparent this wouldnt be an issue but you make it seem like its free when its not
	1035	199943714 2022-02-03 07:49:00	TurboTax Live Deluxe	2	meh, not the best experience	unbelievable you are advertising free services, but yet charge almost \$100 to file to receive certain breaks on taxes alot of the appeal of turbotax for alot of people is that it is supposed to be FREE, of if they want those fee's taken out of the refund you charge them yet again another fee to do so it's quite silly to advertise one thing and do another to your customers i was a returning customer and filed with turbotax for this year, not so sure about next year
	1036	200005870 2022-02-03 12:22:50	TurboTax Live Deluxe	2	It was great	They said it was free but it wasn't they charge you
	1037	200008154 2022-02-03 13:31:43	TurboTax Live Deluxe	4	it's good, but it's not free	I've been using it for years, but it's definitely not free You're going to end up paying some sort off fee So, it kind of sucks that it advertises that it is free But it simple to use

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1038	200009408	2022-02-03 14:01:13	TurboTax Online Deluxe	5	thought it was free	thought it was free, was not free if it was free, id be more happy
1039	200013642	2022-02-03 15:22:15	TurboTax Online Deluxe	5	still so easy	always fly right through the only thing i don't get is the advertisement for free returns for simple and then I never have the option ITS JUST ME!
1040	200016751	2022-02-03 16:14:13	TurboTax Live Deluxe	4	Easy to use but too expensive w/out ample notice!	This site is easy to use, but after assuming it was free, was smacked with a total of \$168 at the end with no option to file unless I paid If one document required that I pay that amount, the program should provide an alert at the time, not at the end when complete and left with no other options but to pay
1041	200018784	2022-02-03 16:50:03	TurboTax Online Deluxe	2	Charges are very confusing!	You advertise FREE, FREE, FREE I just helped 3 people do their taxes via turbo tax 1 was charged 0 00 The second was charged 29 00 and the 3rd was charged 117 00 All 3 were EZ-form 1040 returns all with the same set of circumstances
1042	200019147	2022-02-03 16:56:29	TurboTax Online Deluxe	4	Turbo Tax makes it easier	Easy to follow instructions with helpful reminders However watch out for the unmentioned fees added on when paying for the service Says prepare and file for free when it's not
1043	200019786	2022-02-03 17:07:58	TurboTax Live Deluxe	4	so so	I loved it, until the time came to file Everything was suppose to be free, I ended up having to pay \$138 00 I made a call, being on line for almost an hour, there was no resolve Next to starting over, I ended up just filing
1044	200020003	2022-02-03 17:11:47	TurboTax Live Deluxe	3	It's ok	I like it but if you say file for free, don't set up your settings to make sure at the end of it all these fees popup That was annoying I cleared and started over twice to make sure I get the free file or even less than a hundred dollars and both times I was charged \$200 I gave up I am very good with computers so please don't insinuate that I did not know what I was doing
1045	200020439	2022-02-03 17:18:22	TurboTax Live Deluxe	3	Turbo tax i had to	Used this because it was free then halfway through said you do not qualify and have to pay over 200 in fees Cool
1046	200021384	2022-02-03 17:32:27	TurboTax Live Self-Employed	1	Horrible	I ask for help to many times and nobody helped me and on top of that they are charging me for a live help and they didn't help me I'm going to HR and Block next year this is getting ridiculous they say its free but it's not
1047	200021726	2022-02-03 17:38:20	TurboTax Online Deluxe	2	Don't like changes	I don't like that Turbo Tax made me pay filing fees I have a simple return and should be able to do it for free And then because I opted to pay with my return I was charged an additional \$39 So , lost out on \$78 of MY money
1048	200022069	2022-02-03 17:43:13	TurboTax Live Deluxe	1	too expensive	Unnecessary fees Simply because my military wages are automatically added to a retirement plan savings, I was charged an additional \$226 to upgrade to TurboTax Deluxe You basically taxed my tax return Completely ridiculous 10% of my tax return just disappeared before my eyes even though you advertise and market yourself as a free tax return service
1049	200022131	2022-02-03 17:44:07	TurboTax Online Deluxe	3	TurboTax is okay	It is a helpful service to have However I strongly believe that there is no reason to charge people to be able to input information If you are going to offer a "Free" tax service you should ensure that anyone from any walk of life would be able to full complete and submit their taxes without having to pay and then allow for a building block system from there Offer more support, a person representative to assist the client so on and so forth It is wrong of you to claim you have a free service if not everyone from every walk of life could use it
1050	200022253	2022-02-03 17:45:57	TurboTax Live Deluxe	1	Not so free	I'm upset about the turbo tax charges It says Turbo Tax is free to file I also don't like it that i had to up charge to pro
1051	200022776	2022-02-03 17:54:03	TurboTax Online Deluxe	3	Filing is not free	When the commercials come on during tax season and they say "File for free on TurboTax" it is not true You can fill it all out for free but it costs to file and I wish they would STOP airing that commercial
1052	200030455	2022-02-03 18:03:13	TurboTax Online Deluxe	1	Turbo Tax	Love the program however but the lying about being free is a bunch of crap Then it's not only \$39 for federal you charged \$39 for state as well Then lord and behold another \$39 for your own personal gain People are struggling enough without you ripping them off
1053	200023725	2022-02-03 18:09:19	TurboTax Online Deluxe	2	Make it easier to free-file	Free-File should actually be a option A lifetime learning credit should not prevent me from free-filing
1054	200024104	2022-02-03 18:14:49	TurboTax Online Deluxe	4	easy to use	Easy to use, but I thought it was free I did pay for the service and am okay with that
1055	200024116	2022-02-03 18:15:01	TurboTax Live Deluxe	1	worst tax experience I have ever had!	I felt I was trapped into buying \$119 plus tax worth of goods so that I could do my taxes for "FREE" It has always been a simple deal to file but I think I will go back to a CPA to have him check to make sure that I followed the more complicated instructions On top of that I now have credit karma to contend with and I don't know how to escape it And at the bottom of this form I have to agree to the terms and conditions which I cannot find I am losing trust
1056	200024256	2022-02-03 18:17:08	TurboTax Online Deluxe	4	TURBO TAX IS A GREAT TOOL BUT TOO EXPENSIVE	I have used turbo tax for years Last year I used another software program because it was cheaper I went back to Turbo Tax because it was advertised as free for simple returns Turns out a simple return does not include Unemployment compensation Its a 1099 and apparently that makes it so much harder for the computer to deal with that they charged 30\$ I always have had to pay for State tax to be completed so the extra 30 was no surprise Of course there is tax - so this cost me 72\$ Yes I could have started over in another software program - but I didn't because who knows how much that would have cost this year? It's a computer program Why does it cost so much Its paid for many times over - even considering the updates based on new Tax Laws I am on Social Security, I was unemployed last year and continue to be so I know I am whining, but why stick it to the poor or mostly poor?
1057	200024457	2022-02-03 18:20:48	TurboTax Online Deluxe	4	I will keep using TurboTax!	Even though my taxes should have fallen into the 'free' category this year, I will keep using TurboTax because they have done my taxes for lots of years

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1058	200031867	2022-02-03 18:29:14	TurboTax Online Deluxe	1	Bait and switch	At first i clicked on a free file program by TurboTax and all was good until a later step in the process where they told me I had to upgrade or I couldn't file my taxes and wouldn't give you a option to deny this upgrade and said don't worry you can take this fee out of your taxes and when I agreed and got to the last step I saw they had charged 117\$ from my tax return in all on a so-called free service absolutely horrendous service this company is run by vultures and thieves
1059	200032054	2022-02-03 18:32:45	TurboTax Online Deluxe	1	CRAP! LIES!	Its my first time filing for taxes and even clicked file for free and had to pay \$39 which was a big chunk of my refund! so thanks for nothing turbo tax!!!!!!!
1060	200026442	2022-02-03 18:54:58	TurboTax Live Self-Employed	1	Highly disappointed that Turbo Tax	I always thought doing turbo tax on line was a FREE service, I ended up paying almost \$300 for a simple tax filing
1061	200026840	2022-02-03 19:02:23	TurboTax Online Deluxe	4	Used Turbo Tax for Years	I've been using Turbo Tax for years It's insanely easily This year it was more complicated than normal not sure why But there seemed to be a lot more steps to getting to the end of everything Also, I'm disappointed that federal isn't free this year Still, \$120 for federal, state, and paying for the prep with my refund is not bad compared to what it would cost to hire an accountant Highly recommend
1062	200027285	2022-02-03 19:09:54	TurboTax Online Deluxe	3	NEVER free!!!	Ads keep offering free preparation but it keeps costing \$39 - \$79 to prepare plus another \$39 to file the state return for the simplest tax returns!
1063	200034366	2022-02-03 19:12:42	TurboTax Live Self-Employed	1	Turbox steals money	It's unreal that this company advertises free tax filing and then charged me \$177
1064	200027540	2022-02-03 19:13:42	TurboTax Online Deluxe	1	\$112 for 1 attachment	I cannot understand why I fell out of the "free" category because of ONE schedule And WHY does Turbotax charge \$40 to get \$80?
1065	200027593	2022-02-03 19:14:30	TurboTax Online Deluxe	4	Turbo tax is great	Great easy filling It didn't let Me file for free
1066	200027787	2022-02-03 19:17:27	TurboTax Online Deluxe	1	Not free like advertised	This is not a FREE place to file your taxes they state its only \$39 to fill but i just had to pay \$79 rip off
1067	200028069	2022-02-03 19:22:17	TurboTax Live Full Service Deluxe	3	Turbo Tax is to high in price	I like turbo and the tax lady Marcelina K was good she listened to me an helped us all the way and was very friendly and stayed in touch But as for Turbo Tax itself the reason i left jackson an hewitt was because turbo is suppose to be free or cheaper but this time it was more im really dissappointed about the price 337 i just think that was way to much Anyway thanks
1068	200028273	2022-02-03 19:25:55	TurboTax Live Deluxe	3	not happy i had to pay 168	i like turbo tax, a little upset i had to pat 168 to file my taxes when I thought turbo tax was free
1069	200028756	2022-02-03 19:33:40	TurboTax Live Deluxe	4	turbo tax got me	YALL say yall free but then yall take almost taking almost three hundred out of my check
1070	200029067	2022-02-03 19:39:21	TurboTax Live Full Service Deluxe	4	Turbo Tax Makes Filing Easy	I love the product, I just think it could be cheaper I filled early so I could take advantage of free filing, but ended paying \$200
1071	200036286	2022-02-03 19:42:04	TurboTax Online Deluxe	1	Turbotax is not free	All your adds and commercials say that Turbotax is free but that is clearly a lie! You can all kiss my butt and burn in hell after I get done cursing you Never lie to a witch
1072	200030650	2022-02-03 20:07:03	TurboTax Online Deluxe	3	Turbo Tax is not free	While I am lazy and got comfortable using TurboTax and I don't feel like switching to another tax filing provider, the commercials you see about Turbo Tax being free are untrue Don't fall for it if you haven't already It is not free
1073	200037851	2022-02-03 20:09:05	TurboTax Live Deluxe	1	It's Confusing and Awful	It was so Flippin confusing and then getting suckered into paying a charge when you thought you were doing the free version but they bumped it up to TurboTax deluxe Highway robbery with it confirming you want to so it Then all the bullshit and confusion to figure out if your doing it IT IS NOT EASY NOT SIMPLE
1074	200030892	2022-02-03 20:11:02	TurboTax Online Deluxe	1	Turbo Tax	To tell you the truth I really liked this tool to do my taxes but once they hit you with "I'm forcing you now to get the deluxe to complete your taxes!" Crap turned rocked bottom for me Why do I need to pay for it if all I'm doing is using the tool for free? Everyone always trying to get their dollar even when you do the work yourself So much for being faithful for 4yrs :-/
1075	200031749	2022-02-03 20:26:55	TurboTax Online Deluxe	2	It's NEVER FREE	Sure they will broadcast it's free but at the END \$78 00 to file!! IT'S NEVER FREE
1076	200031850	2022-02-03 20:28:51	TurboTax Live Deluxe	1	Nothing is what it seems!	Turbo tax always has advertisements for free refund filing, and yet every year I have to pay turbo tax some kind of filing fee if you want help, even the most basic help it's \$249 I honestly don't like using turbo tax but its the app I'm most familiar with and where all of my tax info is saved so I just suffer through Very unhappy though
1077	200032050	2022-02-03 20:32:41	TurboTax Live Full Service Deluxe	4	Turbotax	Although turbotax with live expert was supposed to be free since I had retirement savings it charged me \$249!! Which is very outrageous considering that was almost half my return Luckily though they have very competent and helpful live experts! Mine was ashleigh and she was BEYOND patient and helpful The Underlining is I would have very much filed somewhere else if it wasnt for my tax expert Thank you Ashleigh!!
1078	200040877	2022-02-03 21:02:46	TurboTax Live Full Service Deluxe	1	Full of lies	I was told that I would be getting my taxes done for free and then I was told I could upgrade for free When I finished and filed they forced me to pay 300 dollars When I messaged support they would only setup a call I never received I wouldn't have mixed paying if they were up front but they lied and forced me into a corner and charged me more than if I'd just gone and got them done
1079	200041072	2022-02-03 21:06:24	TurboTax Online Deluxe	4	Not free	I thought it was supposed to be free to file and you wait until I've already gone through the hassle of filling everything out before you say I have to pay That's some false advertising right there That's why I didn't file with you last year because it was the same lie
1080	200041524	2022-02-03 21:14:17	TurboTax Live Basic	1	great scammers	stop telling people you have free full service and then charge them 249

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1081	200041788	2022-02-03 21:18:45	TurboTax Online Deluxe	1	Hidden Fees	Every year I think, oh, maybe I can file for free, I mean, Turbo Tax does advertise pretty heavily that they have free tax returns But nope, \$117 in hidden fees And they are real weaselly about it too You spend a good hour of your time answering questions, then you get to the VERY END and BAM! Here's some fees that we're willing to bet you'll pay because you don't want to experience the hell of going through all that with another tax company
1082	200041864	2022-02-03 21:20:06	TurboTax Online Deluxe	1	Horrible app was supposed to be free and I got r	Will NEVER use again total highway robbery free turned out to be 78\$\$\$
1083	200035170	2022-02-03 21:24:12	TurboTax Online Deluxe	5	Thank you so much	Thanks again TurboTax even tho its not free it helped me get the best return possible So thank you!
1084	200035597	2022-02-03 21:30:54	TurboTax Online Deluxe	4	Ended up needing deluxe but saved more money with	I started with the free version but upgraded to deluxe for additional savings I qualified for I had several times I was unsure of what I was doing, but the help box really was a lot of help
1085	200035920	2022-02-03 21:35:38	TurboTax Online Deluxe	3	Helpful but expensive	You say its free but turns out it isn't Otherwise its super easy and helpful
1086	200036041	2022-02-03 21:37:33	TurboTax Live Deluxe	3	had some problems	I ran into some problems, the advertisements say it was free and then i started it and then it made me upgrade even though i didn't want to so was not happy but hopefully its better next time
1087	200036456	2022-02-03 21:45:13	TurboTax Live Deluxe	3	Easy to use bit pricey	Seems expensive considering all the "free" commercials Great if you don't get any changes from the IRS There doesn't seem to be a way to adjust the year following if the IRS makes a change to your return for you
1088	200036592	2022-02-03 21:47:43	TurboTax Live Full Service Deluxe	4	Loved the Tax professional	Loved my tax expert but I thought I was getting the service for free which is why I selected the option I was surprised when I saw I had to pay over 200\$
1089	200036604	2022-02-03 21:47:53	TurboTax Live Basic	4	Very easy	It was easy to use, but it charged 44\$ plus another 130 something \$\$ so it's really not free
1090	200037208	2022-02-03 21:58:11	TurboTax Online Deluxe	2	Advertisements misleading	I always try to file early to get them out of the way I have also heard many different ads about "FREE filing" This is not true, every year I feel it goes up
1091	200037386	2022-02-03 22:01:16	TurboTax Online Deluxe	1	Disappointed	Supposed to be free They charged 40 dollars for state federal and to direct deposit return I have used TurboTax for years I've never been charged this much
1092	200037838	2022-02-03 22:08:45	TurboTax Online Deluxe	2	Turbotax is not free	I have used turbotax for a very long time for many reasons one of them being it is supposed to be free The last few years I have been charged over \$100 to file and yet they still advertise "free to file", this is not the case Using turbo tax now costs me the same thing as many other places and sadly for that reason this will be the last year I use them
1093	200038026	2022-02-03 22:12:33	TurboTax Online Deluxe	2	Turbo Tax is Bearable	Advertise that Turbo Tax is FREE to file, I click on every link to File for Free, still, Always get charged over \$100 to File Will be more than likely my last year using turbo tax
1094	200038130	2022-02-03 22:14:31	TurboTax Live Deluxe	2	Overcharges	Turbotax hides alot of costs where it said it would be free I don't like having money charged that isn't clearly stated when I sign up for certain progams The program said this was free for live till a certain date Unbelievable Otherwise the Experts are great and very patient Just takes a bit of wait time but I like your employees
1095	200038374	2022-02-03 22:19:33	TurboTax Online Deluxe	3	Ok	Takes to long Should be free Free free just free these are hard times
1096	200038940	2022-02-03 22:28:41	TurboTax Live Deluxe	1	waist of time and money	i had to do all the work and pay way too much when i should have got them done for free
1097	200046162	2022-02-03 22:29:04	TurboTax Live Deluxe	4	A bit annoyed	I wish they would not lie to customers about turbotax being free Not one year have I been using this product and it's been free I feel like they create problems for you to have to spend more and more money to use the tax experts
1098	200039154	2022-02-03 22:32:19	TurboTax Online Deluxe	1	Overcharging!!	Frustrating that this company is forever claiming free and easiest way to do our taxes but hidden fee's up the wahoo I don't mind paying to do my taxes but the hidden fee's they attempt to add on are ridiculous, they would not allow me to complete my taxes for free, granted I had no additional changes that weren't the same from last year Overall I didn't enjoy filing with Turbotax and I won't be again
1099	200039426	2022-02-03 22:36:35	TurboTax Online Deluxe	3	ok	I thought Turbo is free but it's okay But I will recommend it to all my friends
1100	200039933	2022-02-03 22:45:17	TurboTax Online Deluxe	1	It has become trash	It's whole appeal was the freedom, with that gone, this has to be my last year
1101	200040174	2022-02-03 22:49:13	TurboTax Live Premier	3	Charges change as you go along	It's suppose to be free! I have no deduction, nothing to claim, yet you charge me! Should have done it myself! Disappointed!
1102	200047354	2022-02-03 22:49:27	TurboTax Online Deluxe	2	NOT HAPPY	If its not free then don't say its going to free That is false and miss leading
1103	200040370	2022-02-03 22:52:40	TurboTax Online Deluxe	3	It's ok	It's not free if I have to pay to e-file Free is \$0!
1104	200007116	2022-02-03 23:03:14	TurboTax Live Deluxe	1	very poor	this was totally awful I cant believe what you people are doing, not only do YOU ADVERTISE FREE FREE FREE in your commercials but you charge a LOT LOT LOT especially to people who cannot afford it, I am RETIRED and rely on my 401K to live, I have a severely Mentally disabled son who lives with me and I have everything I have to do for him, \$200 bucks could have gotten me his POLAND SPRINGS WATER for a month, yes a month cause the other water has microchip from the government in it oh and he is a TWIN and I had to bury his brother and pay tis over \$5000 bill myself
1105	200041125	2022-02-03 23:07:14	TurboTax Online Deluxe	3	It's not free!	Turbotax says it's free but there is no way for you to get it free After you spend all that time entering all the data they charge you and won't let you do it any other way You either have to pay or waste the hour that you have been working on it and enter it in someone else program

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1106	200048891	2022-02-03 23:17:03	TurboTax Online Deluxe	1	WATCH OUT FOR HIDDEN FEES!!!	What a disgrace! There is absolutely nothing new with TurboTax for people that have a basic filing status, but now you can no longer file for free with this company, which was the main reason anyone ever used this software in the first place! On top of that, they are now charging you an ADDITIONAL \$39 to have the cost of your tax service deducted from your refund. Again, something that has always been free is now suddenly \$39 dollars? Riiiiight The classic processing fee scam This company disgusts me and after this year, I am never using your software again!
1107	200048987	2022-02-03 23:18:37	TurboTax Online Deluxe	1	Bait and switch-not free	i don't know why they lure you in with the promise of filing for free- it's never free I had such a hard time trying to make a correction to my state return (before filing it) and tried to chat with someone- there is only a robo-chat which has limited term recognition the only option was to have a representative call me- so i agree My phone rings - I answer it and it is a recording stating that the representative was calling me. It connects to what sounds like someone putting in a load of laundry at a laundromat i say hello a few times- no answer- just a bunch of clanking in the background- say hello a few more times-nothing-press a button and then say hello again- finally a woman decided to pick up the phone and start with an inaudible standard greeting. She then had the audacity to say that I needed to verify my account for her?!!! i said I do not feel comfortable talking to you after the long obnoxious interlude to our conversation then i hung up- 1000% unprofessional- i will never use turbo tax again
1108	200042471	2022-02-03 23:30:09	TurboTax Online Premier	2	Do Not Upgrade	I thought I need to upgrade to their premium option and once I did and realized I did not need to I tried to go back and start over, but it would not let me. Therefore, I had to pay them \$105 when I could have filed for free
1109	200042943	2022-02-03 23:38:14	TurboTax Online Deluxe	3	TurboTax has hidden fees	I always see free filing until you near the end there's fees! Is this NOT the free edition?
1110	200050037	2022-02-03 23:38:54	TurboTax Online Deluxe	1	bs fees	real life made me pay 117 when i used the free version some how
1111	200043432	2022-02-03 23:46:35	TurboTax Live Deluxe	1	Unknown fees	In using the chat-live option for free help, I was assigned a Turbo Tax Expert. Without knowing, I was forced to upgrade my account in order to move along further to process the return. I spoke with Customer Service and they even advocated for me to get a "downgrade code" to lower the price. Considering I'm a full-time college student, who relies on tips bartending - every penny counts and spending \$200 dollars on filing a tax return that could've been done for free is the reason I will never be using TurboTax again. I've filled for three years in a row and never had an issue until now.
1112	200050593	2022-02-03 23:49:42	TurboTax Online Deluxe	1	Rip Off	I have used turbo tax free for 7 years and have been very happy with it. This may be the last year I use it. I was charged over \$100 to do my taxes myself. They blindsided you by keeping the fee amount secret until the very end of the service. In addition to declaring that I need to upgrade to \$39 deluxe due to form 1095-A (Affordable Care Act) having to be filed. Absolutely disappointed on how this worked out. Just a massive scam!
1113	200043804	2022-02-03 23:53:11	TurboTax Online Deluxe	1	Will Never Use Turbo Again	I've used turbo for the last 7 years and will not be using them again. They constantly push the "File for Free!" narrative but that's never the case. Their filing prices jump big time each year and they charge for every tiny thing. A charge to file federal, a separate charge to file state, and now another separate charge to deduct those charges from your return. Each year it's coming to a total more and more over \$100. A LOT of people need their return money for their families. Not to give it back to big corporate. At this point it'd actually be cheaper to go to H&R Block.
1114	200009302	2022-02-03 23:58:27	TurboTax Online Deluxe	1	Terrible service	I have refiled 10 times. Have changed the errors and still continues to reject my taxes. Not only don't they charge you even after saying its free. They dont help fixing your issue. Will never ever recommend turbotax to anyone. Stay away!!!!!!
1115	200044163	2022-02-03 23:59:16	TurboTax Online Deluxe	3	turbotax is supposed to be free	anyways that is cool u when u loose some but i thought it was free
1116	200045353	2022-02-04 00:15:55	TurboTax Online Deluxe	5	It awesome	It is little easy for me I just had to pay some money but it say it free turbo tax charge fir the state so it really not free at all
1117	200045736	2022-02-04 00:22:09	TurboTax Online Deluxe	1	no	you claim to be free yet you take my money where does that add up?
1118	200047638	2022-02-04 00:54:38	TurboTax Online Deluxe	3	Good Program, Low Cost	Easy to navigate. Not completely free. have to pay to file.
1119	200048021	2022-02-04 01:01:53	TurboTax Live Deluxe	4	Turbo Tax is pretty good	It was easier to use than I thought. Customer Service was GREAT! But you shouldn't advertise that it's free. And the price that it showed me was twice as much as my actual fee. smh. Other than that, it was a great experience.
1120	200048929	2022-02-04 01:17:45	TurboTax Live Deluxe	3	It works	Working through TurboTax is less scary than going in person. I thought filing through them would be free and it was not.
1121	200049159	2022-02-04 01:21:53	TurboTax Live Deluxe	2	Its Good but	I didnt like it. They force u to upgrade when is not necessary. Free. I dont think so.
1122	200050450	2022-02-04 01:46:49	TurboTax Online Deluxe	1	awful	The entire time it said the refund filing would be free and then when it came to file it wouldn't let me bypass the fee and kept trying to add on additional charges for things I did not need. Took forever to figure out what I had to have to fill in my information.
1123	200056750	2022-02-04 01:59:15	TurboTax Online Deluxe	2	I thought this service was good for me	It said it was free and your charging me that isn't right. that false advisement.
1124	200056836	2022-02-04 02:01:43	TurboTax Online Deluxe	2	cost to file	tv adds used to say its free to file. Well thats a lie.



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1125	200056853	2022-02-04 02:02:13	TurboTax Live Deluxe	5	Quit showing one price and making the end price mo	Listen, advertise the price to use TurboTax per package at the beginning Don't wait till the refund is done to twist someones arm after they spent the time to do their taxes to leave them to pay a price tag that wasn't firmly advertised at the beginning Not okay, bad way to do business Aside of this, love TurboTax but hate that you all try to take 15-20% of my taxes to pay for the basic service with no bells and whistles
1126	200051329	2022-02-04 02:04:05	TurboTax Live Basic	1	hidden fees!	Its upsetting that we answer multiple questions so that turbo tax can find ways to charge us If you are promoting it as a free product just stay free! you make me sign up for other products and already keep all my info!
1127	200052025	2022-02-04 02:16:33	TurboTax Online Deluxe	1	DONT WASTE YOUR TIME	Had a really hard time this year and my taxes were no different than last year seems they really need every extra penny this year, it wouldn't even let me finish my returns "for free" like advertised, I ended up having to pay money just to finish them I'll do them myself with a professional company next time
1128	200052404	2022-02-04 02:23:35	TurboTax Online Deluxe	1	TurboTax Sux	Incredibly disappointed that I now have to pay for turbotax when it was the best FREE tax software for years Until now? Even after it states "free" when you begin filing your Taxes Great job guys, really good idea with that one
1129	200052507	2022-02-04 02:25:30	TurboTax Live Full Service Premier	2	Turbo tax could use some improvement	I was offered a free upgrade to TurboTax live After going through the filing process I was given a large bill for services, which I didn't know at the time that any requirements beyond a basic tax situation would result in fees This could've been more clear Also being force to log into the app multiple times to communicate through the chat with my expert was quite bothersome Would be easier and quicker if we could've communicate through SMS Otherwise my taxes were filed fairly simply
1130	200052925	2022-02-04 02:33:57	TurboTax Online Premier	1	IT IS NOT FREE	I was told federal would be free if I completed it before Feb 15th , IT IS BULL!!
1131	200058142	2022-02-04 02:36:28	TurboTax Online Deluxe	1	Turbo Tax is not Free, free, free-free, free (	You guys should really stop advertising this product as free I have been a customer for seven years and I'm disgusted If you research this free product you will find that very few returns are considered simple and qualify for the free version This is a dirty trick because you don't find out about all the fees until you've spent hours working on your return only to find the reason you chose Turbo Tax is not actually the case This is false advertisement In my case, getting unemployment was the reason my return was not free Newsflash: people that received unemployment during the Covid-19 Pandemic are the least deserving of silly fees Also I think it's a dirty trick to charge someone \$39 99 because they cannot afford to pay \$100+ So Turbo Tax penalizes people that are low income and have suffered a loss of income Good Job Intuit I'll be taking my business elsewhere next year and so will the rest of my family
1132	200053064	2022-02-04 02:36:51	TurboTax Online Deluxe	3	Free should mean Free	How its free and y'all charge for everything? I have paid every year
1133	200018324	2022-02-04 02:41:41	TurboTax Online Deluxe	3	Not happy	Didn't like how they make you pay free my a---no choice
1134	200053460	2022-02-04 02:45:48	TurboTax Online Deluxe	1	My "FREE" filing only costed \$90	I've used turbo tax for years and I've never had to pay for filing Well I guess this year file for "FREE" means \$90 I will not be using TurboTax in the future
1135	200020114	2022-02-04 03:13:32	TurboTax Online Deluxe	1	never honest about the cost!!!	never honest about the cost!!! Each year I keep falling for your trap a fee free taxes and it cost me \$100 every time last year it cost me \$150 so I don't understand what part of \$150 is free and I also do not have complicated taxes are very basic
1136	200059511	2022-02-04 03:24:53	TurboTax Online Deluxe	1	TurboTax is a scam	They say they're free force me to upgrade with a 39\$ fee to be able to send in my return then they end up charging me 117\$!!!!!!!!!!!!!!!!!!!!!!!!!!!!!! The government already takes enough money from me I don't know why every business has to be the same way A MONEY SCAM!!!!!!
1137	200059514	2022-02-04 03:24:55	TurboTax Online Deluxe	1	Free Not So Free	I was told we could file for free before 2/5 I did and they still charge me \$39 for federal and state I realized I had selected deluxe and removed it more than once for it still to change me in the end This was false advertising I was going to use there service this year since it had it for free This way if I had a good experience they would have a loyal customer and they ruined that Good luck I'm sure Turbo Tax with end up having a class action lawsuit for false advertising
1138	200056262	2022-02-04 03:46:31	TurboTax Online Deluxe	1	charged more than price was on site	cant do it for free price was one price on site then charged a differnt price
1139	200056659	2022-02-04 03:56:28	TurboTax Online Deluxe	3	Turbo Tax Time	I always like using Turbo Tax because it's user friendly Although this time around it wasn't as user friendly I began with free and ended up with \$122 in Turbo Tax fees, so that disappointed me I couldn't figure out how to get rid of them either!
1140	199896872	2022-02-04 04:32:05	TurboTax Online Deluxe	4	Forced to upgrade	Turbo tax was great and easy to follow I managed to do my whole return but at the end gave me no other option then to have to pay for an upgrade for the returns to be made(suppose to be a free service from irs site) I was forced to either pay for the upgrade or go pay for another service provider to file my taxes
1141	200058892	2022-02-04 05:02:25	TurboTax Live Deluxe	3	I just don't have energy for this!	Maybe it's my ADHD, but filing this year took FOREVER! I'm exhausted Would have been better to spend the money on someone else to do my taxes Then I wouldn't be up at midnight And is it me, but isn't it supposed to be free to file? The prices we pay for other people to hold onto our financial records SMH Warning: If you have slow internet, it might make sense to file from your cell phone Maybe that would be faster And have as many of your documents ready as possible before you begin
1142	200059866	2022-02-04 05:38:18	TurboTax Online Self Employed	3	Tax fees	Won't let you change your payment package if you clicked the wrong one I am not self employed but I had to pay for it and it should have been free it was a simple return

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1143	200061008	2022-02-04 06:34:08	TurboTax Online Self Employed	4	TurboTax is great but they keep Up charging	I love that TurboTax is easy to use and walks you through it but I hate that in order to do certain things you have to pay TurboTax advertises that it's free but if you're self-employed you have to pay
1144	200062425	2022-02-04 08:28:34	TurboTax Live Deluxe	1	Turbo tax skamma	Why is it every year I try to do it for free and every year I can't because my taxes are too complicated
1145	200063056	2022-02-04 09:51:50	TurboTax Online Deluxe	4	Why is the free version \$78	Every time I click on the FREE version, I never get it It always cost me no matter what Yes, it is simple to use, and I like that I don't like being charged \$78 no matter what
1146	200063191	2022-02-04 10:09:45	TurboTax Live Deluxe	2	Turbo tax is not free	Turbo tax is not free! Not sure if all things are 100 percent accurate!
1147	200063313	2022-02-04 10:21:46	TurboTax Online Deluxe	1	ticks me off	why do i need my last year taxes that i did with you guys then i had to pay 85 dollars for the free refund
1148	200065505	2022-02-04 12:36:00	TurboTax Online Deluxe	3	Great but with a pushy price	Really simple and useful. But I applied for a free file. Then they added a credit that made it no longer a free file. I tried removing the credit so I didn't have to pay any fees. I even chose the base option. But when I got to the end, I still had the credit and was FORCED to pay the fees and upgrade to file. Definitely a huge annoyance.
1149	200070442	2022-02-04 14:48:49	TurboTax Live Deluxe	4	Why the charges	I like TurboTax but why do it charge you so much for a free service
1150	200070717	2022-02-04 14:54:01	TurboTax Online Deluxe	4	Easy to use	Easy to use I love how simple the set up is I'm confident I do it correctly The biggest issue is how expensive it is for such a "easy" return The "Free" commercials are so deceitful and upsets me each time Honesty would be nice But the site works well
1151	200072791	2022-02-04 15:31:48	TurboTax Live Deluxe	2	Turbo Tax could do better	Turbo Tax commercials show that it's free to file by 02/15 so why not honor that or change your wording and make it clear that it is not free to file
1152	200074466	2022-02-04 16:02:26	TurboTax Online Premier	3	Thorough but expensive	They lure you in with free, convince you to upgrade because the free edition can't do a small thing. That's okay, the upgrade is only \$90 but WAIT, there's more. State is no longer part of the deal, that'll be another \$40  I've now only saved \$15 over a tax professional
1153	200074791	2022-02-04 16:07:23	TurboTax Online Premier	1	Sucks	They say it's free but in the end make me pay \$79 to process my taxes
1154	200074832	2022-02-04 16:07:58	TurboTax Live Deluxe	2	Charged for services I didn't use	I saw a deal to have live assistance for free if I file before a certain time. I had an assistant tell me that there were complications coming up where I would need to pay for the full live service. I told her I would file myself and went through the process, but was still charged for live services that I did not need. I could not find where to disable this service and wanted to get my taxes filed. Ended up spending more than I needed to.
1155	200075176	2022-02-04 16:14:50	TurboTax Online Deluxe	2	Too many fees	I was ok when it said \$39 then they charge another \$39 for the state and then another \$39 for something you would use regardless. What happened to free???
1156	200076396	2022-02-04 16:35:23	TurboTax Live Deluxe	3	Turbo Taxis really good	Turbo Tax is great but not when your trying to find the app to file for free
1157	200077087	2022-02-04 16:46:45	TurboTax Online Deluxe	2	Prepare for Fees!	Nothing is free, even the "free" version cost \$117 after they tack on fees
1158	200077813	2022-02-04 16:59:33	TurboTax Online Deluxe	3	NOT FREE	It says FREE but as you along unless you pay for the services they are offering you can not file certain documents without paying/upgrading your service(s) So nothing is FREE
1159	200078018	2022-02-04 17:03:44	TurboTax Online Deluxe	4	file taxes	was easy to use except I thought I was using the "FREE" file system but got charged \$79 00 at the end
1160	200078311	2022-02-04 17:09:08	TurboTax Live Deluxe	1	Turbo tax is a pain	Don't tell People it's free, when really it's not. Second year doing it with you guys. Love how easy it is but, hate how it's not free.
1161	200078425	2022-02-04 17:11:28	TurboTax Online Deluxe	3	No Option For Free	I have been using TurboTax for years. It has never been free. They get you every time.
1162	200079871	2022-02-04 17:35:40	TurboTax Live Deluxe	3	Turbo Tax isn't cheap	I think Turbo is getting too high in cost. You say it is free, but it seems to cost to file. I still like it.
1163	200061935	2022-02-04 17:45:56	TurboTax Online Deluxe	1	Lots of hidden fees not disclosed until filing	Well, I wanted to file for free but then found out I had to pay for deluxe for \$39. Then they charged me \$39 for some state thing. Oh then you select to pay the surprise fees with your refund and they charge you another \$39 for that. Nearly \$120 for something I intended to be free. I'd take my business elsewhere if I wasn't so lazy and they were complete. I'll remember it next year and file a different way. TurboTax blows.
1164	200080824	2022-02-04 17:51:45	TurboTax Online Deluxe	3	Easy to use but not FREE anymore	Easy to use but TurboTax doesn't allow you to file for free anymore which is very disappointing.
1165	200081392	2022-02-04 18:01:46	TurboTax Online Premier	1	Free is not free	My return wasn't complicated at all but still didn't qualify for free, plus they charge an extra 39 00 to pay using your refund. Absolutely ridiculous.
1166	200088659	2022-02-04 18:13:18	TurboTax Online Deluxe	1	TurboTax Continues to Include Hidden Fees	TurboTax continues to include hidden fees. You start out thinking you're filing for free or are only paying \$39. Instead, they suck you in until you've spent too much time in the system to go with an alternative option. Paying with your refund also isn't noted as an extra cost and I was already too far in the process (time-wise) to go back and enter my CC info. I hate TurboTax and hope they get sued.
1167	200082287	2022-02-04 18:16:33	TurboTax Online Deluxe	3	Free NOT	Turbo tax is great but it is not free if filing e-file
1168	200082357	2022-02-04 18:17:35	TurboTax Online Deluxe	1	Advertises as Free Filing but never Free	Every year I attempt to use Turbo Tax and its alleged free filing software, but it always forces an upgrade to its Deluxe version. It claimed I had an HSA even though I did not and forced me to upgrade. Do not advertise a free service that strong arms you into paying fees as the end of the return. I despise Intuit and Turbo Tax and would not use it if there were better alternatives.
1169	200082697	2022-02-04 18:23:47	TurboTax Online Deluxe	4	Turbo Tax is good	Turbo Tax is still a fast and easy way to file your simple tax forms, not happy with the free filing options, now they charge

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
1170	200082789	2022-02-04 18:25:38	TurboTax Live Full Service Deluxe	4	Too expensive	My expert & assistant were more than helpful!! The prices of the services are misleading though I was told it was going to be free because I did it before a certain date & then it was over 200\$ because of my college document of how much I've paid for school this year which is unfortunate because i'm a broke college student
1171	200083607	2022-02-04 18:40:09	TurboTax Online Deluxe	1	turbo tax blows	they say its free and it not 218 dollars later not cool
1172	200084224	2022-02-04 18:51:23	TurboTax Online Deluxe	5	Great for complex stuff	Easy to use I'm said it's no longer free like it's advertised; it's free to fill out, but not free to file
1173	200084391	2022-02-04 18:54:34	TurboTax Live Deluxe	2	Way too expensive!	Won't be using them next year! Way too expensive! Over 200 to file when says "free"
1174	200084866	2022-02-04 19:01:22	TurboTax Online Deluxe	2	Surcharges are annoying	TurboTax is cool and pretty easy to use, but its marketing in being free or discounted is pretty unrealistic and they will charge you for things as you go, which can be helpful but personally I don't think the price is fair
1175	200085391	2022-02-04 19:13:00	TurboTax Online Deluxe	4	Very easy	I use this every year and although I wish they would not advertise that it is "free" (because it is not) I really like using it!!
1176	200085566	2022-02-04 19:16:59	TurboTax Live Deluxe	4	Easy to Use / Prices increase every year	Overall Turbotax is a great system for independently filing taxes The system is easy to navigate without assistance Questions can be answered using the live chat option Only negative thing I will say, prices seem to increase yearly "File Free" is not an option
1177	200091922	2022-02-04 19:17:02	TurboTax Online Deluxe	2	Not free	False advertising Returns were not free this year might as well have it done by a professional
1178	200085770	2022-02-04 19:20:48	TurboTax Online Deluxe	3	TurboTax WAS Awesome	For the past decade I have left the same review of TurboTax "Yay! Another year of filing my taxes in my pajamas!" Well, I did file my taxes in my pajamas again but I had to pay \$85 to do it because even though my return was "simple" I had a 1099-G Unemployment form with two boxes of information to add to my return and the \$0 Free Federal/State does not allow a 1099-G form I hope you enjoy that \$85 because it is the last you will get from me This will be the last time I am a TurboTax customer
1179	200086469	2022-02-04 19:34:36	TurboTax Online Deluxe	1	If it says free why do I pay	I have to pay 107 00 for free tax returns Next year I will switch to honest people
1180	200086498	2022-02-04 19:34:57	TurboTax Live Premier	2	To expensive	I was lead to believe this was free and it turned out to cost me alot
1181	200086911	2022-02-04 19:41:35	TurboTax Online Deluxe	4	VERY EASY	NOT FREE AS ADVERTISED NOT FREE AS ADVERTISED NOT FREE AS ADVERTISED
1182	200088227	2022-02-04 20:06:00	TurboTax Online Deluxe	3	its ok	Had to pay 107 00 to file my unemployment It wasn't free at all just saying
1183	200096241	2022-02-04 20:24:46	TurboTax Live Deluxe	3	Like the Live, but cost is high for nothing	Like the live part of it, but i was trying for the free version but it was miss leading and had to pay for it It is false advertisement and it should have been free for something so easy to do on your own I don't understand why i had to pay for something that should have been free in the very beginning
1184	200089290	2022-02-04 20:25:01	TurboTax Online Deluxe	1	Turbo Tax never gives up on you	It does not matter how many times you reject audit coverage Turbo Tax will ask you again and again hoping you accidentally press yes The undo button seems to be hidden very well Same with if you click to use a version of turbo tax that is not free You need to wait for a full moon and perform a sacrifice to undo it I don't any proper virgins so i sucked up and paid you to make it all go away
1185	200089423	2022-02-04 20:26:55	TurboTax Online Deluxe	1	Expensive	A lot of money in terms of what the system does Offers "free" but its still \$80 AND if you want the ridiculous charges pulled from your refund, they charge a "processing fee" of \$39 when it costs them \$0 to transfer that money Unfortunately my only option yearly is turbo tax in terms of getting done quick, but I hate this company
1186	200096926	2022-02-04 20:39:24	TurboTax Online Deluxe	3	I hate being tricked!	I was told it was FREE for simple returns Mine was as simple as can be! Then, my bank has a link to Turbo Tax stating \$34 instead of \$39 so I chose that option since it was clear it wasn't going to be "FREE" then I get to the last page and the statement said \$39 for Turbo Tax to do your refund, (not \$34 as I was led to believe), or Zero for IRS to do your E-File and both with a return within 21 days but no option to choose IRS! That's sneaky and unethical Never again!
1187	200063490	2022-02-04 20:39:29	TurboTax Live Deluxe	1	Ambushed	Why give free options if you are going to force charges on me at the end anyway
1188	200090103	2022-02-04 20:40:55	TurboTax Online Deluxe	2	TURBO TAX IS MISLEADING	Turbo tax said you could file for free But you end up paying over a hundred dollars anyway
1189	200090138	2022-02-04 20:41:39	TurboTax Online Deluxe	1	Not what it used to be	First time I wasn't able to free file They charged to file state and federal and then added on a processing fee to pay for taking fees out of refund Will use another tax program next year
1190	200090259	2022-02-04 20:44:20	TurboTax Online Deluxe	1	Disappointed	I was disappointed that I wasn't able to take advantage of filing my taxes for free this year I was also disappointed there's a charge for having the fees taking out of the tax return I feel it's unacceptable to remove a person's choice The only positive I have at this time is that I can submit my taxes in the comfort of my own home and it was easy to submit
1191	200090498	2022-02-04 20:48:53	TurboTax Live Premier	3	TurboTax charge is sneaky	Well, they say it's free, if it's simple Then later, there's a cost and it's very difficult to choose the lesser charge in fact the amount you're paying and for which one is not disclosed when you agree to pay It's just sneaky
1192	200090546	2022-02-04 20:49:58	TurboTax Online Deluxe	4	Second time filing with TurboTax	Overall, TurboTax does make it easy to help guide you along your filing process With helpful tips and ways to impute your information The only downfall is at times when it says free or this is the price to pay for your filing, it keeps popping up At times there are ways you may hit a button and it add on a new total to your price Then when you go to delete, it is almost impossible to figure out how to do so Other than that, they make it pretty easy to file your taxes

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1193	200091163	2022-02-04 21:02:28	TurboTax Live Deluxe	4	GOOD	FILING WAS VERY EASY BUT DONT SAY ITS FREE AN THEN CHARGE US TO FINISH FILING
1194	200091376	2022-02-04 21:06:48	TurboTax Live Full Service Deluxe	3	Good but charged me	my agent was amazing but i wanted my taxes free like it said but it wasnt
1195	200092966	2022-02-04 21:34:14	TurboTax Online Self Employed	1	hidden fees	always starts off free then by the time im done its over 100 bucks
1196	200100337	2022-02-04 21:56:27	TurboTax Online Deluxe	3	Not so awesome TurboTax	A little tedious this year than in others False advertising about filing for free Charged me \$39 for filing and then tried to charge me another \$39 for having the payment taken out of my return Not a good way to keep customer loyalty Next year I'm filing somewhere else
1197	200094937	2022-02-04 22:00:07	TurboTax Live Deluxe	1	Turbo tax is frustrating	There are too many opportunities to upgrade, if you make the mistake of upgrading by accident you have to delete your whole return and start over Its also expensive, especially when i thought it was a free service
1198	200095029	2022-02-04 22:02:02	TurboTax Live Deluxe	2	Adequate	Too expensive Advertises as free but is in fact not
1199	200095077	2022-02-04 22:03:03	TurboTax Online Deluxe	3	turbo tax is okay	why do they say they are a free service but charge 109 dollars from your taxes
1200	200095802	2022-02-04 22:16:27	TurboTax Online Deluxe	4	reasonable	Good layout and info but no way to exercise claim to use site totally free get the impression experience will not cost any more than dealing with tax time yet totally free cost 117 00 still a reasonable buy no need to hide costs
1201	200065125	2022-02-04 22:20:03	TurboTax Live Deluxe	1	it was suppos to free end costing mr 200 what arip	ur adds say free but it not u guys suck rip off rip off
1202	200096062	2022-02-04 22:21:17	TurboTax Online Deluxe	3	turbo tax is expensive	They say that filing is free until you get into it Then they charge you to take their fees out of your return I forgot that they did this and wasn't supposed to be using them this year Next year, I will remember
1203	200102133	2022-02-04 22:33:34	TurboTax Online Federal Free Edition	1	Aggressive Sales Tactics	Increasingly manipulative sales tactics which complicate the process unnecessarily and force you to restart your tax filing if on any of these sudden pop-ups you click the wrong button Customer Service will attempt to convince you that your particular tax filing is not eligible for the free service, which is not true This will be validated by a Tear 2 Specialist, but again, if you just suck it up and do the whole thing over but always click NO (which is challenging, believe me the pop-ups are sudden and they place the YES button where you are hypnotized into assuming the NO button is during the filing process) There are many other free tax services which provide excellent customer service now that TurboTax has gained the name recognition to lean-into malign car salesman-esque ploys
1204	200096951	2022-02-04 22:39:58	TurboTax Online Deluxe	1	not FREE FREE FREE	The fact that I put an amount for HSA, made the system charge me is ridiculous That is Not Freeeeeeeeeeeeeeeeeeeeeeee You should be upfront with customers and just say it cost \$40 or more unless you have nothing to file
1205	200097711	2022-02-04 22:56:03	TurboTax Online Deluxe	3	good	good but expensive they say its free but i ended up paying 166\$
1206	200103328	2022-02-04 22:58:43	TurboTax Online Deluxe	1	Free my a\$\$	If free means \$100 deduction, yeah! Lie lie lie lie
1207	200098473	2022-02-04 23:12:38	TurboTax Live Deluxe	2	Says Free but isnt	I selected file free, at the end i had to pay over \$200 for the service
1208	200098771	2022-02-04 23:18:44	TurboTax Online Deluxe	2	Not worth \$35 00	I don't feel like this service, which has been free in the past, is worth \$35 00
1209	200098785	2022-02-04 23:19:02	TurboTax Online Deluxe	2	Turbo tax is to expensive and going over the same	Turbo was to be free there are no options to opt out off payment lns extra Always had to go back and answer the same question again nd again
1210	200098883	2022-02-04 23:21:22	TurboTax Live Deluxe	5	Turbo tax is awesome	It was really easy to file, but your commercial says it is free, and it is not free
1211	200098939	2022-02-04 23:22:41	TurboTax Online Deluxe	4	Turbo tax is great!	Turbo Tax needs let you know you that it is not free
1212	200099709	2022-02-04 23:40:48	TurboTax Online Federal Free Edition	4	TurboTax is simple	This year I did not like how a 401k credit was given to me, that I didn't want, just so you could upgrade me from the free edition I did not want to pay \$78 for a \$19 credit
1213	200099730	2022-02-04 23:41:17	TurboTax Online Deluxe	3	Confused about return	They got me the largest refund but even though I said I wanted a free return I ended up paying 117 0 because of retirement contributions equalling a 10 00 refund It wouldn't let me eliminate the claim for the retirement credit and so I ended up paying for something I wanted for free
1214	200105249	2022-02-04 23:42:54	TurboTax Online Self Employed	1	I hate the sneaky upsells and selling of my info	Far too many annoying attempts to upsell! Deliberately misleading advertising peppered throughout the process (free this or that but it's not really free, it's free with purchase of some other thing you don't want ) If you get direct deposit, there is no way to opt out of allowing Turbotax to sell your personal financial information to 3rd parties who will use it to market at you Oh if you read the fine print leaving a review about how much you don't like it means you get even more spam! No way to opt out for that, either You suck, TurboTax
1215	200105321	2022-02-04 23:44:25	TurboTax Online Deluxe	1	Too expensive now! Charged me the \$39 twice!!	Like the title says TurboTax charged me twice for the package They went from having a free option to the cheapest option is \$78 now? \$39+\$39 I'm pretty sure they are not supposed to charge me twice, no where did I read I would have to pay it twice or I would have used another service Sad because I've used turbo tax my whole adult life and now at a time when people are struggling they up their prices that much!! Thanks Turbo tax!!!
1216	200068015	2022-02-04 23:52:29	TurboTax Online Deluxe	1	What a scam this is	This is such a scam, it's not free by any standard and they want so much unnecessary information before they will let you file Its just an scam to sift your personal information
1217	200100559	2022-02-05 00:01:32	TurboTax Online Deluxe	4	it was easy	i thought it was going to be free this is the first time not receiving federal kinda surprize and dont understand but none with it just wanted it done and off my plate but thank you turbo for helping

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1218	200100759	2022-02-05 00:05:45	TurboTax Online Deluxe	4	Very Nice Program Easy to use	I like the way the web page looks and work, I started using the turbo tax program because they said free, not really the case It works ok for the time put into it
1219	200101678	2022-02-05 00:25:00	TurboTax Online Deluxe	3	Great	everything was great, easy to follow directions, the down side was when filing you have to pay or start over When I started I had selected file for FREE I do not know when this change, I declined all the upgrade prompts
1220	200102708	2022-02-05 00:45:33	TurboTax Online Deluxe	3	Took forever, no cheaper than in person	I had a fairly simple return this year (one job, single marriage with 2 bio kids, no moving, new cars, etc) so I thought I'd do my taxes this year on here instead of like I usually do through my accountant Of course, it's not super clear they are only doing the federal taxes for \$39 (and of course, filing for "free" is advertised, although at least I was smart enough to know that wouldn't happen) The whole time, it adjusts the top state refund like you are going to get that too and then bam, only for \$39 There were a lot of that came up that didn't explain the issue and I couldn't remove it or figure out the issue The bot WAS helpful but couldn't answer everything Honestly, this took longer and was more expensive than doing it with my local accountant I honestly wish I wouldn't have wasted my time and money on here this year
1221	200102782	2022-02-05 00:46:45	TurboTax Online Self Employed	3	I bit expensive	This seems to be a great platform AND THEN your free file goes poof out the door for any credits or door dash, uber, etc But, all in all it was worth getting finally completed and e-filed doesn't hurt that they allow you to pay them from your fed refund
1222	200102887	2022-02-05 00:49:06	TurboTax Live Basic	4	fees	i didnt want to use the max benefit and something else that totaled out to be \$89 i just wanted to file free like always yall claim it was free up until 3/31 but it wasnt not happy this year but still gave yall 4 stars
1223	200071324	2022-02-05 01:05:06	TurboTax Online Deluxe	1	Couldn't select free return option	Wasn't able to return for free because I had a 1099-G, even though I set it up without it and it made no difference in my return Just more money grubbing bullcrap for another faceless company
1224	200103793	2022-02-05 01:10:23	TurboTax Online Deluxe	2	Free is never Free They always get their fees	They constantly harass me about filing my taxes Then they claim to be free, but constantly hound you to upgrade filing option and even after declining it multiple times, somehow they still charge me fees
1225	200103954	2022-02-05 01:13:36	TurboTax Live Self-Employed	1	turbo taxes is not fair	turbo taxes is not fair at all and its my last time to file my taxes with you,because you can't charge me \$290 yet you say that for free i really don't know what's free means to you but to be honest its my last time at least i'll go to agencies who's under IRS and they file for free without charging anything but its very sad to me a low income earner
1226	200072787	2022-02-05 01:31:46	TurboTax Live Deluxe	1	Hidden fees are terrible	You drag people in with the file for free scam and next thing you know you are \$200 deep in fees that you HAVE to pay or you can't move forward, reducing your refund SCAM
1227	200105308	2022-02-05 01:43:59	TurboTax Live Self-Employed	3	turbo tax is not free	Turbo tax is advertised as being free This is very misleading It is only free to use the website to file taxes However, Then you charge too much to actually cut the check and to file the tax returns In all actuality, the customers do all the work Very misleading
1228	200112489	2022-02-05 02:21:34	TurboTax Online Deluxe	1	Turbo Tax Has false advertising	Turbo Tax advertises everywhere about free filing, yet I end up paying every year On top that they wasted money printing a coupon and mailing it to me, yet there was nowhere to enter the coupon
1229	200107532	2022-02-05 02:32:21	TurboTax Online Deluxe	1	turbotax same old refund year after year	Turbo tax site is like any other site that claims you file free Nothing is free free is 00 00 not \$88
1230	200107693	2022-02-05 02:35:32	TurboTax Online Deluxe	1	HATE TURBO TAX	Turbo tax says it's free and let's you go through the entire thing and then charges you a huge fee on what is a standard return
1231	200113360	2022-02-05 02:44:22	TurboTax Online Deluxe	4	False Advertising yet unmatched product	I really appreciate this product and there is nothing comparable for filing your taxes online TurboTax is heavily advertised as a free product, yet I found myself constantly agreeing to more fees and added charges as I went through the process
1232	200108610	2022-02-05 02:57:16	TurboTax Live Deluxe	4	Tired The Free, But It Cost Me	I was a first time user with TURBOTAX, I thought I try the free option, but the System insisted I buy the Deluxe Package or it would not let me file my Taxes I guess in the end there is no FREE Everything COST
1233	200109606	2022-02-05 03:19:26	TurboTax Online Federal Free Edition	4	Tax Return	Great and easy experience filing my taxes online I tried to file for free, however the system would not allow me
1234	200109746	2022-02-05 03:22:17	TurboTax Online Deluxe	3	I like turbo tax	I like turbo tax but i dont like how i went from filing for free to paying over 100 dollars
1235	200110540	2022-02-05 03:36:52	TurboTax Online Deluxe	2	Watch out for hidden costs	The platform itself is good, user friendly and thorough They lure you with the promise of free Fed and State returns on simple returns You might think you have a simple return but chances are you don't so expect to pay \$39 if you want to proceed Watch out though because they'll charge you another \$39 for State (plus taxes) If you want a truly "free" platform, this definitely isn't it
1236	200112138	2022-02-05 04:13:54	TurboTax Online Deluxe	1	Deceiving amount	I tried to apply for my taxes the free site But here I am paying \$122 00 I wouldn't m8 d paying the \$39 But at the end it makes you pay for all 3 amounts This is deceiving
1237	200112880	2022-02-05 04:30:04	TurboTax Live Deluxe	2	Turbo tax is not FREE	TurboTax is misleading the ads claim it's free free free How about lie lie lie Every year i pay more and loose more of my income
1238	200061176	2022-02-05 04:44:03	TurboTax Online Self Employed	1	you suck	I THOUGHT TURBO TAX WAS FREE!!!! EVIL and this is false advertising
1239	200113994	2022-02-05 05:00:50	TurboTax Online Deluxe	4	Free until nearly completed	Filing is free until it changes to "Upgrade to Turbo Tax Online Deluxe" for \$39 00 Then it charges \$39 00 for the Federal return and \$39 00 for the State return for a total of \$117 00 in fees

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1240	200114460	2022-02-05 05:11:06	TurboTax Online Deluxe	1	Awful	I have filed with Turbo tax for the past 8 years, this is the first year I had an awful experience  I chose the \$39 option since it would help with the extra tax breaks It made it sound like this \$39 would cover both federal and state BUT IT ONLY COVERED FEDERAL AND THEN CHARGED ME ANOTHER \$39 TO FILE STATE OR I WOULD HAVE TO REDO MY STATE RETURNS AFTER I ALREADY COMPLETED THEM  This should have been disclosed from the start Very misleading Do not pay for the extra services, I never had a problem filing for free I ended up paying more to file than what I originally owed
1241	200115020	2022-02-05 05:25:06	TurboTax Online Deluxe	2	force charge	I was forced to upgrade my Free Filing to a Deluxe file Which was \$39 for state AND \$39 for Federal Then right when I'm about to file, I double check the files and turns out they added another \$39 for the "Turbo Tax Fees"
1242	200115412	2022-02-05 05:39:51	TurboTax Online Deluxe	3	NOT FREE	I WAS CHARGED TOO MUCH FOR SUCH AN EASY RETURN STATED THAT IT WAS FREE IT COULDN'T GET ANY EASIER
1243	200115780	2022-02-05 05:57:40	TurboTax Live Deluxe	1	will not use again I do not think	You lied You raised my rates again and you stated FREE I have put up with your increases but when I do all the work and all you do is review and then charged me \$217 WOW
1244	200116098	2022-02-05 06:12:33	TurboTax Online Deluxe	1	always charges more without my approval	first its free, then its 49, then its 49x2, now its 39x2+49 122 dollars for free tax filing the program itself its great
1245	200117634	2022-02-05 06:37:01	TurboTax Online Premier	4	TURBO TAX is Good!	Turbo Tax did all the normal expected things that I have gotten from it before The only difference is that it charged me more this year than previous years I went ahead and used it this year because it already had most of my information from previous years, but I was offered my taxes to be done free of charge electronically regardless of my filing status
1246	200118291	2022-02-05 07:34:54	TurboTax Online Deluxe	4	I love using Turbotax, BUT	I've used Turbotax every year for the last 6 years and it's fantastic My only gripe is that I have simple taxes so I've always used the free product but the last two years I get to the end and it tells me I *HAVE* to upgrade to deluxe! This year it was way more expensive then last year with their premium audit protection It drives me nuts, especially after going through all the work and only finding out in the end that I have to pay I don't appreciate the surprise, is all
1247	200118579	2022-02-05 08:09:32	TurboTax Online Deluxe	1	Don't Recommend	Im very unsatisfied with Turbo Tax due to a lot of reasons I file taxes for myself and saw that they were filing taxes for free till 2 15 22 and wanted to go ahead and do that since I file simple taxes I tried for multiple hours to do it that way and it wouldn't let me Its stupid to advertise something and then not even be able to use it
1248	200119318	2022-02-05 10:03:47	TurboTax Live Deluxe	1	The TurboTax commercials are misleading	They tell you you can do free file on TV all the commercials and all the ads but honestly if you collected unemployment throughout the pandemic they force you to pay for one of their services they wouldn't allow me to file the state taxes which is going to cost me even more and now out of my refund it's cost me over \$150 which I think is ridiculous considering they say it's free
1249	200119446	2022-02-05 10:22:13	TurboTax Online Deluxe	1	No more "free" TurboTax	This will be my last time filing with TurboTax as there is no true free filing any longer
1250	200121051	2022-02-05 12:32:57	TurboTax Online Deluxe	2	Used to be better	Been using this for many years and it seems each year it gets worse for pop-ups/ ads I just want to do my taxes, not be bombarded with garbage I could see it if it was free, but I'm paying for the service, not paying for ads No I don't want the extras for the 4th time!
1251	200123103	2022-02-05 13:46:58	TurboTax Online Deluxe	1	Very disappointed	First you say i can use the free program, then it says i need to do the deluxe for \$39 then at the end it turns into \$117! Next year ill be using a different company!
1252	200124911	2022-02-05 14:31:21	TurboTax Live Deluxe	4	They'll get you with the fees in the end	Just saying, they'll trick you into paying It works, and it's great, but definitely not free
1253	200124992	2022-02-05 14:33:25	TurboTax Live Self-Employed	2	would be great if the fees was upfront	honestly this will be my last year using this product it always say free but i end up paying \$200-\$300 to file my taxes yes i love the audit defense which is roughly 49 bucks but all the other hidden fees were just too much
1254	200125898	2022-02-05 14:54:38	TurboTax Online Deluxe	1	Turbo Tax is becoming a scheme	It says file for free then when you get to the end, a bunch of services I did not receive nor asked for is being added
1255	200127717	2022-02-05 15:30:26	TurboTax Online Deluxe	2	TurboTax is not free	Turbo Tax says free to fill I just spent \$117 to file!! That is not adding anything extra
1256	200128084	2022-02-05 15:39:14	TurboTax Live Deluxe	4	turbo tax is good	i like using turbo tax but every year I have to pay more to have my taxes done with this software and it is supposed to be free The 1st year it was free after that it doesnt allow me to use the free options
1257	200128229	2022-02-05 15:42:30	TurboTax Online Deluxe	3	Shouldn't advertise as free	Great experience at doing my own taxes for the third year in a row But didn't like finding out it cost me \$117 dollars at the end They shouldn't advertise as free
1258	200129620	2022-02-05 16:09:59	TurboTax Online Deluxe	4	Turbo Tax Works	While Turbo Tax makes filing simpler, the online filing format is not always straight forward It says Free, but somehow I ended up paying \$34 because ez form was not presented as an option
1259	200130215	2022-02-05 16:21:45	TurboTax Online Deluxe	3	I mean, I'll keep using them, but	It really irritates me that FREE FREE FREE is advertised in big letters but when you dive in, every little extra drives the cost up 401k? 40 bucks Lived in two states? 40 bucks Live in one state, but work in another? 40 bucks I've been a customer the past 6 years, but have become disenchanting with the service in the last two
1260	200130441	2022-02-05 16:25:24	TurboTax Online Deluxe	1	Force you to pay right before you try to file	Lead me to think I would be able to file for free, like every other year i've used TurboTax, right up until I tried to file Then they forced me to pay or find another service after entering in all my info

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1261	200131333	2022-02-05 16:40:58	TurboTax Online Deluxe	2	Ah	For some reason this year it made me use a part time resident form which had difficult questions I took me way longer to fill out this year than any other year Not happy about it oh an unhappy about the fees i have a basic refund now that my kids are older and it wont let me do the free one So now they charge \$39 for federal and \$39 for state and \$39 to use deduct from taxes This is not free
1262	200131416	2022-02-05 16:42:27	TurboTax Live Deluxe	3	Shouldn't Advertise it's a free Service	Great Service overall, makes filing very easy and for that I would give a 5/5 stars but I was told until March 22, it is free of charge? I was charged about \$200 for the service, steep, no? expected free, paid \$200 I would still recommend and use this service though
1263	200131616	2022-02-05 16:46:33	TurboTax Online Deluxe	3	Nor FREE	The physical filing process was just fine, and easy The fact that it told me it was free and then wouldn't allow me to file under anything below deluxe was aggravating My "free filing" ended up costing me \$100
1264	200132054	2022-02-05 16:54:39	TurboTax Online Deluxe	3	Ease to submit - hidden fees	TurboTax does make filing easy, but the hidden fees are frustrating They advertise free - nothing is free In fact, the fee doubled when depositing refund into my account Not right Deceptive at best
1265	200139141	2022-02-05 17:16:06	TurboTax Online Deluxe	1	Deluxe has no value, I feel scammed	Yeah there's really no benefit for the average person, I don't think I don't see anything that's different from previous years where I used the free version I called to ask if there was a way to use the free version and was told no? Seems pretty rough, especially when I'm only getting like a couple hundred back to begin with Discount or not, it's a joke
1266	200133277	2022-02-05 17:17:32	TurboTax Live Self-Employed	3	Service Review	Chris in NE with whom I spoke was a great help I gave 3 stars because the automated chat was not helpful and wasted my time Turbo Tax tries to sell too much stuff when all I want to do are my taxes And the big problem between deciding whether I should give a 3 or 2 stars, is I still can't get an answer to why I am charged \$199 for a service when I thought the services is free This is the second year I can't get an answer
1267	200133355	2022-02-05 17:18:55	TurboTax Online Self Employed	3	I've been paying a fee	Y'ALL SAY IT'S FREE TO FILE BUT SINCE I'VE BEEN FILING WITH Y'ALL I'VE PAID A FEE
1268	200133893	2022-02-05 17:27:38	TurboTax Online Deluxe	1	"Free" turbo tax	I am tired of seeing adds on adds for a free service that ALWAYS tells me I have to upgrade my package halfway through to get my taxes filed I have been using this service, as I am told, for 7 years These last two years have been the LOWEST I have ever gotten (170 and 50) and I have to pay for that!?! Absolute joke
1269	200135094	2022-02-05 17:51:38	TurboTax Online Deluxe	3	turbo tax is expensive	good experience but high fees cant seem to ever get free filing as advertised on tv
1270	200141437	2022-02-05 18:01:20	TurboTax Live Deluxe	1	sucks	Just because of a 1099-R form, I was not able to file the free forms Turbo tax SUCKS
1271	200135614	2022-02-05 18:02:50	TurboTax Online Deluxe	4	Too many "ads" to upgrade	Aside from seeing too many "ads" to upgrade, it was helpful Also, I was very surprised that the free version of turbo tax did not have unemployment 1099G forms (WTH??) with the pandemic and half of america being unemployed, there is really no reason that the basic version should not have had the 1099G form Therefore, I had to upgrade and pay an extra \$40 I was not happy about that Nothing is really ever free I should have known better
1272	200135745	2022-02-05 18:05:51	TurboTax Online Deluxe	1	Never free	I signed up for free and before I know it I'm paying TurboTax half of my return
1273	200142383	2022-02-05 18:18:33	TurboTax Online Deluxe	1	TurboTax is expensive	I love how TurboTax advertises free tax filing options, and yet it costs me 80\$ every year It's a scam!!
1274	200136364	2022-02-05 18:19:09	TurboTax Online Deluxe	3	Not free to file	Even though it's advertised as being free to file, you still will have to pay if you want to file through TurboTax I ended up paying \$117, which is still cheaper than a lot of others
1275	200142636	2022-02-05 18:24:00	TurboTax Online Deluxe	2	Turbo tax hidden fee - ? trustworthy	I was told that I could not file the free tax return due to having collected unemployment I don't believe this was so I believe I was tricked into filing a product that forced me to pay They kept pushing me towards a higher paying product It's too much!!!
1276	200136646	2022-02-05 18:25:21	TurboTax Online Deluxe	3	Love Turbotax But	I hate that you guys advertise free and every other year it's been free and now 2021 taxes this year you charge \$100+ Its kind of ridiculous
1277	200136906	2022-02-05 18:30:39	TurboTax Online Deluxe	4	Content with my purchase!	Very helpful information along the way and easy to step through alone It brings up things for review to help you figure out where you're entering things wrong At the end it surprised me with a \$82 payment but that was because I added things I wish it would've hinted to me that it wouldn't be free when I did that though Overall satisfied
1278	200138210	2022-02-05 18:56:46	TurboTax Online Deluxe	2	The fees!!!	I paid \$100+ dollars to file and I am a broke mother and a graduate student It was supposed to be free Wow, that's far from free Might do another way next year!
1279	200144716	2022-02-05 19:04:00	TurboTax Online Deluxe	1	Turbo tax lies	The experience was good ok but it sad it be free it charge \$0 and i made sure to pick all the free options and i still got charge to \$78 so be careful its not free
1280	200119108	2022-02-05 19:27:40	TurboTax Live Deluxe	2	I do not like turbo tax	They advertise free service, then throughout the process of filing the continue to up sale products and finally tell you that you have to upgrade to a paid service to continue They are so deceiving
1281	200140244	2022-02-05 19:38:15	TurboTax Live Deluxe	2	Its good but didnt give me choice to do for free	Didnt give me choice to do for free, good thing refund was enough to pay for it and fees
1282	200140591	2022-02-05 19:44:37	TurboTax Online Deluxe	1	Misleading	File free all the way If you purchase one of their plans it charges you 3 times Instead of paying just the \$39 I had to pay them \$117 Very upset
1283	200140863	2022-02-05 19:49:35	TurboTax Live Premier	3	expensive	the step by step is wonderful But for what was done, I found it to be expensive there should have been an option offered which was less expensive Especially since you advertise free returns I'm disappointed

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1284	200140914	2022-02-05 19:50:25	TurboTax Live Deluxe	4	Turbo Tax easy to use	The step by step process is easy to navigate and will inform the user of inconsistency's or points that need revisited for assurance of accuracy The service is not free however for most users and continues to get more expensive each year
1285	200147440	2022-02-05 19:53:30	TurboTax Online Deluxe	1	TurboTax Lies	There is no free return You will have to pay No matter what You have to debate between how much you are getting back and how much you are willing to give a company that lies to compromise to get your taxes done,
1286	200141090	2022-02-05 19:54:12	TurboTax Online Deluxe	2	Turbo Tax Negative Changes over the years	Over the many years that I have used Turbo Tax I have been extremely satisfied with the manner in which Turbo Tax calculates my taxes However, the last few years of dealing with Turbo Tax have been frustrating for a retired person of limited means Each year there seem to be more and more financial traps built in to duke one into spending money with each page turned I began my taxes this year with the impression that it was free yet instead when completed I was subjected to paying in order to file once done Great product, if it wasn't for being highjacked in order to file
1287	200141449	2022-02-05 20:01:31	TurboTax Online Self Employed	4	Turbo Tax #1	I have used Turbo Tax for years Not sure why commercial says it is free no matter how it is filed if done by February 15th, 2022 and I had a charge of 90 00
1288	200141901	2022-02-05 20:10:15	TurboTax Online Deluxe	4	Very easy	It was easy to do from my phone but no way to change from deluxe to the free version
1289	200142047	2022-02-05 20:12:44	TurboTax Online Deluxe	4	TurboTax Quality	Helpful but not entirely true as free advertised online
1290	200143030	2022-02-05 20:32:12	TurboTax Live Deluxe	3	Turbo tax is not as good as it used to be	I have used TurboTax for years and this latest price increase is disappointing no free options price doubled and I only use this cause it is faster than snail mail
1291	200143136	2022-02-05 20:34:18	TurboTax Online Federal Free Edition	4	East to use	easy to use, However it would not let me continue the free edition till I upgraded to 29 00 version
1292	200143402	2022-02-05 20:39:36	TurboTax Online Deluxe	1	So mad	Would not let me use the free version and kept asking for more and more upgrades next year I'm paying an actual person to do my taxes
1293	200143658	2022-02-05 20:43:45	TurboTax Online Deluxe	1	Turbotax Sucks	They say it's free Used to be free And then charge \$39 for federal, \$39 for state, oh and \$39 for the option to pay with your return You guys suck, I am taking accounting classes for next year Way to empower the people!!!!
1294	200144855	2022-02-05 21:07:26	TurboTax Online Deluxe	1	Turbo Tax Sucks	Turbo tax is "free" but it costs 39\$ to file your federal and 39\$ to file your state, but also 39\$ to pay them with your return I didn't know they were taking out all this money
1295	200145273	2022-02-05 21:15:15	TurboTax Online Self Employed	4	Great except advertised as free when it NEVER is	Great except advertised as free when it NEVER is!!
1296	200145428	2022-02-05 21:17:43	TurboTax Live Deluxe	3	Watch for pricing	I have used Turbo Tax for several years and appreciate the easy navigation and live assistance However, it is advertised as free, and every year I have to pay a large fee to file my taxes I would still recommend Turbo Tax, just be aware it is not free
1297	200145830	2022-02-05 21:24:13	TurboTax Live Deluxe	4	Turbo tax is good	I heard Turbo Tax was free, why am I paying \$207 for filing,
1298	200151914	2022-02-05 21:24:54	TurboTax Online Deluxe	1	I HATE TURBOTAX	FOR FREE MY A** GOT CHARGED 107\$!! I am a working full time student, I clicked to file FOR FREE I do not own a home, pay rent, anything MY TAXES CAN BE DONE THROUGH A SIMPLE FILE I got little to no returns because this awful website robbed me and charged me without me knowing until the end F** THIS WEBSITE
1299	200152456	2022-02-05 21:36:27	TurboTax Online Premier	1	Screw TurboTax	Literally, screw you and your free filing paid 160\$ for some bullsh\$t that left me more confused than when I started Next time I'll just go to H&R Block because at least they'll help Worse service ever
1300	200147252	2022-02-05 21:50:22	TurboTax Live Deluxe	2	Hidden Prices	I started out with the free promo, then somehow ended up paying \$200
1301	200147272	2022-02-05 21:50:42	TurboTax Online Deluxe	2	Took My Money!	they MADE me pay the 39\$ for the deluxe package just to finish filing my taxes Along with another 140\$ processing fee Have fun paying a "free" tax filing website to help with taxes! Enjoy your minimum
1302	200147406	2022-02-05 21:52:55	TurboTax Live Basic	1	confusing	The site is confusing says free then you have to lie to get the fre version
1303	200148816	2022-02-05 22:21:27	TurboTax Online Deluxe	3	a little disappointed	I don't like how they have it advertised that TurboTax is free until the 15th and then make you purchase the deluxe that says \$39 dollars and ends up being \$117 00 There is no other option but the deluxe or the max
1304	200149100	2022-02-05 22:27:44	TurboTax Online Self Employed	3	TurboTax was easy	my experience with turbo tax wasn't so bad I am not understanding why there is a fee that I have to pay when I am done filing I thought it was free
1305	200149109	2022-02-05 22:27:54	TurboTax Online Deluxe	4	Liked it better when I could download turbotax	I thought this version was free, but it cost \$39 00 I can live with that just be upfront about it I didn't like you trying to get me to purchase more than I needed I really hate that you went along with Apple to make it where you could only use the disc for certain versions of IOS software Its a shame that those of you with lots of money are steadily trying to take more money from the poor person
1306	200149202	2022-02-05 22:29:44	TurboTax Online Deluxe	3	Make you sign up instead of Free	It is super simple, but the won't let you file for free
1307	200149297	2022-02-05 22:31:39	TurboTax Online Deluxe	1	Turbo Tax should be free as advertised!	Turbo Tax shouldn't force customers to upgrade to more expensive packages Its advertised as free its not
1308	200149472	2022-02-05 22:35:34	TurboTax Online Self Employed	1	turbo tax sux	what happened to FREE!!!!!!!!!!!!!! kiss off, free,yah right!!
1309	200149969	2022-02-05 22:45:09	TurboTax Online Deluxe	1	Can't figure out why my taxes are never free	My taxes were very simple this year and yet Ive had to pay for the last two Last year made sense since I had deductions and like 3 different jobs But this year I expected it to be free with two W-2 jobs and I had to pay My boyfriend has 2 W2 jobs and didnt have to pay



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1310	200150131	2022-02-05 22:48:12	TurboTax Live Premier	3	The features are great but beware the costs	Their commercials preach the word FREE yet they try to add and upgrade costs at every turn I think the software is top notch but just tell me a price and stick to it Deceptiveness is what will drive me to HR Block
1311	200155623	2022-02-05 22:50:26	TurboTax Online Deluxe	1	Bait and Switch	I was expecting to file free, but then my returns were held hostage while I was forced to pay a discounted fee of \$39 for EACH RETURN OMG Please beware unless you are okay with this unpleasant sort of surprise at the end of an otherwise okay experience
1312	200150570	2022-02-05 22:56:47	TurboTax Online Deluxe	4	it's not really free	It's easy, fast but Free isn't free so stop advertising it as such
1313	200150651	2022-02-05 22:58:14	TurboTax Online Deluxe	1	it cost and not free	I thought filing my federal taxes and state would be free but after all that it cost me \$119 00
1314	200150877	2022-02-05 23:02:49	TurboTax Online Deluxe	2	Turbo tax Is convenient	I feel like it's says it's free but you are being charged for using the service there isn't a free manual option on here
1315	200151092	2022-02-05 23:07:09	TurboTax Online Deluxe	2	Long term Turbo Tax user is disappointed this year	After filing with turbo tax for 7 consecutive years, I am completely disappointed this year with Turbo Tax! There are so many advertisements around about filing for free by using Turbo Tax Well on the website they do not have an easy or even apparent option to be able to find and select that as an option They don't list all of their filing options together so it is misleading once you select turbo tax deluxe start free option You really are not starting for free So I had to go to an obscure part of the Turbo tax website to find the choice and then select it on that site to be connected to the turbo tax website with which we are all familiar This information i found on my own after talking to 2 support people, about 40 minutes a piece, who were polite but unsure as to being able to find it Once I got past that hurdle, I had to by erase all of my information and start over per the advice of one of called in support person That move resulted in being quite frustrating especially since it didn't change my situation Lastly, I found a discount as a perk from one of my memberships And again, it was another fail in application of it, resulting in not receiving a tax for which I am technically qualified Unfortunately, after being a long term customer, I was not able to make use of their discounts that they are advertising
1316	200151696	2022-02-05 23:20:16	TurboTax Online Deluxe	4	Turbo Tax is easy!!!	It is not as FREE as they say it is!!! It cost too much!!
1317	200151913	2022-02-05 23:24:54	TurboTax Online Deluxe	3	Still paying for free tax file	why are you still charging to file taxes for free version
1318	200157136	2022-02-05 23:25:53	TurboTax Online Deluxe	3	TurboTax is a money grab	Everything you need they suddenly charge a fee They claim it's free, but if you received unemployment you need to upgrade to deluxe Then, if you wanted to file state & federal taxes (which is obviously what everyone is there for) you need to pay ANOTHER \$39 Huge rip off
1319	200152470	2022-02-05 23:36:40	TurboTax Online Deluxe	2	Sucks it says free then u pay	Not free when say it is , at first then you pay for it
1320	200152486	2022-02-05 23:37:06	TurboTax Online Deluxe	2	Easy to use and get charged more than you expect	I have seen all of the ads from TurboTax about filing your taxes for free Yet, I was charged \$78 to file my taxes! I just wish they were a bit more transparent about how much you are going to be paying for their service That being said, it is super user-friendly and takes literally all of the hassle out of doing taxes
1321	200153080	2022-02-05 23:50:22	TurboTax Online Deluxe	2	We thought turbo tax was free	Why are we getting charged 117 00 when it was supposed to be free It was more difficult this year to fill out
1322	200154248	2022-02-06 00:17:19	TurboTax Live Deluxe	1	Disappointed	I use what I thought was a free turbo tax on line I had to pay 168 00 I am trying to ratify this now I was supposed to get a call in nine minutes it's been an hour and nine minutes I have been using turbo tax over 5 years and this is the first time I was ever charged this much
1323	200155128	2022-02-06 00:38:26	TurboTax Online Deluxe	2	hidden fees	its not FREE FREE FREE FREE Hidden fees for state taxes and most frustrating hidden fee for the "option to use your refund to pay" ??? what kind of stupid fee is that
1324	200155778	2022-02-06 00:53:50	TurboTax Online Self Employed	1	FEES	I appreciate the easiness of the interface, but I used to use the free version and it didn't take away from my refund Now, because I drive for Instacart and moved, it \$206 in fees Ridiculous
1325	200155881	2022-02-06 00:56:36	TurboTax Online Deluxe	1	So sad that you used to be able to file for free	You can't file for free anymore which is what made using turbo tax so great And I know, they tell you exactly how to start over so that you can still file for free but it doesn't work On top of that, they want to charge for federal and state separately and worse still, it's an additional charge to have the cost taken out of your federal refund
1326	200156737	2022-02-06 01:16:42	TurboTax Live Deluxe	1	Overpriced	Try to advertise they are entirely affordable and low prices/free filing Entirely inaccurate Had to pay over \$200 to file online because they don't tell you there are any filing fees in advance No one is a "simple" tax filer anymore according to them and you have to pay for any other filing If I had known in advance before taking the time to entire all of my husband and I's information, I would have either paid someone else \$200 to file or bought turbotax myself for \$50 Such a waste of time
1327	200157148	2022-02-06 01:26:06	TurboTax Live Self-Employed	2	its okay	Turbo Tax is free! Except it isn't Only use it because its cheaper and easier than anyone else I also don't want the hassle of uploading my last years documents to another website It'd be better if ya'll advertised like normal, Turbo Tax its not free but its cheaper than everyone else We just like to tack on extra charges for fun
1328	200157534	2022-02-06 01:34:12	TurboTax Live Deluxe	3	Easy enough but always pushing the upsell	Turbo tax is easy to use However, they are misleading They make it seem like you can file for free and then they upsell repeatedly and force you to upgrade to an expensive product I spent as much on Turbo Tax as I owed in taxes, so essentially doubling my cost to pay my taxes

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1329	200162186	2022-02-06 01:35:05	TurboTax Online Deluxe	1	Turbo Tax is a GIANT RIPOFF	Signed up for the free tax service Because of a \$14 interest from my bank, Turbo Tax decided I had to upgrade to deluxe So I went from free to \$127 total fee for both my Fed and State tax forms No option to keep the free tax filing and THAT IS JUST WRONG!!! Now, before I can post this, I have to agree not to hold Turbo Tax libel for the \$127 fee And what is inappropriate attitude?
1330	200128207	2022-02-06 01:41:58	TurboTax Online Self Employed	1	Tubo tax lies	Im filing my taxes for the time myself and turbo tax led me to believe it was free Then i had to end up paying \$167 I could have gone to H&R block and did it for that amount and not had the stress They did not make it easy
1331	200158787	2022-02-06 02:03:56	TurboTax Online Deluxe	1	Not free and easy anymore	Could not complete my taxes for free again this year and to efile/check returns costs \$39 per return So for a Fed, 2 state returns I'm over \$100 which is not right Also, I uploaded my W2s and all ingo was correct until AFTER I paid for TurboTax to process them then my Fed and ILL returns had issues This is advertised as a free service and I'm don't think charging then letting the system find issues after it charged me is fair and I want TT to refund me for both ILL and Fed returns of \$39 ea
1332	200129482	2022-02-06 02:07:00	TurboTax Online Deluxe	1	The last year I use turbotax	An absolute scam This is the second year in a row that i opted for the free version throughout filing, and yet at the end, it says i've selected two deluxe versions of filing and requires me to restart my entire return, or pay the \$80 I just spent hours filing, i'm basically in tears, and now, I have to either eat the \$80 or start all over again I thought it was a mistake on my part last year, and now I know, it's just another nickel and dime company taking advantage of the stressfulness of filing taxes I'll take my \$80 and i'll pay the tax expert down the street next year
1333	200129891	2022-02-06 02:15:34	TurboTax Live Deluxe	1	No thanks	They said I could file for free and when it came down to actually choosing a payment method it changed and was no longer a free option it charges you 79\$ federal and state I wouldn't went to someone in an office and paid 80\$ for both this was outrageous and they try to trick you!
1334	200159578	2022-02-06 02:23:01	TurboTax Online Self Employed	5	TurboTax is awesome!	It's not really free free free like the commercials say But, it's still way cheaper than going to a tax preparer
1335	200159676	2022-02-06 02:25:39	TurboTax Live Deluxe	3	Disappointed	Claim it is free, then if they deem it is not "simple" then you have to pay, with little warning They have jacked the payment up this year to a grand total of 158 00 I think it should be clear how much your paying before or clearly stated during I do not believe they do that
1336	200163873	2022-02-06 02:33:39	TurboTax Online Deluxe	1	Turbo tax is a liar!	It says it's free, then says 39 00 for return state and federal, then chagrns 117 00 I'm upset!
1337	200164141	2022-02-06 02:42:57	TurboTax Online Deluxe	1	turbotax be lying	I usually have a good experience with turbo tax but this year for some reason they did the most They charged me \$39 for both federal and state and then to efile, when they advertise that turbo tax is free to file unless you have to pay but only \$39 for the entire process
1338	200164529	2022-02-06 02:59:52	TurboTax Online Deluxe	1	TOO EXPENSIVE and SNEAKY FEES!	Turbotax charges an addition \$40 just so I could collect my refund using my own bank account! And this was never advertised in advance, so you get through everything and then you see this additional \$40 and you have no choice but to go along with it because you just spent hours getting to that point! Very upsetting But wait, it doesn't stop there!!! The same thing happened when an addition \$40 fee was levied to file the federal and state return when I was told I would only be on the hook for a single \$40 charge -- none of this was advertised to me up front It all comes up at the very end! It's bulls****! F*** turbotax, I'm going with someone else next year and I'm telling everyone I know turbotax rips you off at the last minute when you are vulnerable predatory practice, completely!
1339	200161883	2022-02-06 03:26:07	TurboTax Live Deluxe	3	TurboTax is okay	I believe turbo tax is a decent service although it is misleading By stating the tax returns are free then having additional "forced" cost packages, it leads the consumer to believe that they have to pursue those options to purchase It does get the job done though
1340	200161965	2022-02-06 03:28:47	TurboTax Online Deluxe	3	hidden fees	somewhat satisfied: don't like the hidden fees, when advertise as free
1341	200162072	2022-02-06 03:32:05	TurboTax Online Deluxe	1	TurboTax Online Rip Off	I use Turbo Tax DeLuxe since 2004 Federal plus one state (about \$50)! The online version now charges \$39 for Federal and separately \$39 for the State and this is in SALE! Not worth it The main problem is that they do not disclose that clearly from the beginning You start working on a FREE simple return and then you have to upgrade, and latter another upgrade and at the end you find out you have to pay separately for both returns Next year I'll go back to my laptop
1342	200162561	2022-02-06 03:46:08	TurboTax Online Deluxe	3	Too expensive	It said free and charged me a filing fee of 78 00
1343	200165681	2022-02-06 03:59:55	TurboTax Online Deluxe	1	Turbotax: A necessary Evil	They use bait and switch tactics to up the fees you have to pay at the last second If I had more free time I would use the free online portals for state and federal returns But I am lazy and I just don't care You win faceless monsters of Turbotax
1344	200162995	2022-02-06 04:00:57	TurboTax Online Deluxe	1	Won't give me the free option	Won't give me the free option Forced me to pay Wouldn't let me pay with return
1345	200163103	2022-02-06 04:05:00	TurboTax Live Deluxe	2	Was not \$0 after all	The live chat was very helpful However, I ended up paying \$177 and not the \$0 that was advertised As soon as I added 2 additional forms, I was asked to upgrade at the price of \$89, then I got hit with a \$49, and a \$39 fee If I knew that I would have no chosen turbo tax
1346	200163233	2022-02-06 04:09:45	TurboTax Online Premier	1	Fee's Fee's and More Fee's	They will try to squeeze money out of you however they can They ask you on every other page to upgrade and if you don't chances are they will force you to anyways because something on the free version isn't "support" for your tax situation My tax situation has not changed for 4 years and each year to file my "free" taxes the price has gone up

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1347	200135969	2022-02-06 04:10:37	TurboTax Online Deluxe	1	turbo tax false advertisement	the cost is a lie this is not free and if it was made it impossible to find out how
1348	200117638	2022-02-06 04:37:19	TurboTax Online Deluxe	1	Turbo Tax is money grabbing liars	First it was free then if you want all your credits then you pay more then if you want to pay them with your return guess what you pay more again
1349	200137356	2022-02-06 04:40:19	TurboTax Online Deluxe	2	IT IS NOT FREE!!!!	It is sad and I find it difficult to not be able to download the software without paying for it first I think it is ridiculous that NOTHING can be done without paying first! Every effort is put into paying FIRST! Don't trick customers into thinking your product is FREE when in actuality it is not I tell every person I come into contact with that there are many other options than TT that ARE actually FREE! Sad that a giant company has to resort to underhanded tactics to gain revenue I doubt that I will use TT again
1350	200164351	2022-02-06 04:51:58	TurboTax Online Deluxe	1	over priced and NOT FREE as they state	you claim to be free and at the end bill over 100 00!!
1351	200165029	2022-02-06 05:22:48	TurboTax Online Deluxe	2	easy but charges to file are way too expensive	disliked the fact that they advertise for free tax return but when you get to the end of filling out all your info they say we have to pay extra in order to complete
1352	200165198	2022-02-06 05:32:22	TurboTax Online Deluxe	2	TurboTax is not free	Despite being able to file for free in previous years, this year I wasn't able to Despite the fact that they constantly advertise that they are "free " Despite this, their system is easy to use and does help you a navigate the complicated system that is the IRS
1353	200171578	2022-02-06 13:46:12	TurboTax Online Deluxe	1	Every year you get to the end and they charge	So it's really not free but its a lot cheaper than going to have someone do it for you I do love how easy it is Hopefully I am getting the maximum return!
1354	200175983	2022-02-06 15:28:02	TurboTax Online Deluxe	3	No free filing	I selected free filing for a simple return Free ended up costing \$79 You want a nickname but every one i coose is already used
1355	200176672	2022-02-06 15:42:42	TurboTax Online Deluxe	1	It's free and fast, payed 82 and took and hour	Fast and free returns, cost \$80 to file and an hour to fill out
1356	200176887	2022-02-06 15:47:27	TurboTax Online Deluxe	1	Use someone else	Their services aren't free anymore Cost me over \$100 no free option like I had last year I'll be using H&R next year
1357	200177213	2022-02-06 15:54:34	TurboTax Online Deluxe	2	Expensive	Should have been free but not this year Not sure why I had to pay when y'all only got me 771 before the fees It said \$39 but turned out to be more
1358	200178309	2022-02-06 16:15:12	TurboTax Online Deluxe	1	Fees	the ad said free but it was over hundred dollars That is not free
1359	200180067	2022-02-06 16:51:39	TurboTax Live Deluxe	4	Turbo Tax	The live expert was very helpful, but it said the MAX option was free but they charged me for it
1360	200182457	2022-02-06 17:37:45	TurboTax Live Deluxe	1	Hidden fees	It is amazing how a free service ends up costing over \$150 00 They lure you in and then surprise Love the ease of using the system but very expensive
1361	200183936	2022-02-06 18:07:07	TurboTax Online Deluxe	1	Not Happy!!!!	TurboTax has gotten more expensive than ever! Not only is there a fee for the service but there is filing fee as well I have yet to find anyone who actually qualifies for your "free" filing I'll be looking elsewhere to file my taxes from now on, unless these prices come down!!!!
1362	200184184	2022-02-06 18:12:29	TurboTax Online Deluxe	1	Not free	Not free say it free but no not free not free not free
1363	200184589	2022-02-06 18:20:25	TurboTax Online Deluxe	1	NOT HAPPY	You need to make it VERY CLEAR AT THE BEGINNING that if a client wants to FILE BOTH FEDERAL AND STATE at the same time, that the Federal preparation IS NOT FREE!! AND that there will be (you will charge) a fee for the Refund to be Direct Deposited Last year, after going through all of the questions, most of which are NOT relevant to our filing situation Therefore MODIFY to a lesser amount of questions using the 1040 Short Form style Use a Selection for forms a client might want to File Then based on that, show relevant questions Since a lot of us are retired, on social security and prayfully have some other form of income (like military retirement) What you are charging is minimal when compared to H&R Block, etc But the fact that you show in the beginning the Federal prep IS ZERO and client gets to the end AND you ask if we want to file BOTH at the same time!!! Of course we do! THEN YOU TELL US THERE IS AN EXTRA FEE FOR FILING BOTH!! That's just WRONG!!  I have used TurboTax for several years, and was unhappy with last years unexpected charge for your LLC to Advance us our Refund But thought there might have been some corrections the way you present your cost and payment options At 70 and 80 years of age, I will have someone else prepare our taxes the future
1364	200184790	2022-02-06 18:24:04	TurboTax Online Deluxe	4	turbo tax good	the one thing that I didn't like was the fee I was under the impression I was filing for free when my credit card was charged \$78
1365	200185231	2022-02-06 18:31:32	TurboTax Online Deluxe	3	it is ok	when you see the commicals of the product, they say it is free until get ready to file it POP UP here the 39 00 fee I like the deluxe one because it has always informed me about suspect things on with my ID i just wish it was one price
1366	200187445	2022-02-06 19:14:35	TurboTax Online Deluxe	3	confusing	this site is very tricky they clkaim its free but its not
1367	200187596	2022-02-06 19:17:15	TurboTax Live Self-Employed	4	Turbo Tax gets the job done	I was expecting to do my taxes for free but it still cost me some money On the other hand, the software was easy to use and understand

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1368	200187686	2022-02-06 19:18:39	TurboTax Online Self Employed	1	Lobbies Congress to Keep Taxes Complicated	When you're half way through this program, they'll tell you you need to pay extra for very common things such as being self-employed or living in a state They use this money to pay off politicians to keep taxes complicated Think, you could just get an accurate bill or rebate ever year, but Intuit and H&R Block keep corruptly blocking this legislation so you're dependent on them, having to spend countless hours and stress on this pointless task every year Intuit has also been sued for fraudulently charging poor people after claiming their product was free
1369	200189000	2022-02-06 19:44:03	TurboTax Online Deluxe	3	easy to use	it is easy to use Not happy I have to pay for filing state will use a different service next year that is actually free
1370	200189038	2022-02-06 19:44:42	TurboTax Online Deluxe	2	NOT HAPPY1	Trubotax advertises it's FREE well it's NOT, if you have to repay health premium tax credit because someone (other than us) estimated the credit wrong which is more than the allowed Turbotax CHARGES you to process that So as advertised IT'S NOT FREE!
1371	200195778	2022-02-06 19:46:50	TurboTax Online Deluxe	1	Steal your money	Every step of the way I couldn't continue unless I signed up for their *deluxe* version of whatever baseline services they offer I make less than \$2,000 a month and you want to charge me over \$100 to do my taxes? And \$39 of that was to file a state tax return of \$35?! Don't advertise your services as free unless they're actually free and quit stealing money from people who don't have it I worked hard for my tax return money You didn't
1372	200195867	2022-02-06 19:48:28	TurboTax Online Deluxe	5	TurboTax	Overall, TurboTax is great and easy to use However, my only complaint was that you originally advertise the tax program to be free Once you reach the end of the tax form however, you come to find out that it is indeed not free, but is going to cost at least a minimum of \$39 or more So that's not cool False advertising if you ask me
1373	200189612	2022-02-06 19:56:08	TurboTax Live Deluxe	1	Cost to much	They advertise that its free and then at the end they say you NEED to upgrade because you have something that cannot be done on basic Then they give you one price then its another then they add a processing e-file IRS website has free filing options for people with certain income
1374	200196306	2022-02-06 19:56:26	TurboTax Live Deluxe	1	Tell the whole story	You guys say that people can do their taxes for free Why did mine cost me \$138 to file? I know I have to pay for the State, but you force me to take a service I don't want in order to file my taxes Your ripping people off Tell the whole story in your commercials and tell everyone that it's NOT free at all
1375	200189700	2022-02-06 19:57:56	TurboTax Online Deluxe	2	fair	i wanted to use free edition but i couldnt, even though instructions said i could downgrade to the free file edition
1376	200196543	2022-02-06 20:01:20	TurboTax Online Deluxe	1	Turbo Tax is Deceptive	They tell you that the service is free if you do it Then when you get to the end and are ready to file you're required to upgrade to the deluxe package because of certain credits that you qualify for Then they're misleading about the cost Easy enough to use service with helpful tips and information but I was really turned off and disappointed by what felt like deceptive tactics
1377	200190053	2022-02-06 20:05:04	TurboTax Online Deluxe	3	Turbo Tax is ok	Would have liked the options to have been able to use the free option
1378	200197089	2022-02-06 20:10:24	TurboTax Online Deluxe	1	MONEY GORGING	Was able to input all my information until the end, would not let me file for free despite only using the free services F you turbo tax
1379	200190681	2022-02-06 20:15:20	TurboTax Online Deluxe	3	What happened to free	I always liked turbo tax but what happened to free
1380	200191590	2022-02-06 20:32:57	TurboTax Live Self-Employed	2	KRAMA	I used this software to file my taxes not to get hit up for adds for some CREDIT KARMA account I will rethink my use of turbo tax for next year if they put crap like CREDIT KARMA in the final stages of my tax filing I am paying to use this software i should not have advertising stuck in the app I was mislead fed was "free" but i had to pay Used turbo tax for eight years this will most likely be my last
1381	200191735	2022-02-06 20:35:56	TurboTax Online Deluxe	4	Turbotax is great but not really free	TurboTax is wonderful because you can upload your W2s and filling in information is super easy However, it's definitely not free I had to get the Deluxe edition and pay over \$100 to file my state and federal returns because I moved to a different state Then I had to go through a 4 hour process to verify my identity with the IRS to get my AGI from last year because TurboTax needed it That being said, they did get me a great return and I will probably always use their products
1382	200198345	2022-02-06 20:36:50	TurboTax Online Deluxe	2	Forced to upgrade	While convenient the amount of times this app attempts to deceive someone into upgrading to Deluxe is deplorable Being forced to upgrade to Deluxe just because I have an HSA, which did not make notable changes to my return, is also deplorable And hiding an extra charge for paying with the federal return feels like a complete scam
1383	200199109	2022-02-06 20:52:35	TurboTax Online Deluxe	1	Turbo Tax Scam	Promotes as a free tool for users and then charges up to \$100 to file
1384	200193067	2022-02-06 21:00:31	TurboTax Live Deluxe	1	Misleading	Said you could submit free of charge and I was charged almost \$200
1385	200193696	2022-02-06 21:12:06	TurboTax Live Deluxe	1	Lying about free filing?	They said free for everything until I got to my state returns, then all the sudden im paying 250 dollars for all that next year definitely going to H&R Block

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1386	200200245	2022-02-06 21:16:37	TurboTax Online Premier	1	Is it really free?	When filing taxes with turbo tax, they constantly talk about the service starts free and most people can file for free That's NEVER the case You'll always end up paying a fee Whats crazy is that my refund wasn't even that much even though I had a complete life change of having a baby It is CLEAR I did not make that much money for this year Wouldnt you think I'd want the majority of my money? Also, really? you need to charge your customers an extra \$44 to pay with their refund? I'm already paying taxes! With competitors you actually dont have to pay to file if its a simple process and they don't charge you just to pay with a refund! I did not nor did I ask for the other benefits that come with paying with my refund!! SO why force me to pick your MAX option in the end? Just to make me feel like I was in charge of my tax process the whole way? MAXIMIZE our hard earned and TAXED dollars!
1387	200194311	2022-02-06 21:22:10	TurboTax Online Deluxe	2	Not Free	this is not free they first keep trying at every prompt to get you to sign up for the live package and if you move to fast you may hit it and have to start all over again to get the free version Finally when i was done they did their "final analyzing" and found something "wrong" with my taxes that "qualifies" me to pay i made less than 30000 this year only got back 1200 on my taxes and they still took 117 for me to pay their services If my tax guy hadn't retired i wouldn't use this service and if this government regulated tax companies then anyone in the low income/poor should not pay for this
1388	200195080	2022-02-06 21:35:38	TurboTax Online Deluxe	5	EASY	EASY TO WORK ON, BUT NOT SURE WE GET CHARGED WHEN YOU SAY ITS FREE FREE FREE
1389	200195560	2022-02-06 21:43:47	TurboTax Online Deluxe	1	Charge	I did my taxes I thought would be free At the end they said they would not process free had to do deluxe Then was quoted \$117 when it was all said and done they charged \$156 My annual income was \$14,000 I just graduated college Not right!!
1390	200195770	2022-02-06 21:46:40	TurboTax Online Self Employed	1	Why isn't it free anymore???	This was trash that i couldn't free file and you're making people whom are self employed PAY for a service they shouldn't have to and you're adding all these extra fees for processing now?? please this is ridiculous We already spend more than people with regular jobs this is unacceptable especially during a pandemic
1391	200196774	2022-02-06 22:05:01	TurboTax Online Deluxe	4	TurboTax is pretty good!	What's an overall easy and find process to do as far as e-filing goes Just wish that the site was set to navigate a lot easier when using a mobile device as opposed to a computer of some sort I don't believe I should get charged twice without knowing that that's going to be a possibility when I go to file for free and I pick the option that best suit what I'm able to pay for but just to be able to pay out of my refund I shouldn't get charged again for that without being notified ahead of time
1392	200196968	2022-02-06 22:08:33	TurboTax Live Deluxe	1	Your fees are tooooooooooo high	You said you are free and then I have to pay almost \$300 This isn't free
1393	200203028	2022-02-06 22:10:51	TurboTax Online Self Employed	1	TurboTax blows	All fees are bull how is it free if I had to pay almost 200 to get it
1394	200197180	2022-02-06 22:12:12	TurboTax Online Deluxe	2	Its very easy to use	I have been using turbo tax the last nine yes cause it's very simple and walks you threw every step The only thing I am not impressed with is the fact Turbo Tax always says its free to file I have never gotten to file my Taxes for FREE it has always charged me 120 00 for Federal and State My return is the most simplest one to file  WHY Am I always being charged SO MUCH to File my return when it should be FREE
1395	200197529	2022-02-06 22:19:11	TurboTax Live Deluxe	2	Turbo Tax ain't free!	Why you keep saying it's free when the last 3 times i paid more than \$250 to efile with this service
1396	200197582	2022-02-06 22:20:09	TurboTax Online Deluxe	1	Garbage just like everyone else	you say its free and then charge me \$40 for each return ridiculous
1397	200203619	2022-02-06 22:21:04	TurboTax Online Deluxe	4	Turbo Tax is good	Filing with Turbo Tax is good and fast, however, it is not free to file i don't understand why it says file with Turbo Tax Free they charge you for filing online seems to me false advertisement
1398	200197788	2022-02-06 22:24:20	TurboTax Live Deluxe	5	Why do they charge for a free service	TurboTax is advertised as free Why was I charged for filing?
1399	200198018	2022-02-06 22:29:51	TurboTax Live Deluxe	1	tricky turbo tax	You tricked me you said it would be free HOWEVER when i get to the end to file my taxes you state i NEED to upgrade (if you wanted to file then you would have to pay) there was no way to close or decline it and now i have to pay x amount of dollars to proceed I have to pay you! I should have just done this on the old school paper!! READ what you are getting into people costly lesson learned
1400	200198409	2022-02-06 22:38:04	TurboTax Online Deluxe	2	Says it is free but it is not	I have a simple return Every time I have used turbo tax it says I have to upgrade So I end up paying way too much for a "free" program
1401	200198887	2022-02-06 22:47:40	TurboTax Live Self-Employed	4	GOOD	I THINK THE PRODUCTS ARE TOO EXPENSIVE AND SHOULD BE PACKAGED TOGETHER INSTEAD OF INDIVIDUAL ALSO THERE SHOULD NOT BE A FREE TAX OPTION IF THERE REALLY IS NOT FREE FILING
1402	200199128	2022-02-06 22:53:00	TurboTax Online Deluxe	2	Not happy	Charging for tax returns now? Was supposed to be free, it's why I use it

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1403	200199248	2022-02-06 22:55:39	TurboTax Online Deluxe	3	Disappointed!	I have used your services for years - both paid and free file I was disappointed to find that you no longer partner with the IRS e-file Then, to select the free Federal & State version only to have your program select a credit which forced me to have to pay for BOTH returns And, adding insult to it, after being coerced into paying for something that is advertised a free service to have you want a PROCESSING FEE for having my refund taken out of the return! Wow, I know the world is changing too quickly toward the bad, but kudos to you for surprising me once again
1404	200199663	2022-02-06 23:04:44	TurboTax Online Deluxe	1	I won't use them next year	They offer the free when you start then they make it \$39 then when I went to file it was \$79 I will not use them next year
1405	200199718	2022-02-06 23:05:57	TurboTax Live Deluxe	1	They love to slide in extra fees	\$39 to collect your payment for "free" tax returns out of the tax return? Last time we will use this over charging site
1406	200206259	2022-02-06 23:07:18	TurboTax Online Deluxe	3	Turbo tax is not free	I've heard all the ads saying it's FREE but it cost me \$105 cheap is not free I'd personally like \$105 dollars back for lying
1407	200206373	2022-02-06 23:09:15	TurboTax Live Deluxe	1	Not happy been charged when its been free years	Not happy at all this year for the same stuff ive been doing every year for past four years and now want to charge crazy amt for fed 119 and state 49 and most crazy of all 39 dollars cause i chose to pay out of my federal Will not be using turbo tax next year and will tell all my family and friends you are charging total 207 00 for services that were free and now charging for the exact same stuff that was free Been with you for four years and my mom and sister alot longer you will lose alot of business
1408	200200744	2022-02-06 23:26:01	TurboTax Online Deluxe	3	Pretty Typical	Tool does the typical calculations well enough Noticed a difference in federal tax calculations when checking using tax equations from 1040 State filing continues to be difficult/problematic Very frustrating Really isn't free - unless very basic, and continues to pump you for additional charges
1409	200201099	2022-02-06 23:33:04	TurboTax Online Deluxe	2	Paid version required for recipients of CTC	When filing was almost complete, I was made aware that this was indeed NOT a free process, because the paid version is required for any parents that received child tax credits Big bummer, because the refund of most parents is already much smaller than usual Not impressed
1410	200201527	2022-02-06 23:41:12	TurboTax Online Federal Free Edition	3	It's good Confusing at times	I never know if I am going to have to pay or not I filed the past 2 years claiming "free filing " I ended up paying for the cost to file one or the other I e , federal or state This time no cost but haven't quite gotten a confirmation on my filing status So I think there's a gimmick hidden somewhere
1411	200201603	2022-02-06 23:42:58	TurboTax Live Deluxe	1	Too 3xpensive	You Said this is Free then demanded I pay a crazy amount of \$89 I will never use u again ever Other Tax services are clapper
1412	200208224	2022-02-06 23:43:58	TurboTax Online Deluxe	2	Crooks and Schemers!	Free?! HA! As long as you aren't forced to upgrade to Deluxe just to get a certain credit And then to pay for the upgrade they charge you another \$39 to use your return as the payment method and don't tell you until you look over the charges! They will try to weasel as much money from you as possible If I had known this I would have just gone to H&R Block and gave my money to them Thanks, No thanks
1413	200201762	2022-02-06 23:45:53	TurboTax Online Deluxe	1	I hate that I didn't get the free option	Never gave me the free option and made me pay \$78 just because I have a retirement plan
1414	200202027	2022-02-06 23:51:29	TurboTax Online Deluxe	2	:(	There was no free option If you want to chat with anyone, even if it is NOT about taxes (I was trying to ask about the free option) it prompts you to upgrade to be able to chat
1415	200202499	2022-02-07 00:00:33	TurboTax Online Self Employed	2	Ehh	I am satisfied I guess with the program and ease of understanding, HOWEVER, I am extremely disappointed in the excess fees turbotax adds on unexpectedly For example, there really is absolutely no sense in being charged a \$39 fee just to receive payment from my refund amount Not to mention, I was not even made aware of that fee until the very end AFTER I had chosen that option Pretty shady and unnecessary considering turbotax isn't even offering the same free filing options as they always have I would have absolutely moved to another service had I realized I would be paying such ridiculous and unnecessary fees
1416	200209751	2022-02-07 00:11:27	TurboTax Online Deluxe	3	Turbotax commercials lie	When they say it is free if filed before February 15th do not believe it That is the only thing I found terrible I thought wow that is nice they are still trying to give the working poor a chance which is rare boy was I wrong They still offer great service you should just know they will also take what they can from you so, be prepared
1417	200204381	2022-02-07 00:32:52	TurboTax Online Deluxe	1	Definitely not free	Not free \$39 to file and \$39 to pull from tax return
1418	200204395	2022-02-07 00:33:18	TurboTax Online Deluxe	3	Turbo Tax is a great marketing program	Turbo Tax asked simple questions every detail I started out with the idea of filing taxes for free, silly me \$40 for an upgrade on filing Fed Tax, \$40 to file State Tax, another \$40 to process the money through their choice of Bank I shouldn't complain I am paying for a legitimate service I may go back to supporting my local Tax Guy next year
1419	200204454	2022-02-07 00:34:20	TurboTax Online Deluxe	3	Forced to pay when qualified to file free	I used to love TurboTax, easy and quick Now, not so much I qualify to file free and no matter what I tried to do it kept automatically taking me to the \$40 version In the end the fees come out to \$78 00 for direct deposit and the filing version they won't let me out of (I physically typed out all my information for those that may think I wanted TurboTax to enter information for me) I also received a form from the government that's required to be entered and the site kept taking me to the wrong form so I couldn't enter the info Let's see how that goes Very frustrating filing this year
1420	200204872	2022-02-07 00:41:57	TurboTax Live Deluxe	1	poor	You advertise as free and then charge for doing nothing

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1421	200204957	2022-02-07 00:43:19	TurboTax Live Deluxe	1	shirley is awesome!!!	shirley was the best however the company was very misleading with advertising to the point im not happy except with the help i was given and its definitely false, if you told everyone that your cash advance was as uneasy and through 3rd truths nobody would choose you taking advantage of the little guy isnt right advertise truth maybe, may help your company grow doubt ill be back, this was enough for me
1422	200205355	2022-02-07 00:50:48	TurboTax Online Self Employed	3	MISCOMMUNICATION	ADVERTISE FREE!!! BUT THEN ONCE I GET TO THE END NONE OF THE FREE CODES WORK AND THERE IS ALWAYS A FILING FEE YES, IT MAY NOT BE AS MUCH AS OTHER PLACES BUT IT IS NOT FREE
1423	200206229	2022-02-07 01:06:43	TurboTax Online Deluxe	4	Turbo Tax	good but dont know why I cant file for free Did not talk to anyone
1424	200206842	2022-02-07 01:19:14	TurboTax Online Deluxe	3	overall okay but i wanted to fic for free	I wanted to file for free, but it did not allow me to do so
1425	200208575	2022-02-07 01:50:27	TurboTax Online Deluxe	2	ok	Im not sure why i chose all the free options and it ended up charging \$122 to do literally nothing special! i could have paid a tax professional less!
1426	200209916	2022-02-07 02:14:44	TurboTax Online Premier	2	so much for free	funny how it says free but in actuality you are forcing people to buy the program in an online style
1427	200210018	2022-02-07 02:16:54	TurboTax Live Self-Employed	3	Easy to use but at what cost?	I have used Turbotax for a handful of years now, and for how widely advertised it is for being free-it isn't The prices continue to grow year after year Love the website, it is very quick and simple to use I unfortunately will be filling else-where next year
1428	200210236	2022-02-07 02:20:45	TurboTax Online Deluxe	1	bate and switch	start to file for free and by the time your done it's over a hundred dollars sounds like bate and switch won't be using again
1429	200210315	2022-02-07 02:22:14	TurboTax Online Deluxe	1	CHARGED ME DOUBLE	Started with the FREE filing When it was time to submit it told me that I HAD to upgrade to the \$39 filing option, so I did After doing so it charged me an additional \$39 for direct deposit Turbo Tax I've used y'all many of years but this will be my last
1430	200178820	2022-02-07 02:25:12	TurboTax Online Deluxe	1	NOT TRULEY FREE AS ADVERTISED	NOT FREE ASADVERTISED,,, THE LAST TIME I USED TURBO TAX FEDERAL WAS FREE THIS TIME IT WAS NOT WHICH I AM NOT HAPPY ABOUT THE COMMERCIALS ADVERTISE FREE FREE FREE FREE THIS IS B***s****
1431	200210626	2022-02-07 02:28:25	TurboTax Online Deluxe	5	Always a great experience	For my taxes, TurboTax has always been great, and I expect to pay to complete my federal and state taxes This year I was a bit disappointed that my son's simple tax returns were not free using turbo tax It won't stop me from using it next year, just had to use another program for his taxes
1432	200179848	2022-02-07 02:47:29	TurboTax Online Premier	2	Easy to use, Definitely not free	Turbo tax is super easy to use My main complaint is they sucker you into paying way more with upgraded services that you must use They bait you in with their commercials claiming that a simple tax return is free just to turn around and upcharge you any chance they get and every year it gets more expensive
1433	200179945	2022-02-07 02:49:23	TurboTax Online Deluxe	1	TURBO TAX SUCKS !! THEY ARE LIARS	I HATE TO FILE WITH THEM , THEY MAKE YOU \$78 TO FILE FREE TAX USE WILL ALWAYS BE BETTER !
1434	200213261	2022-02-07 03:25:02	TurboTax Online Deluxe	1	scam	they tell you the that the application will be free up until the end and then charge you a ridiculous amount of fees its stupid!
1435	200182117	2022-02-07 03:30:57	TurboTax Live Deluxe	1	Military is not free like they tell you it is	was told when i started my taxes that since i had an DFAS W2 that my taxes are done for free well go to file and now im paying \$207 out of my already horse Fu&#Dd returns to turbo tax
1436	200218708	2022-02-07 03:55:51	TurboTax Online Premier	3	FREEEEEE!!!!!! ???	Your service is reasonably priced and high quality I'd appreciate it though if you'd stop insulting my intelligence by showing FREE commercials on TV for TurboTax services Comparatively speaking, it's like having my nose rubbed in you-know-what on the kitchen floor You have reason to be proud of your product, so act like you are
1437	200183656	2022-02-07 04:01:26	TurboTax Online Self Employed	1	Disappointed	I think they lure people in with there free return but no one really ever gets the advance
1438	200215084	2022-02-07 04:04:15	TurboTax Online Self Employed	2	never free after it says it is	always says it's free till you get to the end \$167 is not free
1439	200165973	2022-02-07 04:18:00	TurboTax Live Deluxe	1	turbo tax lies	turbotax is free until you pay for something on it, so now when i file taxes im no longer aloud to have the free option anymore
1440	200184618	2022-02-07 04:20:54	TurboTax Online Premier	2	Watch this hand while I screw you with the other	told me i can file for free state and federal after completing all forms and came to file, the fine print finally appeared next to what I owe to them I considered myself to have a simple return, no dependents, no tax breaks, but I owed \$109 plus tax to file when I thought it was free unfortunate as it is its still convenient I do not want time wasted so i paid it and moved on just unfortunate
1441	200216083	2022-02-07 04:27:44	TurboTax Live Deluxe	1	Thought it was free	Thought it was free guess not pretty dumb I had to pay 250
1442	200166174	2022-02-07 04:32:31	TurboTax Online Premier	1	Terrible Will never use again	Way to expensive Charged me before I was even done with my return Total scam Thought it was going to be free and would never pay this much for this garbage service and customer experience ever
1443	200166179	2022-02-07 04:32:36	TurboTax Online Deluxe	1	Lies about being free	Forces you to upgrade and lots of hidden fees when they claim to be completely free
1444	200216730	2022-02-07 04:45:29	TurboTax Live Deluxe	2	Free Isn't Free	Do not advertise that my taxes can be filed for free and then end up charging me fees at the end of my filing
1445	200166338	2022-02-07 04:45:43	TurboTax Online Deluxe	1	Said it was Free - They lie	Bait and switch They told me I could file with a free version and then right at the end said they'd charge me 37 dollars They charged me over 75 dollars Honestly, scams I'm super disappointed and will never use this service again If I wasn't so tired from doing taxes I would have just closed the whole program Anyway, they're liars - it's not free Don't trust them

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1446	200216793	2022-02-07 04:47:39	TurboTax Online Deluxe	3	Put all my info in just to find I had to pay	I put all my W2's in and then my 1099 for unemployment just to find I couldn't file for free and not only did I have to pay \$39, I had to pay \$39 for state as well If I wasn't running short on time I would've just filed with a local professional for a little more or filed for free through the individual state/federal outlets  This is why I have only used TurboTax few and far between, they should really go back to the set prices and quit trying to push excess waste upselling un needed packages
1447	200217189	2022-02-07 05:00:20	TurboTax Online Deluxe	2	turbotax is fair	started out with the free version but then was told that I had to upgrade due to an account supposedly not covered by the simple return Since I was already at the end I upgraded
1448	200217567	2022-02-07 05:12:36	TurboTax Online Self Employed	1	turbo tax is not free	i love turbo tax but it is not free It is always on tv and pop up ads claiming to be free but would not let me file for free, also would not let either of my four friends file for free If something is going to cost money just be upfront about it i do not understand One last thing when the pop up ad for "premium" filling appears and I make my choice why does it continue to appear? Like I am going to keep upgrading? It cost me \$211 and change to file this year Next year I will be taxing my but into a tax company at least their upfront about what they charge other than that the service is great and i have loved how long it lasted
1449	200218457	2022-02-07 05:43:59	TurboTax Online Deluxe	1	Nah	It gives you the free option and then makes you pay for the deluxe to file
1450	200218471	2022-02-07 05:44:40	TurboTax Online Deluxe	3	Good But Unnecessary Costly This Year	The process great like it normally is and great how some of my W-2 forms were automatically filled But this year was different Mainly because they forced me to upgrade to Deluxe in order to process the few payments I had from unemployment last year So I paid for it and the charge to file and deposit the refunds directly was even more costly than any other year It was typically around 20 ish but was nearly 40 this time I felt like I spent too much money on a "free" version of turbotax this year Also wanted to mention how pointless it is to pay for the premium services just to be able to use your federal returns to make the payment Its makes no sense and you just lose more money in my opinion
1451	200218739	2022-02-07 05:57:54	TurboTax Online Deluxe	4	Easy to use, but charges too much	Easy process, feel confident filed correctly and with all deductions and info However, they never do it for free, and always get you at the end for more money when you file your state tax return
1452	200219285	2022-02-07 06:21:39	TurboTax Online Premier	1	did it say it was free?	i thought it was advertised as free? having to pay to deducting from your return? ooch
1453	200220375	2022-02-07 07:27:23	TurboTax Online Deluxe	3	Good but it wasn't free	It said at no charge but got charged Not to bad but didn't know why it said free
1454	200221581	2022-02-07 08:15:40	TurboTax Online Deluxe	1	thought it was free	charged me 40 for deluxe when it was supposed to be free left no other option
1455	200222547	2022-02-07 10:35:51	TurboTax Live Deluxe	1	Not awesome with that crazy fee	Fee too high I thought it was free Hidden fees I end up paying too much
1456	200222974	2022-02-07 11:12:24	TurboTax Online Self Employed	3	It's OK	It's okay I just hate that it calls itself free when it's absolutely not Other than that Turbo Tax is always my go to
1457	200228242	2022-02-07 14:15:00	TurboTax Online Deluxe	1	Free?	You advertise free filing no matter how we file Free was never an option
1458	200234403	2022-02-07 16:04:12	TurboTax Online Deluxe	2	Gets the job done	Turbotax always gets the job done for me and I usually get it done for free but this year because of unemployment income, I had to upgrade and pay to file I wanted to put all my information in and make sure that I did it all right but Turbotax required me to put in my card number and I only did so because it said: "save for a later payment" Upon saving for "later payment" they charged my card \$80 and refused to refund me
1459	200236708	2022-02-07 16:35:03	TurboTax Online Deluxe	2	Not Free :(	I have been using TurboTax for the past 4 years to file my W-2s and love the easy and quick process of filing Today I am not very happy I was charged \$39 just to file my state taxes and \$39 for the "deluxe" version that I didn't want nor had the option to decline the service After I clicked the option to pay my fee with my income tax money since I didn't have the fee on hand, I was charged an additional \$39 for that option, with a grand total of \$117 In other words TurboTax is not free freefreefree
1460	200245415	2022-02-07 17:03:01	TurboTax Online Deluxe	1	bait and switch	after filling out all the forms for free tax filing then you tell me I have to use the deluxe because of a small payment on hca which would not matter so I had to pay for fed but to make it worse I did not even need to file the state but there was no option and you charged another 39 dollars and offered no ability to not file state what a bunch of deceitful people you are
1461	200239333	2022-02-07 17:22:44	TurboTax Online Deluxe	1	TurboTax tries to take your money any way possible	They make you think it is cheap/free to file with them, they try to upsell you every chance they get, \$39 to file state, \$39 to file federal, \$39 to deduct these fees from your refund, ridiculous how desperate they are to shave money from your refund
1462	200239847	2022-02-07 17:30:48	TurboTax Live Premier	2	Not Happy	I've been using TurboTax for 8 years now, and have been mostly happy with the software I'm not one to post comments like this normally, as I value my time, but I feel like this is worth the investment The experience with the software up until the end was mostly good, although I did have to repeat several sections multiple times for reasons I don't understand I was especially turned off by the blatant shilling of the Credit Karma product at the end To me, the way it was done is really shady and not something I would expect from a company that I'm supposed to trust with my sensitive data Finally, TurboTax claims that they provide their service free for active-duty military yet I was charged the full amount If you're going to promote that discount you should honor it For these reasons I will at least explore what other options are available next year



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1463	200241307	2022-02-07 17:54:11	TurboTax Online Deluxe	1	turbo tax is misleading	I'm on disability, and I came on to do my taxes FOR FREE, and all was fine until time to wrap it up, then it would NOT allow me to file UNLESS I purchased the \$39 deluxe package and then pay ANOTHER \$39 processing fee so basically your FREE, actually cost me \$79 so needless to say, this disabled Veteran is extremely unhappy
1464	200241356	2022-02-07 17:54:37	TurboTax Online Deluxe	4	convient	I have used Turbo tax for years, but never can get truly the free as advertised
1465	200241653	2022-02-07 17:59:00	TurboTax Online Deluxe	3	Thought we could file for free, guess not	free is not free! So they get you But over all not bad
1466	200249464	2022-02-07 18:19:38	TurboTax Live Deluxe	1	Easy to use, but they rip you off	Free is supposed to mean free If I'm doing the taxes myself in order to save money, then it means I need to save money They nickle and dime you for any free money they can charge you AND its not an option, you have to pay their set up fees no matter what I never had to discuss anything with anyone to complete my taxes and still paid their non-negotiable fees
1467	200243045	2022-02-07 18:22:16	TurboTax Online Self Employed	1	hidden fees	turbo tax has been advertising-free service and the service was not free They made me purchase a package and I have been filing with them for 6 years at checkout more fees were added They really were not any help at all This will be my last year filing with them
1468	200249871	2022-02-07 18:28:32	TurboTax Online Deluxe	2	Bamboozled again	It's frustrating that turbo tax advertises free tax filing services then I end up paying 200 This will be my last year filing with turbo tax they add fees throughout the entire process crooks The site is easy though
1469	200243515	2022-02-07 18:30:11	TurboTax Online Deluxe	1	Turbo Tax is disingenuous in it's claim free	What an outrage, tell me how being charged \$122 to file for this years St and Fed Taxes is a good deal especially when TurboTax claims you can file for free I'm retired and on fixed income and really looked forward to getting all \$389 refund this year but NO TurboTax charged me \$122 for the convenience of filing electronically Guess who won't be using TurbTax again
1470	200243944	2022-02-07 18:37:32	TurboTax Online Deluxe	3	They are pretty good	Overall helpful but they advertise as if it will be super cheap and/or free services and then end up charging over \$100 dollars to file I understand paying for services but I think y'all should just be honest from the start so we know what to expect and there are no surprise fees at the end It made me a little made to be frank, its was over 100 when the most it said it would be was \$39 (because i chose to file state as well)
1471	200244200	2022-02-07 18:42:02	TurboTax Live Self-Employed	1	Free Turbotax filing	My expense was very unsatisfactory I want to free Turbotax file as I'm only doing the Standard Deduction I selected the free option and your process takes all the way through the filing only to charge me \$199 00 That not free I did even have state tax to file when I went complete the e file the re CAPCHA screen would not load
1472	200244298	2022-02-07 18:43:46	TurboTax Online Deluxe	4	Easy if yourtax situations are	If you're going to charge \$39 for state and federal for everyone to file taxes, don't advertise that you're free Otherwise, very simple and friendly online experience to file taxes for people who don't have overly complex tax situations
1473	200250645	2022-02-07 18:44:28	TurboTax Online Deluxe	3	Bait and switch	They advertise 39\$ then you get into it and spend hours loading everything in and then they charge you another 34 for state filing as this is not included What happened to the FREe FREee Free Free filing
1474	200251261	2022-02-07 18:56:54	TurboTax Online Deluxe	1	They lie about Turbo Tax Free	They find stuff just to make you use the not free version even though you qualify for Turbo Tax Free They keep asking you questions to find a reason This year it was some third relief deduction that threw me out of the FREE version This will be the last year I use Turbo Tax I'd rather pay an in person tax preparer that get ripped off by TT
1475	200245619	2022-02-07 19:06:45	TurboTax Online Deluxe	2	Hidden fees, not free, free free free	From the start I was already bombarded with the deluxe turbo tax with no option for free filing, and on top of that, they took out more fees for paying my federal taxes through the site, not warning me until I was in the final screen
1476	200252032	2022-02-07 19:13:00	TurboTax Online Deluxe	1	not a great app	This site tricks you into thinking you are going to receive services for free and then you have to pay for state and federal I seems like this is just a gimmick to get you on the site and then charge you over \$100 to complete the forms
1477	200252492	2022-02-07 19:20:52	TurboTax Online Deluxe	1	TRASH	still going through their lawsuit for conning people into paying for tax software that says free and yet i had no choice but to pay 117 or start my taxes all over on different software after doing it all with turbotax 'Free
1478	200252495	2022-02-07 19:20:55	TurboTax Online Deluxe	2	lies	It's not free, has never been free, stop lying about how it's free
1479	200246953	2022-02-07 19:30:57	TurboTax Online Premier	4	turbo tax is easy but the fees	Turbo tax is easy to use but the fees add up! It's not free like the commercials advertise
1480	200247108	2022-02-07 19:34:04	TurboTax Online Deluxe	3	TOO EXPENCIVE	SHOULD BE FREE FOR EASY FILE ....., .....
1481	200247272	2022-02-07 19:37:03	TurboTax Online Deluxe	3	TurboTax is overpriced	Overpriced when \$0 free refund doesn't used cover most federal returns
1482	200249143	2022-02-07 20:13:18	TurboTax Live Deluxe	4	TURBO TAX GREAT JUST PRICEY TO FILE	TURBO TAX IS GREAT JUST WAY TO PRICEY TO FILE YOU CAN GO IN A ACTUAL CPA OFFICE AND FILE FOR \$75 TO \$100 DOLLARS AND THEY DO IT FOR YOU IT SAYS IF YOU ARE FILING A SIMPLE FORM WITH NO CHILD TAX CREDIT OR ANYTHING EXTRA THEN IT SAYS ITS "FREE" BUT IF YOUR FILING CHILD TAX CREDIT OR ANYTHING THEY DONT CONSIDER "SIMPLE" THEN ITS CLOSE TO \$200 AND YOU TO DO IT YOURSELF
1483	200249470	2022-02-07 20:19:44	TurboTax Live Deluxe	1	It isn't free to enter education deductions?	Students should be able to file education deductions for free
1484	200255587	2022-02-07 20:22:29	TurboTax Online Deluxe	1	Scam	Spoiler alert!! Free filing option is not actually free Due to some little number I had to pay \$73 to file as the Free Version didn't cover my situation If you can find something else do!

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1485	200255900	2022-02-07 20:29:04	TurboTax Online Premier	1	False advertisement	I went with turbotax this year because on their website, it states, Start Filing for Free - File Your Taxes for Free I was charged a total of \$150 and all I had were two W-2 forms That doesn't sound free to me
1486	200256102	2022-02-07 20:33:01	TurboTax Online Deluxe	1	I would of given ZERO stars!!!!!!!!!!	Your COMMERCIALS in the STATE of MINNESOTA says FREE FREE FREE FREE FREE FREE YOU CHARGE FOR FILING!!! FALSE ADVERTISEMENT!!!!!! YOU NEED TO REFUND ME FOR FILING!!!!!!!!!!!!!!!!!!!!!! STOP LYING about being FREE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
1487	200250207	2022-02-07 20:36:02	TurboTax Online Deluxe	2	simple situations make a return "complex"	It works well, finds all of your deductions, but the slightest addition of an HSA makes the return no longer "simple" an FSA doesn't make it that but an HSA does so it is no longer free If there was anything else as easy as this I would do it, but ridiculous that an having an HSA makes your filing no longer free
1488	200250595	2022-02-07 20:43:45	TurboTax Online Deluxe	1	Said I Could File For Free & Then Charged \$88	This was a horrible experience I was told that I would be able to file with TurboTax free of charge However, after spending a significant amount of my time and effort inputting in my personal information into your service I was suddenly charged over \$88 I don't care if I need to pay for a service, but tell me that BEFORE I spend hours of my life filing with you because you said that it would be free to file
1489	200250698	2022-02-07 20:45:13	TurboTax Live Self-Employed	1	NOT FREE	I went through all of the steps for an easy quick file, but it was not free at all
1490	200257209	2022-02-07 20:55:59	TurboTax Online Deluxe	1	Hidden fees are getting frustrating	I appreciate how thorough TurboTax is, however, the hidden fees are predatory Throughout the entire tax return, it is clearly stated that the type of return I am filing will be free Every year, I get to the end, and suddenly it is \$39
1491	200257439	2022-02-07 21:01:09	TurboTax Live Deluxe	2	NOTHING IS free,free, FREE, like the ad says	DO NOT say free when it is NEVER free This is the second year I was fooled by your lies I have a headache that won't quit My free' taxes just cost me \$207, which is money that I could desperately use
1492	200257438	2022-02-07 21:01:09	TurboTax Online Deluxe	2	Turbotax tries to trick you into spending money	Make sure you read exactly what youre paying for It tricks you by saying its free but as you start filing you can only get certain deductions if you pay, and it doesnt make it clear that you are paying for services Especially the deluxe package is what I think its called paying with your tax refund used to be a part of the free package but now they charge you another \$50 00 Just be sure to read everything because they will upgrade it without even really telling you exactly what you are paying for
1493	200252257	2022-02-07 21:16:14	TurboTax Online Deluxe	2	Rip off	It says Free Turbo Tax and charged me \$117 at the very end I will not use again
1494	200252475	2022-02-07 21:20:38	TurboTax Online Federal Free Edition	4	If You Have A Simple Return, TurboTax Is The Best	The title pretty much says it all If you have a very simple return with absolutely nothing out of the ordinary, TurboTax is truly the best option You will be able to file your taxes very quickly and easily and all you will need is your W-2 form It takes less than 30 minutes If your tax situation is the least bit complicated, you might want to look elsewhere because then TurboTax will try to charge you For example, if you're a teacher and you want the teacher reimbursement, TurboTax doesn't do that on the free return I just decided to forego it this year and it wasn't a big deal to me, but if you're someone with a lot of different credits and deductions that you want, you may want to look elsewhere because TurboTax doesn't do all of them for free Just saying
1495	200253133	2022-02-07 21:32:51	TurboTax Live Self-Employed	4	Use turbo tax every year	See s the free use is non existent now The option isn't there now
1496	200253162	2022-02-07 21:33:21	TurboTax Online Deluxe	2	Turbo Tax Fees	I constantly see ad breaks for Turbo Tax advertising to file for free, yet every time I e-file I am charged a substantial amount of money Not sure where the "free" part comes in handy
1497	200261744	2022-02-07 22:26:02	TurboTax Live Deluxe	2	this sh*t supposed to be free	make sh*t free!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
1498	200256705	2022-02-07 22:46:15	TurboTax Online Deluxe	2	Free doesn't mean free	Pretty upset that the service is advertised for free use I got to the very end and because of my HSA I was required to purchase the a higher version Why would this not automatically say this once and HSA is entered in?
1499	200256806	2022-02-07 22:48:02	TurboTax Online Deluxe	4	Love turbo-tax	Turbo-tax is always fast and easy The only thing that annoys me is that they advertise as "File for free" every year but it must be on the simplest returns because I have never qualified
1500	200257590	2022-02-07 23:04:58	TurboTax Online Deluxe	2	No Other Option	Free is a lie Get ready to pay because they force you to
1501	200257615	2022-02-07 23:05:30	TurboTax Live Deluxe	3	Started out great	Started out great At the end it wouldn't let me file without upgrading to Deluxe because we owed money for the health care portion It let me continue until the very end It ended up costing over \$200 for returns that were supposed to be free I wont be using them next year
1502	200225513	2022-02-07 23 06:46	TurboTax Live Deluxe	2	disappointed	Turbo tax says it FREE! Then once you get into it, you are told it cost for state filing which was stupid, since I have to pay state \$10 00 Then you get conned into paying for federal filing as well I got thru this process by losing part of my small refund to filing fees that supposed to be FREE! Anyway its done
1503	200264078	2022-02-07 23 08:14	TurboTax Online Deluxe	1	Free Yeah Right	They tell you it's free then shove hidden fees in every possible corner, then sneak on the max when you didn't select it and try to steal more money from you It's messed up and I feel like it should be illegal, I could not process a document unless I upgraded and THEN was charged another fee for filing a state return
1504	200258023	2022-02-07 23:12:57	TurboTax Online Deluxe	2	Not all that	Your commercials are deceptive It says Turbo Tax is Free Free Free also when you start it reads \$39 00 then when you finish it is another \$39 00 with a total of \$78 00 not good business
1505	200258036	2022-02-07 23:13:06	TurboTax Online Deluxe	1	My last time using this platform	Would not let me proceed for free without upgrading because it wanted me to get a \$40 tax credit and the charge was \$39 for the upgrade So I netted a \$1 00 benefit from the credit
1506	200258187	2022-02-07 23:15:53	TurboTax Online Premier	1	Not free	Had to upgrade and so it wasn't free Been with TurboTax for years Had to upgrade this year in order to file because of my income

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1507	200258220	2022-02-07 23:16:22	TurboTax Live Deluxe	2	Simple but Not free	Still had to fork out 256\$ to file my taxes thru Turbotax It may be simple but definitely Not free
1508	200258527	2022-02-07 23:22:25	TurboTax Live Deluxe	2	TurboTax Online	So, I thought this was originally FREE as I clicked on the FREE link and ended up at the end of filing it charges me \$200 But, on the flip side it does protect me and \$200 is a lot less than others charge to do the same thing in an office location But its kind of misleading still I hope I never need the TurboTax protections but again, I hope it's worth it's \$200 if it's ever needed
1509	200260256	2022-02-07 23:57:03	TurboTax Online Deluxe	4	Great Information and Easy Filing	I had a very simple return so to pay \$43 to file seems a bit steep to me I thought it was free to file but had to select the cheapest option to be able to process
1510	200260799	2022-02-08 00:08:16	TurboTax Live Deluxe	3	Turbotax is NOT free free free	Difficult to enter 1099 instead of w2 Had to call to do it Not free Had to do standard deduction
1511	200268002	2022-02-08 00:20:07	TurboTax Online Deluxe	1	rip off	they say its free its not its \$78 to file a tax return the government already has your tax info what a scam
1512	200268448	2022-02-08 00:28:15	TurboTax Online Deluxe	1	not free	Turbo tax seems to be misleading people into thinking they offer free filing, but they charge you if you E-file, charge you for federal, and state filing nothing about this is free it is false advertisement
1513	200268477	2022-02-08 00:28:50	TurboTax Online Deluxe	2	They get you in the end	Turbo Tax has gotten really screwy They say its free, then wham at the end after you have done the work, they say Oh Sorry, you now have to pay and then they slam extra fees on Watch out, be careful
1514	200268635	2022-02-08 00:31:41	TurboTax Online Deluxe	1	TurboTax gives FALSE INFO and is DECEPTIVE	I've been using Turbo Tax for the oast 6 years and I've always had a great experience I like being able to file myself, I just dont like that they continuously advertise themselves as a FREE service when you literally have to pay for anything you file using their site, even the option you choose is basic or standard which is supposed to come with no fees They also have a promo that you can file for free before 2/15 and they still charged me but I still submitted because I didnt do all that work for nothing I spent 2 hours on filing so I said why not just submit Probably my last time using this service to be honest I just dont like the misleading nature of the company
1515	200268705	2022-02-08 00:33:07	TurboTax Online Deluxe	2	Turbo taxes lies about being free ,	Turbo tax is false advertisement , they charged me over 100\$ to enter my own info and have no one reviewing my taxes which I could have done anywhere
1516	200262458	2022-02-08 00:39:16	TurboTax Live Deluxe	4	TurboTax review	Several sections are not well explained Found answers to questions from continuing to through process and was able to understand why certain things were done Talked with two helpers First was mildly helpful Second was better NOT FREE Cost of Federal using standard deduction was \$89 and State was \$49
1517	200269279	2022-02-08 00:43:33	TurboTax Live Deluxe	1	Last year I'll be using this service	Ya I was scammed another year Ya Free after all of their fees 133 00 later and ya then its free Nope not again I won't be seeing you all next year
1518	200269625	2022-02-08 00:49:55	TurboTax Online Deluxe	1	The fees	It's funny how it says you file for free but every year it been charging me Now this year it charged me 117 Wtf
1519	200264854	2022-02-08 01:21:51	TurboTax Online Deluxe	1	Free? Yeah right	Said it would be free Costed \$127 Not using this service again
1520	200265076	2022-02-08 01:25:32	TurboTax Online Deluxe	2	Said it was free	Easy to use, but it assured me it would be free then I had to pay \$39 to use it because I had received unemployment AND pay another \$39 just for having the original \$39 taken out of my refund Won't be using this again
1521	200265275	2022-02-08 01:28:49	TurboTax Online Deluxe	3	Not free	My return is as simple as it can possibly be and unfortunately was still unable to file for free I will not be using TurboTax again next year
1522	200266402	2022-02-08 01 50:08	TurboTax Live Deluxe	1	Expensive	Always ends up charging me fees for needing to file certain forms, even though they tout being free for service members Apparently that only counts if you don't do a single thing other that collect your military paycheck
1523	200233691	2022-02-08 01:50:36	TurboTax Online Deluxe	1	TurboTax is a fraud	I've seen your commercials all over the television about FREE FREE FREE but it's deception I witnessed first hand that you strong arm people into paying the deluxe package otherwise there is credits they can't claim and also can't file A seven dollar credit turned into me having to pay seventy dollars, very shady practices I appreciate the ease your services make upon doing taxes but for people who don't get much back in taxes anyway this only adds to their stress I would suggest you make those commercials more accurate before lawsuits of false advertising come up
1524	200266610	2022-02-08 01:53:55	TurboTax Online Deluxe	1	Hidden & Force Fees	You advertise free, then you offer these upgrades, BUT then you force to upgrade because of one small item, at this point you are now paying a separate fee for both Federal and State If you decide to have direct deposit for quicker access to your refund you charge a additional fee on top of the new fees for state and federal
1525	200272871	2022-02-08 02:01:05	TurboTax Online Deluxe	1	Steals your money	They convince you to do your taxes with them and that it's so easy and free and then next think you know they charge you 119 dollars out of nowhere? It was free last year to do your state taxes and now all of a sudden they charge you for literally everything?!
1526	200268042	2022-02-08 02:21:01	TurboTax Live Deluxe	4	I like the software, but cost is misleading!	While I would give the process 5 stars, I would give the constant prompts to upgrade a 1 star It's annoying to be asked repeatedly if you want to upgrade It's very annoying to think you are getting the basic free software until you go to file at the last minute and it says you have to pay to file!
1527	200268629	2022-02-08 02:31:34	TurboTax Online Self Employed	4	Awesome	I must say I don't like the fact that you were misleading about how much you will charge me for your service, \$128 00 when it showed \$89 00 I was hoping it would be free but, I understand that everything has a price, just next time be truthful but, I still like you
1528	200268989	2022-02-08 02:38:08	TurboTax Online Deluxe	2	so much for free	39 for state and federal taxes lol why all these commercials for free
1529	200269108	2022-02-08 02:40:25	TurboTax Online Deluxe	1	Upset	I did not understand why I was forced to pay for deluxe when normally use the free version Even after I upgraded to deluxe I was still not able to get any assistance

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1530	200269263	2022-02-08 02:43:15	TurboTax Online Deluxe	1	No good badd	You say its free then charge dibble at the end not
1531	200274743	2022-02-08 02:57:31	TurboTax Live Deluxe	1	Hit with fees at the end	Honestly, it was a very easy system to use However, the amount of repeating questions after I have reviewed everything was ridiculous Also, getting to the end and being told you have to pay because of such and such is bull crap My free e-file cost me \$207! I would've cancelled it and gone elsewhere, but I'm exhausted and really don't feel like importing everything again
1532	200270573	2022-02-08 03:08:37	TurboTax Live Self-Employed	1	Not too sure about how to feel about my experience	I thought it was free but apparently if you file your state and federal together there might be a fee also if you claim any type of child tax credit there might be a fee for some reason I'm paying almost \$300 for what was supposed to be free
1533	200270953	2022-02-08 03:16:59	TurboTax Online Deluxe	1	Great but not free as advertised I paid \$117	At first it said it would be free to file My taxes got rejected and then this new charge was added
1534	200239027	2022-02-08 03:18:18	TurboTax Live Deluxe	4	TurboTax is simple, fast and walks you through eve	I always really like using turbo tax but this year I feel I was charged way too much especially because I had a very simple return, should have been free like advertised It's a bit false if you ask me
1535	200271701	2022-02-08 03:33:07	TurboTax Online Deluxe	1	Fee after Fee after HIDDEN FEE	yeah, sure, its free right! Oh, we dont do this or that, its 39 dollars for this and 49 for that Complete Joke, and I will not be using this again!
1536	200241583	2022-02-08 03:57:52	TurboTax Online Deluxe	3	Tubro	I like using turbo tax but they give you false information, because they state that you can file your taxes for free You have to pay for each federal and state and also if you opted to just put out your refund they tax you another \$40 all together I just feel that they should honor what they promote and let people know up front how much everything will be instead of waiting until you are done preparing the taxes
1537	200272907	2022-02-08 04:02:06	TurboTax Live Deluxe	4	It's ok	They advertise free but, to get your refund in a faster time, there is a fee and, they're always advertising their Max plan I already have protection with another company
1538	200242341	2022-02-08 04:10:03	TurboTax Online Deluxe	1	turbo tax is a raquet	Turbo Tax absolutely r*pes their consumers in the end if you advertise FREE then it should be totally FREE I wish I would've followed the advice of others and filed with Cash app tax this year That is wholly free Next year I am considering another service There is nothing free with turbo tax and it is an absolute gimmick They shamelessly lie to the public
1539	200273950	2022-02-08 04:30:22	TurboTax Online Deluxe	2	TOO MUCH MONEY	THIS IS NOT A FREE SERVICE As you go along you are required to pay a fee
1540	200244281	2022-02-08 04:43:34	TurboTax Live Deluxe	1	Scam	Your company advertise free service but it's not It seems like turbo is adding more fees to get more of your refund This will be last year using turbo
1541	200244359	2022-02-08 04:44:49	TurboTax Live Deluxe	1	It is VERY MISLEADING on the cost	I checked every box to have this done for free and at the very end it FORCED me to pay at least \$169 00 that turned into \$207 00 at the end right when i had to submit I feel EXTREMELY ripped off I will never do this again
1542	200244745	2022-02-08 04:51:16	TurboTax Online Deluxe	1	Turbo Tax rips off people	There is no free with Turbo tax If you have a dependent and you want to claim their childcare expenses guess what you have to pay them If you moved and lived in multiple states, guess what you have to pay for each state And you'd better pay the fees upfront or you'll get charged an additional fee for deducting it from your tax refund Such a scam
1543	200274850	2022-02-08 05:01:11	TurboTax Online Deluxe	3	Was good until I had to upgrade	The service was good however it isn't fully free Then there's all these fee n taxes attached After you met a certain area you have to upgrade in order to proceed then at checkout there are extra fees
1544	200277582	2022-02-08 07:43:03	TurboTax Live Self-Employed	4	Easy Software to file your Tax	It's my 1st time using it Love it super easy Great Tax Expert service but no free you have to pay not problem it's reasonable fee
1545	200283676	2022-02-08 13:35:42	TurboTax Online Deluxe	2	Product is good but you can pay someone to do them	This is no Free product Every year they try to get you with the FREE advertisement, but when it's time to check out they charge 108\$ for simple W2's? I am very upset! I went to file for free, put in my information I only had W2's, simple tax return I didn't need help They charged me for the deluxe and it ended up being 108\$ Bull! I would of paid someone to do them for that much Last time I'll use turbo tax!!
1546	200284738	2022-02-08 14:01:12	TurboTax Online Self Employed	2	Good But Bad	My frustration comes from the fact that I have to use a system like this and pay when it is advertised as free I understand that since I work different lines of work I have to use various forms but the fact that simple 1099s are something i have to pay for when I dont choose the form from my employer is frustrating
1547	200287318	2022-02-08 14:50:28	TurboTax Online Deluxe	3	TurboTax is never free	It advertises free everywhere but there's always some sort of fee, still convenient since they auto upload my w2
1548	200288860	2022-02-08 15:16:37	TurboTax Online Deluxe	4	Turbo Tax is easy and convenient, but certainly no	Always get shocked with the fee since it is advertised as FREE
1549	200290024	2022-02-08 15:30:01	TurboTax Online Deluxe	2	they are average	nothing is free , we all know that by now easy and convenient but only used them because I was too lazy to start with someone new maybe next year , count your days TT , you and them fees FEES FOR EVERYTHING

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1550	200293714	2022-02-08 16:34:04	TurboTax Online Deluxe	1	The issues with TurboTax	<p>I have been using TurboTax since I've been able to file taxes myself Up until the past two years it's been very simple and easy to work with and get things done in a correct and timely manner However, I digress by saying that it has become very difficult to use this system</p> <p>On face, TurboTax claims to be free to file TurboTax is not free to file TurboTax will charge you twice for filing for Federal, and an additional charge for filing for State Granted, State filing through TurboTax is optional, Federal is not There is a payment required for sending the file out, and a payment required if you have anything else on your form that you need to file Doesn't seem like an option</p> <p>Another issue that I have with Turbo, is the fact that there is absolutely NO customer support for the people who have to end up paying the additional fee for anything extra, or even just having questions The entire layout of the website and app is designed to try to assist you with FAQ like instances, but when you have a question that those cannot answer, you're left stuck scratching your head and no way to contact someone The phone lines are littered with artificial intelligence voice commands, and there is no way to get it working correctly The only way to even potentially get an answer, is going on the forums and asking just to hope someone can respond to you within the day</p> <p>The final thing that I have an issue with, is the bugs and glitches There are numerous bugs and glitches that come from filing, one of which I ran into today Sometimes filing state will prompt you with error codes that are 100% unfixable by you, leaving you going back and wondering what you did wrong Be careful though, because if you go back and change ANYTHING, you may be prompted with an additional payment!</p> <p>Furthermore, this will more than likely be my last time using Turbo as a medium for filing my taxes I've looked into other websites and it seems like they're able to offer the additional help that Turbo could not Miscommunication Misl</p>
1551	200293803	2022-02-08 16:35:40	TurboTax Live Deluxe	3	Turbo tax did a good job but	Turbo tax did a good job, but you start out thinking it's free, but they hit you with over \$200 in filing fees Of you have to add an unemployment or any other form to your taxes, beware of these fees I was too tired to do it over again with the government, which is actually FREE!
1552	200294432	2022-02-08 16:46:27	TurboTax Online Self Employed	4	TurboTax added unexpected fees	turbotax is awesome, however i thought i was filing my return for free until i got to the end and say that they were deducting \$170 out of my return
1553	200296445	2022-02-08 17:19:27	TurboTax Online Deluxe	4	Fast and easy taxes	Fast and easy but was supposed to be free when I started
1554	200296617	2022-02-08 17:22:03	TurboTax Live Deluxe	1	Not What I Expected	The advertisement is misleading it doesn't specify that if your filing any other forms that you would not get the free service When you speak to an agent they waste your time by leading you to believe that their trying to help you by giving you bogus discount codes that does not work and then try to walk you through the steps to just file and pay all this money When you use a tax expert they still cant help you because they require your life story after submitting all your tax information and all of the required information needed to file your taxes I will continue to file my taxes on H&R block say what you want about H&R block but in the 9 years that I've been doing my taxes online myself I've never had all these problems
1555	200298235	2022-02-08 17:49:03	TurboTax Live Deluxe	3	Thought it was free	I thought it would be free because I have a simple tax return
1556	200305599	2022-02-08 17:56:42	TurboTax Online Deluxe	2	Watch the hidden fees	When they say file for free, it's a lie \$39 for federal, \$39 for state and THEN \$39 for the privilege of letting you pay with your federal refund double-bubble just pay the fee separate
1557	200306397	2022-02-08 18:13:15	TurboTax Online Deluxe	3	They are alright	I love that it is easy for a tax idiot to us ( like me) and I love that it comes with all the protection that it does But for them to advertise as "free filing" is a crock when I end up paying \$166 because they fee is to death That gets under my skin I would have filed again with credit karma had they not switched to some random app It was free for everything except my state taxes, WITH all the same protection That's how it should be done Turbo tax step your game up
1558	200299805	2022-02-08 18:14:02	TurboTax Online Deluxe	2	Ok	They always trying to make you spend extra money to file they tell you its free then start deducting money from you smh trash
1559	200306538	2022-02-08 18:15:24	TurboTax Online Deluxe	1	sneaky and tone of hidden fees- very deceiving	lots of hidden fees when they say it is free dont trust
1560	200301402	2022-02-08 18:41:59	TurboTax Online Deluxe	4	Read fine print for fees	I submitted my tax return with turbo tax with the notion that my federal return would be free of charge and knowing that they would charge me to submit my state as well At the end of it all, they ended up charging me for my federal tax return, which I would have not done my taxes through this site if I had know that Unfortunately, I had done all this work so I just filed with turbo tax anyways, but buyer beware of their sneaky fees that they like to tack on at the end after all the hard work you've put in!!!
1561	200301425	2022-02-08 18:42:16	TurboTax Live Deluxe	1	0	TurboTax always says that my tax will be free but at the end I pay over \$200 I will not use Turbo Tax next year
1562	200301681	2022-02-08 18:47:46	TurboTax Online Deluxe	3	not free	Easy to use but not actually free Over \$100 in fees after everything is said and done
1563	200309044	2022-02-08 19:02:32	TurboTax Online Deluxe	1	TT IS A SCAM !	THIS PROGRAM FORCED ME TO BUY THE DELUX WHEN I WAS TRYING TO DO THE FREE ON A SIMPLE FORM ! WOULD NOT LET ME SEND TO IRS UNLESS I BOUGHT IT!!!! LIAR!!!!

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1564	200309190	2022-02-08 19:04:52	TurboTax Online Deluxe	1	false advertisement	free free free free free free it was TV says but in order for me to file my taxes THERE IS NO OTHER OPTION other than to upgrade and pay for it customer service was useless
1565	200310254	2022-02-08 19:20:54	TurboTax Online Deluxe	1	Con artists	I usually have no issue with the service, until today I can't fathom why they lie and say they can't calculate my tax information for a 1095-A if I don't pay to upgrade to the stupid deluxe edition Then to add insult to injury, if I want to calculate my expenses used for the job that the 1095 belonged to, I have to upgrade to the self employed edition for \$89! what a joke that is, the software can already process all the information, it's just Intuit trying to wring you out for as much cash as possible
1566	200310809	2022-02-08 19:28:52	TurboTax Online Deluxe	2	Deceiving free advertisement	There is nothing free about turbotax I am only expecting a return of less than \$400 and had to pay \$39 to file federal, \$39 to file state, and another \$39 to have these fees deducted from my return This is a major increase from other times I've used Turbotax and I've used them EVERY year for at least 11 years So while I'm being screwed by the government with my tax return, turbotax has to make sure they screw me as well I only completed it because I didn't want to go back through everything with another company again but I will NOT be using turbo tax every again
1567	200305180	2022-02-08 19:47:38	TurboTax Online Deluxe	1	Always says free but is not in the end	Started on the free one and then was told I was required to pay for deluxe to file I don't even have any type of extra things on my taxes Just a w2 and 1095 from covered California They took over 125 bucks from my return
1568	200313329	2022-02-08 20:08:42	TurboTax Online Deluxe	3	Turbo tax is ok, they tricked me	They would not let me changed my service even though i made a mistake , they just wanted my money, i wanted to file for free, but they would not let me go back, bad bad business, be careful using them !!!!
1569	200306407	2022-02-08 20:13:21	TurboTax Live Deluxe	5	good	They ok and they are not FREE May I add that they are pricey Pricey
1570	200314257	2022-02-08 20:26:05	TurboTax Live Deluxe	1	BAD ETHICS	It sucked will not use this place again Can't use the free version if you get unemployment
1571	200307941	2022-02-08 20:41:47	TurboTax Online Premier	1	NOT Free	For a service that says its free, I ended up paying \$79 00 (inc tax)
1572	200308640	2022-02-08 20:54:53	TurboTax Live Deluxe	1	Awful	I've used Turbo Tax for 5 years As always, everything was promoted as free I have no state tax in Tennessee, so all I claim is my W2 and student loan interest Not only do they now charge when you file without mentioning it, the amount taken out of my return to pay for the charge to file didn't equate the amount returned Bye bye forever Turbo Tax
1573	200309189	2022-02-08 21:04:52	TurboTax Online Federal Free Edition	4	Turbo Tax is not free, but is easy and convenient	Turbo tax advertised and sent an email saying it is free As we went on with it, it was \$29, which is more reasonable than a tax service, but not free It's easy to use and do because you'd need to give all the information to a tax preparer, so why not enter a few figures yourself
1574	200316825	2022-02-08 21:12:17	TurboTax Online Deluxe	1	false advertising	Said it was free if you filed before 2/15/2022 but ended up costing \$117 today is the 8th of February 2022
1575	200316920	2022-02-08 21:14:34	TurboTax Online Deluxe	2	Got my taxes done but too many hidden fees	TurboTax is amazing for maximizing refund but their fees are not transparent and nonsensical They forced me to upgrade to TurboTax Deluxe because of a student credit that is not included in the free edition However, when looking back at my credits I find that I do not even qualify for the student credit I would love to talk to customer service to resolve this issue but phone customer service is an extra charge too This website truly is a scam!
1576	200317019	2022-02-08 21:17:09	TurboTax Online Deluxe	1	Turbo tax lied	Keep saying turbo tax free and yall charged us \$117 that's false advertising
1577	200310008	2022-02-08 21:17:14	TurboTax Online Self Employed	3	ok site tax is not simple	service is not free I have used credit karma in the past this year they changed to cash app I could not use this app so I did turbo tax same tax paper work as in the past free with credit Karma cost was \$79 with turbo oh well still easier than paper
1578	200310144	2022-02-08 21:19:21	TurboTax Online Premier	4	Turbotax is easy to work	Turbotax is easy to work with but to get the free vision is confusing to me Don know how to do it
1579	200317162	2022-02-08 21:20:20	TurboTax Live Deluxe	1	From free, to WTF	Thought I was getting free tax prep, nope, \$119 00, for simple retired persons tax work, just S S and pension, and e file, won't happen next year
1580	200311965	2022-02-08 21:45:48	TurboTax Online Deluxe	4	quick and easy	just wish it was free but quick and easy to do and send
1581	200319379	2022-02-08 22:04:51	TurboTax Online Deluxe	3	I prefer Turbo Tax	Turbo Tax starts out by saying it is free, this if false, you fool people! Very disappointed!
1582	200313491	2022-02-08 22:11:25	TurboTax Online Deluxe	4	Turbo Tax	The only thing i didnt like was it was advertised for free filing I had to pay
1583	200315291	2022-02-08 22:44:48	TurboTax Live Deluxe	1	Was supposed to get Free File for Active Duty	They took out money! they said that if you filed as enlisted you get to file for free and they ended up charging me with no way out for help!
1584	200316884	2022-02-08 23:13:34	TurboTax Online Deluxe	3	Wanted free	Not sure why I did not get the free version I only used the standard deduction Seems very confusing
1585	200317206	2022-02-08 23:21:40	TurboTax Live Deluxe	1	Thought it was supposed to be free	Cannot get discounts working for "free" turbo Tax Not sure why Im paying \$119 when Im doing it all myself
1586	200317540	2022-02-08 23:27:54	TurboTax Online Deluxe	5	Turbotax was helpful	Turbotax is helpful as always, I just did not like that it is not free under the IRS website this year while we are still facing a pandemic and people are still trying to recover financially
1587	200318086	2022-02-08 23:38:22	TurboTax Live Deluxe	2	added fees at the end	Had a relatively easy experience However what was supposed to be free, wasn't Ton of added fees at the end for having an HSA I won't be using Turbotax again
1588	200326253	2022-02-08 23:42:43	TurboTax Online Deluxe	1	Not happy	By advertising that filing is free and then charging and charging and charging more for additional items, it seems like this is a bait and switch type operation They make you pay and then change the return and don't let you fix it Not happy, will not use this service again



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1607	200333884 2022-02-09 02:12:12	TurboTax Live Self-Employed	1	TRIPLE CHARGED	you claimed i needed the 39\$ self employment help that you then charged me 89\$ for you claimed i could file my state and federal taxes for free then charged my 49\$ dollars to file them together What a freaking rip off then come to find out the total your stealing from my tax return is now 177\$ what the hell Never again will i use your lying stealing cheating system
1608	200333890 2022-02-09 02:12:22	TurboTax Live Deluxe	1	Turbo Tax is a Scam	They advertise as \$0 to file yet they just charged me 207 to enter in my own info It's ok though, theyll just take it out of my federal so i wont even notice getting robbed
1609	200328669 2022-02-09 02:20:20	TurboTax Live Deluxe	1	garbage	OH hey you can file for free!!! only if you don't have anything at all out of the ordinary got unemployment because of covid? Too bad, you have to get the upgraded version
1610	200293318 2022-02-09 02:26:11	TurboTax Online Self Employed	2	TURBO TAX IS EXPENSIVE!	Horribly deceitful when they advertise that you can file for free but then it cost me \$167 for the most basic filing
1611	200334974 2022-02-09 02:33:52	TurboTax Online Deluxe	1	hidden fees	hidden fees you sign up to file for free and they charge you \$122 ? seriously it was just a 1040ez you suck!! and wheres your phone number wtf
1612	200294111 2022-02-09 02:40:36	TurboTax Online Deluxe	1	Cheating you into extra costs	Simple filing advertised as free upfront My taxes were as simple as they get and I ended up paying \$78 for filing with no option to avoid Looks like cheating to me
1613	200329829 2022-02-09 02:44:32	TurboTax Live Deluxe	3	thought this service was free	yall advertise that the service is free and then sucker me in after entering all my info that i cant file my state return without the delux package or whatever, like just be straight up
1614	200330145 2022-02-09 02:51:12	TurboTax Online Deluxe	2	Free Hidden Free Hidden Can't print	Free, until it isn't I'm seriously thinking about going back to my old tax guy next year I estimate paying about \$50 less And there were certain pages that asked if I wanted to print and all I got were blank sheets out of my printer It's not my printer that's the problem I tested it on other things, emails, for example No problem Something really hinky about TT
1615	200330371 2022-02-09 02:55:47	TurboTax Online Deluxe	3	Easy to Use; Kinda Misleading	I used TurboTax to file my taxes last year when it was free This year, they kind of made the payment plans misleading For example, when they first calculate the best plan, they give a payment amount that seems like a good deal Then you get to the end and it says you have to pay double that if you want to file for federal AND state through TurboTax It also allows you to check if you qualify to pay for the TurboTax services with your coming refund Mine said yes, then at the end said that you have to upgrade to the premium plan to pay for it with your return, which then adds almost half what it was already going to cost The website is easy to use and relatively simple, but it was quite annoying to feel like I was not getting the payment information up front
1616	200335722 2022-02-09 02:57:07	TurboTax Live Premier	1	Turbo Tax Ripped Me Off	I was charged for premium service when all I wanted was the free federal version and pay \$49 for the state version I specifically checked the box saying I did not want the premium service but was charged for it anyway AFTER I submitted my credit card info Never did I get a screen showing my total charges before being billed I feel ripped off and consider this fraud
1617	200331458 2022-02-09 03:14:22	TurboTax Online Premier	1	Annoying	Got through the process and TurboTax had re-signed me up for premium after I had selected the free version
1618	200296498 2022-02-09 03:20:20	TurboTax Online Deluxe	1	Lies	I was told it was free and it's not There is no free option for federal returns
1619	200331895 2022-02-09 03:23:19	TurboTax Live Deluxe	2	not free	They say that using this program is free when advertised but it is not
1620	200332836 2022-02-09 03:44:49	TurboTax Online Deluxe	2	kind of a scam	hade to redo turbotax 5 different times on free version but it would not let me compleat filling out things untill I upgraded
1621	200332975 2022-02-09 03:48:34	TurboTax Online Federal Free Edition	4	turbo tax is okay	I liked the program, except for the trick with the free file I t appears to be free until you get to the end when you can't accept the free option
1622	200333716 2022-02-09 04:08:08	TurboTax Live Deluxe	2	Great tool but free as stated	It's a great tool to do the taxes but I was still charged the fee even though it says it was supposed to be free
1623	200333871 2022-02-09 04:11:56	TurboTax Online Deluxe	4	Why so Expensive	It was good only thing I disliked was the price \$78 in total and I used the free edition I guess they charge for good service
1624	200276511 2022-02-09 04:21:17	TurboTax Online Deluxe	1	Never Free	Every year I try to do free and turbotax always finds a way to charge me Totally a scam with the way they market
1625	200334563 2022-02-09 04:26:17	TurboTax Online Deluxe	1	Not all is disclosed prior to filing	First, I was disappointed that I was forced to move from free to deluxe Second, I took a screenshot of the cost which was \$78 to file, but when I clicked to use my federal refund to pay it went to \$117 I have used Turbotax for years, but this will more than likely be my last year I know they opted out of the IRS free filing program and can only assume this is how they're making up for all those free filing It's not free in the essence of the definition I was confused, because it asked I edit my last year state return I clicked helped to get an explanation on it, but the answer was vague I clicked help a lot which I never had to do before Turbotax I understand making money, but let's make it the honest way We all went through the pandemic
1626	200334942 2022-02-09 04:32:45	TurboTax Online Deluxe	3	Okay but had hidden fees	Overall okay but the advertisement is to prepare a free tax return Navigation was simple
1627	200334984 2022-02-09 04:34:14	TurboTax Online Deluxe	2	TurboTax Is Not Free!	Too many steps to verify or file your return , yes it was easy but in the middle of putting all information, but TurboTax wants you to upgrade to deluxe when you already accepted the free edition once selected Years before and even last year it had the option to be opted out from upgrading to any package deal!
1628	200335069 2022-02-09 04:37:28	TurboTax Online Deluxe	4	GREAT PRODUCT	THE PRODUCT WAS EASY TO USE, HOWEVER I WAS SURPRISED AT THE CHARGES FOR MY SIMPLE RETURN WHEN IT WAS ADVERTISED AS FREE



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1629	200301290	2022-02-09 04:40:11	TurboTax Online Deluxe	1	Hidden Fees GALORE	Charges extra for poor people who receive unemployment You can't use the Free Filing if you received unemployment (like from the pandemic), you have to upgrade to Deluxe Also, don't choose Pay With Refund because they charge \$39 for that Choose Pay Now At least then you're only getting screwed out of the \$39 for State AND \$39 for filing Federal
1630	200335180	2022-02-09 04:40:48	TurboTax Online Deluxe	4	always helpful	do not like to be forced to pay for deluxe filing when free is the option i chose
1631	200335915	2022-02-09 05:03:58	TurboTax Online Deluxe	2	Fees I didn't expect	Simple to do yourself, but when it came to fees I was surprised! I thought it was \$39 Total for Turbotax Deluxe & Free filing for other, but it WASN'T! Charged me \$39 TTDeluxe, \$39 Federal, & a \$39 Processing Fee also!! I wasn't expecting those kind of fee's, when I did everything myself!
1632	200336484	2022-02-09 05:28:58	TurboTax Live Deluxe	1	not happy	i had to pay for me to do my taxes when i never asked to do the deluxe live ive always done my taxes for free on here so i dont know why you guys charged me when it never gave me the option to have it done for free thanks for taking my money when i didnt ask for it
1633	200336807	2022-02-09 05:43:58	TurboTax Online Deluxe	1	you're what I thought was an awesome website	You made me upgrade for no reason Then made me spend 78\$ on my return when I have no money Then when I tried to get the help you tried to make me upgrade again I've used you guys for 3 years now but if you make me pay that "free" trash again I'll go somewhere else
1634	200337244	2022-02-09 06 08:07	TurboTax Online Deluxe	1	way to expensive	Turbo tax is awesome but isn't free like it claims to be This is my second year filing taxes and it cost me \$100 for state to file and \$100 for federal RIDICULOUS!
1635	200337522	2022-02-09 06:25:34	TurboTax Online Premier	2	TurboTax used to be less hassle	I like the product itself I want simply to electronically file my taxes, and TurboTax lets me do that I do see advertisements about "Free Filing" but even though my situation is pretty simple, I don't seem to qualify for that Also, there are sub-products which are being pushed at me all during the process I don't like how pushy it is It might be worth it to me if I just begin filing by myself again with paper tax returns through the mail
1636	200338062	2022-02-09 06 59:39	TurboTax Online Deluxe	4	The least expensive	Wouldve costed way more to file my taxes with the competition, however is free no longer free? None the less, thanks TurboTax
1637	200338234	2022-02-09 07:14:03	TurboTax Live Deluxe	4	Pretty easy	This was a pretty easy way to do my return, the way they advertise that it is free is false but I didn't mind paying at the end
1638	200338694	2022-02-09 07 58:00	TurboTax Live Deluxe	1	Not impressed	I was under the impression you could do a tax return for free and half way through it forced me to upgrade Ended up spending \$150 instead of FREE, so I am unhappy
1639	200340400	2022-02-09 11:22:43	TurboTax Online Federal Free Edition	3	Decent place to file taxes	I loved that it was free!! So i jumped on the ol' innerweb and started banging the letters on the keyboard and slamming the mouse button Got all the way through the whole she-bang and thought, WHEW! glad that's over Only to realize the "Free" wasn't free I literally had to erase/delete the whole transition due to the fact that somewhere along the way, I missed a step and didn't click the "FREE" edition So after that I gave up and saved it for a later date
1640	200346023	2022-02-09 14:35:25	TurboTax Online Deluxe	2	FREE< FREE< FREE	i don't see anything Free as your tv commercials say i paid 79 00 and my husband paid 149 love to know where the Free comes into that????
1641	200349235	2022-02-09 15:38:11	TurboTax Online Deluxe	4	What is free?	Filing with Turbo Tax is pretty easy and convenient The only part I don't understand is the free part What is free? I agree that it is cheaper than most other services, but it's not free
1642	200352395	2022-02-09 16:41:28	TurboTax Online Deluxe	3	Enough with the prompts	I love that TurboTax is streamlined and easy to follow for inputting tax information HOWEVER, when I select the package that I want in the beginning, STOP prompting me to switch to a more expensive package several times If I wanted a more expensive package with more features and if I wanted add-on benefits, I would have selected them the first time I also don't want all of your advertisements for credit and other ridiculous programming Despite initially selecting the free federal filing, I was still charged for the Deluxe I would rather pay a CPA than try to dodge the additional charges that TurboTax bombards its customers with
1643	200354511	2022-02-09 17:18:47	TurboTax Live Deluxe	2	Not really free Fees just keep up	Not as advertised Thought it was free Fees just kept coming
1644	200354523	2022-02-09 17:19:03	TurboTax Online Self Employed	3	I love the fact that turbo tax retains my info	i am no longer self employed and they would not go to free return it only charged my friend 39 dollars it is still charging me 89 even though i have not filed a schedule c
1645	200356038	2022-02-09 17:43:25	TurboTax Online Deluxe	1	Was charged when using free version	Was charged when using free version and they refused to give me a refund
1646	200356268	2022-02-09 17:47:11	TurboTax Online Deluxe	3	Easy to file but	I really enjoyed how easy TurboTax was to use but I am slightly annoyed because I guess I was eligible for the American Opportunity credit? But because of that I couldn't file for free It wouldn't allow me to not accept that because I have no idea what it does for me and TurboTax forced me to upgrade I wished there was an option to not accept that With that one thing aside, they really make it easy to file both state and federal taxes and I enjoyed the easiness of my taxes this year besides the fact I was forced to upgrade
1647	200356759	2022-02-09 17:56:38	TurboTax Live Deluxe	2	Constant last minute fees	When I started filing, I was told it would be free but somehow, \$260 was taken out my refund by the end of the process due to constant fees being added at the last second preventing me from moving forward Very disappointing
1648	200357549	2022-02-09 18:11:28	TurboTax Live Deluxe	2	Wasn't like last year	Thought it was free to my surprise it wasn't That's why I had a problem about
1649	200359044	2022-02-09 18:40:03	TurboTax Online Deluxe	3	2022 Review	I was not able to file for Free, as is advertised, and while I did not have any issues, I was disappointed in not being able to file without paying a cost Services were straight forward, just like in previous years, most likely will use again o/

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1650	200361559	2022-02-09 19:27:36	TurboTax Online Deluxe	1	Hidden fees	They say it's free but it is not They require you to upgrade at the end and then charge you extra for using your return to pay their fee
1651	200362736	2022-02-09 19:35:20	TurboTax Live Deluxe	3	upgrade options	its promoted everywhere on the website and ads that you can file for free but yet i am forced to add additional services i didnt want
1652	200363168	2022-02-09 19:36:56	TurboTax Online Deluxe	1	turbo tax has charged me more this year than ever	why was it so expensive to file this year i have never paid so much to file for taxes here ever You advertised free filing but somehow i was charged a huge amount
1653	200339387	2022-02-09 19:38:11	TurboTax Online Deluxe	2	False Advertising NOT FREE WITH COMMON HSA :(	They say that their service is free to file but then force you into an up sale just cuz you have an HSA like probably 70% of the US citizens They take 1/6th of my return just because of this This is pred@tory and bogus Everything else about the platform is great except their deceptiveness
1654	200363428	2022-02-09 19:41:15	TurboTax Online Deluxe	1	Trash	You offered free tax filing with no free options available, and proceeded to charge me \$119
1655	200363787	2022-02-09 19:46:25	TurboTax Live Deluxe	4	Overall Very Helpful	Overall, Turbo Tax is very helpful However, we were surprised to find that the cost of filing increased due to us having received unemployment this past year, and made us ineligible for the free version Then when we tried to report the sale of our trailer home on our form, the Turbo Tax price increased again and required their premiere filing package in order to proceed So we had to spend \$200 to file a fairly simple return Given that other accountants probably charge more, I presume this is necessary However, as a loyal prior customer of Turbo Tax, I was surprised by all the added fees this year
1656	200364326	2022-02-09 19:56:21	TurboTax Live Deluxe	4	Turbo tax lies	Trubo Tax says thier free but they are not free they are easy to use
1657	200374764	2022-02-09 20:12:24	TurboTax Live Full Service Deluxe	4	Needs to be clearer Easy to misinterpret	I feel that the zero-dollar filing fee advertisement with live support was mildly misleading My tax assistant was confused as to why I was bumped up to not being able to use the free filing option Ultimately her manager said to push it through to the tax preparer and that they could fix the issue on their side This was not the case though I was a little upset and asked to speak to the next manager and I was offered a discount code that took off \$30 00 from the \$169 99 price of Turbo Tax Deluxe I just found out about the \$30 00 discount here at check out If I am being honest, I think that the zero-dollar price should have been honored I paid through my refund which will cost an additional \$39 00 to do With all that being said, Turbo tax still has the best overall value that I have seen to date for what they offer Thank you!
1658	200365590	2022-02-09 20:20:05	TurboTax Live Deluxe	3	Pretty okay	Cost me 200 dollars in stead of free because I added an unemployment form It made me upgrade It also wouldn't accept the employer state tax IDs so I couldn't go any further I called customer support and the lady was awesome but she couldn't see me or my screen because the app just wasn't working I entered the code on a separate device to invite her to the session and it took her to another session being conducted by a tax expert and customer Whoops!!! But then my app decided to accept the information finally The lady I talked to also helped me enter my student form which got me 2500 extra bucks BUT I wouldn't have been able to get that if I just used my phone because that wasn't even an option You have to use a tablet or computer
1659	200365726	2022-02-09 20:22:30	TurboTax Live Self-Employed	1	Eh	Selected the free option and they still charged me for their "premium"
1660	200366043	2022-02-09 20:27:02	TurboTax Live Deluxe	3	Hidden Fees	At first it said it was free then there were 3 other fees and I ended up paying over 200\$ The only reason im giving 3 stars is because it was really easy
1661	200366392	2022-02-09 20:33:23	TurboTax Online Deluxe	1	Turbotax is a ripoff	I tried filing for free, They continuously push the payment on you When i finally finished it forced me to pay For EACH return AND made me pay AGAIN when I chose to pay with my refund!
1662	200367208	2022-02-09 20:45:57	TurboTax Online Deluxe	1	Upsold Needlessly	I have used TurboTax's free service for the last 2 years with perfect success This year the program "recommended" I upgrade to the next TWO pay tiers DURING the filing process, only giving vague reasons why I should not specifics Turns out I DIDNT need any of the extras provided by those pay tiers AT ALL so that's \$117 total out of my return to TurboTax for nothing! They took advantage of my uncertainty, fear of making a mistake AND faith in them based on past service to score money out of someone who's not currently employed Nice
1663	200377859	2022-02-09 21:05:21	TurboTax Live Deluxe	1	Over charged and my taxes keep getting rejected	I used your because it said the federal was free and I was charged \$188 to file state and federal which I was lied to I asked for a refund and they said nope Now my taxes have been rejected 2 times and if it happens again I dont know what else to do So won't be using this in the future
1664	200377919	2022-02-09 21:06:20	TurboTax Online Deluxe	4	Great!	TT helps me to confidently and conveniently file my taxes all at home from my computer and without leaving the house I love it! The 'file for free' advertisement is not true though lol But their cost to file at \$84 for me is not bad
1665	200369574	2022-02-09 21:22:23	TurboTax Online Deluxe	4	cost too much!	I started with the free turbo tax then they kept moving my price up! ended up costing me \$117 I am a part time employee working through college!
1666	200370466	2022-02-09 21:36:47	TurboTax Online Deluxe	2	Service of Turbotax	I didn't like the way the process is this year I didn't want to pay for the service and I couldn't get around that issue I am really mad a HAD to pay for a service that I have gotten free ALL the past years that I have used this service This program is advertise for FREE
1667	200374277	2022-02-09 22:03:10	TurboTax Live Basic	4	Easy to follow link	Just BE aware you Can Not File taxes in every state FREE Even with code it wont let You

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1668	200375057	2022-02-09 22:17:38	TurboTax Online Deluxe	4	Easy and efficient	The process was very easy and efficient I was able to complete my taxes and have all the info needed to do it correctly My only complaint was trying to file for free, but in the end having to upgrade for 80 dollars to receive a tax credit for my schooling It said only the deluxe version would allow me to use it That was disappointing, but I understand you can't have the best of both worlds It also charges you an additional 39 dollars to pay for the deluxe version with your tax return, which would have made it 117 I had to go back and choose to pay with my card and was able to get it back down to 80 dollars
1669	200376255	2022-02-09 22:41:17	TurboTax Online Deluxe	5	Great	The software is very easy to use, this is 3rd year using it My only issue is that they advertise it for free but I paid \$39 00 to use it However, that's way better then paying \$500
1670	200383903	2022-02-09 22:56:59	TurboTax Online Deluxe	1	turbotax is greedy	It is ridiculous to advertise for free and then charging for extremely common tax situations (like contributing to a retirement fund) and using that to charge and then use absurd reasoning to charge extra, like using direct deposit when online and mobile banking is the most common form of banking in this generation Shame on you for charging the way you do when taxes are legally required I won't ever use this again or recommend it
1671	200378679	2022-02-09 23:19:39	TurboTax Online Deluxe	1	Easy to use but charges \$117 to use	This is a great and easy to use program for filing taxes The only down side is it costs \$117 to use for the "FREE" version
1672	200380064	2022-02-09 23:43:36	TurboTax Online Deluxe	2	They charged me for filing free	They are not a free service They charged me too much money
1673	200380130	2022-02-09 23:44:44	TurboTax Live Deluxe	3	On the decline	Been using Turbo Tax for over 10 years - rates have gone up, glitches have gone up, and please explain how it's EVEN LEGAL to say that I "can't get one of my tax breaks because it isn't included in the free filing, only available in the LIVE Deluxe!"
1674	200380570	2022-02-09 23:52:48	TurboTax Online Deluxe	4	Turbo Tax is the way to go!	Although I do feel I was pushed and confused into some fees, the "free" option isn't really free However it is much easier and cheaper then going anywhere else! I have used Turbo Tax for many years and wont go anywhere else!
1675	200381103	2022-02-10 00:01:34	TurboTax Live Deluxe	1	Charging a lot to file	I have been using it for last couple years started to be good and free but little by little started charging for some nonsense Like why would i have to pay \$175 to file taxes where Turbo Tax says its free or very little charges
1676	200381178	2022-02-10 00:03:15	TurboTax Online Deluxe	3	EASY TO USE BUT FEES	WHY CANT I USE THE FREE VERSION!?! I accidentally clicked Deluxe edition and I spent 30min looking at how to remove it! Get your stuff together turbo tax
1677	200381417	2022-02-10 00:07:45	TurboTax Online Deluxe	1	Too many fees	I get that for less than typical returns we'd have to pay for fed and state But to then charge another fee for "audit support"? And then if you opt out, you can't pay the fees with your return??? The fees took \$122 out of my already low return Charging for everything is not free Which was why I didn't use turbo tax for two years, and will elsewhere next year
1678	200381729	2022-02-10 00:13:27	TurboTax Live Self-Employed	4	Turbotax is easy to understand but	Ok I understand the agents have to get paid but STOP advertising on commercial and everywhere else that it's free when it's not The last two times I've done my taxes I've had to pay (out of my refund) 199 00 it's frustrating the commercial all say free but it's NOT
1679	200381852	2022-02-10 00:15:45	TurboTax Online Deluxe	1	Last time using TurboTax!!!!	There was nothing free about On top of the fees for filing unemployment taxes there is also a fee from TurboTax that they don't mention until your already done
1680	200345833	2022-02-10 00:31:17	TurboTax Live Deluxe	2	Filing simple tax return was NOT free	Your advertisement says that your services were free if filing a simple tax return I ended up paying over \$200! False advertisement I will not be filing with you in the future H & R Block was cheaper
1681	200382886	2022-02-10 00:37:12	TurboTax Online Deluxe	1	Been with y'all for years	Go back to letting us file for free Your commercials say it's still free but it's not
1682	200389141	2022-02-10 00:40:28	TurboTax Online Deluxe	3	Stole my time and money	Told me it would be FREE then randomly charged me \$157 at the end of all the work id gone through with no option to go back for free
1683	200383353	2022-02-10 00:45:21	TurboTax Online Deluxe	3	Not Free	Every year i use turbo tax and every year i pay to use turbo tax after being told it's free WHY
1684	200383528	2022-02-10 00:48:49	TurboTax Online Deluxe	2	Probably won't use	I find it to be weird that turbo tax supposed to be free until the 15 But all of a sudden when I file my taxes I have to pay for the upgrade Also I don't understand why you guys charge an extra 40 because I choose to pay the extras with my return If it was started that I would of had to to pay extra when it was time to pick the options I would of picked to pay it with my card However I didn't see that it was trying to charge me until the end and I didn't feel like going back I just don't appreciate that you guys try to find ways to pay more instead of being up front on what the charges are from the beginning
1685	200383731	2022-02-10 00:53:18	TurboTax Online Premier	1	IT COSTS TOO MUCH	THEY MAKE YOU PAY MORE AFTER YOU GO THRU ALL THE FORMS NOTHING CHEAP OR FREE HERE
1686	200347624	2022-02-10 01:09:58	TurboTax Live Deluxe	3	Stop False Advertising!!!	Nothing in life is free and I hate that TurboTax give this big front that they are! You know how much I just spent on your "free" service? 200+ dollars! Now I understand that it's cheap compared to other services like H&R Block but my anger comes from TurboTax pretending like you're not going to charge us! I'm single, so I don't get that much back anyways All I'm saying is I like your service and it's very easy to go through but it still sucks when you let me get through the whole application and once I want to file I have to cough up a couple of hundred dollars
1687	200391481	2022-02-10 01:31:21	TurboTax Online Deluxe	1	Rip off are you kidding me	Not allowed to file for free, as per irs gov ripoff ripoff
1688	200385657	2022-02-10 01:31:57	TurboTax Live Deluxe	2	Its alright	I did not have the option to get the free file and send it out Its sad, I still did not save money to file my taxes

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1689	200392631	2022-02-10 01:59:22	TurboTax Online Deluxe	1	Turbo Tax are dishonest and greedy	Turbo Tax is advertised as free for federal and state but they gotcha with 3 different \$39 fees during the process This has been the worst experience I have ever experienced with any tax filing program Never again They will take advantage of you various times through the process
1690	200387491	2022-02-10 02:06:54	TurboTax Online Deluxe	1	Not good this year!!	I should have been able to have free return because I did it before the 15th and I could not get it on a free return so I had to pay \$39 and then they charged me another \$39 or something else and that's ridiculous I use this I've been on here for 3 years and I had nothing else but a W-2 that's a shame
1691	200387498	2022-02-10 02:07:00	TurboTax Online Deluxe	2	I still don't get having to pay to file on here	You guys advertise free filing just to charge to keep old info A one time payment for the service would be way better than an annual charge
1692	200392969	2022-02-10 02:09:40	TurboTax Online Deluxe	4	Love it!	I like using TurboTax because it is convenient, easy, and fast It's even easier when your employer uses intuit for payroll, because all the information is already populated for you The only thing that I do not like is that turbotax is advertises that you can do your taxes for free, but that is NOT the truth If you submit it through just the basic plan you still have to pay \$39 00 for federal AND \$39 00 for state Now there is even a charge to take the payment out of your refund, they charge \$39 00 for that as well Turbotax is cheaper that taking it to someone, but there is some false advertising
1693	200389145	2022-02-10 02:40:34	TurboTax Online Deluxe	3	Seems easy but	It is easy to use TurboTax for the most part, except for when they leave out that you have to pay twice to file your taxes electronically with them I don't like that they seem to have hidden fees and also have adds claiming you can file for free but don't offer that option to users
1694	200389484	2022-02-10 02:47:30	TurboTax Online Deluxe	1	Free?	I haven't been impressed with TurboTax since it takes \$39 00 to pay with it out of my own tax return In addition to that, I have to pay when it's advertised as free I also don't want my information shared with third party companies, so when it told me that I could share until a specified date, and didn't allow me to specify when I would like to stop sharing my information it upsets me
1695	200389536	2022-02-10 02:48:27	TurboTax Live Deluxe	3	Turbo tax is easy to use	I was a little irritated to believe I was using a free site to file my taxes with only to be forced into having to spend \$207 dollars in the end to complete my return Please do not say you are a free site if your only going to make it where you have to pay to complete the transactions in the end I am considered lower Middle class and it is tough enough to make it on a one income household as it is you have to find ways to save where you can and this did not help I was unemployed in 2015 due to health issues and my husband is the only one working in our home and we are having a tough time due to the lose of income plus the increase in medical bills Please just think about these things when you set your prices
1696	200394556	2022-02-10 02 55:32	TurboTax Online Deluxe	1	TOO EXPENSIVE ALWAYS ASKS FOR UPGRADE	GOT TO LOVE THATT \$122 FREE TAX FILING WHAT A SCAM
1697	200389945	2022-02-10 02 57:27	TurboTax Live Premier	1	I was told it was free then got charges 250 dollar	Im extremely upset will never use u again 250 dollars to do my taxes when they were supposed to be free
1698	200390019	2022-02-10 02 59:03	TurboTax Online Deluxe	1	Cost too much to file now	not turbo tax nothing is free anymore it's a shame last time I use TurboTax
1699	200390715	2022-02-10 03:13:33	TurboTax Online Deluxe	4	TURBO TAX IS A GREAT GUIDE	I DIDN'T USE ANY SUPPORT I ONLY WISHED THAT AS I WENT ALONG A WINDOW WOULD POP UP TO LET ME KNOW THAT MY RETURN WOULD NOT BE FREE HAD TO WAIT TO THE END TO FIND OUT
1700	200390841	2022-02-10 03:16:05	TurboTax Live Deluxe	3	Turbo Tax was good except	I was unable to change from deluxe after I picked not to over and over On top of being told it was free since im in the military this is the second year in a row this has happened
1701	200392095	2022-02-10 03:45:24	TurboTax Online Self Employed	1	TurboTax is a lie	My experience with TurboTax is so stressful I do not understand why I have to pay TurboTax just to file my taxes It says that I can file for free but I'm not filing for free TurboTax took half of my refund and did not let me file for free I am going to start filing in person from here on out I give 0 stars and I am not recommending TurboTax to anyone
1702	200337294	2022-02-10 04:11:02	TurboTax Live Deluxe	1	scams you to use the deluxe version	everything was supposed to be free but a few clicks that can easily be done by typing numbers yourself can turn it into premium services i wouldve gone to another site but the other place was asking for info from a 1040 form and couldn't find out how i though turbtax would be able to help since i always file with them but they didnt even have my 2020 files either and were just asking me to upload them even though i also paid for the premium services last time which say includes holding your previous years taxes
1703	200393228	2022-02-10 04:17:05	TurboTax Live Deluxe	2	Not free like ads claim to be	This will be my last year with turbo tax They are not so free to claim to be I always paid more than 50 and i have been filing with turbo tax for a couple of years This year was the most expensive and I could of got it cheaper
1704	200393536	2022-02-10 04:24:38	TurboTax Online Deluxe	1	sucks	made me pay for service when trying to do free
1705	200394502	2022-02-10 04:52:50	TurboTax Online Deluxe	1	Not free	Not happy that they say its free but when you login the free option is gone and only have deluxe where they charge \$29 If you advertise free please honor it
1706	200394704	2022-02-10 05:01:01	TurboTax Online Deluxe	2	Its Just	Second time using "free" software that makes you feel like I was forced to use additional product dissapointed
1707	200395115	2022-02-10 05:18:55	TurboTax Online Deluxe	3	Not free	It was not free like yall say it is i had to pay to file
1708	200395258	2022-02-10 05:25:18	TurboTax Live Deluxe	3	Says free but cost me \$209 00?????	Says free but when I went to file it cost me \$209 00???? My friend was gonna do them but I just said I found a free site online! I was wrong!! I didnt want the deluxe i just wanted the free one

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1709	200395275	2022-02-10 05:26:17	TurboTax Online Self Employed	1	Nickel and dime	Turbo tax will NOT let you file anything but a 1040 form for free You'll pay over a hundred dollars JUST to be able to file a 1099 & that DOESN'T include any real help or clarification to fill out the form It offers you an option to pay using your tax refund ( if you get a refund) but doesn't disclose that the fee for using this service is an additional forty dollars You have an option to read unrelated articles about the information you're looking for, but they're not helpful or insightful Better off using a different software, you'll still have to pay, but at least your payment will come with help
1710	200397189	2022-02-10 07:11:24	TurboTax Online Deluxe	4	Easy to use	All was well until it forces an upgrade on you Not free but \$39 per return
1711	200398427	2022-02-10 09:56:29	TurboTax Live Deluxe	1	Miss leading ain't nothing free here charge to muc	It's to expensive and I believe they charged me extra I clicked one thing and it went on some more money been here 10 plus years there is nothing free here I promise you that ItS not free
1712	200398817	2022-02-10 10:37:48	TurboTax Live Self-Employed	1	Took money from account right away	i wanted to see if it was worth doing the my w-2 and 1099-nec myself or with turbotax, so i put all my info and once i needed my card info and put it in, it instantly took the money from my account I had no confirmation or nothing, didn't even show me how much it was going to be \$212 13 wasted If i knew it was going to be that much i would've done it myself, i kept hearing how it was free all this and that
1713	200400320	2022-02-10 12:12:07	TurboTax Online Deluxe	4	It's easy but too many fees	Says free but then unexpected fees , but overall easy
1714	200404456	2022-02-10 14:21:42	TurboTax Live Full Service Deluxe	2	Simple and Easy, but should be more up front	I loved Turbo Tax and wanted to take advantage of the special going on Everything was very simple Until I saw the price at the end of my "free" full service You should be a lot more up front with people before they say yes Ill end up owing more than I got from taxes this year
1715	200405743	2022-02-10 14:51:21	TurboTax Live Deluxe	2	easy but	I have used TurboTax for several years because they are easy however it was not free as originally stated In the years past I was presented with its going to cost x amount, this year I was under the impression I could file for free on both federal and state when I started processing my taxes only to find out it is going to cost over \$200 when I got to the end which is also higher than what it cost in the past I might try a different preparing tool for next year because of this
1716	200410203	2022-02-10 15:48:22	TurboTax Online Self Employed	4	Tricking is not nice!	I would have given 5 stars but, I feel that Turbo Tax tries to trick people into certain things Shouldn't say it's free if you change it once you get started Also at the when finalizing you should give the amount before the Max product instead of waiting till you have to find out I almost skipped the Max because I wasn't sure if I could pay the basic and Max
1717	200411820	2022-02-10 16:21:13	TurboTax Online Deluxe	1	turbotax is missleading	There is no free version as advertised In the past there was a free version but not now I ended up paying \$78 for very simple taxes way too much
1718	200411896	2022-02-10 16:22:55	TurboTax Online Deluxe	5	TurboTax Awesome	TurboTax was a easy and useful I would recommend I only suggest that the advertisement shouldn't be advertise as being free to file taxes through Turbo Tax Overall rating was excellent
1719	200412236	2022-02-10 16:29:28	TurboTax Online Deluxe	1	Horrible	Not only did it take 3 days for me to get the free version it ended up making me pay, on some "we cant do the refund unless its delux it'll cost \$39" but then on top of that i had to pay another \$39 so there goes \$70 down the drain! NEVER USING TURBO TAX AGAIN
1720	200412411	2022-02-10 16:33:16	TurboTax Online Deluxe	4	Kimmy	Although Turbo Tax is convenient, the tax fees are to high! Also, Turbo Tax is not FREE!
1721	200412679	2022-02-10 16:39:13	TurboTax Online Deluxe	1	WAY TOO EXPENSIVE	Still claims to be free every year and I still get charged far too much, this year was \$79, with no state filing and getting it done before 2/15
1722	200419769	2022-02-10 17 01:16	TurboTax Online Deluxe	2	false advertising	i would have enjoyed turbo tax for a basic tax return filing instead I'm forced to pay even though it stated my return would not cost anything i don't mind paying a fee if it says to pay a fee but don't say its free and then turn around a say payment required to continue
1723	200397130	2022-02-10 17 04:48	TurboTax Online Premier	4	False Advertising	Got tons of ads to file before Feb 14 for free Well today Feb 9th I finished and payed over \$70 is fees not too thrilled about that
1724	200420126	2022-02-10 17 08:41	TurboTax Live Deluxe	1	Free filing is a lie Misleading to say it kindly	One of my employers had an HSA contribution which Turbo Tax would only process through e-file if I upgraded \$89 or whatever, despite that one account not affecting my return one dollar Also, the \$39 charge for e-filing And the \$45 for state filing which I understand But don't advertise \$0 and then force me to pay to file And surprise me with the \$39 at the end when I'm already tired of the you have to pay this if you want to proceed This will be the last time I use TurboTax
1725	200414140	2022-02-10 17:09:18	TurboTax Live Deluxe	3	TURBO TAX is not free!	The advertisement for free and easy do it yourself taxes isn't free or easy it seems
1726	200414691	2022-02-10 17:19:13	TurboTax Online Deluxe	3	It was not what I expected	I was under the impression that filing with Turbo Tax was free and it was not This was very disappointing I was made to upgrade to deluxe because I received unemployment benefits Other tax services didn't require this after researching I will have to reconsider using Turbo Tax next filing season
1727	200415201	2022-02-10 17:29:08	TurboTax Live Basic	4	Easy peesie	No problems at all, reliable Dependable, straight forward except the free method keeps wanting you to ask for expert advise or upgrade for \$44 00
1728	200415443	2022-02-10 17:33:33	TurboTax Online Deluxe	2	Turbo tax is easy but not inexpensive anymore	When they say free, they don't mean free When they say file for \$29, they don't mean \$29 The free version charged us \$117 to file both federal and state I will say that it saved all my info from last year so I basically only had to enter in the new W2 information, but come on
1729	200417946	2022-02-10 18:24:26	TurboTax Online Deluxe	4	Did not want to pay	Started out free and then I had to pay \$39 did not like

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
1730	200418913	2022-02-10 18:43:16	TurboTax Online Deluxe	3	It's okay	I've filed three years with TurboTax and this is the first year I've been charged. It says it's free until you get all the way done and then they don't give you an option to continue with free. It also said it would be \$39(not a big deal) and then on the very very end because I said to take it out of my refund I got charged \$78. I don't understand.
1731	200418916	2022-02-10 18:43:20	TurboTax Online Deluxe	3	Turbo Tax is pretty good	I like it because I have used it for the past 5 years, my info is already saved, so I just go in and it automatically updates. Really the only thing I have manually enter is anything new that I didn't have in the previous year. HOWEVER, I would prefer to use the free service which is what I was able to do until last year. For whatever reason, in the beginning it tells me that I will be filing for "free" but by the time I get done, it ends up charging me \$39 3 times. Once for processing, once for Federal and once for State. I really don't understand why these charges are necessary because I don't have any complicated forms. I think that if was going to pay that much for it, I may as well go somewhere and let someone else do it for me and pay them instead of trying to figure out why these unnecessary charges are taking place. OTHER THAN THAT, it's very easy to use, user friendly, and it goes back over your stuff multiple times to make sure you have everything in there correctly.
1732	200419370	2022-02-10 18:52:48	TurboTax Online Self Employed	4	A little costly (Business Not Free)	I was able to file to file my taxes on turbo tax but it's not free.
1733	200427121	2022-02-10 18:53:15	TurboTax Online Deluxe	1	turbo tax is TRASH AF!!!	I used to love using this service however the last two years it has caused nothing but problems. When I filed last year(with the free version) my returns were rejected and they tried to force me to pay in order to amend them and then pay additionally to submit them. In regards to this year it did the same thing it wouldn't allow me to use the free version and forced me to use deluxe stating that I don't qualify as having a simple return. When I have the same exact income information that I had last year. And when I called to get clarity on exactly what is going on just a few moments ago, the customer service rep tried to insinuate that I am trying to scam. This service is beyond garbage they promote a free version only to forcibly upcharge you on the expensive tax products they sale and then when you try to get assistance from their customer service they insulate you and come at you with really distasteful attitude. 0 out of 10 don't recommend!
1734	200430618	2022-02-10 19:21:42	TurboTax Online Deluxe	3	Not Free free free free free free free free	From free to \$117 in fees. A good law suite will find yall if yall keep this up. And yall got rid of the free file program after hiding it on google. money money money i guess.
1735	200422255	2022-02-10 19:47:35	TurboTax Online Deluxe	1	Hidden Fees	I am not happy that this claims to be free but I just spent 78 dollars of my hard earned money to file. NOT HAPPY!!
1736	200398450	2022-02-10 19:58:39	TurboTax Online Premier	3	Easy but lies	Turbo tax was easy to use this was my first time doing my taxes on my own however they claimed I qualified for fee free filing yet still took the fees out of my refund so I'm actually pretty frustrated by that but ehh what ever I'm in the too poor to get tax breaks and apparently to rich for the tax credit.
1737	200432823	2022-02-10 19:59:06	TurboTax Online Deluxe	3	It is what it is!	First I had told that I can file for free, and I end up paying over \$70, and I have a nearly no income as I do not work for. But they told me I have no choice but to buy the deluxe version when I am doing a 1040 easy return?? This year the same I was told it would be free because of my income and still I am paying \$79! That's not right, also my return has been rejected eight times this year, but yet it still gives me an option to e-file over and over and over again and won't let me print my return now unless I pay \$39 on a credit card?? What the heck is going on with that? It's just crappy. That they false advertise and half of their clients are probably because of the fact that they advertised falsely and it's just easier to stay with the same service for each year it makes it easier.
1738	200428141	2022-02-10 20:54:50	TurboTax Live Deluxe	2	Multiple Fees	They advertise free federal filing but then tack on multiple fees when you actually go to file that you can't get out of. They also tack on a fee to have the fees taken out of your tax refund instead of paying upfront. All in all, the "free filing" cost me \$256 to file my taxes. I don't have the time or energy to call and talk to anyone about the headache and what good would it do anyway? All the fees are somewhere in the hundred and one contracts they make you sign to use their service.
1739	200436164	2022-02-10 20:55:25	TurboTax Online Premier	4	Does what you want	It does the job its supposed to do BUT beware of the bait and switch tactics that are used. I wanted to use the free version but it said I couldn't for various reasons and I would need to use the 29 99 version. After grumbling for a few minutes I decided to go ahead because I'm tired of messing with it. Then just as fast as I could click ok it said I had to use the 69 99 version. Wait. What? Are they serious? I spent 3 hours trying to change it and go back to the cheaper version and I couldn't. So I could go with this or find another company. Again I'm sick of all of it and thats probably what they're counting on. Then they had the nerve to try to charge another 39 00 to take their fees out of my refund. That's one thing I can control.
1740	200430143	2022-02-10 21:13:49	TurboTax Online Deluxe	4	Used Free Edition	I believe i used Free Edition of Turbo Tax and did standard deductions but some still paid \$29 to Turbo to keep records of tax form for 2021? in any case, super convenient and first time completing taxes on time. Turbo Tax is simple and easy instructions to follow. Peace of mind knowing i can work on my taxes at 3am and resume later if not done. Thanks!
1741	200430330	2022-02-10 21:16:45	TurboTax Live Deluxe	3	My experience	It was super easy to use, the only problem was the fees added on at the end. It was supposed to be free, but instead I ended up paying \$197.
1742	200437506	2022-02-10 21:17:25	TurboTax Online Deluxe	4	Good product with deceptive marketing	It does what you require, it does your taxes. It also markets itself as free while bombarding you with ads and then charging you regardless at the end.
1743	200430611	2022-02-10 21:21:37	TurboTax Online Deluxe	4	Good with a couple hiccups	The program is easy to use but it is not free no matter what you choose. no matter how many times i choose free it added the extra on there.

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1744	200430684	2022-02-10 21:22:50	TurboTax Online Self Employed	2	Not happy this year	Says it's completely free, and then when u e- file, it doesn't let you, it charges you, & then says I \$\$\$, but then adds another \$39 on for a few for not paying up front
1745	200439380	2022-02-10 21:48:45	TurboTax Online Deluxe	4	It's easy to follow	Turbo Tax has gotten better and easier over the years, but I do not like how they advertise free filing and then try to get money throughout the process they worst part about that is how they sneak in doubling your fee if you chose to pay with your refund I just dont think that is nice, nor slick
1746	200432269	2022-02-10 21:49:19	TurboTax Online Deluxe	4	TurboTax Good	Turbo tax software is good, but though it was free initially, it asked payment of \$78.00 at end
1747	200433466	2022-02-10 22:11:25	TurboTax Online Self Employed	2	High Prices for Self Employed	I did not feel customer service was well informed or helpful I spent a total of two hours on the phone with customer service to get my issue resolved (it never was) and I ended up figuring it out myself The software is easy but its also the highest price software Its frustrating when \$5000 worth of 1099-NEC forms takes me from a free filing to a \$90 turbo tax fee--even though my overall income was less than \$40,000
1748	200435937	2022-02-10 22:51:16	TurboTax Online Self Employed	3	Unforeseen Charges for services	Turbo tax is not free by any means They charge more and more every year I won't be using them next year
1749	200436696	2022-02-10 23:04:10	TurboTax Online Deluxe	1	Turbo tax is a great tool but not FREE as claimed	It says first that that tax will be free and you end up paying any way!!! That is not right!!!
1750	200436939	2022-02-10 23:08:30	TurboTax Online Deluxe	4	My return	I like filing with Turbo Tax even though I have worked in a tax firm for many years, Turbo Tax is quick and easy I don't know why they say it is free It is NOT free and It has never been free, even for a simple return like mine I would also make sure you know that it is more expensive to have the fee deducted from your return They really need to explain this a little more before you complete your return
1751	200439823	2022-02-10 23:57:59	TurboTax Online Premier	1	HAD TO PAY \$300 TO FILE	Nothing is free this doesn't have the answers i need I will def be switching to a different tax product this is crap
1752	200446482	2022-02-11 00:01:35	TurboTax Online Deluxe	2	Confusing and Immoral	It was fine--I mean I was doing taxes what do you expect, a party? Honestly though, the product offerings were incredibly confusing and I was continually upsold products that I feel as though I did not need I began with free file and eventually paid \$117 to cover what was advertised originally as a free filing service Its also frustrating to return year after year and see product options continually broken down into fee collecting add-ons Audit protection was once included in the lowest tier package--and now it is no longer even in the deluxe version?? I might go to H&R Block next year because one of my friends switched and it seemed to be less oriented around monetizing a necessary service On that point--that this is a necessary service--it is absolutely immoral that this even exists and has a cost affiliated with it Intuit/Green Dot [and H&R Block] all lobby the federal government to prevent the IRS from auto-filing taxes or from offering a competing service for free If you're going to do this, then you need to offer a comparable free service--i e , there is literally zero charge for filing any tax document The cost should go toward audit protection or having a real time agent to assist--and if we do not want those services, then we should be able to file for free
1753	200446594	2022-02-11 00:03:29	TurboTax Live Full Service Deluxe	1	fraud	they say it is free than by the time you are done they want all this amount of money
1754	200441173	2022-02-11 00:22:10	TurboTax Online Deluxe	2	Its ok, it used to be better	before it was better because now they trick you and make you think you have an option to do your taxes for free Now they make it to where you have no choice and have to pay Then they say its 39 dollars and supposedly your getting a deal from 59 dollars, but then at the end of everything prior to e filing it ends up being 78 dollars Not cool at all This was the last time I use turbo tax I will shop around for other
1755	200404534	2022-02-11 00:23:44	TurboTax Online Deluxe	3	Easy and Over Priced!	Easiest way to file unfortunately at one of the highest prices The whole (Free) slogan applies to about 10% of the population that are single and require the fewest amount of documents For a HSA (Health Savings Account) TurboTax requires the *Deluxe version which is equivalent to 0 extras That was the only document or tax information that seperated me from the standard tax bracket, this cost me \$134 to file Next year I will file in person at a local branch and save myself some money TurboTax use to be pretty good Now they sit back and rake in your money, just like Uncle Sam
1756	200441635	2022-02-11 00:30:10	TurboTax Online Deluxe	1	Never Free	Turbo Tax is never free Every year I get charged for State and they make me upgrade because I have an HSA
1757	200442264	2022-02-11 00:41:43	TurboTax Live Full Service Deluxe	3	Free package wasn't free	Selected a free package that was free until February 15th Now paying hundreds of dollars
1758	200406575	2022-02-11 01:07:53	TurboTax Online Deluxe	1	Turbo tax is a scam	It says it's free but for the last 3 years I've been having to pay to get my taxes done on this site no where does it allow you to get it done for free anymore like it used to no matter what I do I end up paying over \$100 to do my own taxes
1759	200443662	2022-02-11 01:08:08	TurboTax Online Deluxe	4	Easy but not "FREE"	Filing with Turbo Tax is very user friendly and easy But it's very misleading to advertise filing for free and then getting hit fees for filing I don't really understand that BUT in the end it is still worth it, rather than going to some accountant who's job is to make money off of your refund It is so easy to file with these guys and everything is explained very well to help you understand exactly what is going on Easy 4 Stars Will give 5 when it really does become free!

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
1760	200461630	2022-02-11 01:25:17	TurboTax Online Deluxe	1	Will Never Use Again	I'm appalled at my experience using Turbo Tax this year Not only was I repeatedly harassed to sign up for their paid services There were 'free' version choices at every single prompt, until you get all the way to the filing page and you are forced to pay for their deluxe version or they won't file your taxes I've used this site for a few years to do my taxes, but am absolutely disgusted by what I've seen today I will never use any service associated with this company again Forcing people into frustrating situations to extort money from them
1761	200408671	2022-02-11 01:27:27	TurboTax Online Deluxe	1	Took all my return	Says it's free but then charged me \$141.00 this was BS but you have to pay the government to not go to prison isn't America great
1762	200444920	2022-02-11 01:30:38	TurboTax Online Premier	3	Prices going up	They focus on "free" but it's so often that you have to pay for the upgraded package to be able to do your return Also, they continuously, page after page, push more upgrades Quite annoying
1763	200410141	2022-02-11 01:47:38	TurboTax Online Self Employed	3	turbotax is a liar	every year all the commercials and ads say file for free and every year I pay to file I'm disappointed in the fact that you take advantage because you know I have no choice
1764	200445998	2022-02-11 01:51:31	TurboTax Live Deluxe	3	Turbo Tax was a bit deceiving!!	They say it's free to file when in reality you have to pay!!!
1765	200462866	2022-02-11 01:59:50	TurboTax Online Self Employed	1	bait and switch	Every few steps, they say you need to upgrade (for money) to continue What started as a free filing ended up costing \$173
1766	200447787	2022-02-11 02:28:14	TurboTax Online Deluxe	3	its free but took my money	they said it was free and selected turbotax free and they charged
1767	200447948	2022-02-11 02:31:32	TurboTax Online Deluxe	3	It's not what it used to be	Some of the features have definitely gotten better over the years I like how I can search for my question easily It's just disappointing that they advertise how returns are free but I ended up paying a pretty good amount of money for it (outside of additional things that I did purposely add on) The advertisement should not say that filing is free when it's not
1768	200447990	2022-02-11 02:32:30	TurboTax Live Deluxe	1	turbo tax is sneaky	turbo tax starts off free, then it will not let you advance to the next step without clicking on the upgrade square
1769	200464332	2022-02-11 02:40:29	TurboTax Online Deluxe	1	Kind of a scam	Not free at all They are also charge you to remove old tax information (Schedule K1) for business you no longer own Refusing to pay the charge prevents you from e-filing Kind of scam
1770	200412896	2022-02-11 02:43:07	TurboTax Online Deluxe	3	Found a way to make me pay	Told me it would be free and then charged me Acted like I was getting a discount but charged me for state and federal I only got \$200 back from the state and you all charged me \$40 Pure robbery
1771	200448614	2022-02-11 02:44:25	TurboTax Online Deluxe	1	Misleading Advertising and Poor Automation	I've been seeing ads for weeks proclaiming "Free simple returns" and yet we had to pay over \$100 just to file our taxes Additionally, on a form IMPORTED THROUGH THEIR APPLICATION I was forced to review and re-review, and review a fourth a fifth time a line that I had already confirmed
1772	200464529	2022-02-11 02:47:26	TurboTax Online Deluxe	1	It is not free! false advertising	Would not recommend to anybody Everything is overly complicated Advertised as free and it is not They want to charge you on every step, and in the end they still charge you Will never use again
1773	200458114	2022-02-11 02:59:11	TurboTax Online Premier	1	Have to pay for the extras	I wanted to file for free but because of certain forms I was forced to upgrade
1774	200461205	2022-02-11 03:14:49	TurboTax Online Deluxe	2	disappointed	it says free then at the end it charged me \$117 very disappointed in that, since i did all the work
1775	200465377	2022-02-11 03:17:39	TurboTax Live Deluxe	2	turbo tax is a scam	Free until you have a non standard tax refund then it'll be 200 dollars
1776	200461406	2022-02-11 03:19:57	TurboTax Online Premier	1	Claims to be Cheap or Free, But Isn't	Claims to be inexpensive or free but is not Beware
1777	200461442	2022-02-11 03:20:35	TurboTax Live Deluxe	3	fast and esy	I only gave this a 3 star rating because of the deceiving price A customer goes in to this expecting free tax preparation \$250+ later you are getting returns e-filed Just be upfront with the customers and tell them the cost in the beginning not after you gave them the taste of what is coming their way
1778	200415592	2022-02-11 03:36:21	TurboTax Online Deluxe	2	false advertisement	I've used turbo tax 5 years now and while it's easy to navigate through please realize that none of it is free Adding anything or looking for any tax breaks outside of a w2 come with a hefty price You might as well go to a tax prep and save yourself the headache I like to e-file myself from the comfort of wherever I am at and have all my records in one place so that's the only plus But turbo tax charging already a low income family/person who most likely does not have the extra \$100 plus waiting on their card when it's time to check out and then is charged an additional \$39 processing fee just to have it taken from their own return is sick Complain to the BBB they'll get it Stop robbing the poor turbo tax, people be ware there are free sources out there if you are patient
1779	200462272	2022-02-11 03:43:09	TurboTax Online Deluxe	1	was misleading	i clicked the file for free and all was good until the end and then they charged me
1780	200465963	2022-02-11 03:44:12	TurboTax Online Self Employed	1	They charge and say they don't	The process was time consuming and confusing at times You offer a free product but I wide up paid 140.00 that false advertisement
1781	200463417	2022-02-11 04:13:51	TurboTax Live Deluxe	3	always a catch	i like turbo tax a little expensive though for promising to be free, free, free, free
1782	200463595	2022-02-11 04:18:30	TurboTax Online Deluxe	3	Easy to use, but far from "free"	I don't like that ads say free, when in fact you have to pay to file each state, and federal In our case was over 200 in fees to file a very simple return
1783	200463764	2022-02-11 04:23:23	TurboTax Live Deluxe	2	Taking my hard earned money!	very useful however, not free got charged \$100 to supposedly give me a bigger refund (which it did not) and an EXTRA \$49 just because i choose the option to pay fees with my tax return
1784	200396621	2022-02-11 04:23:26	TurboTax Online Deluxe	1	Very disappointed this year	At the end of my free version turbo tax charges me 119 dollars to file Gouging
1785	200463871	2022-02-11 04:26:13	TurboTax Live Deluxe	1	active duty is not free	when turbotax says its free for active duty it does not mean free such bullcrap



	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
1786	200465791	2022-02-11 05:36:03	TurboTax Live Deluxe	4	TurboTax	Overall, I like TurboTax I just wish they would take off the \$0 file ad because for the years that I have been using them I ALWAYS have to pay over \$100 That is not free! Other than that I really like using them I just will prepare for the fee and not think it's free
1787	200466455	2022-02-11 05:59:29	TurboTax Online Deluxe	1	its supposed to be free and now there are fees	its supposed to be free and now they're taking from me more than \$100 in fees
1788	200467890	2022-02-11 06:33:14	TurboTax Online Deluxe	5	Turbo Tax	I love the Turbo Tax program However, I thought I saw a commercial a while saying if taxes were filed before Feb 15th, then taxes were free Somehow I have the Deluxe option when filing my personal income taxes, which I'm not sure how it didn't offer me the free option
1789	200469175	2022-02-11 07:49:31	TurboTax Live Deluxe	3	TurboTax	It was pretty easy to file but when I got done putting all my info in it charged me to file any ways when it supposed to have been free
1790	200472605	2022-02-11 12:45:27	TurboTax Online Deluxe	3	Turbo Tax is not free	Turbo Tax publicizes that it is free yet nothing free about it Disappointed customer
1791	200473249	2022-02-11 13:09:05	TurboTax Online Deluxe	4	getting turbotax free again	i want to know how to get TurboTax for free again? and i dont like how in the middle of the filing it keep asking if i want to pay for more additional service, when i click no additional t the start i never had to pay for TurboTax fee or the other stuff but other than that i do love using turbotax
1792	200473983	2022-02-11 13:34:37	TurboTax Online Deluxe	1	It is not free to file	Charged \$117 to file Said it was free and it in fact wasn't free
1793	200475333	2022-02-11 14:14:35	TurboTax Online Deluxe	2	Turbo Tax is not free!	I got through the entire process of my return and not until I was about to file did the site tell me I was going to have to upgrade my account to be able to file my taxes It was charging me to file for federal and to file for state All it mentioned was that filing taxes is only free for "simple taxes" but doesn't explain what that means I then tried to contact turbo tax support and it said I had to pay for that as well Very frustrating process
1794	200475552	2022-02-11 14:20:02	TurboTax Online Self Employed	3	Easy to use but kept throwing new fees at me	I was using the free file option on one account but because of some charitable donations, they said that I would get a bigger refund if I paid them so I paid them and my refund wasn't bigger The next year, since I had paid the previous year I couldn't find the option to file for free so I made a new account with a new email In later years, they surprised me halfway through again saying that they would only file taxes for my side gig if I paid (\$40ish at the time) which I wasn't prepared to do yet so I had to wait till I could find the extra money to file By the time that I did, they had decided that they wanted about \$150 to file I am very happy with how easy it is to fill out but I don't like how they keep finding ways to throw extra charges at you It would be nice if they were a little more up front about it
1795	200476141	2022-02-11 14:35:42	TurboTax Live Deluxe	2	TurboTax is okay	I like that TurboTax gives you a step by step so you don't leave anything out, but it waits until you've filed EVERYTHING and then makes you upgrade to Deluxe without a choice So, you don't really want to try to file somewhere else because you already entered everything in and Deluxe was like \$200 so it was frustrating because it said I would be filing for free beforehand
1796	200476544	2022-02-11 14:45:37	TurboTax Online Deluxe	3	i thought it was free :(	several times my return was suppose to be free because of promo through my credit union and this return was suppose to be free cause of UKG but i still paid
1797	200478696	2022-02-11 15:29:12	TurboTax Live Deluxe	2	Lying to customer	I chose the free return filing option but ended paying \$178 Just tell the customers that your services are NOT FREE It is that simple
1798	200484194	2022-02-11 16:34:19	TurboTax Live Deluxe	1	Misleading At Best	Advertises as free to use within a certain time frame, but still have to pay fees that total up to half of the refund Would not recommend I will find someplace else to do my future tax returns :/
1799	200496567	2022-02-11 17:09:44	TurboTax Live Deluxe	2	False Advertising	The system is designed to entice you with the idea of filing your taxes for free but eventually leaves you in a position where upgrading is necessary to file with ease Great use of psychology and marketing Will probably try something else in the future because the rates continue to go up every year
1800	200496778	2022-02-11 17:14:42	TurboTax Online Premier	1	Scam and way to long of a process	Free free free until you get going than all you do is push the paid version and this year i was forced to pay \$108 because of one form literally one line of one form what a scam \$108 for what im better off going to a tax professional at that point i dont even get to contact someone at that price unreal And of course im 30 minutes in when i made aware of this so no theres no turning back
1801	200491823	2022-02-11 17:57:05	TurboTax Online Deluxe	2	I'm locked in	I wish they would just help people instead of pulling out of the freefile system Intuit has many products from which they can generate tons of revenue I'm lucky enough to be able to afford the convenience of using their computers to fill out my forms But if they were any less convenient they'd not have my money US taxes are already more convoluted than needed, private entities being greedy only makes it worse
1802	200491969	2022-02-11 18:00:30	TurboTax Live Deluxe	3	Felt a little scammed in the end	Advertised the free by 2/14 deadline which i made Still got charged upwards of 150 dollars for using the platform The actual service was great Just disappointed that the fees came out of nowhere when it was very minimal last year even with me late filling
1803	200493149	2022-02-11 18:23:06	TurboTax Live Premier	3	I love how it's "free"	obviously you have to charge money, but the "free" advertising is so misleading when it ends up costing hundreds
1804	200496234	2022-02-11 19:02:03	TurboTax Online Deluxe	2	Advertises free filing, rarely free	Easy to navigate, but they advertise free filing, and they sneak in so many fees It ended up costing over a hundred dollars to file Ridiculous Will be looking into other alternatives next year to file my taxes
1805	200497535	2022-02-11 19:32:37	TurboTax Live Deluxe	1	Not good	The free filing offer was a joke for me Tax Slayer was better or just higher an independent PA Did not have a problem with the accountants they gave me, but the architecture of the software and the fee structure is a joke

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1806	200497900	2022-02-11 19:41:13	TurboTax Live Full Service Deluxe	2	TurboTax is good but	I have used TurbTax for a few years now, and have normally done self file I still think the fees for this is a bit much, and their advertising is misleading to say the least They claim free state and federal but there's always a catch that puts you into the Deluxe category, costing a pretty penny for both filings But it's a tolerable fee I think The software does make it easy You just answer questions, and the answers are on the tax forms you received, it's like an open book test This year I decided to try the option to use an agent to help, mainly because i had some different circumstances and wasn't sure how that would effect my filing, plus stimulus made me nervous to self file And that cost me almost 400 all in Which I'm my opinion was totally NOT worth it Every time I've self e-filed I was done same day, granted it was a long slow process, but that's mostly attribute to my lack of organizational skills and my 1 finger hunt and peck typing method With agent help it took me over a week The biggest problem was by the time u was off work and could respond to agent messages, they were off work as well, so I'd have to wait till next day, or in some cases a couple days for a response if the tax prep agent was off work the next day I think for the money it cost, I should get prompt response within business hours every day of the week Which unfortunately didn't happen, and drug the process out allot Also the software pulled incorrect data, and the agent missed it Luckily I thought something was off, and found the problem Unfortunately i had to spent several hours using self filing software anyways to find the problem And despite my original concerns about filing on my own It really wasn't much different and was easy to do on my own I considered canceling, and just self filling which would have saved me at minimum a couple hundred dollars But my tax prep agent did put allot of time in, was kind, and once I pointed out the error, quickly and courteously fixed it So I decided to finish wi
1807	200503043	2022-02-11 19:49:34	TurboTax Online Deluxe	3	Not free	Supposed to be a free service at the beginning, then you have to pay a minimum of \$39, then by the end it's somehow \$79
1808	200507032	2022-02-11 19:55:44	TurboTax Live Deluxe	4	great service	everything is good except it is never free like the commercials idicate
1809	200507088	2022-02-11 19:55:50	TurboTax Online Deluxe	1	Horrible	They advertise \$0 to file a basic W2 and end up charging you!
1810	200514727	2022-02-11 20:07:54	TurboTax Online Deluxe	3	Turbo Tax	I think it could be a lot more simple Too many detours Stop prompting people into paying for an upgraded version I wasn't able to complete my taxes unless I upgraded which is not acceptable when you advertise free
1811	200549786	2022-02-11 20:20:55	TurboTax Live Deluxe	3	False advertisement	A lot of commercials about TurboTax being free, free, free but my C C says otherwise
1812	200550468	2022-02-11 20:35:39	TurboTax Live Full Service Deluxe	3	Turbo Tax ???	It is fast and easy Was told it was free I ended up paying over \$300 because of one file I had to do for money I received from the government Felt like I got taken for Really don't know if I will use this again
1813	200545295	2022-02-11 20:53:41	TurboTax Online Deluxe	1	Try again next year i guess	There was an offer to file for free I chose that option, I got a return of \$36 and had to pay \$39 to file What was the point?
1814	200553504	2022-02-11 20:56:35	TurboTax Live Deluxe	1	robbery	you advertise that people can file for free, but because I added to my retirement plan, you're forcing me to swallow 180 dollars worth of fees that's DISGUSTING and I wont be using your service again after this
1815	200553899	2022-02-11 21:07:13	TurboTax Online Deluxe	3	Turbo tax is OK	A bit of 'bait and switch' here!!! After saying that Federal was free and I would have to pay for State, I agreed with that Then, I easily went through the entire Federal & State process (which was good), but then was charged \$39 for EACH ONE! Too late to start over, so I paid it Not real happy about the 'bait and switch'!!!!
1816	200545956	2022-02-11 21:07:53	TurboTax Online Deluxe	1	Most difficult year with this program ever!	Very Frustrating!!! Turbo tax was not very helpful to me in managing my new tax status changes My return got rejected and they didn't help me fix it They also forced me to pay for extra services which are usually free
1817	200546886	2022-02-11 21:25:10	TurboTax Live Basic	3	Charge to much	The service is good but the advertising of Free Filing is not true This hurts a person's pocket when the return is really small
1818	200547672	2022-02-11 21:40:18	TurboTax Online Deluxe	4	awesome	dont understand why it says its free but i always end up paying \$60-\$ 80 but i guess its better than \$200-\$300
1819	200548066	2022-02-11 21:48:04	TurboTax Online Premier	2	Trick you into paying for a service that is free	Did not enjoy being forced to purchase a service that was advertised as free
1820	200549770	2022-02-11 22:20:31	TurboTax Online Deluxe	4	easy but ut says its free	says its free but still charged just was a little condescending
1821	200557290	2022-02-11 22:32:19	TurboTax Online Deluxe	1	Shady	It says file for free But in the end you have to pay a minimum of \$39 to file I use Turbotax only because I don't know of any other option
1822	200550454	2022-02-11 22:35:16	TurboTax Online Deluxe	4	easy to use but they charge you	wish it was free and I'm writing these words to meet the letter requirement
1823	200557725	2022-02-11 22:42:56	TurboTax Live Deluxe	4	Hell Yeah!!!!	I love turbo tax but when you say free what do you really mean?
1824	200552854	2022-02-11 22:48:03	TurboTax Online Deluxe	2	Not worth it	It's free until you get to the last step Then you get to pay for it and do t have a choice It gets worse They charge you extra for letting them deduct the payment from your return Instead of it being a small deduction fee they charge the same price as the filing fee as the deduction fee So instead of the 70 bucks for e-filing state and federal it becomes 105 since they charge you 35 to deduct 70 from your return It's highway robbery
1825	200553321	2022-02-11 22:51:18	TurboTax Online Premier	3	Use it every year	I would have given more stars if it were actually free

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1826	200472827	2022-02-11 22:54:09	TurboTax Online Deluxe	1	Free my butt! It costs \$78 to file for free	Your service is misleading and sneaky all of a sudden this year You've joined the vultures who prey on the needy, and yet your advertisements are full of \$0 claims Shame on you
1827	200553439	2022-02-11 22:54:41	TurboTax Online Deluxe	4	Turbo tax is good	I do like that they question things however it seems a bit unreasonable to charge 39 00 for federal and state with long time customers especially when advertising free on tv and internet I understand that a fee should be charged to carry info from 1 year to next for convenience and I have no problem with that but to charge 80 00 basically is a little on the high side considering the fact all the info is stored in a computer and it is not like someone had to go to a file cabinet and pull a file and reenter the information
1828	200553777	2022-02-11 23:04:01	TurboTax Online Deluxe	2	Expensive	What ever happened to filing for free? TOO MANY FEES!!!!  Im just happy I got my taxes done and they weren't complicated with turbotax walking me through it
1829	200554234	2022-02-11 23:15:18	TurboTax Online Deluxe	2	Forced upgrades	Since they no longer participate in the US Free File, they now offer a free version You start out with the free version and next thing you know, you get prompted that to continue with your taxes, you must upgrade Each upgrade is of course more money I was able to decline the \$89 version, but to go from free to \$39 for Federal and \$39 for state, is unacceptable Yes, I could have gone to another tax program, but my time vested in this go around just made me want to get them done! And TurboTax knows this I will reconsider using this program for my 2022 taxes
1830	200572638	2022-02-11 23:16:35	TurboTax Live Deluxe	4	Ratings	Advertisement says to file with turbo tax for free for basic and we ended up paying over \$100 for one and over \$200 for another person, despite the fact that we did not use any consulting services from your professionals False advertisement!
1831	200572854	2022-02-11 23:16:55	TurboTax Live Deluxe	3	Kind of false advertisement	Free for simple filing? Nope What can be more simple than a hardworking single person making less than \$30K annual without deductions, property, children, Roth
1832	200554439	2022-02-11 23:20:14	TurboTax Online Deluxe	2	okay	I had to pay to file my federal and state and I thought it was free
1833	200579565	2022-02-11 23:27:28	TurboTax Online Deluxe	1	Too many added fees	They rip you off with all the extra fees they add on at the end The whole thing should be completely free if it says FREE! They make it very hard because they do everything they possibly can to make sure you pay as much money as possible
1834	200474117	2022-02-11 23:37:50	TurboTax Online Deluxe	1	Turbo Tax Bait & Switch	So I was supposed to file for FREE!! BUT IT COST ME \$112 00 The price kept changing & there was no way to change any options Fed was supposed to be FREE but it was 39 00 MO was 39 00 then to file elec was 39 00 BUT THIS was NOT SHOWN until AFTER I filed Turbo Tax USED to be easy, free & FRIENDLY Total BAIT N SWITCH
1835	200593215	2022-02-11 23:48:33	TurboTax Online Premier	2	great platform, false advertisement!!!	after filling all my info to file, they sneak in a \$39 fee at the end on top of the federal and state fees! everywhere you look it says turbotax is free and it is not!!
1836	200602048	2022-02-12 00:02:26	TurboTax Live Deluxe	1	TurboTax Ripped me off	Turbo Tax is supposed to be free to use but because I had an HSA I had to pay an extra \$89 to upgrade for what seems to be no reason because I didnt have to do anything different after upgrading and because I chose to pay it out of my refund I have to pay another \$39 It is a rip off and I now remember why I stopped using them in the first place
1837	200556883	2022-02-12 00:22:28	TurboTax Online Deluxe	4	It's fine	It's alright to use, just takes longer than an actual person doing it for you It also charged me the \$39 fee twice and I don't understand why It gave no explanation as to why I did sign up for the step above the basic edition, but filing your taxes before Feb 15 was supposed to be free as advertised
1838	200557585	2022-02-12 00:39:07	TurboTax Online Deluxe	2	Predatory Upselling	Sure, everything is nice and smooth filling in, pretty nice Being asked every few screens if I want to update to a higher package? No thanks I decline every time, there's no need for me Stop trying to intimidate me Also TURBOTAX was supposed to be FREE Too frustrated today to go through this again I will be using a different software for 2022's  They do have an area in here where they ask if the price is okay If I select "No", they knock off \$15 I'm just thinking, they're making \$15 extra off everyone who doesn't disagree Food for thought
1839	200557798	2022-02-12 00:44:20	TurboTax Online Premier	4	Advertisement says free	Was easy to use but adds on TV says it is free when it is not
1840	200476868	2022-02-12 00:53:46	TurboTax Live Deluxe	1	Rip off	You think it's free But I promise you it's not Took a long time as well
1841	200563119	2022-02-12 01:01:46	TurboTax Online Deluxe	1	Awful Product	Hidden Fees that are not shown till you are about finalize filing throughout process it shows basic federal return is free than changed at the end
1842	200574147	2022-02-12 01:18:58	TurboTax Online Deluxe	2	wont use again	every commercial says FREE FREE FREE Then it only wants you to upgrade to a cost per use I understand you are not a not for profit company, but you should advertise differently Then to charge extra to have the payment removed from the tax return is over the top

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1843	200589610	2022-02-12 01:42:57	TurboTax Online Deluxe	2	Why isn't it actually free?	I've been filing with turbotax for a few years, and had to pay to file every time All of their ads express how free the services are, yet the services are not actually free for most people Even when you select the free option, you are either met with multiple pages throughout the process telling you why you should upgrade to their supposedly "better" services that cost more, or you are forced to pay for the service if you have certain aspects of filing that turbotax says they can not file without charging you for some reason They also got sneaky with the "decrease" in their price for the deluxe edition It said 39 initially, but I wound up paying more for the service this year than I did last year (\$80 compared to \$60 ) I'm not upset, just disappointed
1844	200480451	2022-02-12 01:43:10	TurboTax Online Deluxe	2	Turbo Tax forces you to pay	Last year I am using this service; software forces you to pay even though I qualify for FREE; I earned approximately \$30K and the system still forced me to pay; claims to be only \$39 00 but that amount was doubled to \$78 00; this is a RIP OFF Deceptive and intentional
1845	200667755	2022-02-12 01:45:30	TurboTax Online Deluxe	3	Its okay	This product has gone up in price and paying triple the amount is not great You lure people in for announcing its free, but really it is not
1846	200596443	2022-02-12 01:53:35	TurboTax Online Deluxe	2	It used to be really good	I used to love using turbo tax, but in 2022 it has really turned into a money hungry scheming site It's a lie that you can file your taxes free It basically forced me to upgrade
1847	200481336	2022-02-12 02:04:07	TurboTax Online Deluxe	1	Feels like a scam	TurboTax told me that it was free to file, waited until I'd gone through all the trouble of filling everything out, and then at the end it told me that I can't file without paying \$150 to upgrading to deluxe
1848	200612366	2022-02-12 02:18:28	TurboTax Online Deluxe	2	TurboTax cost	Turbo tax advertises free tax return but when you get down to the end it always costs you more than other places
1849	200627791	2022-02-12 02:42:34	TurboTax Live Deluxe	1	Isn't free as they say it is	They present the platform as being free This is my second year with them, and I have had to pay both years I will be looking towards mailing it next year or another platform
1850	200636780	2022-02-12 02:56:41	TurboTax Online Deluxe	1	Not free	It is suppose to be free but I got charged for doing mine and it would not let me file without hitting deluxe they are charging \$117 00 dollars
1851	200641022	2022-02-12 03 03:21	TurboTax Online Deluxe	1	sucky	I had work out of state and I had to wait for one return to be filed When it was time to file that single return, I had to go back through the entire thing and the program made me change things that were already filed! Not to mention, I am doing this, not your program, it should have been free for the federal, and pay for extra states
1852	200735313	2022-02-12 03:34:14	TurboTax Online Deluxe	1	Bait and switch	I understand that they want and need to make their money and must have all these ads trying to make me pay for their upgrades The site is good enough I guess It's just taxes, like any other app and their website would earn them more than 4 stars The one problem is that near the end, when they said I needed to pay for their upgrade; I reluctantly did so, and then on the next page they added another 44 dollars of stuff even after I had clicked no I really do not appreciate the bait and switch stuff so much that I might just go to H&R block and pay them like \$400 rather than 45 dollars of scam bait and switch money
1853	200466628	2022-02-12 04 02:04	TurboTax Online Deluxe	1	Turbo Tax	Turbo tax is a rip off Its basically free to young people with one w2 It gets the job done by all means but they try to make a dollar for every dollar you make if you have a decent income Was forced to upgrade and pay 117\$ because the free version doesn't handle 'Tax Credits
1854	200684174	2022-02-12 04:11:41	TurboTax Online Deluxe	5	Turbo tax awesome	Turbo tax was not bad , it was fast, but not free!
1855	200684905	2022-02-12 04:12:52	TurboTax Online Deluxe	3	Fees are high	For raving about being "Free free free" on the tv and radio the price to do a deluxe on my own tax return with TurboTax is outrageous It's probably cheaper than other places but it is still getting a little crazy on cost for us to use this company even though it is convenient for us to not have to travel
1856	200691985	2022-02-12 04:24:15	TurboTax Online Deluxe	3	TURBO IS OK	ITS EASY TO FILE BUT YOU NEED TO GIVE BETTER INFORMATION ON CHARGES LIKE 39\$ IF YOU PAY UPFRONT IF NOT THE CHARGE IS MUCH MORE I THOUGHT I WAS FREE BUT IN THE END ITS NOT
1857	200495859	2022-02-12 04:54:01	TurboTax Live Deluxe	1	Deceptive	The fee for using what should have been a free version was deceptive Only at the end did I understand I'd be paying TurboTax \$119 Then, to add insult to injury, a \$39 direct deposit fee? I filled in all the information myself and did not benefit at all from this version
1858	200722920	2022-02-12 05:14:07	TurboTax Live Deluxe	2	:(	They make it easy to file your taxes, however, they claim that you can file your taxes for free through them when in actuality they apply a bunch of fees at the end
1859	200723356	2022-02-12 05:14:49	TurboTax Online Deluxe	4	good but changed a sneaky charge	It was misleading as it started out as free but would not let me file until prepaid a charge where last year it was free
1860	200732702	2022-02-12 05:29:59	TurboTax Live Deluxe	1	TurboTax has hidden fees	I went through the "free" version which made me do all of the work myself and took me over two hours to complete Just to be forced to pay \$168 00 for their live deluxe version There was no way around it unless I wanted to quit and use a different website Just sucks They need to be upfront about their forced pricing I also chatted with a tax professional and they couldn't answer my questions Google ended up answering my questions
1861	200755153	2022-02-12 06:06:34	TurboTax Live Deluxe	1	Hidden Fees	There are hidden fees for everything Said I could file for free and I ended up paying \$138 And you're not noticed of the fees until the very end after you spent your time filling everything out Its ridiculous Next year I will be using a different program
1862	200775383	2022-02-12 06:39:40	TurboTax Live Deluxe	3	Ok	I still get charged even when I pick the free package it sucks!
1863	200935386	2022-02-12 10:54:53	TurboTax Online Self Employed	3	FREE FREE FREE	FREE FREE FREE ITS NOT FREE BECAUSE YOU STILL HAVE TO PAY AND AT THE END YOU ARE PAYING 200-500 HUNDRED DOLLARS SMH

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1864	200983862	2022-02-12 12:14:39	TurboTax Online Deluxe	2	Turbo tax filing	Well I received an email to file my return for free, but had to pay to file both returns Had to pay for deluxe to unemployment and and pay for my state to be file which was supposed to be free I have filed my taxes with turbo tax for years and it was always free
1865	201039525	2022-02-12 13:44:25	TurboTax Online Deluxe	1	I got ripped off	I free filed and you charged me 88 dollars I would really appreciate it if someone can fix this
1866	201074676	2022-02-12 14:40:13	TurboTax Online Premier	1	Price Gouging	The carrot dangling of FREE or near-free tax returns for simple standard deduction people, and then just about every other entry is then prompted with a new reason why you have to upgrade to some platinum, Max, or whatever other buzzword tier system that costs an ungodly amount of money And charging 39 dollars to take money out of the federal return to pay for it is downright a shameful business practice Treat Americans like you have a soul and a conscience for once
1867	201104939	2022-02-12 15:27:25	TurboTax Live Deluxe	1	TURBO TAX FORCED FEES	This process was supposed to be free, Made me pay a \$119 and \$49 upgrade fee that I didn't want Would not let me continue unless I paid these fees There was also a \$39 Processing Fee that I don't mind
1868	201132848	2022-02-12 16:10:58	TurboTax Live Deluxe	3	Easy, but NOT free	Turbotax was super easy to use, but so was H & R Block when I would use them I only switched because they boasted "free" if filed before 2/15 only to be faced with an almost \$300 charge and no way around it Most expensive taxes I've ever filed, not worth the ease I won't be using them again (I didn't interact with an expert, but it wouldn't let me remove the rating so I left it as average)
1869	201141061	2022-02-12 16:23:14	TurboTax Live Deluxe	2	It's okay	Turbo tax was hustling to much to get the user (me) to upgrade and use purchases and software I did not want to use at all I ended up paying \$169 for something that was supposed to be "free" or at least advertised as such
1870	201141623	2022-02-12 16:24:05	TurboTax Online Deluxe	1	Deceptive Product	Had to upgrade to Deluxe due to IRA??? Also had to pay for Pennsylvania (hardly free as advertised) and had to pay for deduction of fees from refund \$117 vs FREE is not a good deal!!!
1871	201152738	2022-02-12 16:41:31	TurboTax Live Deluxe	2	Not free as advertised	Selected free filing but then was charged around \$200 to complete my filing since I am eligible for a student deduction I can have my taxes done cheaper at any tax preparer This is the second year in a row I have had to pay that amount- thought I would give it another go this year without having a TurboTax professional check my taxes to save the fees but I had no options to decline the fees Website also only confirmed my federal refund amount at the end of the process I had tried to call TurboTax to confirm that the values I saw on that page only reflected my federal return (minus the fees), but could not get through to anyone in a timely manner I ended up taking screenshots saying "federal return" in case there are any issues Going forward, I will go to a tax professional, not have to do the work myself, and pay half the price for the service
1872	201171941	2022-02-12 17:11:30	TurboTax Online Deluxe	3	NOT AS INDICATED	THIS RETURN WAS TO HAVE BEEN FREE FILING! I RESENT THAT IT WAS NOT
1873	201250743	2022-02-12 17:14:45	TurboTax Online Premier	4	Using it for a decade	It's so simple to use, and convenient However, the prices are getting very high And for my low-income friend, the File Tax for Free was a bait and switch Her income was only \$28K, but if she got unemployment income, she could not file for free That doesn't seem right
1874	201179069	2022-02-12 17:22:35	TurboTax Online Self Employed	2	easy but so many hidden fees	easy but so many hidden fees misleading with free filing and no options on the site to change packages
1875	201256124	2022-02-12 17:23:14	TurboTax Live Deluxe	1	Super Unhappy	I tried to use the free version of Turbo Tax and was able to file, it got rejected and I asked for help to figure out how and why It took a while to get the answer but I did and I fixed it to refile but it would NOT let me refile without paying for the deluxe I did not need the deluxe because the second I paid it let me file I feel like I was scammed because there was nothing that needed to be done for my return So I paid for something I could have finished for free False advertising I had no option to skip the deluxe, I could only file if I bought the deluxe which did absolutely nothing for me Definitely won't be filing again with TurboTax
1876	201187493	2022-02-12 17:35:40	TurboTax Online Deluxe	4	Martay	Turns out that I was supposed to do TurboTax for free and it end up costing me way more than free
1877	201198670	2022-02-12 17 53:12	TurboTax Online Deluxe	4	TuboTax Is Awesome	Great time filing my taxes However, the "Free" option is not really free And there are so many hidden ways to get money out of you I still appreciate the effort and convenience so I will not complain Other locations charge a lot more to file your return Everyone needs their money I guess!
1878	201210955	2022-02-12 18:12:32	TurboTax Online Deluxe	1	Misleading	You guys keep saying that it's completely free to file but it's not I always have to pay to file my taxes through you guys
1879	201214734	2022-02-12 18:18:27	TurboTax Online Deluxe	3	Good Enough, Hidden Upcharges and Bugs	Software works well for the most part, but there are a few bugs Also, there are many hidden uncharges that are disguised as free, such as paying \$43 for the ability to pay out of your return for free I had issues with a 1099-INT that had blank boxes for state, and the software would not accept it even though the form was entered correct Customer service was friendly but unable to resolve the issue Their solution was I needed to print and mail in my forms to both federal and state returns which is a big hassle
1880	201218255	2022-02-12 18:23:58	TurboTax Online Deluxe	1	TurboTax, Goodbye	I will never use this software again File for free? Where There is no free option Instead of trying to be quirky with outdated flash animations how about you just make a decent site that is intuitive and user friendly If I have to pay 120 bucks to be annoyed doing it myself, I'll pay 150 to have some guy in a cubicle do it for me

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
1881	201219866	2022-02-12 18:26:29	TurboTax Live Deluxe	2	Just Fine	The process was easy but I seriously did not appreciate being backed into paying \$200 dollars when I thought it would be free to use It made sure there was no way for me to finish filing without paying and wouldn't let me go back I couldn't file for free though I have no idea why TurboTax be more transparent before you force people into paying for your product if you offer it for "free "
1882	201301230	2022-02-12 18:32:51	TurboTax Online Deluxe	3	Don't like the fees	Don't like the fees when it is supposed to be free
1883	201277913	2022-02-12 19:55:58	TurboTax Online Deluxe	2	Fees	I've used it for years and it seems to get less and less user friendly every year Also it seems like the fees grow every year even though you advertise it's free Then tell me that oh everyone's situation is different I began using Turbotax simply because it's free I just paid over 100 dollars this year on it Might not seem like a lot in the grand scheme of things, but with how things are nowadays taking 100 out of my refund is a lot to me Especially when it's advertised as free to file
1884	201333678	2022-02-12 20:18:43	TurboTax Online Deluxe	1	FALSE ADVERTISING	advertising saying free to file then coming to find out its \$78 to file even when searching online turbotax free last time filing with this company
1885	201296656	2022-02-12 20:25:39	TurboTax Online Deluxe	3	Hidden charges	Turbo tax is super easy to use but it says Free or 39 per section and then at the end it was still over 115! I could have just used my normal tax guy!!!
1886	201333987	2022-02-12 20:27:55	TurboTax Online Deluxe	1	Beware of TurboTax	Upon doing all the work for my taxes I expected to be given the same option as last year to file basic and call it good That is their free option However they have made it now so if you do your taxes on the wrong version of their website because you didn't think you needed to verify that your on the free website vs the main website then you get locked into having to pay to file your return, despite them providing no additional support to my return So I just got scammed out of \$43, (39 for the return and somehow I'm being charged TAXES on my tax filing for an additional 4 dollars lol), so I'm writing this to let everyone know about their shady business practices
1887	201309217	2022-02-12 20:45:14	TurboTax Live Deluxe	1	FREE	IT wasnt FREE and it has been advertised that it was suppose to be free until the 15th of February
1888	201310428	2022-02-12 20:47:21	TurboTax Online Deluxe	4	Turbo Tax is easy but not completely free	I thought I would give Turbo Tax another try again this year but not happy when they say free and it still ends up costing \$60 because of a 1099 & 1098 Still better then Cash App, Turbo Tax was a bigger refund with the same information submitted
1889	201331619	2022-02-12 21:23:35	TurboTax Online Premier	1	It's okay!	Kept asking me to fill in an EIN number for a 1099 NEC I didn't have a 1099 this year Program kept looping me back to this to review I finally put in the EIN from the employer who sent me a W-2 Very frustrating Thought this was free but I had to pay for if and paid more than my return Ridiculous
1890	201331660	2022-02-12 21:24:24	TurboTax Online Deluxe	3	Turbo tax over charged me	It was supposed to be free but you charged me for 2 items I could not figure out why 2 items and not just the 39 00
1891	201331778	2022-02-12 21:27:28	TurboTax Online Deluxe	1	Dissatisfied	I used Turbo tax because of an autoload option for my W2 Turbotax represented the service was free until about 70 percent of the way through preparing my forms, then a fee was added because I had to include student fees in my return One of the very first questions was do you have student fees, which I answered correctly, but I was not informed about the fee until I was already way into my return I continued anyway because I did not want to redo my forms Then close to completion of the forms, the fee doubled because I wanted to file state taxes as well federal Again, I paid because I couldn't be bothered to redo all over myself IMO the system misrepresented it was free My return was rejected twice due to missing mandatory information But turbotax is an automated service that supposedly asks you all necessary questions - or at least I thought it was It never asked me for the mandatory information After my return was rejected I had to scour the system to figure out how to edit my information In previous years I have filed my tax return myself without problems It would have been less time consuming and I would have had more confidence in my return if I had not used the service
1892	201332309	2022-02-12 21:41:36	TurboTax Online Deluxe	1	NOT HAPPY	I was not allowed to file for free because your program would not allow me to I do not plan to use turbo tax again because you made me upgrade
1893	201333010	2022-02-12 22:00:08	TurboTax Online Premier	3	U I is great, but too expensive	U I is great, but they make you pay for things that should be free
1894	201333186	2022-02-12 22:04:59	TurboTax Online Deluxe	2	Turbo Tax is not free	After following ads claiming that I could file federal and state taxes for free, I completed my tax forms and was then prompted with a deluxe, turbo live and turbo max live options The deluxe option still ended up costing me 34 for filing federal and 39 for filing state Not impressed with the services offered I also tried the snapshot option which did not correctly enter all of my information which would have resulted in a loss of over a \$1,000 return if I had not gone back in and entered the information manually
1895	201333721	2022-02-12 22:20:11	TurboTax Online Deluxe	4	Easy way to file	It's efficient, helpful and fairly quick But when it says free, it should be I had an HSA and got roped into paying At least for an HSA I should only have to pay for the federal return Should be more transparent regarding what's free
1896	201337787	2022-02-12 22:26:40	TurboTax Online Deluxe	2	COST TO FILE IS MISLEADING	PROGRAM EASY TO USE, I WAS USING FREE EDITION AND THEN IT WOULD NOT LET ME FILE UNTIL I UPRADED IT SAID \$39 BUT FAILED TO SAY \$39 FOR STATE AND THEN CHARGED \$39 TO TAKE FEE FROM REFUND, THEY TRAP YOU
1897	201334912	2022-02-12 22:57:37	TurboTax Live Deluxe	4	Worked well, hidden fees though	Everything went smooth Live agent was great! But the fees get to be a little much especially when advertising for free returns I thought my return was as simple as it gets, well not simple enough There is even a fee to have the fees taken out of your refund

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1898	201335119	2022-02-12 23:04:05	TurboTax Online Deluxe	1	Too much price gouging!	Constantly trying to upgrade packages when completely unnecessary Claims it is free but it never is! TurboTax used to be the best and it used to actually be free, but it is all about trying to squeeze as much money out of you as possible! Going to switch to a truly free option next year!
1899	201335576	2022-02-12 23:18:22	TurboTax Online Deluxe	2	Free edition but No choice only option Upgrade	Says free edition but then it won't give you that option with an HSA Health Option So, I was forced to upgrade Total 78 00 to file
1900	201336717	2022-02-12 23:52:39	TurboTax Online Deluxe	3	always trying to get personal info/ price increase	It acts like you can get get free taxes filed but it constantly tries to trick you into sharing personal information, upgrades and then forces you to pay with some kind of cryptic requirement (no real explanation) Have to remain vigilant and then you'll pay at least \$80 either way
1901	201336959	2022-02-13 00:00:36	TurboTax Online Deluxe	2	Too many fees!!	It started out as free and by the time I was done I ended up have to pay over \$100
1902	201341548	2022-02-13 00:09:18	TurboTax Online Deluxe	1	File for Free BS	File for Free is a total LIE Charge to use, charge to file in this state, charge to file in that state, CHARGE to use your refund to pay for the fees! Absolutely ridiculous
1903	201341561	2022-02-13 00:09:35	TurboTax Online Deluxe	1	Felt like a scam	I opted for a search for additional deductions upon getting no refund or deduction i was charged for absolutely nothing I than selected for their free services and still had to pay \$78 The entire Turbo Tax system felt predatory in nature and just a cash grab I don't think they should be a company anymore and the IRS should be handling our taxes by creating a comparable site Private industry should not be predatorily profiting off of Americans and it's shameful
1904	201337538	2022-02-13 00:18:55	TurboTax Online Deluxe	3	Buy higher cost stuff, free? Nooooo	Not free Its not bad though but its not free Not free
1905	201338174	2022-02-13 00:37:01	TurboTax Online Deluxe	1	Didn't like how it waited till end	said free up till I finished then charged 117 dollars just to finalize it
1906	201342593	2022-02-13 00:40:16	TurboTax Online Deluxe	1	Turbo Tax is a Ripoff!	Its not free as you claim it to be! Its a ripoff!!
1907	201339148	2022-02-13 01 02:58	TurboTax Live Deluxe	1	Tricked into Paying	I have a simple return - single taxpayer, one w-2, no deductions how much more simple could my return get I was still charged \$109 Who, exactly, qualifies for the free simple return? I was tricked and mislead
1908	201339185	2022-02-13 01 03:51	TurboTax Live Deluxe	4	Turbo Tax review	Turbo tax made things easy but I went into doing my taxes with the impression that it was going to be free and then at the very end it charged me \$160 that I didn't expect
1909	201339570	2022-02-13 01:13:51	TurboTax Online Deluxe	3	Okay but not free	felt that I got the best return but I felt forced to take Deluxe so actually not free
1910	201343835	2022-02-13 01:17:34	TurboTax Live Deluxe	2	felt predatory	While things were fairly easy to use, I felt like I was suckered into paying for my taxes, since Turbotax didn't tell me until the very last minute (when I was about to file) that my taxes constituted an uncommon tax situation From the ads I expected a free service -- what I got was a last-minute realization that I owed money I felt predatory also specifically because it wouldn't even let me re-access certain sections of my taxes, so I'd have to start from scratch if I wanted to file on another site People should know what they're signing up for, and that was not clear to me at all
1911	201339784	2022-02-13 01:18:50	TurboTax Online Deluxe	1	Turbo tax is a rip off	It was easy to file but the fees are ridiculous It was 39 dollars for federal return and 39 dollars for state return and 39 dollars for pay by card option It says free on the commercial
1912	201105423	2022-02-13 01:28:11	TurboTax Live Deluxe	1	TurboTax gives false advertisements	I feel like TurboTax promotes free tax return but by the time you get to the end, you are charged with a 100-200 fee
1913	201340657	2022-02-13 01:44:48	TurboTax Live Deluxe	1	Free? Yeah Right!	I tried Turbotax this year because it promotes free diy tax preparation I did everything on my own and then in the end they charged me because state tax is a taxable income and I needed to upgrade, what a joke!
1914	201341137	2022-02-13 01 58:20	TurboTax Online Deluxe	2	never had the option for "free" taxes	I enjoy turbo tax, but the option for actual free filing has never been available for me
1915	201345067	2022-02-13 02:02:05	TurboTax Online Deluxe	1	Switching to something else	I get charged an extra fee if I want to pay for all the things you're charging me for out of my tax return- you also false advertise that its free to file but little do we know we have to read the ultra fine print as i'm now being charged a total of \$117 just to file my taxes SO horrible, not using this company again and I have been a customer for 7 years
1916	201341662	2022-02-13 02:12:38	TurboTax Online Self Employed	5	Turbo tax is good	Only thing I had a problem with was it costed and you'd advertised for free
1917	201341823	2022-02-13 02:16:39	TurboTax Online Deluxe	3	Not Happy	Turbotax always say it's free but when it's time to wrap things up you have to pay Then you're not free
1918	201341915	2022-02-13 02:19:07	TurboTax Live Deluxe	3	Turbo Tax is ok	Free should be free There is no reason that you should have to upgrade because you contributed to a retirement fund
1919	201341946	2022-02-13 02:20:10	TurboTax Live Premier	2	Ok	Idk yet it wasn't free and I really don't like feeling like I've been swindled
1920	201346847	2022-02-13 02:58:30	TurboTax Online Deluxe	1	Turbo Jacks	I love the way you herd customers into paying for free Services And not only is it misleading but when you agree to pay for the \$39 package This beautiful service charge you and additional \$39 for having the fee deducted from your refund So my free filing is costing me \$78 Its not a big deal to me My problem is that just say what something is from the jump, instead of all this silly verbiage and deceit Weren't you guys in hot water not too long ago for shady practices?

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1921	201343462	2022-02-13 03:08:03	TurboTax Online Deluxe	1	After A Tough Year Extra Turbotax Charges	I have used turbotax for years and have always used the free edition no problem After a tough pandemic year and being unemployed they decide unemployed people can't get a file for free You have to buy "Deluxe" at the minimum After purchasing "Deluxe" you are then charged separately for your state return an additional fee For 10 years I've worked and got a free file with turbotax The one year the pandemic took me out of work and left me unemployed you would think you would receive a break from a company like this Think again Disappointed Next Year I will be using a different service
1922	201344158	2022-02-13 03:27:39	TurboTax Online Deluxe	1	WILL NOT OFFERM ME FREE EDITION	I COULD NOT GET THE FREE EDITION TO USE MADE ME PAY TO USE TURBO TAX
1923	201191002	2022-02-13 03:41:10	TurboTax Online Deluxe	3	Turbo Tax wasn't Honest	I used standard deductions and simple form and should have had free tax return, but had to upgrade and pay \$78 in order to actually file my taxes apparently nothing is FREE!!!!
1924	201344634	2022-02-13 03:44:47	TurboTax Online Deluxe	2	I like the ease of use, not being forced to buy	I really like the ease of using these products and being able to file quickly, however the being forced to purchase the product in order to finish the filing process has me a bit irritated Especially given that by the end of the process it is nearly double the cost I understand they have to make their money somehow, and if you love a service you should pay for it, however if I am going to hand over that much money to file my taxes, I'd actually hire someone and pay their hourly wage instead of paying someone else to let me work for free
1925	201347922	2022-02-13 03:48:39	TurboTax Online Deluxe	2	turbotax has changed for the worse	TurboTax makes false claims of being free They sneak in charges I never had this problem before until this year
1926	200752754	2022-02-13 04:02:41	TurboTax Online Deluxe	3	It does the job BUT	They do a good job at your taxes BUT, they rip you off in the end NOTHING is FREE I believe it's all false advertisement on their part I will be finding another way to be doing my taxes next year
1927	201345082	2022-02-13 04:02:43	TurboTax Online Self Employed	1	turbo tax forces you to pay even though its "free"	charged me for the service they claimed was free tt
1928	201345301	2022-02-13 04:11:06	TurboTax Online Deluxe	2	I have Questions	Why did Turbo Tax force me to pay when I thought initially that this service was FREE This doesn't make any sense to me as a educated official
1929	201345735	2022-02-13 04:24:58	TurboTax Online Self Employed	2	It was simple But the Unexpected Fees	Is simple, is fast, no need to go nowhere However it went from FREE, to 39, to 89, to 128 So maybe Turbo tax should explain fees, but once i was at the end there was no turning back so i decided to submit and thats it Other than that i DO recommend however ITS NOT FREE So lets quit playing just tell people like myself that it aint free Simple But Not Free
1930	201224518	2022-02-13 04:33:45	TurboTax Online Deluxe	3	Truth in advertising	Product works well but it would be nice to know in advance that I wasn't going to get a FREE tax return because I have a foreign tax credit of \$2 00 The result was that I had to pay \$78 (plus tax) for the service Likely worth it but I feel like I was cheated PT Barnum was right
1931	201346322	2022-02-13 04:43:20	TurboTax Online Deluxe	2	TurboTax is shady	Expenses were disclosed but in a way so that they did not seem to apply until the last minute Also would not let me delete retirement saving credit so I could file free return Did not even give option
1932	201349236	2022-02-13 07:11:11	TurboTax Live Deluxe	2	Why	I didn't add deluxe or any premium package I was using the free basic package yet still had to pay about \$200
1933	201352356	2022-02-13 12:56:10	TurboTax Online Deluxe	1	Tricky	They say it's free but yet they charge you and a lot at that
1934	201352769	2022-02-13 13:11:47	TurboTax Online Premier	5	Love how easy it is	I have been using this service for 3 years now I love how easy it makes everything I do hate the fees, especially because they advertise free, but i think it is worth it for the convenience Great experience
1935	201354824	2022-02-13 14:19:41	TurboTax Online Premier	1	Sneaky and uses your own laziness against you	This is the last year I will use this product They wait until you've spent hours typing everything in to tell you that WHATEVER version you selected (even if it isn't free) won't cover the type of return you need I understand more advanced services may require an additional cost, but that needs to be upfront the same way they pre-screen for everything else on your return Also, the constant nagging to upgrade even when you DON'T need it is exhausting and you have to be careful at least 10+ times to make sure you don't accidentally click upgrade Also will sneakily tack on \$39 if you select to deduct from return instead of walking into the other room to get your credit card-- who on earth would pay that much on purpose just to avoid typing in a card number?
1936	201355343	2022-02-13 14:36:08	TurboTax Online Deluxe	3	Not actually free	Even though I always file as simple as possible they make me add on these upgrades in order to finish It's cool they take it out of the refund, but it's still not free
1937	201355659	2022-02-13 14:44:53	TurboTax Online Deluxe	5	Easy and understandable with help when needed	I was hoping for free free free but the fee was very reasonable At every step there was help and information in easy to understand language
1938	201356176	2022-02-13 14:58:28	TurboTax Online Deluxe	3	Turbo tax is great but it's never free	All commercials state "do your taxes for free with turbo tax
1939	201357541	2022-02-13 15:27:35	TurboTax Online Deluxe	3	easy to use watch out for hidden charges	Not real thrilled about the free return disappearing or the hidden fee for deducting directly from my return I've used T T for eight years but this may be the last year unfortunately
1940	201358674	2022-02-13 15:54:19	TurboTax Online Deluxe	1	Worse every year	Every year I get less and this advertise free but I pay every year so this will be my last year using turbo tax
1941	201359160	2022-02-13 16:05:49	TurboTax Online Premier	1	Price is expensive	Price has increased to the point where it is almost better to pay someone to do your taxes and get better deductions and rebates that turbotax doesn't support or even recommend They say file for free still, but you have to pay at the end Turbotax was actually free to use and file when I first started using it Now you could easily spend \$300 with all of the "upgrades "



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1942	201359361	2022-02-13 16:09:14	TurboTax Online Deluxe	1	TurboTax actively lobbies to make taxes harder	TurboTax sucks They use dark patterns to confuse their users into signing up for expensive and unnecessary services They actively lobby the government each year to make filing our own taxes harder so they can keep selling us their overpriced software They advertise free filing, but they make it extremely confusing to file free and there are many exclusions so the free file only applies to certain people
1943	201360362	2022-02-13 16:32:03	TurboTax Live Deluxe	1	Team is awesome but was charged \$181 54	When first trying to file I was not able to file for free and had no chose but to be charged \$84 00 but do to a system error I was unable able to finish filing I contacted your support team and I received the help to be able to file again In doing so ,I was again being prompt to pay but now it was \$90 00 plus tax I again contacted your team who were helpful and I was given a code but after trying to apply the code which was not working I again contacted your support team While support team was trying to help they informed me that the system is acting up and I should try to apply the code in a couple hours I did and the same situation accrued So I waited till the next day and again the code would NOT work Since i did not want to wait another 24 hours I paid the \$97 54 Cost me a total of \$181 54 just to do my taxes with Turbotax for this price I could of paid someone to do my taxes for me After 6 years of using this service I have never had so many issues with your systems The only positive part I take from all of this is the multiple team members that helped me were patient, understanding and willing to help How do you have a system program that is suppose to "help you" with your taxes that doesn't even work and than have to pay more than what it would be to have accountant do your taxes
1944	201361904	2022-02-13 17:06:13	TurboTax Online Deluxe	1	Poor business tactics	Being forced to get the Deluxe version because I received a 1099-g and did not use ANY of the items in the Deluxe package is unfair If Turbotax wants to charge people for using its features, fine, but don't force me to, 2/3 of the way through the filing process That is garbage business practice Had I known I would be forced into paying to file, 2/3 of the way through, I would have simply filed for free through the IRS As I will in the future
1945	201361956	2022-02-13 17:07:21	TurboTax Online Deluxe	3	Definitely not free	While the user interface was fine I did not expect to pay to file my returns as indicated in all the promos stating it was 100% free
1946	201362171	2022-02-13 17:12:28	TurboTax Live Deluxe	2	Free is not free	Be aware that the free federal return is not free when you go to check out It defaults to deluxe and charges you \$119 00 I chatted with someone about this and they sent me a code that should have brought it down to zero but I still had to pay \$79 00 Just wanted to be done so I just paid it,
1947	201362590	2022-02-13 17:21:48	TurboTax Live Full Service Deluxe	2	Unlikely I will be returning next year to TurboTax	Somehow I ended up losing so much money on my return, I had to create and account with credit karma which I did not want to do, I had thought initially my taxes would be free but now it's like 300+ dollars, and overall my tax return dropped from 1600 to 400 dollars?!?!? That is ridiculous Im waiting to actually see my return in my bank account, if it is only 400 because of the fees I had to pay from turbo tax, I won't be returning next year
1948	201368199	2022-02-13 17:25:02	TurboTax Online Deluxe	2	Rip off	Turbo tax decided to charge for options that were free just last year Taking advantage of people that are struggling, and at the end during check out, not showing the total before I confirm Really nice of you turbo tax to charge be double, with no warning
1949	201368804	2022-02-13 17:37:58	TurboTax Online Deluxe	1	LIARS	You tell me this is free every year and every year I end up paying,
1950	201369121	2022-02-13 17:44:51	TurboTax Online Deluxe	2	No Option To Skip State	In the past I was given the option to only file, and pay for, federal I would file for free on Ohio's website I tried three (3) times going back to the review section to find that option, but could not I feel like I was screwed into paying for something I didn't need I've used TT for as long as I can remember, but I think I'll try a different product next year
1951	201363726	2022-02-13 17:45:13	TurboTax Online Deluxe	1	free filing	would like to know why I can never seem to use free file It's always such a hassle to get it
1952	201364033	2022-02-13 17:51:12	TurboTax Live Premier	4	Used for years	Enjoy Turbo Tax, usually easy to use, been doing them for years w Turbo Tax However, if you use the Live person chat, you will pay \$199 not FREE
1953	201369782	2022-02-13 18:01:37	TurboTax Online Deluxe	1	Sales Scam	This is always marketed as a free taxes return service, yet every year I've filed with you I've had to pay money out of pocket I am very displeased and will not be filing with you again
1954	201369841	2022-02-13 18:03:15	TurboTax Online Deluxe	1	Turbotax tries to sneak extra charges in on you	I thought my state and federal refund was going to be free I recalled that it would include my tuition form however, it does not I had to upgrade to deluxe The upgrade itself cost more than the extra amount I received back from the tuition credit On top of that, my state return was no longer free since the deluxe version does not include \$0 state filing I should have just went to a tax guy I feel like I scammed, bait and switch style
1955	201364848	2022-02-13 18:08:45	TurboTax Online Deluxe	1	Lies about free	This programs lies about being free forcing me to spend almost 80
1956	201370527	2022-02-13 18:20:40	TurboTax Online Deluxe	1	scam	how can something be free but charge 165 dollars to file taxes
1957	201370536	2022-02-13 18:20:51	TurboTax Live Deluxe	2	Turbo Tax Nickel and Dimes You!!	Free file turned into a \$109 file, then to pay with your refund costs \$39 None of these fees are shown until its time to pay This will be my last filing with TurboTax!
1958	201365813	2022-02-13 18:28:39	TurboTax Online Premier	2	TurboTax	The free edition is great, but when you're forced to upgrade because they won't file your claim otherwise, they'll take more than half of your tax return and slip in hidden fees The system overall is fairly easy to use and understand

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1959	201349931	2022-02-13 18:30:21	TurboTax Live Deluxe	3	Easy but lots of hidden upselling	It definitely makes filing easy but I went from a free return to spending over \$200, and some of those fees they made really hard to decipher until my return was nearly done and filed. Considering my wages were just over \$1000, I was pretty frustrated. I felt bait and switched by the end and they took nearly 20% of my refund for some software clicks. I had a pretty straightforward return with some side income so this was extra disappointing. I couldn't access some of the tools I usually have included in my return without a lot of bells and whistles I didn't need. I even used their online live help to know whether charges were additional and the info still wasn't clear. I hope to search for a better option next year.
1960	201366911	2022-02-13 18:54:30	TurboTax Online Premier	1	Fees	They don't tell you about how much they're taking out of your refund as part of their "fees" until the end. They claim they do easy federal returns for free but charged me 93 dollars just to do that, and THEN added premiere and wouldn't let me undo that. Never using this crap service again.
1961	201367206	2022-02-13 19:01:31	TurboTax Online Deluxe	4	Tubo Tax is Super Easy To Use	The system is so easy to use, and the tutorials are very helpful; however, as you get to the end, there are fees that are not mentioned in the beginning, or that I missed, because I thought I was using the free, or low fee version; however, when I got to the end, they charged \$122 in fees that I did not find a way to opt out of. I figured it is cheaper than going to a tax professional, so I agreed to pay which can be deducted from the refund.
1962	201367257	2022-02-13 19:02:38	TurboTax Online Deluxe	2	Great program turned rotten	Turbotax has always made filing easy. Especially for simpler returns. The **free** version made it almost no hassle at all. The issue now is that even the slightest additional savings or options requires a MANDATORY upgrade. *On sale! \$XX XX!* it says. However when you approach the method of payment you realize they charge you that for BOTH federal AND state returns. So its actually TWICE as much as the advertised price! Not only that, but they push a "pay with your federal return instead of credit card" option that if you don't carefully check at the end, you would miss the fact that it is charging you ANOTHER \$39.99 for using your return to pay!
1963	201367520	2022-02-13 19:08:52	TurboTax Online Self Employed	1	They start as a free tax site and bring it to \$200	The ad appears for a Free Tax Return and at the end, you may end up paying more than 300 if you fall in their trap.
1964	201368163	2022-02-13 19:24:18	TurboTax Online Deluxe	1	Unable to select freefile in myaccount	I am unable to select the free version in my account and the only options available are Deluxe and Max. Neither apply to my simple filing situation however as a previous user it makes it easier to use Turbo Tax. Paying for a service that I do not use is just wrong. If this is not fixed by next year I will use HR block for my taxes.
1965	201368243	2022-02-13 19:26:11	TurboTax Online Deluxe	2	disapointd	Charge me \$89.00 to file. I got the cd turbo tax deluxe from Amazon i could not use. Nothing free about this one.
1966	201368944	2022-02-13 19:41:00	TurboTax Online Deluxe	1	to spenced	to much money to pay went u used turbo tax a free i pay 68 went supposte br free or less next year i used other place where i can file for free
1967	201373638	2022-02-13 19:42:20	TurboTax Live Deluxe	1	Such A Scam	Stop advertising that TurboTax is free, I had to pay \$200 to upgrade to deluxe just because I had unemployment benefits. Such a scam, I am going to file my taxes elsewhere next year. Do better as a company.
1968	201369508	2022-02-13 19:54:39	TurboTax Online Deluxe	4	Good	It says many time that it did not go through. I wanted to check the upgrade then when I wanted to go back to free it did not let me.
1969	201369530	2022-02-13 19:55:14	TurboTax Live Basic	3	Thorough, but supremely annoying	Positive: The explanations for every bit of minutia of the tax-filing, legalese, math, etc., is very helpful and reassuring for someone like me who doesn't know much about accounting or the tax process. The live help for more specific problems (that is FINALLY free to all) is also great when I'm stumped (thank you, Kathleen!) Every possible deduction and credit is made transparent and puts me at ease that so much is being looked over to serve a customer. Negative: STOP TRYING TO CONSTANTLY UPSELL ME I selected the free option from the starting point for a reason. Your ads emphasize how free your services are, and I took you up on it. It feels like every other page is an offer to upsell me for additional services on my simple return that I simply don't need and it makes this already stressful process both much longer and much more irritating. Please consider at least reducing the number of ads for folks who already are starting at the bottom and maybe save them for those already paying for assistance.
1970	201374193	2022-02-13 19:56:51	TurboTax Live Deluxe	3	Misleading	I thought this was free however I was told I need to upgrade and pay \$89 and if I didn't pay it today there is a \$39 charge out of my taxes on top of the \$89. When I spoke to customer service the rep couldn't even tell me WHY I needed to upgrade. Scam. Not using this next year.
1971	201374625	2022-02-13 20:09:17	TurboTax Live Deluxe	1	Horrible glitchy system	Lies about having free filing for military and the system so awful.
1972	201370543	2022-02-13 20:21:02	TurboTax Live Full Service Deluxe	2	TurboTax Overcharge People!!	The whole time doing my taxes it kept saying free! When submitting my taxes a big check came at the end for 'adding more details to maximize my tax refund'.
1973	201370559	2022-02-13 20:21:29	TurboTax Live Deluxe	1	Deception	Why do you guys say turbo tax is free then I get a whole bunch of hidden fees be more direct with the people.
1974	201370831	2022-02-13 20:29:29	TurboTax Online Deluxe	1	Very upset	Very frustrated with the site. I wanted to look at their frequently asked questions and ended up clicking on an agent which then caused me to be charged for the deluxe package and I didn't even speak to an agent!!! Couldn't reverse it or change it without creating another account and starting over. Also, the advertisement for FREE basic turbotax is misleading!! It was not free.
1975	201370908	2022-02-13 20:31:23	TurboTax Online Deluxe	1	Turbo Tax misrepresents	I could not use the free it blocked me. It said I would be charged 70? but charged me 122.
1976	201371030	2022-02-13 20:34:53	TurboTax Live Full Service Deluxe	1	Turbo tax	They said I signed up for a free tax filing but costed more then going anywhere else.

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1977	201371482	2022-02-13 20:46:19	TurboTax Online Self Employed	1	Scam	Offered me free MAX benefits, but the benefits were nowhere to be found when I actually efiled I ended up paying \$44 for the "premium benefit" of using my refund
1978	201371543	2022-02-13 20:47:32	TurboTax Online Deluxe	2	Said it was free then got charged	Turbo tax is advertised as FREE Each time I was asked to upgrade, I passed as I was wanting to go through my taxes as quick and simple as possible and not pay more At the end- I ended up paying \$150 out of my refund Not happy
1979	201376242	2022-02-13 20:51:12	TurboTax Online Deluxe	3	Not really free (even for a simple return)	Easy to use, I would give five stars if they did not lie about it being free for simple tax returns I should have filed with my employers tax service provider (I would have paid the same amount with them but would have also gotten a discount)
1980	201376381	2022-02-13 20:54:47	TurboTax Online Federal Free Edition	1	Terrible money hungry	If I could choose 0 stars I would I've had nothing but problems with your site and the loops of nonsense in makes you go through I had to make a new email just to choose the cheaper tax return option because your site refused to allow me to downgrade and tried to charge me over \$200 to do my tax return, paying for options I was not using Your free advertisement are a fraud and don't allow for cheaper options unless you just make a new account
1981	201376495	2022-02-13 20:57:46	TurboTax Live Deluxe	1	Turbo Tax sucks!	Do NOT say your free when you aren't really free You REQUIRE an upgrade just because a person has an HSA account and then you say it's \$119 dollars to upgrade and then it also costs another \$49 to file the state taxes and then another \$39 to use your tax refund to pay for the required upgrade/filing
1982	201372494	2022-02-13 21:13:30	TurboTax Online Deluxe	2	Tricks you into fees	Tricks you into fees and you cant back up without deleting all of your work Additionally if you accidentally went to far you cant undo at all ALSO they advertise as Free but then charge you for state taxes and then require you to get upgrades before continuing Also this year they had an error which forced me to file later (02-10-2022)
1983	201372811	2022-02-13 21:21:43	TurboTax Online Deluxe	1	Not free	Not Free Charge you \$39 each \$39 - State \$39 - Federal \$39 - not sure I think cuz I'm using their website to file  Total cost to fill my taxes was \$117  I think this will be my last time filling with turbo tax!
1984	201373005	2022-02-13 21:26:42	TurboTax Online Deluxe	3	Great in theory	For a site that markets itself as being free to file, TurboTax does a poor job at that I went through my taxes with adds to upgrade and pay, which I declined because my taxes are not complicated, but in the end I was forced—and I do mean forced, I could not click away and could not move forward—to upgrade to a paid version Not the first time it's happened and it's annoying If I wanted to pay for it I would go to H&R Block or something, which next year I just might
1985	201373539	2022-02-13 21:39:29	TurboTax Online Deluxe	3	Turbo Tax works good	Free,free,free No,no,no Have to pay for federal, state, then pay to have it direct deposit They are always trying to upgrade you
1986	201373550	2022-02-13 21:39:43	TurboTax Online Deluxe	2	Turbo tax	good however it was supposed to be free then it charged \$39 for state and another \$39 for Federal return I also found it confusing on how to get my refund
1987	201373610	2022-02-13 21:41:12	TurboTax Online Deluxe	1	Turbotax is set up easy	TurboTax is set up pretty easy I dislike how they keep trying to pin unnecessary charges Each year it gets more It is advertised as free but I end up paying 80\$?
1988	201373614	2022-02-13 21:41:24	TurboTax Online Deluxe	3	Its not free	It saves you from having to leave the house and pay \$200 but its stil not free
1989	201378310	2022-02-13 21:47:42	TurboTax Live Deluxe	1	A RIP OFF	They tell you it's free and then you have to pay almost \$200 in fees!! OMG! This was terrible Two hours of submitting information just to find out I have to pay for what? I literally did all of the work myself A complete scam
1990	201378841	2022-02-13 22 03:32	TurboTax Online Deluxe	1	Poor Customer Service	Turbo tax advertises their services as free in the contingency that they process the first time Otherwise u have to pay \$80 00 -\$120 00 to refill them if they are rejected The automated service is very poor because u have to say what u want from it multiple times before getting to a customer service agent Finally, one customer service agent hung up on me after placing me on hold to speak to his supervisor for instructions on how to assist me
1991	201379103	2022-02-13 22:10:39	TurboTax Online Premier	1	TurboTax is a scam	I will never use TurboTax again I have a very simple return: I work a job with a W-2, I go to college part-time, and I have a small investment account No other income, no kids I keep getting pulled in by the promise of free online filing, only to be told I need to upgrade to premium at the last second after filling everything in I am sick of this and will be switching to H&R Block next year
1992	201375089	2022-02-13 22:20:31	TurboTax Online Deluxe	3	turbo tax	basis free turbo tax should include processing health insurance marketplace form Adding it required i pay \$39 for deluxe so not free
1993	201379514	2022-02-13 22:21:16	TurboTax Live Deluxe	1	It is not free	Turbotax prides itself on being a free tool But it cost me almost 240\$ to file my taxes Don't false advertise
1994	201379954	2022-02-13 22:32:28	TurboTax Online Deluxe	1	Money Grabbers	They do everything they can to charge you First, they say that a package will be free and then they tell you it isn't If you want to go back to a basic package, you have to clear and restart from scratch Then later they make you upgrade anyway because you add additional income that doesn't qualify as simple I never needed help, never needed assistance from a live expert or whatever they advertise, I just needed to submit the information but apparently, that is not something I can do without an additional fee I don't see how I need to pay more when I didn't ask for or need anything more Overall they charged me \$80 in fees for doing federal and state I'm miffed I'll have to check out other services for next year
1995	201375989	2022-02-13 22:44:32	TurboTax Online Self Employed	2	I thought it was free without help	I was always told that it is free to file Guess not, might have to look for someone else now and not recommend this site

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1996	201376321	2022-02-13 22:53:02	TurboTax Live Full Service Deluxe	3	Good taxes but pricey	I signed up for the free experience but they still charged me a couple hundred dollars
1997	201381418	2022-02-13 23:07:10	TurboTax Online Deluxe	2	They steel your money in the end	At the end of filing we were charged over \$100 and at the beginning we selected the free return filing
1998	201378224	2022-02-13 23:44:59	TurboTax Online Deluxe	3	Turbo Tax Serves It's Purpose	Turbo tax was easy to use, and a quick service, but the price is not justified by the quality Yet again, the price for this "free service" increased this year, and the functions were exactly the same The price of the increase was not justified by the usability of the website
1999	201354884	2022-02-14 00:21:16	TurboTax Online Deluxe	1	Hate it	Hate it Steal my money Purposefully confusing Not actually free as claimed Why can't I put 0 stars Had an actual panic attack
2000	201384059	2022-02-14 00:24:30	TurboTax Online Deluxe	4	Easy to use but rarely free any more	Due to the fact that I have low enough income to qualify for insurance through HealthCare gov, I cannot use free TurboTax It looked like it would be \$39 total to use the Deluxe version, in reality, it was \$39 for the Federal AND \$39 for the state It felt a little like a bait and switch to go from free to \$78 The net credit was still more than the fee, but not nearly as much as I thought it would be
2001	201384168	2022-02-14 00:27:51	TurboTax Online Deluxe	2	Extra Fees	Turbo Tax advertises free returns, but adds extra fees at the end of filing You have to call to get a special "discount" code to reduce the fees Such a scam!!
2002	201379846	2022-02-14 00:30:03	TurboTax Online Deluxe	1	TurboTax Free is super limited	For the second year in a row filing through turbo tax it does NOT notify you when you are upgraded from free to deluxe It also asks to take as much personal information as possible and asks for your consent to sell it but it is posed as if you don't sign it you won't be able to file
2003	201355390	2022-02-14 00:37:18	TurboTax Live Deluxe	1	Lies liars	False advertisement got charged for something I did not want I couldn't delete it I give them a -10 star It's no longer free to file taxes
2004	201381061	2022-02-14 00:57:52	TurboTax Online Deluxe	3	"free	Advertising for free but you still end up paying it
2005	201356393	2022-02-14 01:03:51	TurboTax Online Deluxe	1	Not Free	Every ad I've seen for TurboTax says free, but it throws on all these hidden fees before you file which makes it false advertisement
2006	201356459	2022-02-14 01:05:33	TurboTax Online Deluxe	1	TurboTax still LIES	All year long we have seen commercials about a free TurboTax filing method and the second you log in they want to charge you a minimum of 39 dollars I greatly recommend staying away from TurboTax and i would take my business elsewhere if you are reading this comment I have used TurboTax for six years now and they get more sad as a company and more expensive each year I hope this helps someone who reads this because I will never use TurboTax again
2007	201381446	2022-02-14 01:08:23	TurboTax Online Deluxe	1	Turbo Tax is hiding their fees	Don't file with Turbo Tax because they are not upfront about the money they will take from you by the end of filing with them They lure you in with free filing abilities until you wind up owing most of your refund back to them
2008	201356916	2022-02-14 01:18:16	TurboTax Online Deluxe	1	Unfortunate bait & switch	We have simple returns - 2 W2s and 2 1099s, and tried using the free edition Only after completing the forms, and after TT said no problems, you're ready to file, did it inform us we HAD to use Deluxe because one simple form was not included in the free edition So, our free edition went from \$0 to \$80 (Fed and state returns at \$40 apiece) The system knew all along about this form, as the total we owed did not change after I paid for the Deluxe version - so this form was already figured in The system waited until the very end, and pulled this on us Will look to use a different company's product next year, as the rest of my family has done I was the lone holdout - but no more
2009	201383074	2022-02-14 01:55:22	TurboTax Online Deluxe	1	Simple and Easy With A LOT of Upselling	Was great to file my taxes quickly But being asked every two seconds to upgrade to a higher tier of Turbo Tax Was charged \$39 for my federal return even though it was supposed to be free And a \$39 fee to pay them with my return? Will not be using Turbo Tax next year
2010	201383325	2022-02-14 02:03:20	TurboTax Online Deluxe	4	Turbo tax is not free	It was kinda hard to understanding and its not free
2011	201383730	2022-02-14 02:14:34	TurboTax Online Self Employed	3	Confusing	Customer service is great But the actual turbo tax confused me I used it last year and it was free this year it wasn't (which was fine but it didn't give me specifics on why it wasn't) I walked away for a day to come back with fresh eyes and it switched me into the self-employed version I'm not self-employed by any means I was on the phone with customer service for an hour David, my customer rep, was great! But even they couldn't figure out what happened
2012	201387382	2022-02-14 02:25:20	TurboTax Online Self Employed	1	NOT FREE	I THOUGHT THIS WAS SUPPOSEDLY FREE DONT USE THIS APP
2013	201384378	2022-02-14 02:34:28	TurboTax Online Deluxe	2	It wasn't free	You say it's free until the end and then take on \$122 on the final bill I filed a simple form which you claim is free
2014	201360913	2022-02-14 02:44:48	TurboTax Online Deluxe	3	Not bad	Nice that they keep the records year to year Cost is a little high considering you advertise it to be free cost was actually about \$85 for state and federal
2015	201385218	2022-02-14 03 04:08	TurboTax Online Deluxe	1	10 OUT OF 10 DO NOT RECOMEND	i think its stupid that u charge me \$117 for the service it used to be free
2016	201388346	2022-02-14 03 09:49	TurboTax Online Deluxe	2	Not free but did good	Was frustrated with all the little fees they slap on at the end, were broke married college students and somehow don't qualify for the free edition, I can't imagine who does just felt like I'd been lied to Helped us file our taxes though so thats good
2017	201388497	2022-02-14 03:17:53	TurboTax Live Deluxe	1	What A Joke	I was charged a stupid amount of money for things that really just should have been free TurboTax is honestly a scam and sadly there are no other options since they are basically a monopoly
2018	201362675	2022-02-14 03:23:49	TurboTax Online Deluxe	2	Disappointed	I have been using TurboTax since I first started filing my taxes and this year will be the last I am so disappointed that they have decided to no longer offer the free file option It is already ridiculous that the US makes its citizens sit down and do this themselves and the fact that TurboTax just tried to charge me \$107 for a very basic tax return (W2 and college expenses only) is honestly just a scam

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2019	201363053	2022-02-14 03:31:28	TurboTax Online Deluxe	2	Over priced	It advertised as a free fax return False advertising Last year using them :)
2020	201388707	2022-02-14 03:31:34	TurboTax Live Deluxe	1	They suck this year	I really disliked turbo tax this year I used all the free ways to file with no help no expert or anything and they still charged me 211 00 dollars That's far from free I couldn't imagine if I used the max benefit return like I have the last 9 years with them Smh They have alot of new charges such as some bs about a state charge now and a fee to deposit into your checking account Smh What a joke This will sadly be the last year I use them
2021	201386241	2022-02-14 03:40:21	TurboTax Online Deluxe	3	OK, but NOT fair	Turbotax would not allow me to use the free/basic edition of turbotax and forced me to file using turbotax deluxe Not cool turbotax, not cool
2022	201386340	2022-02-14 03:44:43	TurboTax Online Deluxe	4	consistent quality	My only complaint is I couldn't set my filing to the free version, auto upgraded to deluxe Other than that, very easy to use and feel confident my taxes are filed properly
2023	201386498	2022-02-14 03:50:14	TurboTax Online Federal Free Edition	4	Misleading	I had to google how to make my refund the Free Edition I had a simple tax return and filed twice because I was charged for the first file even though it was a single W-2 Form Other than that, the software is great
2024	201386563	2022-02-14 03:52:41	TurboTax Online Deluxe	1	Be more transparent about costs	You guys should be more transparent about how much everything costs and take the word "free" completely out of your vernacular
2025	201365007	2022-02-14 04:12:14	TurboTax Online Deluxe	1	not free	you advertise free tax filing, the make us upgrade to proceed on both state and fed and charge us more to e-file 39 00 to do state, 39 00 for fed, and another 39 00 to file i can hardly pay my bills and now i have to lose another 117 that i need just to file you cant keep doing false advertisement
2026	201387355	2022-02-14 04:24:08	TurboTax Live Full Service Self-Employed	3	Experience	My expert was great, he was very nice and happily answered any questions i had I just wish there weren't so many fees for a website whose slogan is free free free
2027	201387704	2022-02-14 04:40:59	TurboTax Live Deluxe	3	turbotax	I had used them last year and was grateful for them to guide me through the process and do it this year was not great cause it supposes to be free but it not true they charged for my filing
2028	201366813	2022-02-14 04:52:17	TurboTax Online Deluxe	1	terrible liers	what happened to free? free free free free free ??? wtf?
2029	201388298	2022-02-14 05:07:07	TurboTax Online Deluxe	2	Terrible	Turbotax is very easy to use But they let you file everything for free and at the very end after all that work they say well you HAVE to upgrade to premium to file your taxes Its a scam
2030	201388433	2022-02-14 05:14:13	TurboTax Online Deluxe	2	Making Customers Pay Isn't Right	I find it frankly evil that customers must pay in order to use TurboTax to receive the American Opportunity Tax Credit This is a grift, and it's quite slimy This service, which I've paid for in the past, is usually free for most simple common laymen like me, and to be grifted for \$43 with tax (improperly calculated sales tax by the way, rounded up \$ 10) is offensive to me, and I hope it becomes discontinued in the future I understand asking for some money to help self-employed people and people with small businesses file, but I won't be recommending TurboTax to any of my student colleagues any longer
2031	201389931	2022-02-14 06:58:30	TurboTax Live Deluxe	1	Definitely not free	TurboTax always claimed that it is free but it is not and actually I probably would've paid just as much going to sit down with an H&R Block tax expert which I will be doing next year
2032	201390044	2022-02-14 07:09:04	TurboTax Online Deluxe	1	What happened to free?	Thought it was going to be free instead of paying 117\$ Wont be using this next year
2033	201390645	2022-02-14 08:08:41	TurboTax Online Federal Free Edition	3	Free	They say it's free but it's not Doesn't live up to what they say
2034	201391797	2022-02-14 10:08:28	TurboTax Online Deluxe	1	I will never use Turbotax again	Turbotax was only worth its freefile service Why am I paying 39\$ for both state and federal? Every other page is an ad for its paid services Obnoxious!!
2035	201396544	2022-02-14 14:22:42	TurboTax Online Deluxe	3	Easy but a rip off	I had to pay for filing my federal, SC, and WV taxes just because I had a gambling winning form That one form was not on the free edition and forced me to upgrade due to a 1,200 win
2036	201400585	2022-02-14 15:56:40	TurboTax Online Deluxe	3	Turbotax is a scam this year	My taxes last year were same as this year but should have been free, but due to this bs premium tax credit they charged 39 00 over last year and dont let you know till almost complete and to charge 39 00 to take payment for the taxes from refund was another 39 00 so last free as advertised for simple return and this year 78 00 for as simple as last year a complete unacceptable situation I will be looking other places next year
2037	201401300	2022-02-14 16:11:04	TurboTax Online Deluxe	4	Great, but always trying to get you to spend more	Turbo Tax overall is great for the filing and the checking But I always feel like they are on the verge of being dishonest about pricing There are free versions, but it makes it difficult to find those It automatically sets you up on a cost version and then continually tries to get you to upgrade to the more expensive versions I just don't appreciate how they go about this, and I am someone who is already going to pay for the deluxe option
2038	201403552	2022-02-14 16:53:22	TurboTax Online Deluxe	4	great	I love turbotax 5th year in a row I have used it, my only complaint is that I wish when I filled with my returns my entire process was free instead upgrading to the paid one
2039	201404071	2022-02-14 17:04:17	TurboTax Live Premier	4	Great service but slightly pricey	Part of this is my own fault, but I think that going from free filing to paying \$200 just because I sold \$96 worth of stock last year is a bit overpriced
2040	201404180	2022-02-14 17:06:39	TurboTax Online Deluxe	4	Easy	Pretty easy to use but thought it was supposed to be free
2041	201404881	2022-02-14 17:22:02	TurboTax Live Deluxe	1	Will Charge You	The only difference between Deluxe LIVE and FREE is you get charged \$120
2042	201405824	2022-02-14 17:39:23	TurboTax Live Deluxe	2	Turbo Tax is expensive	Turbo Tax has free Federal tax but you or at least I was not allowed to use it Seems to be a ploy to upsell you

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2043	201406155	2022-02-14 17:45:00	TurboTax Live Deluxe	2	They use to be worth it	Now they nickel and dime you to the very end You start out thinking its free then its really \$104 for Federal, \$49 for state AND \$39 add for an option to pay with your refund!! total of \$192! Time to look for another way to file, if they continue to charge like this
2044	201406742	2022-02-14 17:56:09	TurboTax Online Federal Free Edition	2	Very disappointed	Tax refund taking longer than expected with Turbo Tax They say it's on "The IRS time" but then why tell people 21 days? Turbo Tax also keeps trying to get its users to pay for a different version even though they continuously say, "it's free " Extremely disappointed with Turbo Tax this year and will NOT be using it in the future
2045	201407680	2022-02-14 18:12:58	TurboTax Live Basic	4	Pretty Good Service to Use	I've been using TurboTax for a few years The only issue I have is that if you want to file later, it's not free, as advertised It's only free if your AGI is below a certain amount Other than that, it's a good service and super simple and easy to use
2046	201408180	2022-02-14 18:21:00	TurboTax Live Deluxe	3	Turbo tax is Best only 2 yrs	After 2 years of using them, they decided to change, get greedy and now make u do your state on your own or if with them be charged \$39 & it said free til I got to the end and ended up being charged \$212 from my refund Just not happy about the hidden fees, thats why I started coming to turbo tax
2047	201408293	2022-02-14 18:23:13	TurboTax Online Deluxe	4	Glad to have the option of Turbo Tax!	Very intuitive and helps you to feel pretty confident about doing your own taxes My only complaint is that the promotion that I would be filing for "free" if done before 2/15/22 was not truthful I ended up having to pay \$117 even though I filed on the 14th
2048	201416252	2022-02-14 18:49:03	TurboTax Online Deluxe	4	easy if you don't have a lot to file	the system is good but filing for free is false advertising and not sure how 80 became a \$117 dollar charge back
2049	201410056	2022-02-14 18:58:03	TurboTax Online Deluxe	2	Supposed to be free????? Not quite	I was filing a simple form with my child, and child care, all of a sudden it was \$117, wasn't itemized or anything, it was submitted and then I found out my egg donor for my child had already claimed her I had to resubmit even simpler form and still got charged the same amount Not Free at all Went from \$10,500+ refund to \$970 but fees the same!!!!
2050	201410491	2022-02-14 19:07:11	TurboTax Online Deluxe	1	TurboTax and hidden fees SUCK!	Was told I qualify for free filing, told me that It was applying filing fee discounts and was charged \$117 00 (federal,state, and a TurboTax e-filing fee) No discount was applied
2051	201418608	2022-02-14 19:39:18	TurboTax Live Deluxe	1	You stole all of my money	At the beginning of filing Turbo tax promised it would be free, by the end they forced me to pay 300 dollars for MISC fees and such I'm blown away, if this hadn't already taken me 3 hours to file id try to fight it but jesus christ I'm tired I'm frustrated and i'm never using turbo tax again
2052	201413638	2022-02-14 19:52:38	TurboTax Online Self Employed	3	Fees are high	\$167 for a simple self-prepared return Hidden processing fees Commercials you see, say its "Free" to file, not even close to remotely true
2053	201413690	2022-02-14 19:53:20	TurboTax Live Full Service Deluxe	2	Poor communication, bad expectations	I signed up for the free service and due to a small one-time income, I received outside of my one, steady job I was charged over \$300 by Turbotax On top of this, the 'free' expert I was promised took several days to respond to each message and never called me when she was supposed to I ended up not getting a return (instead owed taxes in the four digits) despite being a low-income earner and I did not feel that my expert actually tried to find savings for me
2054	201414367	2022-02-14 20:07:40	TurboTax Online Deluxe	3	Nickle and Dime Ya	I've used Turbo Tax for years and I say the same thing each year why? They advertise that it is free to use but it always cost me This year I went from free to \$78 Also, using this app seems like a slow process I miss the days of just using the 1040EZ
2055	201415320	2022-02-14 20:28:50	TurboTax Online Deluxe	2	i thought it was easy and free	not free had to pay \$29 00 wait to the middle of it and i get charged not very easy i am filing paper next year
2056	201415367	2022-02-14 20:29:59	TurboTax Live Self-Employed	3	that's a hell of a bait and switch	it went from free to \$350 real quick easier to use last season def got me hung up a few times
2057	201421151	2022-02-14 20:32:38	TurboTax Online Deluxe	3	Use your government tools	TurboTax likes to say free or for only 39! But when you file its almost 90 and if you want to pay with your refund its extra Taking you to almost 120 Thats ridiculous for something that advertises being so cheap Use your government tools and pay like \$12 max
2058	201416070	2022-02-14 20:45:13	TurboTax Live Full Service Deluxe	1	Rip off	Never not one time did anyone ever mention that on the web page this free file service that said file federal and state free if approved and free live person assistance was going to cost me half of my return
2059	201416450	2022-02-14 20:53:49	TurboTax Online Self Employed	2	Over priced	I didn't like the hidden fees in the efile choice this year Just because you choose a certain option you shouldn't be charged an additional fee in the amount of 39 00 It's unfair to consumer who is already paying for the service that was suppose to be free
2060	201416925	2022-02-14 21:05:05	TurboTax Online Deluxe	1	Misleading	Don't believe it when it says Free Be prepared to pay
2061	201418205	2022-02-14 21:31:22	TurboTax Online Deluxe	3	Whats with the hidden fees?	I like easy access of turbotax But the hidden fees rub me the wrong way You guys are not free Stop marketing on being free
2062	201418316	2022-02-14 21:33:49	TurboTax Online Deluxe	4	turbo tax	I went on the Turbotax Free website but once I started to enter my information I found that it was not free and there was a \$39 charge for the service I could not find a way to get the free service since my tax preparation is fairly simple and uncomplicated I imagine once you start with the paid service it continues each year? Otherwise, Turbotax makes it easy to do your taxes by walking you through step by step, quickly and easily
2063	201424030	2022-02-14 21:41:39	TurboTax Live Deluxe	1	Scammers	DONT ADVERTISE FOR FREE THEN CHARGE HUNDREDS OF DOLLARS!!!! I COULDVE PAID SOMEONE TO DO IT FOR CHEAPER! NOT HAPPY!!!!!!
2064	201419152	2022-02-14 21:49:44	TurboTax Online Deluxe	4	Turbo Tax helps	Turbo tax is helpful and easy I did choose the free option however it still charged me \$39 in the end Not a terrible amount but was looking forward to the free!
2065	201420419	2022-02-14 22:16:24	TurboTax Online Deluxe	3	Turbo Tax is ok	Turbo Tax makes it easy to file I was always told that it was free, but at the end they charge you for both your federal and state It's not truly free

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2066	201420481	2022-02-14 22:17:36	TurboTax Online Self Employed	3	good but could improve	i wish it was free, also I think the format could use mor work It was a bit confusing
2067	201420576	2022-02-14 22:19:45	TurboTax Online Deluxe	3	Scam	The process of completing everything is pretty nice and stream-lined, but all those 'free' commercials they run are lies If you make no income, hten you can file for free, other than that i was charged \$40 per state and federal return
2068	201425635	2022-02-14 22:20:38	TurboTax Live Deluxe	1	Lol nothing is really free	The website states if you file before 3/31 it would be completely free however they didn't make it explicit that it only applies to the simple form tax return which only includes filling for W-2s If you wanted to use live help, or get your form reviewed by an expert to make sure you didn't accidentally commit tax fraud, guess what you've just made yourself required to upgrade to turbotax deluxe They don't tell you until about the end of the whole process about the hidden costs or ridiculous requirement to update to deluxe to file 1098 documents along with other documents that aren't W-2s This design especially preys on college students, who are already looking to saving some money from every Spector of capitalism preying on our pockets At the end of the whole process which included being required to upgrade to deluxe to file additional forms other than W-2s, my fee to file with turbo tax came out to almost \$200
2069	201420643	2022-02-14 22:20:52	TurboTax Online Deluxe	3	It was good	It was OK but thought it was free and found out it was not
2070	201420703	2022-02-14 22:21:53	TurboTax Online Deluxe	2	Unhappy with "free" Service	thought turbo tax was free,\$39 to e-file tax & \$39 to e-file state Total is\$78 then why the HECK was I charged \$117 ?????!! Still need to print forms & yet am unable to Will NEVER use this FREE turbo tax again
2071	201393268	2022-02-14 22:24:37	TurboTax Online Deluxe	3	taxes	filing was simple whatever happened to free, free, free filing? false advertising is a criminal defense
2072	201421860	2022-02-14 22:49:32	TurboTax Online Deluxe	1	turbo tax took so much money for dumb hidden fees	it was advertised as free I paid 39 dollars 3 times 1 to file state tax, 1 to file federal, and one to use my return to pay for turbo next year im going to use a different service
2073	201422248	2022-02-14 22:58:57	TurboTax Online Deluxe	1	NOT FREE	Commercials say it's "free" and "free" and it is so not free Gotta pay to file and then there is a fee just to pay for it out of your refund  IT'S THE OPPOSITE OF FREE
2074	201428345	2022-02-14 23:20:26	TurboTax Live Self-Employed	1	Turbo tax is deceptive	I chose free tax file and upon completion of return I was billed 289 00
2075	201423597	2022-02-14 23:31:17	TurboTax Online Deluxe	2	helpful but predatory	helps you out greatly but doesn't warn you until the very end that one obscure credit you're eligible for will disqualify you for the free version, costing me about \$120
2076	201423603	2022-02-14 23:31:21	TurboTax Online Premier	4	ok	It was good , however one thing I didn't like and will not use the tool next year is that when I came to my payment options I was ok with the turbo premier that was \$99 I was charged \$49 for 2 different states which I was told one should have been free by a turbo tax rep my total was \$177 Then at the end with all total, turbo added on another \$49 to file e-file
2077	201424167	2022-02-14 23:44:20	TurboTax Online Deluxe	4	good but not free	it was fairly easy but some areas are confusing and the software is not any help i did the free tax file online and it cost me \$43 so not free
2078	201429437	2022-02-14 23:44:54	TurboTax Online Deluxe	1	Rip off	Turbo tax charged me 78 dollars to do FREE taxes And Wanted another 44 To deduct it from my return
2079	201395468	2022-02-14 23:52:28	TurboTax Live Deluxe	2	it is easy to use	you lie about your service you say file for free but it isn't free so you have commit false advertisement
2080	201424733	2022-02-14 23:58:27	TurboTax Online Deluxe	1	Not happy having to pay	I was lead to believe that this would be free as it has been the numerous years past that i have used it I had surgery last year and haven't been able to go back to work so every penny counts
2081	201424767	2022-02-14 23:59:24	TurboTax Online Federal Free Edition	4	You are okay	You still make it hard to find the FREE file but I found it this year unlike last year and I paid
2082	201425099	2022-02-15 00:08:41	TurboTax Online Premier	1	\$79 "Free* Tax Filing"	Stop telling people its free, all I need is a 1040EZ and some investment income Why do I have to pay \$79 for a free service that I cant opt out of
2083	201425856	2022-02-15 00:25:24	TurboTax Online Deluxe	2	No longer free to file	So, I'm single and my filing should be under the simple to file category in order to file for free Am I missing something? Because for something that's free to file, I got charged quite a bit of fees to file this year I could of missed something, but I'm going to be finding a more free to file service in the future
2084	201426008	2022-02-15 00:28:43	TurboTax Live Deluxe	1	Good but	The service is clear, concise, and helpful BUT they will find any way to sneak any extra amount out of you and there is a very good chance it will not be free
2085	201426586	2022-02-15 00:41:51	TurboTax Live Deluxe	4	Good option for tax preparation and filing	I was happy with the program and help available but was a bit upset about the fees at the end They force you to "upgrade" in order to file your taxes and have processing fees so it isn't "free" I find this practice misleading
2086	201426837	2022-02-15 00:47:30	TurboTax Online Deluxe	2	TurboTax was misleading!	I started my tax return thinking that I would be doing so free of charge However, once getting further into my return I was informed that I would have to pay for them to file a tax break, then I had to pay to file my federal and state together Which was very misleading, however I enjoyed using TurboTax it was very easy and helpful so I don't mind paying those fees Just wish I would have known that I would be charged before entering so much information
2087	201427287	2022-02-15 00:57:24	TurboTax Online Premier	3	Turbo Tax has a way of adding fees	turbo tax served me well in years past, but this year I am disappointed I filed with the free version, and continually refused updating when offered, but got charged for Premier i only had \$83 coming back, and that left me with \$14 i lost my job during Covid, so every little bit helps
2088	201432670	2022-02-15 00:59:23	TurboTax Online Deluxe	1	Sucks every year	So its supposed to be free if under 50,000 income but the free site is hidden and not easy to access so each year i pay then when you dont have money to pay you pay out of your refund So Federal 39 00 State 39 00 then your charge another 39 00 to take it out of your Federal so after at that end its 117 00 later I feel screwed every year So turbo tax take that 117 shove it up your assets i hope you need it worst than us staving Americans!!!

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2089	201427523	2022-02-15 01:02:21	TurboTax Online Deluxe	1	TurboTax-Lot of Hidden Costs	It is not free to file with TurboTax, contrary to the advertisements You will pay a fee no matter how simple your taxes are, and if you choose NOT to sign up for yet ANOTHER payment method, you will be charged a very high transaction fee for using your own credit card
2090	201427541	2022-02-15 01:03:00	TurboTax Online Deluxe	4	Concerned	A bit concerned that the "gag line" to get money from filers is giving an alert that Deluxe filing is needed because of Retirement credits; when filers want to file free
2091	201432901	2022-02-15 01:04:53	TurboTax Online Deluxe	1	Terrible	FALSE ADVERTISING!!!! THEY SAY IT IS FREE BUT ACTUALLY, IT WAS UPWARDS OF ONE HUNDRED DOLLARS DIDN'T INFORM ME OF CHARGES UNTIL AFTER I SPENT 2 HOURS FILLING OUT FORMS!!! RIDICULOUS!!! I AM A BROKE COLLEGE KID, I DONT HAVE THE MONEY FOR EXTRANEIOUS CHARGES
2092	201428212	2022-02-15 01:17:17	TurboTax Online Deluxe	3	Got the job done for way more than I expected	Ive used TurboTax for the past several years and have never had a problem They get the job done, however this year I was on disability and was not able to do the free returns which is fine My main goal is to just have them done right so ill pay the \$40 The problem is all the fees on top of that another \$40 to file and then a \$39 fee to have them take their charges out of my return By the time I got to the end and saw all these fees I was too done to go back and find the correct pages to change it So yes they get the job done but i'll be looking into other services next year
2093	201428892	2022-02-15 01:32:43	TurboTax Online Deluxe	1	I use to like Turbo Tax	I used Turbo Tax for the last two years and it was always helpful especially with it being free but, I just had to pay 30 dollars, to have it filed I tried multiple times to see if I made a mistake but, I had to pay I was just disappointed with that because I'm a college student that can't afford throwing thirty dollars away but, I have to file my taxes
2094	201429402	2022-02-15 01:44:02	TurboTax Online Deluxe	3	Fees	Was surprised that I had no option for the free fees, considering that I only make under \$10,000 a year It automatically took me to the deluxe version and no option to change it
2095	201400100	2022-02-15 01:45:43	TurboTax Online Deluxe	1	deceptive about how much you will be charged	they give you the option of it being free at the begining, but then when you have already done the work they extort money from you to actually file
2096	201429739	2022-02-15 01:51:25	TurboTax Online Premier	1	keeps adding fees	I had to pay a lot of extra fees for a basic return that was supposed to be "free"
2097	201430761	2022-02-15 02:13:39	TurboTax Online Deluxe	1	I would Give 0 Stars if I Could	Filed my taxes like normal, expecting it to be normal free turbotax, and then at the very end, after more than an hour and a half of work, they required me to pay to use turbotax, after I had gone through the whole process I wouldn't be as upset if they just told me I had to pay up front
2098	201432211	2022-02-15 02:46:47	TurboTax Online Deluxe	1	AWFUL	CHARGE FEE SO MUCH FOR FREE I PAID \$112 IN FEES I JUST WANTED MY DUMB RETURN
2099	201403729	2022-02-15 02:57:39	TurboTax Live Deluxe	1	I have benn trick with the Turbo tax BIG LIE: FREE	This year I have decided not to pay FREE In the end, I found no other option to me to file but to pay 150 dollars I mean I paid But don't lie telling that is free
2100	201432855	2022-02-15 03:03:52	TurboTax Live Deluxe	3	Its okay	I thought it was supposed to be Free But I paid over one hundred dollars
2101	201404228	2022-02-15 03:07:56	TurboTax Online Deluxe	1	I feel cheated	I wanted to do the free turbo tax and was forced to upgrade because of a \$27 credit I ended up having to pay turbo tax \$134 because of \$27 I would rather have not received the credit I didn't get much money back and really lost a lot by having to pay turbo tax I needed the money I don't think I will use this company next year, when you advertise free filing it should be, it should have been my choice to upgrade and pay for services, I was cheated
2102	201433091	2022-02-15 03:09:46	TurboTax Online Deluxe	1	What a scam!	Well, we all know nothing is free in life and there really should be three things that are guaranteed death, taxes and some corporation charging you for services they claim are free!!! Not only did they charge for the free tax filing (because of some simple deductions that basically everyone has) but then the software was glitchy at the end so I had to go back and delete the charitable deductions because it kept telling me there was an error when there wasn't (charitable deductions didn't make a difference to refund, which would also be nice to know before I wasted time entering them all!) How much you want to bet that Turbotax doesn't post this review?
2103	201405510	2022-02-15 03:33:41	TurboTax Online Self Employed	1	TurboTax is a ripoff now	I have used TurboTax for many years now and now I am seeing more charges and hidden fees I have to pay \$90 for a free basic return and because I want to use my refund to pay that \$90 TurboTax is going to charge me another \$40 That is some serious BS This will be the last year I use TurboTax as I don't enjoy being ripped off
2104	201405642	2022-02-15 03:36:11	TurboTax Online Self Employed	1	Charge	Yes y'all charge when you guys say it's free false ADVERTISEMENT!!!!!!!!
2105	201405675	2022-02-15 03:36:49	TurboTax Online Deluxe	1	shameful	If you make under 73k a year tax filing is supposed to be free You do not follow that law and charged me 117 dollars because of using your product you advertise as free Also, deductions from my unemployment did not cover nys laws on taxing unemployment credits on pandemic pay
2106	201439779	2022-02-15 04:20:38	TurboTax Online Federal Free Edition	4	TurboTax, truly free?	So many ads about 100% free I beg to differ Arkansas is one of those states that makes issues, where Turbotax has you upgrade to take care of it So, in the end, if you have issues or think something might be wrong, you're gonna pay Not much, but is still an issue when they say it's 100% free I do like their services, just no 5 star when they keep blasting that 100% over and over
2107	201440079	2022-02-15 04:30:09	TurboTax Live Deluxe	3	not impressed	you did not get the most out of my fed to me and I thought it was free since its my first time



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2108	201440215	2022-02-15 04:34:18	TurboTax Online Deluxe	2	Turbo tax is ok But misleading	Difficult and expensive to get any assistance Cumbersome to navigate Misleading on "free"
2109	201440344	2022-02-15 04:38:54	TurboTax Online Self Employed	1	Stop charging these absurd processing fees	There are so many hidden fees in this app Just give people a flat rate price to do everything So annoying We are literally pinching pennies to survive in a pandemic and you all want to charge so much for a "free" service
2110	201441209	2022-02-15 05:09:34	TurboTax Online Deluxe	1	Costs too much	What was free cost me \$117 this year I'll never use or recommend Turbo Tax again You have a way of hiding fees until I'm a long way into it and don't want to start over somewhere else
2111	201441431	2022-02-15 05:18:31	TurboTax Live Deluxe	2	Not happy	I was unable to file for free this year , confused on why
2112	201441899	2022-02-15 05:41:09	TurboTax Online Deluxe	3	To much advertising	They really tried to add extra charges I thought the federal taxes were free to prepare and file It cost \$39 and \$39 to for the state taxes
2113	201446315	2022-02-15 06:20:42	TurboTax Online Deluxe	1	this is rigged	they made me pay for things when its supposed to be free
2114	201447317	2022-02-15 07:56:10	TurboTax Online Deluxe	1	Advertise filling for free, but charge at the end	Filing is easy enough Software acts like you're filling for free, but you get to the end and suddenly several charges happen with no options besides upgrading more
2115	201448268	2022-02-15 10:07:43	TurboTax Online Premier	1	TurboTax sucks, but it's the most accurate	TurboTax used to be free, and still gives ads for "file free" but then it still charges you, and constantly tries to upsell you on services you don't need Ours should have been free per the specifics on the ads, as it was only an "EZ" but because of some loophole, it didn't actually offer that to us when we filed this year, and there was no way to request it/downgrade to a "Simple" return  They also lobbied to keep the IRS from just offering a free, accurate tax service, which is pretty shady They're also complicated  But they are the most accurate, so I guess that part is good
2116	201448818	2022-02-15 11:00:46	TurboTax Live Deluxe	1	They're ok	They forced me to get the advanced and made me pay 200 dollars to do my taxes When they advertised it for free
2117	201453542	2022-02-15 13:55:44	TurboTax Live Deluxe	1	Even if you choose free you still have to pay	I'll never use it again Everything is free until you get to the end and you're forced to upgrade
2118	201454672	2022-02-15 14:20:22	TurboTax Online Deluxe	1	Sucks	I will not use this again They say it is free and I didn't upgrade to the other levels They charged me 79 to file it it's not free!
2119	201456004	2022-02-15 14:42:40	TurboTax Online Deluxe	2	TurboTax should've warned me	I wish TurboTax would've put a warning that if you qualified for certain credits that you'd have to upgrade from their free version I mean that literally, like I had no choice but to upgrade I've always liked TurboTax for the simple fact that I could get my taxes done for free, but unfortunately they found a particular credit for me and then charged me \$100 just to file because of the credit which was about as much as the credit was supposed to be So technically it's okay I didn't lose more than what I would've gotten without the credit, but it's very disappointing
2120	201460582	2022-02-15 16:06:28	TurboTax Online Deluxe	3	Very average	Average software that required me to upgrade even on a very simple return Next year I will go back to H&R Block It isn't free and it is nothing more that average at best
2121	201461242	2022-02-15 16:16:56	TurboTax Live Premier	1	Little confused	I have always done my taxes for free, so having to "upgrade" at the end with no added benefits because I've already done it all myself was ridiculous That's \$200 to just file, when that's never been a requirement before
2122	201462036	2022-02-15 16:31:56	TurboTax Online Premier	3	Easy to use, but hidden fees	I have used Turbo Tax for years I love this product It is a very clear step by step process However, as I've gotten older my tax situation has gotten more complex I understand not everything is covered under the "free" addition, but not informing me that I will be charged, allowing me the option to upgrade when it's not really optional, and then charging me for it at the end is frustrating Plus charging \$39 to pay the fee with my return almost doubles the original fee to file Please do better at setting expectations
2123	201462551	2022-02-15 16:41:38	TurboTax Online Deluxe	1	unexpected charges	was going along with the free addition but at the end it charged for deluxe and said it would be free to take state charge from federal return but there was a charge for that as well
2124	201463944	2022-02-15 17:03:56	TurboTax Online Deluxe	1	Turbo Tax is Taxing	yes, you can file for free but there a lot of hidden fee now that there was not before plus you have o "upgrade" if you do not qualify for the free package
2125	201464166	2022-02-15 17:07:25	TurboTax Live Deluxe	1	wasn't free like ad said	i used turbo tax because the ad said it was free to file i was not it cost 139\$
2126	201465348	2022-02-15 17:26:33	TurboTax Online Premier	1	Very Frustrated	Very frustrated that I have to pay to file my taxes when you claim it is free I'm not using any additional services I can file my friends taxes for free but when it comes to mine its like \$100 00
2127	201467878	2022-02-15 18:06:45	TurboTax Live Deluxe	4	For a non filer not bad	I came to Turbo because of the FREE charge, but once I was done it cost me more then expected, but through the process it was well worth it It would have been better to delete the charges they added and start over if I pushed the wrong button OH Well
2128	201475438	2022-02-15 18:22:06	TurboTax Online Premier	1	Incorrect Discount Applied	I started my return with TurboTax since Fidelity gave me an offer to file a federal and state return on TurboTax Premier for free (\$0) I clicked the link and the turbotax website also showed \$0 for state and federal for TurboTax Premier However, after filling all of my info and I was about to file my return, it showed a total of \$85 I contacted support and after an hour, they said they couldn't do anything
2129	201468886	2022-02-15 18:24:54	TurboTax Live Deluxe	3	Not happy	You state your a free tax form, however you have to pay to file Used you for the last two years but I don't believe I will use you again
2130	201469440	2022-02-15 18:35:14	TurboTax Online Self Employed	4	Tax returns made easy	Turbo Tax is always the easier way for me to file tax returns Once my past returns are filed all I have to do is update But I wish the free option was more versatile I prefer not be prompted to upgrade to a more expensive option

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2131	201470173	2022-02-15 18:48:03	TurboTax Online Deluxe	2	Turbotax is convenient but also not	It was real easy to use and helpful I tried to use the free version, but couldn't Had to pay \$60 when they were advertising free Seems like false advertising to me
2132	201470325	2022-02-15 18:51:00	TurboTax Live Deluxe	2	Ridiculous	Was suppose to be free it advertised and ended costing \$130 Than had to go back 3 seperate times to e-file don't know what the hell was going on Did what they said and got rejected This was after a professional looked everything over and said I was allset Complete joke HR messed up my taxes last year and this website is a no better Complete joke I can't go anywhere to file my taxes
2133	201470494	2022-02-15 18:54:15	TurboTax Live Deluxe	4	Turbo tax	It is relatively easy to use, but I get things saying it is "free " Has never been free Also, why do you charge and extra \$35 00, in addition to your regular fee if I pay you by an automatic deduction from my refund??
2134	201477917	2022-02-15 19:04:09	TurboTax Online Deluxe	3	ONLY FREE FOR W2, NOT 1099'S no matter your income	W2 Dont have to paid the file fee for state of Federal, but if you're 1099 you have to paid 59 for federal and 39 for state Even if you're low income individual that make less than 2k last year So basically to get the FREE advertisement you have to have a W2 That's so unfair, how someone making more than 76,000 a year can make their taxes for free using this software, but others making almost nothing can't Just another corporation making money out of poor people The software is better than other softwares that's for sure, and that's why a lot of us who don't make money will prefer to do it here than other ones I had other issues, but very minor
2135	201471744	2022-02-15 19:17:46	TurboTax Live Deluxe	3	Unexpected filing charges	Process for completing tax forms was good Filing charges were unexpectedly high for what was supposed to be free filing
2136	201472394	2022-02-15 19:29:39	TurboTax Online Deluxe	1	its says FREE !!! and its not !	I selected the FREE OPTION and yet here I am paying 31 plus FOR Federal and then \$31 for State!!! and then ADDED \$39 99 to take MY MONEY IN THE first place ! I triple checked the Free option not happy !
2137	201473545	2022-02-15 19:49:49	TurboTax Live Basic	2	Forms are easy but Customer assistance sucks	They say you can have everything reviewed for free before sending I chose that option, waited 20 minutes for their phone call only to be greeted by a robot Then a woman answered, cleared her throat, and hung up on me!! "A computer voice then stated, Sorry we missed you We will not be calling back " I've had nothing but problems from getting assistance through their live chat despite paying \$29 for that service TurboTax live is a joke Very Frustrating
2138	201473667	2022-02-15 19:51:59	TurboTax Online Deluxe	3	Unexpected Fee	Turbo is very helpful and simplified for beginners however , I was charged and I thought it was free
2139	201473847	2022-02-15 19:55:44	TurboTax Online Deluxe	1	False advertising	I have a very simple return and started my return via the "free" option as I have done in the past During entires, there were no less than 4 options to upgrade for a cost I had to select the plus option so my return to be completed I WILL LOOK FOR ANOTHER PROGRAM NEXT YEAR
2140	201481146	2022-02-15 19:56:51	TurboTax Online Deluxe	2	Falsely advertising	False advertising it being free when in all actuality you have to pay a fee to file completely canceling it being free
2141	201481578	2022-02-15 20:04:05	TurboTax Live Deluxe	3	Didn't Fulfill on Promises	LiveBasic was suppose to be a free program that I was never able to get access to and when I connected to a human through LiveDeluxe they weren't able to connect to my profile or computer to look over my paperwork I basically had to do everything myself with an agent who explained the basics of taxes to me In the end it was still cheaper than going with someone else (\$150) but when talking to someone is advertised as free so long as its basic I felt a little cheated There's even a guarantee to a refund if the taxes were simple in the end so I feel extra cheated because I couldn't get a hold of someone in charge of specifically that stuff Besides that hiccup everything was easy to understand and simple to file
2142	201474671	2022-02-15 20:09:14	TurboTax Online Deluxe	4	TurboTax Online	I started with the "free file" but had to upgrade to Deluxe for Federal & State I wish the products were cheaper or had "senior citizen" discounts
2143	201475145	2022-02-15 20:17:26	TurboTax Online Deluxe	1	Not Free like advertised	They claim it is free, but really they require you to purchase at least a deluxe package in order to submit forms for HSAs or FSA or the like In other words they require upgrades in order to allow you to provide info you are required by law to provide
2144	201475188	2022-02-15 20:18:16	TurboTax Live Deluxe	1	Truncated and Excessive Fees	This is probably my last year using TurboTax Considering companies like this are the only reason our tax returns aren't just a page long They lead with the assumption that their services are free and then they throw a bunch of fees at you The only reason they are still in business is that our education system doesn't teach students how to do their own taxes
2145	201448412	2022-02-15 20:23:58	TurboTax Online Deluxe	1	Cost to much to file for free	Says u can file for free that a total lie They have
2146	201475607	2022-02-15 20:25:13	TurboTax Online Premier	1	I thought it was going to be free it wasn't	I thought it was going to be free it wasn't free
2147	201475926	2022-02-15 20:30:27	TurboTax Live Deluxe	4	TurboTax Made It Easy	First time and it wasn't as technical as I expected Simple to get help if I didn't understand something Was hoping for Free but somehow I ended up paying, so I don't know what I did wrong I'm single/no dep Maybe because of educ credit and I did choose to file my State this year Next time, CalFile, that's free
2148	201485422	2022-02-15 20:51:56	TurboTax Online Premier	2	Premier Upgrade	I will not use your services next year or any other year i did not like being forced to upgrade for 107 dollars to see no increase in my return you bamboozled me into free filing I will be taking my services to an honest and upfront company from here on out I've used you guys for almost 10 years and this year was a slap in the face I will be letting my co workers know also not to utilize your services either
2149	201477388	2022-02-15 20:54:27	TurboTax Online Deluxe	2	it okay	I do NOT like how it starts free then as you add info it adds \$35 here and \$45 there and gets up to \$110 dollars when you are the one putting in all the info
2150	201477597	2022-02-15 20:58:18	TurboTax Online Deluxe	3	Painful experience	I needed HELP Could NOT understand young lady from Ga Very time consuming Surprise turbo Federal tax Should've been able to file for free with this very simple tax return Tried 3 times to talk to live person 4 th try then couldn't understand her So sorry

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
2151	201478771	2022-02-15 21:17:47	TurboTax Live Deluxe	2	The best out of the worst	Said it was free to file and made me still pay \$95 anyways to use Wouldn't let me file without I only went with it because no other Tax helper offered the Stimulus option So i got a little money back instead of owing but still upsetting that it says free and then isnt
2152	201479463	2022-02-15 21:28:34	TurboTax Online Deluxe	1	Getting more and more expensive	I like how easy the platform is to use, but there's a reason I went to another company last year Every year the product gets more and more expensive It started out at \$30, then went up to \$63 and by the end I was paying \$100 to file my taxes For a product that says it costs NOTHING to file \$100 sure isn't free lol
2153	201480010	2022-02-15 21:37:58	TurboTax Online Deluxe	1	TurboTax used to be good	What used to be a great, free product is now anything but that You WILL be swindled into purchasing unnecessary products from which you cannot back-out The product will also charge arbitrary amounts here and there so you won't be able to receive anywhere near your full refund Turbotax will rip you off and leave a sour taste in your mouth Good luck
2154	201481746	2022-02-15 22:06:45	TurboTax Online Federal Free Edition	3	getting charge a fee	thought ez efile e-file was free getting a \$23 charge !
2155	201481911	2022-02-15 22:09:22	TurboTax Online Premier	3	Turbotax does the work, not free (per commercials)	I've used Turbotax each year This year though, I was under the certain amount you need to have TurboTax for free and it wouldn't allow me to switch back I had to pay \$86 just to file, and if you want it deposited to your bank account, like most people, they will deduct another \$39 for doing it They make it free til they don't
2156	201481950	2022-02-15 22:10:08	TurboTax Online Deluxe	3	Turbo Tax is fast and easy, but not free	Easy to follow instructions, but disappointed that it was not free as advertised
2157	201481993	2022-02-15 22:10:59	TurboTax Online Deluxe	1	Bad	I thought it was free for everything I'm paying over a \$100
2158	201482290	2022-02-15 22:16:38	TurboTax Online Deluxe	2	Hidden Fees- Not really free to file	Turbo tax advertises free filing but there is a \$39 processing fee to use a third party bank this will be my last year using turbo tax
2159	201482933	2022-02-15 22:28:14	TurboTax Online Premier	4	Misleading, But Well Done	Let's get one thing straight, turbo tax is not free Sure, it's free to file the most standard of tax situations, but few people have simple taxes anymore Did you invest? Did you earn self-employment income? Did you use your HSA? Need to file State? There are so many things you can do that will cause your "free" experience to jump out of the high-rise window Playing along with this are their constant upgrade recommendations Do not accidentally accept one of those once you upgrade there is no going back, even if you don't need the upgrade "Free" is a misleading line for Turbo Tax and the way their upgrades work is not very friendly That being said, Turbo Tax works well and offers loads of free help where you might need it It's not perfect, but it is an exceptionally easy way to do taxes
2160	201490571	2022-02-15 22:29:06	TurboTax Online Deluxe	1	Screw TurboTax	It's all free to DO your taxes but they charge you \$78 to FILE THEM! And they won't allow it to come from my refund! Total BS Don't let them scam you like they did me!!!! If I could rate a 0 I would!
2161	201484730	2022-02-15 22:37:26	TurboTax Online Deluxe	1	Did not even let me see the free option	I was required to use the deluxe version because they did not have a free version even available for my viewing Just because I needed it last year for stimulus checks does not mean I needed it this year Further, they claimed that it would be 39\$ for the service but they then charged me an additional 39\$ for selecting to have it taken from my tax return I am in college and I don't even have money for bread right now I hate you guys
2162	201485185	2022-02-15 22:47:03	TurboTax Online Deluxe	3	not free as advertised	hey, it was supposed to be free to file, but was asked to pay
2163	201485238	2022-02-15 22:48:09	TurboTax Live Deluxe	1	poor service	this is to be a free service and yet again you charged me I will be finding a free service next year
2164	201485491	2022-02-15 22:53:05	TurboTax Online Deluxe	1	Terrible	I'm sorry , I can not rate this site because no one's there to help Last year I had a problem filing and tried to get help which I never received , they had me pay 85 00 bucks to something that didn't handle my tax forms so I had to go with another tax company You guys say file for free but charged me 117 bucks to file this year This is my last time filing with turbo tax
2165	201486517	2022-02-15 23:13:59	TurboTax Online Deluxe	1	miss leading	if you advertise free then it should be completely free
2166	201487453	2022-02-15 23:31:18	TurboTax Online Premier	2	Turbo tax meh	This advertises as free but is not ever free costs your \$100 plus dollars
2167	201452725	2022-02-15 23:35:47	TurboTax Online Premier	1	Money Grab	Information and methodology is very good Problem is all the upselling and disgusting ways to get more dough from you Congress should have dumped these scoundrels when they had the chance, but Noooo, we can give free that isn't free
2168	201488341	2022-02-15 23:46:47	TurboTax Online Deluxe	1	Hidden Fees	Not Free, charging for paying fee from refund without prior notice Had to go back and give CC Had to research stimulus \$5 and fill out other forms Would have been easier to file myself through IRS!!
2169	201494447	2022-02-15 23:46:54	TurboTax Live Deluxe	1	Why are you trying to charge me so much?	This is insane that you let people file for free for years, and now you try to fool people into thinking it's still free and proceed to charge them But that's not enough, when they choose to pay for your messed up service through their tax return you're going to charge them DOUBLE That's insane
2170	201488399	2022-02-15 23:47:53	TurboTax Online Deluxe	3	Disappointed	Like that's it's easy, hate that it actually charged me when it's always free and always claiming to be free
2171	201488568	2022-02-15 23:50:55	TurboTax Online Deluxe	3	Review	Unsure why I had to pay over \$100 to use a site which is supposed to be free \$34 for federal, state AND to use the site is ridiculous I used this site the past two years and didn't have to pay anything

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2172	201495575	2022-02-16 00:09:47	TurboTax Online Deluxe	1	Turbo LIES!!!! Not FREE Took my money away!!!!	Why do you advertise FREE when it isn't? I'm forced to file with Deluxe because of Unemployment Insurance that was used but why? Why is this a charge? I'm the one entering in the info It's literally just entering numbers on a box like the rest of the service Why does this one source of income being entered cost me money? Then I'm under the impression it's one \$39 charge to file with Federal so why am I being charged another \$39 to pay for Turbo Tax with my return? Are you charging me another \$39 to TAKE the first \$39? I hate myself for using Turbo Tax again Your stupid animations and clip art don't make me feel better I'm not having fun Why do companies do these confetti and party animations like we're having a good time giving our money away? Why do we even pay taxes? It's just stealing You're literally going up and taking money away from people without doing any of the work that they did Why give money to people just to take it away? Can't the government just give itself money? Don't make people think they have things if they don't I hope an asteroid comes destroys the earth so I don't have to do this again next year
2173	201489665	2022-02-16 00:10:32	TurboTax Online Deluxe	1	disappointed	I HAVE BEEN HAVING A VERY HARD TIME WITH MY TAXES AND YOU CHARGED ME \$104 40 AND IT WAS SUPPOSED TO BE FREE AND I KEEP BEING REJECTED
2174	201495628	2022-02-16 00:10:40	TurboTax Online Deluxe	1	False Advertising	Don't call yourself free if you're just going to steal all my tax refund money Bunch of scam artist, pieces of sh*t you guys are There was also no way I should've owed the state money, but of course why would I trust you to do a good job when you can't even be truthful about how much you cost
2175	201489706	2022-02-16 00:11:22	TurboTax Online Premier	4	Turbo tax is helpful	Turbo tax if fairly easy to use and helpful Not a huge fan that Turbo Tax advertises as a "free" resource when it charges you to e-fax
2176	201490251	2022-02-16 00:22:31	TurboTax Online Deluxe	1	Not Free	Free free free! Sike! \$117 isn't free
2177	201490598	2022-02-16 00:29:31	TurboTax Live Deluxe	2	\$\$\$	YOU DID NOT GIVE ME THE OPTION TO OPT OUT OF THE TURBO TAX DELUX I WAS TOLD THIS WOULD BE FREE AND IT DID NOT GIVE ME THE OPTION TO SELECT THE "FREE" FILING METHOD I EXITED OUT OF THE BROWSER SEVERAL TIMES BUT YOUR SYSTEM REGISTERED THE DELUX VERSION WHICH IS NOT WHAT I WANTED
2178	201491942	2022-02-16 00:55:51	TurboTax Online Self Employed	2	Full of Hidden Fees	TurboTax is full of hidden fees disguised as conveniences You start out at a free plan but as you keep going you get sucked into more and more required payments They even charge you a fee to pay for the service I have to pay, to pay
2179	201456689	2022-02-16 00:57:52	TurboTax Online Deluxe	1	NOT FREE	6 years straight I filed with turbo tax for free This year I paid \$39 to file federal, \$39 for state and \$39 for bank deposit fee At the beginning it said only \$39 for state and federal was free Lies lies and more lies!
2180	201492358	2022-02-16 01:04:43	TurboTax Online Deluxe	2	Disappointed	I was supposed to get a refund of 2933 but im only getting 2300 somewhere there You didnt explain why that was meaning yall just took my money You are not transparent about your fees and say its free but its not Just telling people from the get go would be nice Id still use you
2181	201492688	2022-02-16 01:11:54	TurboTax Online Deluxe	3	Expensive	\$39 00 to file state taxes what happened to free???
2182	201458418	2022-02-16 01:26:21	TurboTax Online Premier	2	cost to much	great as it always been but cost is to much, don't say something free when its not makes you look scummy
2183	201493886	2022-02-16 01:36:54	TurboTax Online Self Employed	3	Of course its not FREE free free free	\$39 for State- even though the come on says free \$39 fee to efile you CAN do it for free with the federal government but you have to redo everything!
2184	201500938	2022-02-16 01:42:22	TurboTax Online Deluxe	1	Criminally Expensive and Predatory	They opted out of the IRS Free File programme, which in and of itself speaks to their higher-up's agenda I'm sure the ground-level workers are perfectly fine people, but their company should be ashamed of itself The charges are predatory, extremely sneaky and, as stated, way too expensive I had to pay for TurboTax or gas this week They took a pretty \$117 out of a pretty measly \$185 return from me for their services (up from \$101 the day before; I didn't file fast enough and they took away their promotional price after I'd locked in) Not a good look
2185	201494215	2022-02-16 01:43:00	TurboTax Live Deluxe	2	TurboTax is crazy	They normally good but this time they said it would be free filing until March Charged me for something I did not choose
2186	201500983	2022-02-16 01:43:30	TurboTax Online Premier	1	Rip OFF!	So expensive and is advertised as free everywhere Wouldnt be so bad if you were honest about it
2187	201459419	2022-02-16 01:44:13	TurboTax Online Deluxe	1	False advertising	Filing was easy, but the ad says \$0 to file, but yet I got charged \$39 and then a hidden fee of \$31 once I clicked the file button So your \$0 to file advertisement went to \$70 VERY FAST
2188	201501105	2022-02-16 01:46:00	TurboTax Online Deluxe	1	Scam	I selected the free edition multiple times and still was charged \$79 This get's me every time
2189	201494461	2022-02-16 01:47:08	TurboTax Live Deluxe	1	Disappointed	Still have to pay at end, even if you select free at the beginning
2190	201501186	2022-02-16 01:47:46	TurboTax Online Deluxe	1	scam	turbo tax is apparently no longer free and you dont find out until the very end
2191	201494792	2022-02-16 01:53:32	TurboTax Online Federal Free Edition	4	Easy to use, took a long time on the mobile site	Took to long with mobile app felt like I was forced to pay when I clicked on the free choice
2192	201494934	2022-02-16 01:56:13	TurboTax Online Premier	1	Getting to expensive	Every year we seem to get charged more & more to use your product Now it is an extra \$39 just to pay with the little refund I received In total it was \$150 to file, which is ridiculous for a company who brags about FREE
2193	201495417	2022-02-16 02:06:23	TurboTax Live Deluxe	2	The process was easy to follow	This was suppose to be free and it cost over \$150 I did not request the deluxe and somehow it came up without me selecting it
2194	201495517	2022-02-16 02:08:44	TurboTax Online Deluxe	1	Not free return	Return is only free if you don't include state Majority of people have a state return Don't offer something if it doesn't apply for most people

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2195	201502364	2022-02-16 02:19:07	TurboTax Online Deluxe	1	Lies and Lies	TurboTax used to be free for simple filing That is long gone I then saw that they had a commercial saying if you file by 2/15, it would be free again Seeing over \$117 in fees, that was all a lie That's how they get you, though, right? Go through the hassle of filling out your information and then not bother to redo it elsewhere This will be my last year using them, even with their veiled lies and commercials
2196	201496936	2022-02-16 02:33:48	TurboTax Online Self Employed	1	No free option	No free option, despite advertising as such Will not file with them again
2197	201498271	2022-02-16 02:52:51	TurboTax Online Deluxe	1	terrible	no help to explain what forms are and why without paying out the colon and advertise how FREE it is to file taxes there is no way to file taxes for free on here and just the choice to pay with my refund alone costs as much as using turbotax in the first place
2198	201498735	2022-02-16 03:00:12	TurboTax Online Deluxe	1	THE FEES	Well lets start off with the fact that they advertise that its 0 for a simple return You have one form on your federal that isn't considered simple so they say "pay 40" That doesn't seem so bad until you get all the way to the end and see a 117 dollar charge I was charged 39 for each form, which again fine, but what is the most irritating is the fact that they offer to let you pay with your tax return but fail to tell you in that little box that you'll be paying another 39 dollars to do so Absolutely never again Not to mention that I had to go through my taxes for hours because the software forgot to add in my W2 then proceeded to completely mess up my school deduction It was a huge error I've never had an issue with TurboTax until I used it this year I won't use it again
2199	201499635	2022-02-16 03:13:20	TurboTax Online Premier	3	Turbo Tax is useful but far too expensive	I've used Turbo Tax or years - and just one non simple transaction suddenly catapults you from free to paying \$70 to file federal taxes The price continues to go up and the amount of unnecessary questions you get asked also seems to increase every year  It is a good system - but kind of a bummer about the price May not continue to use
2200	201499721	2022-02-16 03:15:02	TurboTax Online Premier	3	It does what it's supposed to do, I guess!	Yes, I can file online I should always be able to do that It seems that Turbo Tax takes pride in doing the most basic function in the year 2022, easy taxes online They're not always super easy, anyway Also - why do you advertise as "free"? It's quite literally not free People don't have an option but to use these tax services so you guys can charge whatever you want anyway! Frustrating It's literally taxes The government should have their own free tax website, but you lobby to keep that from happening
2201	201504064	2022-02-16 03:17:15	TurboTax Online Deluxe	1	Total Scam	Use cash app taxes (credit karma) - it is ACTUALLY free and they don't try to charge you for everything and hide costs TurboTax tried to get me to pay \$39 to pay with my tax return rather than a credit card They also misled me into selecting deluxe for my federal return in addition to the 2x state returns I had to file and the only way to only undo it would have been to wipe my full federal return and start from scratch So crummy Also, they make it really hard to go through this in one fell swoop and instead you have to keep clicking start for each weirdly specific section they could just do checkboxes or literally anything else for
2202	201465317	2022-02-16 03:25:58	TurboTax Online Deluxe	1	rip off	ok not free liars said will charge \$39 then charges at last minute \$101 regretted as soon as i hit submit
2203	201500253	2022-02-16 03:27:10	TurboTax Online Deluxe	4	Easy To Use	Everything's very easy, although they advertise we can file for free and that was NOT the case, we will probably switch to H&R Block next year since we have family who have been able to use them for free
2204	201500478	2022-02-16 03:32:07	TurboTax Online Self Employed	4	Easy to use	TT is really user friendly, although it wouldn't let me go back to use the free edition like I wanted its still relatively good
2205	201466425	2022-02-16 03:43:46	TurboTax Live Basic	2	Bait and Switch	I elected to do the free file and let TurboTax do it after reviewing with them they told me that I would need to pay \$256 for the free service wait I thought it was free not very happy
2206	201501112	2022-02-16 03:46:11	TurboTax Online Deluxe	3	FREE is a Joke	Did everything to file for free, but since I am a student and get to claim my tuition, at the end I had to pay \$39 to file Federal and an additional \$39 to file Missouri As a student the \$79 could have gone to a lot better use
2207	201467034	2022-02-16 03:52:48	TurboTax Live Deluxe	1	Turbo Tax LIVE HELP ISNT SO LIVE	Nothing on here is free as per the ads and tv commercials Once you select a different option or way to file they add on extra charges than what was initially showed to you in the beginning Yes they base it off of what you are getting back but my new payment amount to turbo tax jumped over \$100 This will be my last year filing via turbo tax False advertisement The LIVE help isnt live It's an automated response system so they jip you on the DELUXE charge to speak with a computer and not a live rep Waiting for a live rep takes a long time also I am not a happy filer after 5 years of trusting turbo tax with my refund
2208	201501386	2022-02-16 03:53:00	TurboTax Online Premier	2	Misleading Prices and force you to upgrade	Very upset with the misleading discount offered by Robinhood stating any share sales could be filed for free because turbo tax partnered with Robinhood Also the surprise \$40 to include the required State tax forms is very disappointing Required state returns should be included in the initial fee and forcing an upgrade for certain filings is upsetting
2209	201467685	2022-02-16 04:03:26	TurboTax Online Deluxe	4	turbotax isnt free	well I do love turbo tax but they could make it cheaper or free for people to their taxes they advertise everywhere they are free and its a lie you should stop doing that its not cool but turbo tax does make doing taxes simple than trying to do it yourself and they are helpful when we are confused
2210	201502298	2022-02-16 04:17:30	TurboTax Live Deluxe	4	NICE TO DO IT AT HOME	I can get thru the process and there's always help when needed but I still think it cost TOO MUCH All the commercials say FREE FREE FREE nothing free about this and I been using Turbo Tax for 15 yrs or so

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2211	201502912	2022-02-16 04:34:33	TurboTax Online Deluxe	2	Turbo Tax Now Hounds you for \$ at every turn!	We've used Turbo Tax in past years This year was much more complicated and we found ourselves lost twice and had to back up and search and search Moreover we initially opted to let the Turbo Tax fee be taken from the tax refund only to discover that action cost an additional \$39 Then the commercial options being recommended by Turbo Tax at the end were just legion Everywhere we turned there were corporations reaching for our money via Turbo Tax NOT acceptable Turbo Tax! We will be looking for a different tax company next year Enough is enough
2212	201470140	2022-02-16 04:47:21	TurboTax Online Deluxe	1	A bunch of THIEVES!	Says free but isn't Just like our government a but of thieves
2213	201504774	2022-02-16 05:47:39	TurboTax Live Deluxe	1	Very disappointed	Did not get an option of anything other than some version that cost \$119 Similar to the way Turbo Tax behaved when I spent the entire time helping my daughter with her "free tax" that was hidden I had to do hers over I just paid the money for mine
2214	201505032	2022-02-16 05:59:20	TurboTax Live Deluxe	2	Meh	Walked me through the process, but forced me to upgrade my service because a tax credit was available, even though the credit was worth less than the increased cost It literally did not give me the option to keep going for free
2215	201505077	2022-02-16 06:01:54	TurboTax Online Deluxe	1	HORRIBLE	I thought turbo tax was free (I usually get the 39 dollar package) but this time they had hidden fees at the end I ended up paying \$122!!
2216	201505701	2022-02-16 06:40:41	TurboTax Online Premier	3	Not file for free \$0	Its tricky when they advertise file for free for \$0 and know that your financial activity is not just import 1 w2 for example So they will eventually charge you to upgrade for a version that will for example import your other incomes (stocks, bond, crypto etc) or even allow you to input manually, but wont let you keep on with your tax return unless you upgrade If you choose to upgrade using your refund, they will charge you an extra \$39 dollars fee of just doing so So is more likely file for \$100+ Nevertheless, its an amazing tool for filing your taxes
2217	201506609	2022-02-16 08:01:31	TurboTax Online Deluxe	1	Forced me to purchase Deluxe version	I did all the work myself at the time to submit the form, it took me for the 50th time to a page telling me to get the Deluxe version I declined, but then it took me to a page saying I needed that version and there was no button to decline and it would not let me continue unless I "agreed" Forced \$39 out of my wallet, so much for free It's not like it added any extra money to my return either
2218	201507107	2022-02-16 09:11:52	TurboTax Online Deluxe	3	So Many Hidden Fees	I have used TurboTax every year since I entered the workforce And it seems that each year they add more and more extra or hidden fees They advertise themselves as a "free and easy" yet you can't file without upgrading to one of their paid plans And not only do you need to upgrade to the paid plan but that plan is applied to each type of return And then you are asked at the end if you would like to pay by a card or with your return Nowhere does it say the pay with return costs the same price as their pay plan So by the end, you are paying three times their cheapest paid plan for their "free and easy" online taxes! So disappointing and probably the last year I use Turbotax
2219	201507281	2022-02-16 09:36:18	TurboTax Online Premier	2	cluttered with constant barrage of trying to money	"Free, free, free free" "turbotax free" yet bombarding people with payment plans or options, and doing your best to keep the free option discreet, and basically making people pay because everyone has bought and sold stocks last 2 years due to the surge in gamestop and amc popularity with wallstreetbets, knowing this, you made it mandatory for us to pay to file our 1099's even if we can just take our time filling it out ourselves, because you know most people need to file for their 1099, what a joke, never again
2220	201512629	2022-02-16 13:38:36	TurboTax Online Deluxe	4	Free is not free	They say simple tax for both federal and state is free but I paid for filing state
2221	201513356	2022-02-16 13:54:07	TurboTax Online Deluxe	3	easy to use I guess, surprise fees	I thought it was free I was told \$39 for State, then it went to \$39 or federal too and then an additional \$39 to have it taken out of my federal refund I only made \$7000! I don't understand why my sisters was free and she made twice as much as me We can't figure it out
2222	201514757	2022-02-16 14:22:27	TurboTax Online Self Employed	3	wouldn't allow me to change my fee	It is costing me almost 130 00 to efile and have direct deposit I used a higher version last year due to some self employment I tried to change my edition to the free edition but still got charged the 89 00 extra
2223	201515041	2022-02-16 14:27:23	TurboTax Online Self Employed	3	A lot of misleading advertising	This isn't free It's only free to file a standard W2 federally Then it costs to file state Every few sections completed can make anyone with anxiety feel like they are doing it wrong because it tries to get you to upgrade Then there's additional fees if you have a 1099 For \$133, I don't get a tax expert but I could if I went to H&R Block, but who wants to risk the exposure in a pandemic?
2224	201515392	2022-02-16 14:34:50	TurboTax Online Deluxe	3	Just ok	Turbotax constantly advertises its free service yet I'm charged over \$100 in fees However i continue to use the service for the convenience
2225	201515873	2022-02-16 14:43:24	TurboTax Online Deluxe	1	Charged double to file ?	I choose the "file for free" option and still was charged \$39 99 Went back through the steps suggested (deleting my tax info and starting over) and it happened again, however this time around it charged me \$79 98 I started over three time and the outcome was still the same I was charged \$79 98 to file I think next year I'll actually go to a tax professional
2226	201519641	2022-02-16 15:46:03	TurboTax Online Deluxe	3	I thought it was free	I have filed with turbo tax for the last 2 years and it was always free but after almost every step it asked me to pay \$59 for the deluxe version, which I kindly declined Although this year right at the end, you all asked again, I couldn't decline So next time don't offer the free option if I get to the end and I have to pay for it anyways Thanks
2227	201533344	2022-02-16 17:33:27	TurboTax Online Deluxe	1	turbo tax is a scam	Turbo Tax forced me to buy their stupid turbotax deluxe and charged me 117\$ which is ridiculous because it advertises its self to be free

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
2228	201534385	2022-02-16 17:54:09	TurboTax Online Deluxe	1	Turbo Tax rips off college students - Use H&RBlock	I made just under 9,000 dollars as a college student and was exempt from paying taxes I decided to use turbo tax for the ease of convenience and based off of a word of mouth referral - I was told that you can use it for free (I have no money) After inputting my information for over 6 hours, on the last step of the filing process, turbo tax told me I needed to pay them \$156 to file my taxes with them I feel robbed, I'm so poor that the government wont even tax me and yet I pay Turbo Taxes money hungry rate They had to take the amount out of my desperately needed return as I actually don't have enough in my bank account to cover their fee right now Never using again and would highly recommend any other tax system I will be filing my own return independently next year It's not rocket science and idk why I was charged \$156 dollars for this service, given that they know my financial situation in full Kind of egregious DO NOT USE IF YOU ARE POOR (this is for rich kids ONLY)
2229	201535721	2022-02-16 18:20:24	TurboTax Live Deluxe	1	Its BS that you charge so much	I swear I will not do my taxes next year with you You went from free to \$200 00
2230	201529745	2022-02-16 18:26:19	TurboTax Online Deluxe	3	Feel like they didn't tell the truth	I filed my taxes just a standard form No dependent and did the standard deduction and they charged me for doing the taxes It states free but it is not!
2231	201536362	2022-02-16 18:31:37	TurboTax Live Deluxe	1	Shady advertising	I was trying to file my taxes FREE and the front page misleads you to the deluxe version I was trying to click back to get back to the free version but it would not let me I spoke with NOT ONE, NOT 2 BUT 3 specialists to help me get back The first one said continue filing and at the end there will be a free option I told her look i dont want to do all this work for the end to not give me the option and I dont want to start all over if I do She said no it will just continue so I continued What do you know? There was no free option so I had to get on with another agent who I told what happened and switch it back to free they said let me transfer you and disconnected I got with the 3rd agent who seemed like they tried at first and gave me a fake discount code and said let me get my manager never did he said let me give you a call on your cell please rate me good on the survey you recieve after this Did my problem get solved? No Did I get any call backs? No
2232	201530707	2022-02-16 18:44:28	TurboTax Online Premier	3	Price	I like TurboTax Very easy and I think I get a lot back Just hate the constant push to upgrade I hate how I have to pay or I don't have the option for free
2233	201531961	2022-02-16 19:06:54	TurboTax Live Deluxe	1	WATCH OUT FOR HIDDEN FEES	I have a VERY simple return and thought I was filing my taxes for free as advertised however after going thought the etire process completing the entire tax return, it wasnt until the very end that all of these hidden fees were presented wwhich ended up costing me \$\$\$\$ I AM NOT HAPPY Never again!!
2234	201532036	2022-02-16 19:08:32	TurboTax Live Deluxe	3	says it free and adds 119 deluxe package	it added the deluxe package from the last time I did the filing even after I clicked the free version at the end of the filing,
2235	201533840	2022-02-16 19:43:46	TurboTax Online Deluxe	1	Turbox Tax is NOT awesome!	Unreasonable prices for people who advertise their services are free but charge for everything
2236	201540302	2022-02-16 19:44:02	TurboTax Live Deluxe	1	Scammed	Every message was this will be free free free but then, as we went along it was 'oh no, we charge to do itemized reductions, we charge to file state ' Liars
2237	201540535	2022-02-16 19:49:05	TurboTax Live Basic	1	Holding State for payment when it was to be FREE	You are holding my state return so you can charge me to file even selecting paper to mail it??? It was advertised as FREE thats false advertisement!!! Therefore, the date should be void!!!!
2238	201541236	2022-02-16 20:02:44	TurboTax Online Deluxe	1	Turbo tax is a lie	The reason I opted for turbo tax was to do my own taxes for free So I go to the website it clearly stated that I could file my own taxes, but get this I have to pay to file my state taxes Cool no problem it was only 39 99, so I proceed to do my federal and state taxes I get to the end where you got to sign everything and check out I get hit with \$118 bill I'm like holdup whats going on here? I could have took my butt to H & R Block and just paid them to do my taxes I'm thinking after I fill out all my paper work at the end I would be paying 39 99 No scratch that, from the being before I picked up my laptop I thought I would be able to file my taxes for free, that's what turbo tax claim in their commercial However, in the end I paid over a hundred dollars In my sarcastic voice THANKS TURBO TAX Oh I almost forgot the only reason I gave them 1 star is because the customer service was great when I call
2239	201535037	2022-02-16 20:07:01	TurboTax Online Premier	1	This will not be free or cheap	They will nickel and dime you throughout the process after promoting a free or inexpensive option This usually comes when you are really far into the process and they notify you it will cost you and extra \$100 or so to file your returns
2240	201541507	2022-02-16 20:08:46	TurboTax Online Premier	3	Their system does not handle cryptocurrency well	when i got to cryptocurrency their system ran me in circles I was on the phone for an hour with one of their experts and she was friendly, but in the end she didn't know what to do either Plus they lure you in with basically false advertising It is not a free tax return and they will milk you for all the money you have It is just an average to good service with some hiccups

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2241	201542101	2022-02-16 20:18:20	TurboTax Online Deluxe	1	Unemployed, and have to pay more?!	This year I was disappointed in TurboTax as my tax service. It is truly unfortunate that as someone that is unemployed (due to COVID and a recent birth), and being unable to pay UNEXPECTED fees I end up paying more than if I were to have went to my prior tax preparer in person. I was unaware that being unemployed would then require me to utilize the TurboTax Deluxe feature, and that due to opting into the fees being deducted from my refund because I couldn't afford to pay the difference upfront, that this would ultimately result in a second unexpected fee for a Premium Service Benefit that is supposedly required as an opt-in in order to have any fees deducted from your refund - which comically is noted as a PSB feature that allows you to have the TurboTax fees taken from your refund for free. Don't know who drafted that breakdown, but let me tell you, it's not free when you are then required to pay an additional \$44 in order to utilize it - just saying. At the end of this, I ended up having to \$122 (and to prepare my taxes myself), when I could have went to my tax preparer for \$85, and truly had the fees taken out for free. Wish I would have known that before, and for that reason I will not be using TurboTax in the future and will share this information, just as I am here. Not ok!
2242	201536633	2022-02-16 20:37:15	TurboTax Online Federal Free Edition	4	fewer Glitches but Add more easy load institution	could have qualified for free but somehow the \$29 got tagged on but oh well. years with TT, not unhappy
2243	201536848	2022-02-16 20:41:21	TurboTax Live Deluxe	3	Misleading	As I was going through my taxes, I was using the free version of TurboTax because I am a student and make less than \$10,000/yr. They showed me my largest possible return and then I ended up having to pay \$197 in order to get my biggest return. This was disappointing to me that I had to pay in order to get more of my return.
2244	201548282	2022-02-16 20:47:33	TurboTax Online Deluxe	2	TurboTax is a scam	It has been a very obvious campaign that you can file for free on TurboTax. Jokes on you if you are a basic American who has stocks, you will end up having to pay for an upgrade.
2245	201549099	2022-02-16 20:54:21	TurboTax Live Deluxe	4	free not free	Don't like the bait and switch tactics. Said it was free due to my AGI. Got me a great refund, but then when it was time to file all of a sudden I was not able to file for free.
2246	201539651	2022-02-16 21:33:41	TurboTax Online Deluxe	1	Expensive, Misleading	\$117 for ME to do the work and complete the taxes. \$39 to pay with my refund? Ridiculous. They advertise free all over the place but it's not even close to free.
2247	201509329	2022-02-16 22:02:39	TurboTax Online Deluxe	2	You guys charge more than you say	It's never free, so please stop providing false information. I also have 20% via my ADP since my company qualifies for discounts and you all are not allowing me to use it.
2248	201553674	2022-02-16 22:05:26	TurboTax Live Deluxe	4	false advertisement	this experience was terrible. they advertise that turbo tax is 100% free, then at the end of it all they make you pay for doing your taxes.
2249	201553793	2022-02-16 22:07:27	TurboTax Online Deluxe	1	Forcing Deluxe Charges For Unemployment Feels Evil	Forcing Deluxe charges for Unemployment and Disability income persons feels evil because you are literally charging more to persons who were scrapping to get by and on government assistance. Free File should include W2s, 1099-G, and State issued 1099-misc payments from government assistance programs.
2250	201541568	2022-02-16 22:10:05	TurboTax Live Deluxe	1	TurboTax rips you off	It was horrible. The payment was awful. They say "free, free, free" but then they charge you anyway. I had to pay for the deluxe and I didn't even use any services they offered. And to top it off, they said it was going to be 40 dollars if I file now. It ended up being 120 dollars. Completely ridiculous.
2251	201544705	2022-02-16 22:41:56	TurboTax Online Premier	1	deceptive	Was advertised as free, then it was 89 dollars with a pretend 20 discount.
2252	201556500	2022-02-16 22:50:21	TurboTax Online Deluxe	2	BS	I love TurboTax when it's free. But as soon as I have no choice to claim something, I get forced into paying extra fees just to complete my taxes. Absolute BS. \$50 extra in a claim, but \$112 to file.
2253	201556808	2022-02-16 22:55:10	TurboTax Online Deluxe	1	This isn't free	There is no way to choose the FREE option. They force you to pay to file but advertise it's free. That is false advertising and is illegal. I believe.
2254	201550266	2022-02-16 23:12:38	TurboTax Online Deluxe	2	Cost more and more each year	I paid more than half my return to pay the fees on TurboTax. It's supposed to be a free turn-in on federal but cost me more than half of my refund.
2255	201550516	2022-02-16 23:16:36	TurboTax Online Premier	5	Used TTax again this year 2021	Seemed rather straight forward again. Nothing more remarkable, had to pay, not free.
2256	201550690	2022-02-16 23:19:34	TurboTax Online Deluxe	1	Poor Online Tool	Personal info could not be corrected after multiple attempts and the education deductions were not clearly outlined as there are two separate options. Also, this tool is advertised as "free" all over the internet, which is not the case. I will be using another platform going forward.
2257	201551376	2022-02-16 23:29:26	TurboTax Online Deluxe	3	turbo tax is tricky	Verify how much it will cost you. They advertise it is free but charge you extra for any additional forms. Will not use again.
2258	201552141	2022-02-16 23:39:49	TurboTax Online Self Employed	2	NOT FREE LIKE THEY SAY	MY EXPERIENCE WITH TURBO TAX NOT GONNA LIE KINDA SUCKED SAID IT WAS FREE BUT ENDED UP HS300
2259	201559642	2022-02-16 23:41:23	TurboTax Live Deluxe	3	NOT FREE!	My experience was great until the end. I understand that I chose not to pay and while filing I was forced to pay as the service that was advertised as free was at a cost. Please be upfront about the cost of using TurboTax instead of falsely advertising the service as free while it is not.
2260	201560590	2022-02-16 23:58:41	TurboTax Live Deluxe	1	Too expensive for no help	Terrible website and they are so expensive, lies about free filing,
2261	201553699	2022-02-17 00:05:45	TurboTax Online Deluxe	1	Never again	Nowhere in there was I able to find a place for a free filing. It's next to impossible to free file with them. I'm hearing.
2262	201554730	2022-02-17 00:21:58	TurboTax Online Deluxe	3	was happy	seems like every year y'all go up on tax fees. I will no longer file here anymore. It's supposed to be free in kind of over it now.
2263	201562000	2022-02-17 00:23:56	TurboTax Online Premier	1	Turbo Tax Sucks!	I hate turbo tax. They're basically illegal operation protected by the government even though there are laws on the books that we should be able to file for free. I had to pay almost 200 dollars to file. That is stupid and terrible.



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2264	201555382	2022-02-17 00:31:54	TurboTax Online Premier	4	GOOD	Is advertise as free filing but is not Then they keep asking to upgrade and when I finish there is a \$39 fee for filing direct deposit I don't understand why would U charge for direct deposit And don't disclose it at the side of this option
2265	201555617	2022-02-17 00:35:51	TurboTax Online Deluxe	2	TurboTax messed up my return	I don't understand what happened or what I missed, but when I put my W2s in, my federal return said \$499 Afterwards, I put in my economic impact payment by the IRS, which was \$1,400, and instead of adding up to \$1,899, it went to \$1,499 I then came to a screen that told me that the free version of Turbotax doesn't cover a particular area of work that my tax return came under, so I had to upgrade and it cost me \$39 Then a screen showed up saying I maximized my return to \$1690 something, but it still remained at \$1,499 Please help
2266	201557102	2022-02-17 00:59:36	TurboTax Online Deluxe	1	Sucks	No matter what you do your forced to buy Deluxe edition will be filing for free next year - only come back because they held my original documents
2267	201564101	2022-02-17 01:05:06	TurboTax Online Deluxe	1	Turbo Tax rips off low income	\$114 to file my returns whwn I could have done it for free? Thanks for taking advantage of low income filers
2268	201557767	2022-02-17 01:10:34	TurboTax Live Deluxe	4	Turbo Tax is Great	Great Experience- Turbo advertises free, but it's not totally and you should be more forthcoming in the beginning, not have to learn about certain fees subsequently completing tax filing Great Tax program and helpful enabling me to do my taxes
2269	201558147	2022-02-17 01:16:42	TurboTax Live Full Service Deluxe	2	Was offered free services, ended up paying \$300	I have been using Turbo Tax for the last 6 years I decided to use TurboTax Live Full Service Deluxe after seeing it advertised as free this year for simple tax returns I did not receive a free service due to being a college student and having to have that information put in I would not of used this service if I had know that would be the case I think paying \$300 dollars is a little absurd for simply plugging in 2 W-2s, school expenses, and mortgage information I will not be using this service or Turbo Tax again because of this
2270	201559205	2022-02-17 01:33:47	TurboTax Live Deluxe	4	I used to love turbo tax!	I feel like there is a bunch of hidden fees and that they just start charging for every little thing now Its kind of annoying I feel like i pay more every year to file my taxes when I should probably qualify for the free option
2271	201559657	2022-02-17 01:41:39	TurboTax Online Deluxe	2	too expensive	i would have filed with a free site this year but didn't want to start over on another site 117 is steep for someone who barely has a refund and has to pay back why the 39 processing fee?
2272	201566236	2022-02-17 01:51:14	TurboTax Online Premier	1	expensive, and false advertise their products 0 CS	expensive, and false advertise their products 0 customer service and extremely overpriced, and they got a lot of hidden fees they add at the end my last time to file taxes through them honestly They also claimed it \$0 to file state and federal tax, but it's not true, u still pay for it
2273	201560286	2022-02-17 01:53:11	TurboTax Live Deluxe	4	Easy to use but not free	Turbo tax is very easy to use It walks you through every step My only complaint is that something that was supposed to be free ended up costing me \$197 by the end of it
2274	201560722	2022-02-17 02:00:49	TurboTax Online Premier	4	Still good but not the same	The free aspect of Turbo Tax was still there as far as filing but additional fees that were previously free are now present such as a fee to deduct turbotax costs out of my refund and a fee to pay state tax with my refund and I had to upgrade to a higher package just to include investments in my return All that alone ran \$150 which is a good 20 percent of my return I get convenience fees but come on
2275	201561165	2022-02-17 02:08:41	TurboTax Online Self Employed	2	Stated it was free but not!	It stated it was free but by the time I was done I was charged fees
2276	201561499	2022-02-17 02:14:10	TurboTax Online Premier	1	If you can file at a cheaper place, please do	They'll take as much as they can Last time they told me it was free and I paid a lot of money this time was even worse
2277	201561715	2022-02-17 02:18:31	TurboTax Live Premier	3	A little more clarity	I was under the impression filing with turbo tax was free until I was almost finished I don't mind paying for the help, but it seems a bit steep and they don't tell you how much it costs till you have gone all the way through the process
2278	201563037	2022-02-17 02:43:55	TurboTax Online Federal Free Edition	3	ok	Not bad just make sure that your being more forth right if it's not free
2279	201564360	2022-02-17 03:09:31	TurboTax Online Deluxe	4	Turbo Tax is good but pricy!	Its easy and convenient but they get ya with the add ons Some are required so you can't do it for free!
2280	201570852	2022-02-17 03:13:15	TurboTax Online Deluxe	2	No, no it's not awesome	Was on the free route til the end when they wanted to charge \$39 (but discounted from \$59 out of the goodness of their hearts!) THEN another \$39 to actually file as for the forms, fairly easy to go through except the 1095-A You MUST fill this out or the IRS will REJECT your submission! Ok well, hell, I didn't get it in the mail, so lemme figure out where to find it online and what's that password and where the heck is it?? Find it, take a pic, go back to my filing only to have TurboTax apparently forget their warning, review everything and say it's ready to submit! Took another 5 minutes to find where to put the info from this dang form I should take off another star because they've frustrated me to the point of sounding like my father, rest his soul Sigh
2281	201564739	2022-02-17 03:16:57	TurboTax Live Self-Employed	2	Too expensive with little options	The website tells you what tax return option to choose rather than allowing you to choose one yourself Ended up costing \$300 rather than the \$60 that is advertised It wouldn't let me change it to the cheaper version and made me file as a "self employed" filer, which I am not
2282	201571078	2022-02-17 03:22:37	TurboTax Online Deluxe	3	Yall are kinda slimy but whatever	I like how easy Turbotax is to use, but I also feel like you guys are pretty slimy for advertising as a free tax thing and actually charging :-)
2283	201526488	2022-02-17 03:25:47	TurboTax Online Deluxe	3	Disappointed-advertised as free	You advertised this as free, but once you get into it you find there is a catch--if you have an HSA, you have to pay for both returns Not good in my mind as this is false advertising
2284	201527492	2022-02-17 03:42:23	TurboTax Online Deluxe	2	Very sneaky on making me pay with no warning	Very disappointed In how you speak in that fee with no warning then not only charge once but twice Very unprofessional for a free tax return it cost me \$83 00 Will not use again

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2285	201566376	2022-02-17 03:54:34	TurboTax Online Deluxe	4	System is great, Hidden costs SUCK	I appreciate how easy Turbotax makes it and how clear explanations are but it's advertised as free and then there's a cost here a cost there and no where to back out or get back to the free one Our return is too easy to get charged that much!
2286	201567017	2022-02-17 03:58:53	TurboTax Online Deluxe	2	Turbo Tax is okay	Turbo Tax is a great tool for filing taxes on your own It is an easy process The part that I don't like is you click to file for free but end up paying \$39 for federal, \$39 for state, and an extra fee of \$39 total over \$100 after taxes
2287	201567791	2022-02-17 04:00:39	TurboTax Online Deluxe	3	Way too expensive	I don't know where all these fees came from this used to be a completely free website I get that companies have to make money some how but, it's very unclear just how expensive it is until you get to the very end I hardly got anything back for my taxes and what little amount I was hoping to receive was eaten up by TurboTax fees for filing Pretty ridiculous in my opinion
2288	201568025	2022-02-17 04:01:13	TurboTax Live Deluxe	3	I thought it was awesome till I saw the fee	I decided to use the free version and at the end when it's time to file they surprise you with a \$119 product purchase and a \$40 processing fee So much for free
2289	201505193	2022-02-17 04:09:38	TurboTax Online Deluxe	1	Horrible	Every commercial states to do turbo tax for free but you still end up paying fees Misleading And does not help get the maximum amount
2290	201569762	2022-02-17 04:34:09	TurboTax Online Premier	1	No longer free	Your service is no longer free and very confusing for 1098 AND 1099-SA forms
2291	201570091	2022-02-17 04:46:00	TurboTax Live Deluxe	3	hiding fees	I wasn't too happy about the fees to file, after I spent all that time enter numbers should be more up front It's supposed to be free
2292	201570291	2022-02-17 04:53:35	TurboTax Online Deluxe	1	Unless	Charged me more than it got me back, wouldn't allow me to use a free refund because I worked more than 1 job in a year Who didn't Just a company trying to drain the poor dry Disgusting
2293	201570302	2022-02-17 04:53:57	TurboTax Online Self Employed	2	charged me when says free	i was ok with it till they charged me to file even thou it says free i know how to file but it wont let you file without upgrading will never use again i,m a single mom who needs all my refund instead they took money from me
2294	201505929	2022-02-17 04:56:17	TurboTax Online Premier	1	Never again	Every year they advertise federal filing as free and state at a discount, yet each year I pay more and more It is no surprise there is a class action suit against Intuit TT I have used their service since 2005 and get ripped off every time No more
2295	201573190	2022-02-17 07:27:57	TurboTax Online Premier	3	its getting a bit pricey	it went from free to \$120 please plus the "fee" just to pay with my deduction
2296	201574583	2022-02-17 09:22:53	TurboTax Online Deluxe	1	you tricked me and forced me to pay three times	its posed to be free so why did i pay 40 for fed 40 for state and 40 for turbo tax make it make sense please but its cool i will go directly to the irs site next year
2297	201578385	2022-02-17 13:13:20	TurboTax Live Deluxe	3	Turbo tax is easy	It is user friendly but it is misleading I know it said it was free but at the end it is over 100 bucks charged Something is wrong with the states for the last couple of years the formula is wrong with missouri to Illinois
2298	201579377	2022-02-17 13:42:36	TurboTax Live Deluxe	3	Turbo Tax Fees	I have been using Turbo Tax for many years to do my taxes and I just have one problem the fees they charge are a little pricey for you doing all the leg work yourself I think the fees should be lowed and i was charged a live access fee on mine that says its included free to speak to someone so i had 119 took from me for something I didn't know I had to pay for
2299	201579715	2022-02-17 13:50:29	TurboTax Online Deluxe	1	Said it waived the Turbo Tax Fees and still chargd	Said it waived the Turbo Tax Fees and still charged me for them Its not "free" as Advertised This is the first time ive ever been charged fees through turbo tax
2300	201580964	2022-02-17 14:20:31	TurboTax Online Premier	3	easy to use, fees are a scam	Turbo tax is very easy to use The fees are bogus I am sure there is a way to navigate around the charges for this "free" service I don't have the time or energy to figure out the Turbo Tax racket
2301	201581619	2022-02-17 14:34:29	TurboTax Online Self Employed	1	TURBOTAX	I signed up for TurboTax and it was suppose to be free but every year I end up paying almost \$200 using the product The advertisement is so incorrect
2302	201582966	2022-02-17 15:02:00	TurboTax Online Deluxe	3	Over charged	The last two years I have had to pay for turbo tax, and it keeps going up in price I did not add any of the max or anything and still had to pay over 100\$ It said I had to pay to be able to file so on my papers or I wasn't able to claim them I think this is my last year using turbo tax , if I am going to pay then I'll just pay someone else to do them Other then them charging me when it said free It was pretty good
2303	201586236	2022-02-17 15:57:25	TurboTax Online Deluxe	2	turbo tax is tricky	i was charged for what was told at start would be free
2304	201588935	2022-02-17 16:35:18	TurboTax Live Basic	4	Getting better	Over the last few years it was impossible to file without selecting an upgrade from free You've taken that away and it's great!
2305	201590007	2022-02-17 16:52:47	TurboTax Live Deluxe	1	Easy to use	It was easy to navigate and complete the sections but at the very end it hit me with a bunch of fees I was told it was free and then all of a sudden 200\$ later and I had no choice but to file
2306	201590984	2022-02-17 17:13:16	TurboTax Live Deluxe	4	TurboTax is great!	Easy and informative the expert answered my questions the only issue I have is that they say it's free but it's not
2307	201597916	2022-02-17 17:24:16	TurboTax Online Premier	2	What a scam	So much for free They charged me for an investment i made nothing on that was a gift from my uncle, and then they charged me to file for my state return so much for free free free commercial is a lie
2308	201598284	2022-02-17 17:32:43	TurboTax Online Premier	2	TurboTax Has A Chokehold on US Citizens :)	Really tried to trick me into paying for a service that should be free Made it difficult to select free options, and encouraged me to open a line of credit with Credit Karma I hate Turbo Tax
2309	201594545	2022-02-17 18:09:21	TurboTax Online Deluxe	1	As "easy" as turbotax is it's NEVER FREE!!!!!!!!!!!!	Please stop advertising that it's free when it's not the minimum cost is \$39 but that's only if you choose the basics, don't file for state, and don't choose to pay with your income taxes such a ripoff I just paid \$117 to file Federal, state and pull the \$79 in fees out of my income tax RIP There goes 1/4 of my return  Only good thing about turbotax is that it's fail proof and easy to file that's it

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2310	201599996	2022-02-17 18:10:39	TurboTax Live Deluxe	1	Thieves	Apparently this year, turbo tax has decided to steal people's money even though it has been free for year and years Did not know it would cost me \$200 until I was completely done filing my taxes won't be using them again unless they change this stupidity
2311	201594670	2022-02-17 18:12:12	TurboTax Live Deluxe	3	NOT FREE	SHOWS FREE FILING BUT ONCE YOU GET FUTHER CHARGES COME IN EVEN TO HAVE DEPOSITED TO YOUR BANK ACCOUNT
2312	201595428	2022-02-17 18:28:02	TurboTax Online Premier	1	High Filing Fee	Will change how i file in the future You advertise so much about free filing than tack on a bunch of fees
2313	201595500	2022-02-17 18:29:44	TurboTax Online Deluxe	1	This Sucks	"free always" oh yeah Totally explain why I had to pay money to do my taxes when I choose the lowest setting the entire time
2314	201601307	2022-02-17 18:35:45	TurboTax Live Premier	1	Scam	Turbo Tax's thing is that it is FREE This is the second year I've filed my own taxes and they charged me almost 200\$ for filing my federal taxes! Complete scam!!!
2315	201596536	2022-02-17 18:51:48	TurboTax Online Deluxe	4	Very User Friendly!	Love it However, it did not allow me to use it for Free and mine was very easy
2316	201596596	2022-02-17 18:52:58	TurboTax Online Deluxe	1	Charged me for premium tax credits	Usually i can file for free, but since i have "Premium tax credits" i had to pay \$42 to file What a joke
2317	201596700	2022-02-17 18:55:23	TurboTax Online Deluxe	2	Invisible costs	made me pay and isnt free said \$39 and when we got to the end it charged \$117
2318	201602508	2022-02-17 19:02:13	TurboTax Live Deluxe	1	I will not use TurboTax again	You advertise free free free then after you get all the info down loaded you will not file untill I give you 119 00 I will take my return elsewhere next year Screw you
2319	201603195	2022-02-17 19:15:42	TurboTax Online Deluxe	1	I will never use it again	\$117 to file my simple return? Popping that on me at the end and telling me that its no longer free? Screw you guys Doing this in person is cheaper Never again
2320	201597648	2022-02-17 19:17:01	TurboTax Live Self-Employed	2	its fine, credit karma was better	too many random fees Fee is you have more than a w2, fee for filing state, fee for filing state and federal together, fee for taking their fees out of the tax return itself Ridiculous Why is a refund option through credit karma?! i used to do all of this for free through credit karma and now the send me here to be changed, and want me to create a new account to get the refund there?!
2321	201598341	2022-02-17 19:33:50	TurboTax Live Basic	5	Turbo tax	Fees have gone up it's not free free free ! I'm sure it's an inflation thing
2322	201605083	2022-02-17 19:51:29	TurboTax Online Premier	1	Scam	No matter what I tried even clicking file for free I had to pay for every fee just like every other year and I've been using them for 6 years Not to mention anytime I asked an expert for help they had no clue what I was taking about or was just a robot
2323	201599113	2022-02-17 19:52:09	TurboTax Online Deluxe	1	Fees Fees Fees	Free immediately turned into \$39, later picked up more fees totaling \$117
2324	201605859	2022-02-17 20:08:22	TurboTax Online Premier	1	Bait and switch	they will have you take the time to enter all of your tax information to only then turn around and charge you a \$100 filing fee, even for federal returns I strongly recommend using a different service that will actually stay true to their word on free filing I guess we figured out turbo taxes' financial plan to afford the superbowl commercial! Boo to turbotax!
2325	201606037	2022-02-17 20:11:23	TurboTax Online Deluxe	1	Disappointed in False Advertising	Advertised as FREE It was not free, took over 100 dollars from me
2326	201603193	2022-02-17 21:15:36	TurboTax Online Deluxe	2	Unclear charges	Turbo tax charges are always so unclear They have now removed the EZ format all together that started the return charge off free I have used turbo tax for over 10 years and every year the charges change
2327	201608949	2022-02-17 21:17:09	TurboTax Online Deluxe	2	Turbo Tax is not really free	TurboTax was easy to fill out and easy to use, but they do lie about it being free, I do not make more than 30k a year and still had to pay 40\$ to file federal taxes and had to manually remove the extra 40\$ deluxe charge because it automatically charged me the higher rate (122\$ total) and It also pushes you to do your state taxes and when I called turbo tax asking why I was charged 77\$ the man helping me said that the 40\$ was the base charge (even though it was still labeled as deluxe) and that state taxes are not mandatory, why are they pushed so hard then I asked if I could get a refund and said since I already paid, there was nothing he could do In my opinion, turbo tax is easy to fill out but easy to get scammed by as well, and the free turbo tax does not really exist
2328	201603357	2022-02-17 21:18:53	TurboTax Online Premier	4	Best if long term user-Hidden fees	This program is good for those who have used it because of its saving of past information It is, however, annoying to constantly find that this "free" program always requires you to pay for something You of course always learn you must pay AFTER putting in all your information, and there's a fee to pay the hidden fees with your tax return Since I'm a long term user, the benefits outweigh the downsides
2329	201603867	2022-02-17 21:28:47	TurboTax Online Self Employed	3	It's Not FREE	All the commercials say its free but its not There is a fee if you have to do anything other than straight filing No deductions or expenses
2330	201609491	2022-02-17 21:29:08	TurboTax Online Deluxe	2	Shame they don't really have Free returns	Don't really have Free Returns it is false advertising
2331	201604384	2022-02-17 21:38:52	TurboTax Online Premier	1	Rip Off	Honestly I hate that this service forces you to repeatedly upgrade your package in order to prepare your taxes I can easily file my returns under the Free application but the site forces you to pay for extras time and time again that I really don't need or utilize I hope they get hit with a nice lawsuit one day and are forced to pay back all these outrageous fees that gouge into people's return for no reason
2332	201576502	2022-02-17 22:03:04	TurboTax Online Premier	2	charged for federal returns	The system was fine, i chose it in order to upload 1099's however my federal returns was stated to be free, not the case at all Won't use again next year, I'll just go back to manually entering the data Shame on you!!!

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2333	201606218	2022-02-17 22:15:10	TurboTax Online Deluxe	2	Turbo Tax isnt what they say they are	Your advertisement saying using Turbo Tax to file your taxes is free but you charged me 39\$ to use this service and another 39\$ to have the option to pay the fee with my return! You have now charged me almost 80\$ to use your service I'm not happy with this and will use your competitor next tax season
2334	201611878	2022-02-17 22:24:01	TurboTax Online Deluxe	1	free taxes is a lie	Your free tax service just cost me 117 dollars!! If you are going to offer free services it should actually be free!!
2335	201613138	2022-02-17 22:47:40	TurboTax Online Deluxe	2	how come I was charged for a free filing	how come I was charged for a free filing It was like a bait and switch Nothing free about this
2336	201609085	2022-02-17 23:20:16	TurboTax Online Deluxe	1	TurboTax overcharges	The software is super glitchy and demands overpayment It won't allow you to file your taxes unless you pay hundreds of dollars, even if you qualify for free tax filing Don't use!
2337	201609431	2022-02-17 23:28:03	TurboTax Live Deluxe	3	easy enough	would have liked to know pricing up front rather than after going through the entire process of data entry to know it would need to be an upgraded price oh well needed done so there isn't any avoiding it still, when it tells you it will be free even for full agent help and filing then switches to 200 for a simple filing kinda frustrating
2338	201609510	2022-02-17 23:29:38	TurboTax Online Deluxe	4	Easy and Painless but	Very easy and painless and gives you plenty of time for a break or two One caveat: If you have a 1099-MISC like I got with my measly little Paid Family Leave benefits they dock you \$29 00 + tax Then you find out that it's going to cost you \$39 to file the State Return So what I thought was going to be free turned out to be \$73+ but I guess in the big scheme of things not really all that unreasonable
2339	201615358	2022-02-17 23:36:57	TurboTax Online Deluxe	1	Stinks	File for free simpkevreturn should nit have deadline If the same thing happens next year I will sue
2340	201610352	2022-02-17 23:49:14	TurboTax Online Deluxe	2	Misleading website for deluxe program	Every year I try to file for free but turbo tax always finds a reason for me to pay for deluxe I normally deduct it out of my refund but they always take twice the amount So this time I paid with my card and it took only \$39 This company doesnt advertise right and it's so irritating year after year Other then that I love the program to file
2341	201580144	2022-02-18 00:01:07	TurboTax Online Federal Free Edition	1	horrible	starts off as a free but then charges you and false advertising i chose to get direct deposit with karma to get the bonus and nothing
2342	201616704	2022-02-18 00:06:57	TurboTax Online Deluxe	3	Gets worse every tax year	Advertised as free but this website does not allow free options anymore I never used to have to pay file state and federal If there is a way around these fees, turbo tax should work on making this more available and clear to customers Seriously screw yall I'm not using this dumb site anymore
2343	201611376	2022-02-18 00:13:27	TurboTax Online Deluxe	2	Cost is misleading	Says free or only \$39 That's a lie Costs over a \$100
2344	201580715	2022-02-18 00:15:36	TurboTax Online Premier	1	Turbo Tax is a scam of money	They charge a lot I did my taxes with Turbo tax last year It says it looks like you did not file with us They just want you to upgrade to take your money there was no where I can find my taxes from last year Even though I filed with them It is a caem It will be my last year filing with Turbo tax Also they take the money before you even e file Crazy Advertising of free version is a big lie
2345	201612086	2022-02-18 00:27:55	TurboTax Online Deluxe	4	Turbo tax is Amazing makes life simple for me	Ive been using Turbo Tax for 8 years i like the ideal of being able to sit in the privacy of my own home and not have to make an appt somewhere if i am unsure of anything it explains in detail I also like that i can just have the fees taken from my fed return very convenient Will continue to use Turbo Tax although it always tells me its free but ive always had to pay but i would have to pay if i had someone prepare them
2346	201612225	2022-02-18 00:30:37	TurboTax Online Premier	4	Where is the "Free"	On every commercial I see that TurboTax is free but I saw no way to do it for free and had to pay \$80 I liked the product though and everything flows smoothly
2347	201612388	2022-02-18 00:34:18	TurboTax Online Deluxe	2	Let down	It wasn't free for me or gave me the option to be free
2348	201613143	2022-02-18 00:47:48	TurboTax Online Premier	1	Very Sneaky Company	They wait until you are done with everything to tell you that you have to upgrade to file certain things I tried to pay with my debit card to avoid the fee they snuck in for paying with your refund, and of course, it did not work I was forced to pay more money They want to SQUEEZE every last penny out of you Use TaxAct FreeFile and skip the thievery
2349	201613368	2022-02-18 00:52:19	TurboTax Online Deluxe	2	Fees you don't notice	Supposed to be free but I have paid every year Don't understand
2350	201614211	2022-02-18 01:10:23	TurboTax Online Deluxe	1	They Suck!	They repeatedly said the free service, was indeed, free However, when finalizing the return, all of a sudden Turbotax couldn't cover something and the service was no longer free If that's the case, then tell customers up front, not at the very end of the process If I could give negative stars, I would
2351	201619627	2022-02-18 01:12:41	TurboTax Online Deluxe	1	sucks	told me it was gonna be free then charge me bait and switch and the couldnt efile it and i had to print it out to mail it
2352	201619660	2022-02-18 01:13:21	TurboTax Online Deluxe	1	TurboTax is great! At lying	Was a great place to file with, about 4 years ago Now they just advertise everything as free with so many hidden fees at the end and they don't care about your refund amount at all
2353	201615061	2022-02-18 01:30:21	TurboTax Live Basic	2	Sneaky ways to charge money	I filled out my tax return and was hoping it would be free to do so but it was not State charged \$49 but "TurboTax Live Delux" was trying to charge me \$117 when I never wanted that Anytime I tried to fix it, it would just circle back to the same thing I finally figured out how to clear everything out and restart but it was a waste of an hour of work
2354	201615795	2022-02-18 01:46:52	TurboTax Online Deluxe	2	Doublecharged	i've been using turbo tax for four years and its always something When i filed my 2021 taxes I was double charged for HAVING to use turbo tax deluxe for filling my college 1098T form It was 39\$ for the deluxe service and another \$39 to pay this fee using my refund resulting in a \$78 fee just for filling my taxes on a free service website

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2355	201615973	2022-02-18 01:51:08	TurboTax Online Deluxe	4	Great app easy to use	I wish that the free was free, there is always a way to the extra \$39 out of you don't mind pay the filing or upgrade fee, but both Where is the FREE in that
2356	201585947	2022-02-18 01:52:41	TurboTax Online Deluxe	1	Horrible, NEVER USE THIS SERVICE	Turbo Tax always does this and I for some reason go back to it because I'm just sick and tired of starting all over with a different company But Turbo Tax advertises free and then they'll find some excuse for you to NOT be able to file for free and say you've got this form and that form so you HAVE to choose the one that costs money, then when you finally cave in you have to pay that same amount for state and federal which is now \$80 to file from what you thought would be FREE THEN they say well since you want the money to be taken out of your return that's ANOTHER \$40 charge What the heck?! They just keep adding fee after fee DO NOT TRUST THEM
2357	201616280	2022-02-18 01:58:07	TurboTax Online Self Employed	4	Easy to use!	Turbo Tax is easy to use for the filing of your taxes Only frustrating thing was I couldn't figure out how to switch it from Self Employed to free filing
2358	201616668	2022-02-18 02:06:05	TurboTax Live Deluxe	3	Turbotax	This was relatively easy to use but it takes a long time The chats with the staff were unhelpful I had more luck chatting with the robot It is really hard to go back and change things if there was a mistake This site makes it seem like it is going to be free/cheap but after one mistake I was unable to file for free anymore
2359	201587876	2022-02-18 02:22:51	TurboTax Online Deluxe	1	Turbo Tax SCAM of 2022-wish i could give 0 stars	I am very disappointed with TT this year Multiple times they made me confused with wording and such, clearly on purpose They also try to trick you to send all your money to some creepy brand new credit karma account that youre unfamiliar with, etc etc Then they force you to have to pick the non-free filing option, which charges you \$39 for each state file, and the \$39 for simply having the option to choose how to pay for this fee TURBO TAX IS NOW ROBBING PEOPLE OF THIER MONEY AFER ADVERTISING THIER TAX RETURN SERVICE AS A FREE SERVICE I WILL NEVER BE USING TURBO TAX AGAIN SUPER DISAPPOINTED IN THIS SERVICE
2360	201618195	2022-02-18 02:38:12	TurboTax Online Deluxe	3	wanted to do free version, but had to upgrade	Did all the work then said I had to upgrade for one form used to be able to print and mail state for free Bought key code for less money, but would not transfer to website I did all the work on
2361	201619803	2022-02-18 03:16:53	TurboTax Online Deluxe	4	It is easy to use, but it wasn't free for me	I used to really love TurboTax now I still really like it a lot the only thing I dislike about it is that it used to be totally free and now you have to pay for it and you don't find that out right at the beginning either you find out once you started then when you're finished and it tells you the total for the state and federal fees you think okay well I have to go ahead and pay it and then a little bit later you find out that there's yet another fee that wasn't taken into account when it gave you the total for the fees it's just kind of disappointing that it changed so much so quickly but I'm sure I will use TurboTax again in the future because it is easy to use and I like the way that the site is designed it's very intuitive and very simple to get through
2362	201619811	2022-02-18 03:17:09	TurboTax Online Deluxe	1	I was fooled by a tic tok ad	I started my return with turbo tax because I seen an ad on the tictok app stating the federal refund file is free, not only was I charged 39 00 I was also charged an additional 39 00 because I choose for turbotax to take the payment from my refund so I was charged double for something that was advertised as free I'm disappointed
2363	201619867	2022-02-18 03:18:31	TurboTax Online Deluxe	1	Problems this year	I usually love and recommend turbotax This year it seemed tedious and expensive when it's usually free I needed one extra form and it cost me nearly 80\$ and I got a lot of popup pages trying to get me to pay more or sign up for other services Sadly this will be the last year I use this site
2364	201620948	2022-02-18 03:46:13	TurboTax Online Deluxe	2	its not free	paid 117 I try to understand why they were charging me but couldn't find a clear explanation so its not free
2365	201621683	2022-02-18 04:05:54	TurboTax Online Deluxe	1	TurboTax is the absolute worst	TurboTax is supposed to be quick, easy, and free It ended up being rigorous, expensive and time consuming I'm finding another service for next year's taxes
2366	201595652	2022-02-18 04:32:37	TurboTax Online Deluxe	1	tax pirates	great service but shouldn't require paying for the most basic tax forms to be used such as 1095-a for my HEALTHCARE and then try to double charge for the convince of taking the required upgrade cost out of the refund turbo tax is supposed to have a federally funded free tax platform and I'm going to have to switch next year over these bogus money grabs
2367	201637412	2022-02-18 05:47:08	TurboTax Online Deluxe	2	Sneaky Fee	I am not happy that when I got to the end and opted to have the Turbotax fee deducted that it doubled the fee!!! To being with I use to be able to do it for free but because I have an HSA which is easy to do I have to pay I am just not happy that the Fee is not transparent in the beginning
2368	201639889	2022-02-18 06:04:07	TurboTax Online Deluxe	1	forces you to pay extra	Turbotax used to be free Now every year it gets more expensive and it forces payments on you to file it started at 0 00, then 39 00 and then 79 00 in the end horrible experience when you barely make any money to begin with
2369	201640841	2022-02-18 07:15:03	TurboTax Live Full Service Deluxe	1	Turbo tax is expensive!!!!	Good but the fee was supposed to be free but the agent waited till the end of the promotion to do my taxes
2370	201643077	2022-02-18 11:44:17	TurboTax Online Deluxe	3	not free as advertised	Not free as advertised Website found some way to get money out of the deal
2371	201654871	2022-02-18 14:09:13	TurboTax Online Deluxe	1	Wont use again	Its completely ridiculous that I keep saying no to upgrade to deluxe and when its time to file you tell me that I HAVE to do it in order to file You advertise to file your taxes for free then charge me \$117 00 to file GABAGE
2372	201654935	2022-02-18 14:11:23	TurboTax Online Deluxe	2	Your commercials say that your'e free	Every year I see the commercials that say you are a free tax filing service yet you charge me over \$100 to file every year If it is not free for a broke college student who is in the lowest tax bracket, then who exactly is it free for?
2373	201657754	2022-02-18 15:18:43	TurboTax Online Deluxe	2	Turbo tax is too expensive for one document	What happened to my free filing \$78 00 is not free

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2374	201658627	2022-02-18 15:37:47	TurboTax Online Premier	1	REMEMBER WHEN THIS WAS FREE?	for the last two tax seasons i had to pay turbotax more than i've ever had to pay before and i don't have kids a spouse or a houses this is ridiculous they advertise as free and even for the most basic returns it is not free anymore
2375	201659766	2022-02-18 16:07:27	TurboTax Online Premier	3	TurboTax is becoming more expensive each year	I don't mind taking the time to file my own taxes using TurboTax but it seems every year I start off with the free version and by the end of things I'm paying \$100 to file my taxes I'm considering using a tax professional in the future if the costs will continue to be hiked
2376	201662227	2022-02-18 16:49:41	TurboTax Live Deluxe	4	Turbo tax cost	Turbo Tax is user friendly Why is it advertised as a free service? Have used for many years and always a fee
2377	201662615	2022-02-18 16:58:16	TurboTax Online Self Employed	2	TurboTax is expensive!	Advertising free tax preparation with live help, that in the end cost \$200
2378	201663048	2022-02-18 17:07:06	TurboTax Online Premier	2	Hidden fees	it is overly expensive when you're hit with the hidden fees at the end of the process HRBlock is completely free with no hidden fees They will be who i use after this year
2379	201663850	2022-02-18 17:11:53	TurboTax Online Deluxe	2	Some hidden charges	Start with file for free then I end up paying \$78
2380	201667770	2022-02-18 17:18:19	TurboTax Online Deluxe	1	Hidden Fees	Should have been free yet i paid \$117 in fees A ripoff and I will be filing somewhere else next year
2381	201670263	2022-02-18 17:24:51	TurboTax Online Deluxe	2	not a free service	long and drawn out over paid to use a free service sucked more out to pay out of return
2382	201670675	2022-02-18 17:32:04	TurboTax Online Deluxe	3	Way to sneak in fee's	I think you should stop advertising free services when you keep sneaking in ways to charge people We can't help that we had to receive unemployment due to the pandemic, I guess that is your way to ensure you get payment, then to charge for each file and then to use the refund to pay If we weren't in such a hardship I wouldn't mind paying the fee but I had no choice but to use that option as my bank account is suffering due to the pandemic So thank you for taking an additional \$39 99 for a total of \$117 00 It's cool we don't need the money as much as you we can skip a meal or two
2383	201673737	2022-02-18 17:51:13	TurboTax Live Deluxe	2	A little manipulative	I was informed at the end of my free e-file that I had to upgrade to receive a credit I qualified for instead of at the point when I applied the credit In order for me to compare for my maximum refund, I would have had to completely restart my filing and compare how much I would have lost to drop the "American Opportunity credit " I decided to just bite the bullet and pay for the upgrade since my time is still valuable The product itself is a fair product, but nothing more than fair I will be using an accountant next year as that is now cheaper than using TurboTax
2384	201679322	2022-02-18 17:53:59	TurboTax Live Premier	1	Predatory Do not select Extra Options	After many consecutive years of using turbo tax, I won't use it ever again I selected a higher level option with premier access thinking I *might need it at some point I didn't, so as I was prepping to file, I tried to change my options Nope, not able to The solution from customer service: clear your filing and start over (meaning, redo your taxes completely) That is predatory business in my opinion, and I'm disgusted by it I will not use this service next year for those just starting to file - DO NOT SELECT PREMIER ANYTHING YOU WILL BE STUCK PAYING FOR IT The start for free is VERY misleading
2385	201674188	2022-02-18 18:00:46	TurboTax Online Deluxe	1	TurboTax is GARBAGE!!!!	Not only do they over charge for HORRIBLE and glitched filled service, they add additional hidden fees at the very end And even tho they advertise a "free version" you're still forced to pay at the end TurboTax is horrible I will not be using it ever again
2386	201674543	2022-02-18 18:06:43	TurboTax Online Deluxe	1	Shady Fees	I understand and have no problem with fees when they are properly stated However when you claim a standard file is free, then it goes from that to \$39 00 then from that to \$79? You pretty much charge a convience fee for taking out you fee from the refund Please dont send me back to H&R I have used Turbo for the past 5 years now bringing other family along with me to use Turbo
2387	201674785	2022-02-18 18:12:15	TurboTax Online Premier	2	Always unexpected fees	I went from free to paying \$69 because of stocks to \$108 at check out
2388	201675647	2022-02-18 18:29:39	TurboTax Online Deluxe	2	Not "Totally Free" as stated in commercials	I always loved using Turbo Tax But the commercials are not true! Totally free??? Untrue statement and the fees have gone up And this year pushing the Credit Karma Account???? No option for paper check in the mail at "No Cost" When I started using Turbo Tax it was a flat fee Not Anymore!
2389	201676099	2022-02-18 18:40:46	TurboTax Online Deluxe	1	File for free are lies	They say file for free when they keep upcharging you and keep asking you to get the better version
2390	201676380	2022-02-18 18:47:52	TurboTax Live Deluxe	1	Don't tell people it free when it's not!	you start by telling everyone it's free than charge them when they try to file and than tell them , Oh guess what you need to talk our tax advisor!! thats going to cost you gut didnt do nothing!!!
2391	201683926	2022-02-18 18:58:01	TurboTax Online Deluxe	1	Same as any company	These people are a scam Filing is not free it cost me \$80 Highway robbery, shaking my head
2392	201677995	2022-02-18 19:28:34	TurboTax Online Self Employed	3	LOT OF WORK	LOT OF WORK AND PRICE KEEPS GOING UP AS YOU GO AIN't no free
2393	201678475	2022-02-18 19:40:20	TurboTax Online Federal Free Edition	3	Turbo Tax was okay	I did not like that I could not file for free and only had the option to purchase the Plus or Upgrade options
2394	201679217	2022-02-18 19:51:13	TurboTax Live Deluxe	2	NOT FREE	I chose the free version, and after I finished the entire process, it said it cannot go further until I choose the \$115 version, because I was a student Then it added the state filing fee, and another \$44 fee for premium service I don't remember choosing, and I couldn't remove that service So my "free" experience ended up costing me over \$200

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	2395	201679267	2022-02-18 19:52:28	TurboTax Online Deluxe	3	It took me from FREE to \$117 !	This is very confusing to do What happened to the free filing ? I sent in questions too! Never got an answer I will be look for another tax service next year Also, I tried to sign back in and It wouldnt let me till this morning ! This service is NOT worth the price !
	2396	201687829	2022-02-18 19:58:46	TurboTax Online Deluxe	3	Ehh	While it is convenient and apparently free when you start it does not stay that way Right at the end it tells you your tax return is too complicated to be free if you are a student, or have dependents, or file in any other states At this point when you have completed all the work you either pay them or have to start over with a new company Felt pretty sneaky to me
	2397	201679705	2022-02-18 20:03:45	TurboTax Online Deluxe	2	Terrible	The filing part is made easy, but they constantly bombard you with ads for upgrading and the website is ridiculously slow They also advertise free filing but of course, it is NOT free With the amount they charge to file online you may as well spend 6 hours getting them prepared by someone in person
	2398	201688656	2022-02-18 20:18:08	TurboTax Online Deluxe	1	Moneygrabbers	Used to be easy to efile my taxes on here or taxact, now both are moneygrabbing shitshows that ask you every 10 slides if you want to pay more for no reason Also telling you state filings are free with federal deluxe and then still charge you 40 more dollars for filing state
	2399	201689429	2022-02-18 20:27:00	TurboTax Live Deluxe	3	Turbo tax is ok	8yrs of filling with this system and it still asks to verify every last detail which is good but damned annoying Not every thing entered needs a 6 question review For being intuitive software it surely isn't intuitive at all Plus The price keeps changing \$187, Free, \$207 Frustrating as hell!
	2400	201682051	2022-02-18 20:33:31	TurboTax Live Deluxe	4	Review -	I don't like the fact that they tell you that you can file for free, and then by the time you are done, you have a bill for \$207 00, which does not seem to be free
	2401	201683615	2022-02-18 20:51:54	TurboTax Online Deluxe	1	Easy, but bombards you with money grabs	Easy to use Turbo tax annoys me with constant efforts to get me to sign up for more expensive additions I wanted to use the free edition, but the program signed me up with deluxe ( I had to use that last year) and by the time I had realized this, I already paid \$80
	2402	201685056	2022-02-18 21:17:57	TurboTax Online Deluxe	1	Rip off	TurboTax has gotten so expensive! I will be filing my return anywhere else to save money next year So much for free tax filing from TurboTax like advertised
	2403	201685317	2022-02-18 21:22:40	TurboTax Live Basic	3	needs to more clear	Turbotax free should also have disclaimer about not if you have state tax
	2404	201685511	2022-02-18 21:26:43	TurboTax Online Deluxe	4	pretty easy	I pretty much like Turbo Tax, but does anyone actually use the free version? My taxes are pretty basic, and I still pay for the services
	2405	201685717	2022-02-18 21:31:29	TurboTax Online Deluxe	2	Turbo Tax False Info	Each year Turbo Tax advertises that you can file for free but that is not the case I was even sent an apology email last year for being charged and was told I could file for free this year but was charged \$39 for filing, \$39 for Federal and \$39 for State for a total of \$114
	2406	201686975	2022-02-18 21:41:37	TurboTax Online Deluxe	4	Turbo tax is a good service	The only complaint I have is the fact that I filed a simple return which is supposed to be free and I was charged I would like someone to call me and tell me why
	2407	201693147	2022-02-18 21:49:52	TurboTax Online Deluxe	1	false advertisement	All the adds claim that filing with turbotax is free however once you file there are fees for both federal and state taxes and turbotax claims that they have to charge then don't advertise that you're free
	2408	201687689	2022-02-18 21:55:50	TurboTax Online Premier	2	Too Expensive when advertised file for free	They advertise as free but Its not free Should be free according to advertisement on tv If it's not going to be free don't advertise free
	2409	201693418	2022-02-18 21:57:06	TurboTax Online Self Employed	1	Lies	Sure says on tv and everywhere else that you can file for free but they taking \$167 out of my return for fees Sure seem like they told me the truth f-ing liars
	2410	201690682	2022-02-18 22:55:21	TurboTax Online Deluxe	2	tricky pricing	the first time i used turbo tax it was easy and free and now there is an extra fee for silly thing and for every thing on this simple return I had used credit karma but they changed to cash app and didn't have things in working order but credit karma was the best I have had as far as easy and actually is "free"
	2411	201691609	2022-02-18 23:16:38	TurboTax Live Deluxe	4	I'll use again	It wasn't free like advertised, however it was still cheaper than going somewhere else It definitely was user friendly and the professional's answered my questions quickly and in detail
	2412	201692926	2022-02-18 23:45:19	TurboTax Live Deluxe	2	Hidden Fees	They make you think you're filing for free and then trick you at the end and tell you that you can't finish filing without upgrading Even after agreeing to the upgrade they add other expenses and taxes that you don't see until you've already entered your credit card information and agreed to payment So you start thinking you'll pay \$0, then eventually agree to paying \$110, but in the end get charged for \$178 So much for a tax refund
	2413	201697197	2022-02-19 00:00:24	TurboTax Online Deluxe	1	Misleading and Horrible	Turbo Tax advertises free filings for simple returns I am a normal W-2 worker I am 24 so no abnormal streams of income literally just my job However because I have an employer contribution plan and have a tax credit for my state of \$21 I had to pay \$80 to turbo tax to file my taxes And when I mistakenly entered the wrong option and went back to correct the mistake turbo taxes platform would not let me select a different option I had to physically delete the entire state filing section and restart I tried call customer service number i found online, THEY CHARGE YOU \$30 JUST TO TALK TO SOMEONE TURBO TAX IS THE BIGGEST SCAM EVER file your taxes anywhere else, or don't file at all, anything is better than them Would give 0 stars if possible, never filing with them again
	2414	201697230	2022-02-19 00:01:31	TurboTax Online Premier	1	Money Hungry Company that simply gets the job done	Turbo Tax Seems to have strategically planned free tax deadlines so those who may have simply experimented in the stock market will have to pay fee's Via document receival dates I am not pleased with that
	2415	201693624	2022-02-19 00:02:12	TurboTax Live Deluxe	1	Do Not allow you to use the free program	I opted for free file, not only did I get charged fee but also had a charge for direct deposit So sad

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	2416	201693626	2022-02-19 00:02:14	TurboTax Online Deluxe	1	Not happy	I think its horrible that you make people go all the way through their taxes and then determine that because they has an employer paid HSA that they didn't even contribute to, they go from a free return to having to pay for not only the program, but the filing as well
	2417	201697780	2022-02-19 00:21:29	TurboTax Online Deluxe	1	hate this service	I cannot believe i bought into this service under the guise of it being free only to be hit by hidden fees too far into the process to be able to back out unprofessional and shady hidden fees are literally theft
	2418	201694288	2022-02-19 00:25:00	TurboTax Online Deluxe	3	Awsome	I really was not Aware that I had used the Deluxe I thought I was doing them for Free then i found out at the end i owed over \$100 00
	2419	201698331	2022-02-19 00:37:44	TurboTax Online Deluxe	1	TurboTax is Horrible!	First off what started as free filing ended up costing \$122 then when i had an issue filing the support that was supposedly included in the tax filing package was nowhere to be found HR Block has online tax service, think I'll try them next year Avoid if possible
	2420	201694901	2022-02-19 00:44:18	TurboTax Online Deluxe	3	So many fees	I loved Turbo tax until they asked me to pay them more money to file even though we make less than the avarage and it's supposed to be for free Reasons why I filed was because they have all my previous info and it's much easier but I am going to go with a free service next year
	2421	201698518	2022-02-19 00:44:37	TurboTax Online Deluxe	3	Turbo Tax Charges Forces You Upgrade	Turbo Tac Forces you to upgrade from their "free" eFile service if you have a HSA This is disappointing I do give them credit for making it easy to go through
	2422	201698597	2022-02-19 00:47:05	TurboTax Live Deluxe	1	Turbotax isnt free	this experience was ghetto, 10/10 would not recommend, says its free but if you have unemployment compensation only it makes you pay 109 to upgrade, then they tack on an extra 49 for state, and then an extra 39 just to pay for it with your refund so if your refund is small they make it smaller
	2423	201695127	2022-02-19 00:51:52	TurboTax Online Deluxe	1	lied	Free Guarantee \$0 fed \$0 state \$0 to file That is the ad for turbo tax and yet they charged me \$63 How is that free??? Next year we are going with another company because they lied
	2424	201695266	2022-02-19 00:55:26	TurboTax Online Premier	2	Turbo tax isn't Free Upsells everything	Turbo tax is fine, but a tad dishonest when it comes to the payment I mean you see all these commercials about how free it is but when it comes down to file you've got to hand over money They hold you hostage and try and upsell you on products you probably don't need I wouldn't mind paying for a service if they were just upfront about it Feels like I'm being hustled but i'm to tired to not just click the pay button Also the user interface is smooth but really dumbed down
	2425	201695822	2022-02-19 01:15:03	TurboTax Online Self Employed	1	Misleading information on the Quickbooks INtegrati	it makes filing taxes easy but I paid for quickbooks self employed with turbo tax self employed with an understanding that filing my self employment tax would be included in that monthly subscription fee It wasn't - I was still charged to file my federal taxes even after paying for months I was on the phone for hours trying to sort it out, I was referred to some 3rd party vendor who wanted to access my computer, I called intuit again and was told I can only file 1040 schedule c for free - 1099's don't count in the subscription price which is pretty misleading since it is "self employed" and a lot of self employed people get 1099s I am really disappoint and will look for another integration for my taxes and book keeping
	2426	201696478	2022-02-19 01:36:46	TurboTax Online Deluxe	1	BUNCH OF GARBAGE!!	I thought I was using the free version of TurboTax and then I thought it was only going to pay \$39 When I realized my credit card got charged \$89, I was freaking out! I am on a fixed income and I can't afford this but I'm stuck with it I'm hopping mad! Never again!
	2427	201696650	2022-02-19 01:42:39	TurboTax Live Basic	1	Very Misleading	weve been through a Pandemic , people out of work , Paying ridiculous prices for gas and food and every year Turbo tax advertises free free free but somehow i end up having to cough up 80 bucks to file and you put it in the fine print at the end when you spend all this time doing it and dont really want to endure the hassle of going through another company to get this done its not right , THIS YEAR especially you guys should be ashamed of yourselves
	2428	201698528	2022-02-19 02:45:06	TurboTax Online Deluxe	3	Good but Sneaky	As far as tax prep is concerned, TurboTax is amazing However, I feel the prices are misrepresented Turbo Tax free turned into turbo tax plus because I had an HSA Then once I got to the end, I realized the fee for State wasn't included I opted to pay from the refund itself and that was another fee In the end I went from the Free edition to paying \$115 I believe I would have had a better experience in a brick and mortar store I've used turbotax for years, but honestly this software is probably best for someone who can get by with the simple return
	2429	201698580	2022-02-19 02:46:37	TurboTax Live Full Service Basic	3	Hey TurboTax is awesome however	This year, it was just confusing; and I dont know if it was this years W2 or TurboTaxes setup but I had difficulty being walked though the setup and much preferred "enter the amount in box 'x' from form 'y'" So i went with the route of have the live staff file for me for free(just a basic 1040ez) and that helped out quite a bit
	2430	201701992	2022-02-19 03:00:56	TurboTax Online Deluxe	3	Misleading AD	Free to fill out but have to pay fees to file It shouldn't be advertised as free at all when you actually pay a fee False advertisement
	2431	201702150	2022-02-19 03:06:41	TurboTax Live Full Service Deluxe	1	Hidden feea	Turns out a \$47 00 tax credit they found for me ended up costing me \$269 00 I'm expert fee's I was told in the beginning that my taxes would be free to file them for me Then it cost me \$269 00 to file my federal and \$49 00 to file my state Stay away from this scam and do your taxes yourself



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2432	201699230	2022-02-19 03:07:18	TurboTax Live Deluxe	4	Disappointed in increase of charges	I've used turbo tax for years and have loved it This year I was disappointed that I was MADE to upgrade in order to continue \$119 additional that did not increase my refund at all- it changed nothing, but would not let me continue to file without the upgrade- it wasn't an option it was a requirement I did not like that and don't understand why it was a requirement Only reason I consented was because I had already completed my taxes and was at the filing option abs did not wish to begin all over with a new tax service Also, in years past my state was free, not this year This year it cost more than double to use turbo tax than so years in the past Other than that, the service is great and easy to use
2433	201665014	2022-02-19 03:13:42	TurboTax Online Self Employed	1	Can't stand TurboTax	I feel like every year I've used then they scam me They let you get all the way through your taxes and then surprise you end up having to pay when you thought you were using the free version or there are extra fees This year I did my taxes with then to get a refund advance Guess what? Couldn't get that either And I was all the way fine with my taxes and didn't want to start all the way over with another company I will NEVER use them again after this year and I will NEVER recommend then to anyone
2434	201702514	2022-02-19 03:28:09	TurboTax Online Deluxe	1	turbotax is horrible	i wouldn't recommend using turbotax they have unexpected fees and its most definitely not free don't fall for it!!!!
2435	201702519	2022-02-19 03:28:26	TurboTax Online Self Employed	1	It's not actually free	Ah yes, give me ads everywhere saying it's free to file your taxes! \$137 98 and 3 hours later, I've finally filed my taxes Seriously? It's always been free in the past Now it costs money to do something the government is making difficult because of Intuit lobbyist?? Are you heckin serious?!?!?! I will absolutely not use turbo tax next year because of these false advertisements and lies
2436	201670862	2022-02-19 03:35:49	TurboTax Live Deluxe	1	Feel Ripped Off!	I had searched on Free Tax Filing but then they ultimately charged me \$119 plus fee to take out of my refund since I am unemployed and can't pay any other way REALLY UPSET
2437	201700177	2022-02-19 03:37:08	TurboTax Online Deluxe	2	I enjoy Turbo Tax but	I have been using Turbo Tax for years and have always enjoy the process Turbo Tax has made filing taxes easy, understandable and convenient This year with my new job, I got a HSA for the first time I did not like how at the end of filing my taxes I was forced to upgrade and pay for Turbo Tax Deluxe, just because I have a HSA I was really disappointed that having this account changed the process when I have been using Turbo Tax Free addition for years
2438	201701000	2022-02-19 04:13:12	TurboTax Online Deluxe	3	Turbotax made it easy to file from your bed	I thought Turbotax was free to file, but that clearly isn't true
2439	201701099	2022-02-19 04:18:15	TurboTax Online Deluxe	1	hustlers	this use to be free but it seems even now using the basic edition it cost me \$117 dollers to file anyway to make a buck i guess!
2440	201675702	2022-02-19 04:30:58	TurboTax Online Deluxe	1	Turbo tax is terrible and has false advertisement	Turbo tax is advertised as free filing, but actually it is not free filing it cost x amount every time
2441	201701770	2022-02-19 04:50:38	TurboTax Online Deluxe	3	Turbo Tax is ok	I was able to file my taxes myself, but it wasn't Free
2442	201701959	2022-02-19 04:59:17	TurboTax Live Premier	4	Awesome but not free for military	Love turbo tax, however not free for military like they advertise If you choose to request live help due to question and you have to file state taxes, they will charge you for that
2443	201702263	2022-02-19 05:11:22	TurboTax Online Deluxe	2	Should be free	With the number of ads and up sales they constantly push, the product should be free It's basically nothing but a giant ad that constantly nags It's so blatant that it'd make comcast blush
2444	201705728	2022-02-19 11:50:25	TurboTax Online Federal Free Edition	4	TurboTax is great	So easy to use however, it's not exactly free because you really need to add the \$30 stuff to make it complete Still Not a bad price and it saves my info every year
2445	201709861	2022-02-19 14:25:48	TurboTax Online Deluxe	5	TurboTax is so easy and reliable	This is the premiere way to file imho I will always use TurboTax even if it's not free
2446	201711104	2022-02-19 14:56:24	TurboTax Online Deluxe	2	just no	please don't force people to pay for services they didn't ask for i specifically selected free turbo tax and by the end it was making me pay for deluxe
2447	201714030	2022-02-19 15:47:18	TurboTax Online Deluxe	3	Turbo Tax is good	The system itself is user friendly and easy to understand but the whole concept of telling you that it is "free" up until the point of actually filing your taxes is a huge turnoff Went through the whole process of doing it "free" and then spent a total of \$156 in fees at the end to actually file my taxes The transparency of your services should be more clear
2448	201714503	2022-02-19 15:58:16	TurboTax Online Deluxe	2	Not what I expected	It was fine until the end While I understand having to pay to use the program I disagree with having pay you an additional amount to efile I thought efile was free for Federal tax return I chose not to have my state efiled and yet I'm charged an additional fee I will look for another service for the future I've been a faithful user of Turbotax for decades and now you do this Disgraceful
2449	201714815	2022-02-19 16:04:57	TurboTax Online Deluxe	3	not free free free	your commercials say free, free, free but it isn't
2450	201715227	2022-02-19 16:10:43	TurboTax Online Premier	1	Terrible Service	I paid so much compared to the competition and it wasn't even easy to use and extremely buggy I did the same thing I could have done on Credit Karma but not for free
2451	201715820	2022-02-19 16:20:01	TurboTax Live Deluxe	1	\$200 to file a simple return This is insane	Forced to upgrade to deluxe bc I withdrew my retirement last year and it created a "special" tax situation So now instead of filing for FREE, or just paying the \$100 Deluxe package, which was fine, I suddenly have to pay almost \$50 to efile fed and state EACH And can't even get a cash advance bc I don't want the Credit Karma card I've been loyal to Turbo Tax ever since I first started having to file my taxes in 2003 I won't be using Turbo Tax in the future Not ever No way
2452	201723999	2022-02-19 17:11:20	TurboTax Online Deluxe	3	Good enough	Y'all lied it wasn't free but it wasn't bad either Simple file and simple steps
2453	201719008	2022-02-19 17:26:24	TurboTax Live Full Service Premier	1	Surprise fees at the ended cost me over \$400	I started a "free" return and ended up being charged over \$400 for the premiere version with full service fees No mention of anything until after I had submitted everything and was ready to file

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2454	201720197	2022-02-19 17:49:46	TurboTax Online Deluxe	1	Turbo Tax sucks	Turbo Tax says it's free but tags on all these additional fees at the end
2455	201720206	2022-02-19 17:50:02	TurboTax Live Deluxe	1	Turbo tax is not free - it's disappointing	I go through the ENTIRE process thinking it's free - at the end Oh now you have a retirement credit now it' over \$100 to file your taxes What a waste of time
2456	201720905	2022-02-19 18:04:25	TurboTax Live Deluxe	1	No Breaks for the Poor!	I used Turbo Tax in the past and found it useful This year, I felt the fees were extremely high for someone with the salary I have The advertisement to file for free was misleading and I ended up paying over \$200 to file I won't be using you in the future Signed, Not a Happy Customer!
2457	201721076	2022-02-19 18:07:39	TurboTax Online Self Employed	2	Turbo Tax is Meh	I appreciate that I am able to file taxes at home, but the hidden costs are what gets me They advertise as free, but that is only Federal tax return, state taxes cost money, self employment filing cost even more, before I knew it 'free' was charging \$140 to me A bit confusing, but if you want to speak to an expert that also costs more If you have to do it online, I guess this works
2458	201721179	2022-02-19 18:09:46	TurboTax Live Deluxe	3	Questionable	You advertise free but charge you over 200 dollars That is not free!
2459	201721852	2022-02-19 18:24:45	TurboTax Online Deluxe	1	Free? That's a lie	Couldn't file for free, forced to pay \$80, was on unemployment last year
2460	201723066	2022-02-19 18:50:04	TurboTax Online Deluxe	2	HIGH FEES	FREE FREE FREE ?????? NO NO NO !!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
2461	201729170	2022-02-19 18:54:53	TurboTax Online Deluxe	2	Still forced to pay as a STUDENT	Despite advertising free tax filing for students, I still had to pay two separate fees I have the most straightforward Tax Return information ever and they still force me to upgrade in order to file my return every year Easy to use, but so frustrating!
2462	201723981	2022-02-19 19:10:52	TurboTax Live Deluxe	3	Its ok	I feel you start out as free but then fees start adding up after you start
2463	201724345	2022-02-19 19:19:05	TurboTax Online Deluxe	1	TurboTax isn't free	Did taxes through TurboTax because it was to be free It wasn't
2464	201724810	2022-02-19 19:29:07	TurboTax Online Deluxe	3	NOT FREE	Sure it's great, but don't advertise free when you are going to hit me with fees and more fees! I was not able to even select "free" before I started my return I really don't know why I keep coming back year after year I feel like an idiot!
2465	201725019	2022-02-19 19:33:12	TurboTax Online Deluxe	3	Turbo tax is okay	Its fine as long as you have a basic tax return i had to file with a early retirement 1099r and they charged me 40\$ And they charge you another 40 \$ to file your state taxes at the end it cost me 117\$ for free filing pretty crazy if you ask me
2466	201725480	2022-02-19 19:43:49	TurboTax Live Deluxe	1	It's Not Free	So many annoying commercials talking about how free this service is, it says free all over the website, then it charges you and makes you jump through hoops to try to get back to filing for free So many unnecessary fees They offered a discount when I said I didn't agree with the price and then removed the discount from the total It's disgusting and immoral
2467	201732355	2022-02-19 19:52:13	TurboTax Online Deluxe	1	Bait and Switch	Advertised as free, but has several paywalls after you complete all the forms and enter all your information No indication they will force you to pay to use their services up until the very end
2468	201725885	2022-02-19 19:52:18	TurboTax Online Deluxe	1	Forcing me to pay	Ridiculous that you need to start the entire process over again if you want to change your account from deluxe to free
2469	201725980	2022-02-19 19:54:20	TurboTax Online Premier	3	TurboTax is okay I end up using it every year	Turbo tax is okay when you don't have free options available If you are out of country, out of state, don't have your past info it's nice that they can upload your previous info into the system but for a fee Too bad they did away with the true free file option last year Plus, it feels like they nickel and dime you over things like having a stock account Can't do that with free or deluxe Just got into stocks? Premier for you It's a good program that works really well and is super simple to understand But it's not free, and they constantly push you to a higher tier of the program with little things in different categories They also try to push you to buy MAX like 5 times instead of taking no when you click no Then to pay for your return at the end, you are able to do it with your return but they wanted to charge me an additional \$39 processing fee to do it On top of your price that you are already paying* They do allow you to just use a credit card, though, to avoid that All in all it's good if you don't have a good free option, or if you don't like difficult programs Usually, they save me enough money on the higher tier (Premier) that I don't mind paying it It just isn't marketed well and leaves a sour taste when they push you to buy more services
2470	201726046	2022-02-19 19:55:37	TurboTax Online Deluxe	3	I thought it was free	So, with all the advertisement you do, about free filing, I was very disappointed to find out it cost me \$78 to file So what does it take to get your services for free?
2471	201726127	2022-02-19 19:57:30	TurboTax Live Deluxe	3	great experience	to many confusing options that I didn't get and it made my tax return not free
2472	201726282	2022-02-19 20:01:09	TurboTax Online Premier	2	Easy, but exploitative	The way how taxes are filed in the U S is purposefully complicated and confusing TurboTax makes it easier to file taxes through a system of clicking buttons, which is helpful in a system that can otherwise easily frustrate However, the charges for small adjustments and filing additional documents are unreasonable TurboTax is not free, and paying hundreds of dollars for having to file dividends less than \$10 will only exacerbate problems of wealth inequality
2473	201727281	2022-02-19 20:18:37	TurboTax Online Federal Free Edition	3	Turbo Tax is Meh	I appreciate that Turbo Tax has a free edition but it will try anything in it's power to get you to upgrade If God forbid you accidentally hit "upgrade", sucks You'll have to start all over There's no way to "downgrade" I wasted way to much time trying to figure that out I got my taxes done, but what a headache

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2474	201727416	2022-02-19 20:21:44	TurboTax Live Deluxe	1	It's not so free	When I started this process it was free of charge once I was ending it wanted to charge me won't be using turbo tax next year because I rather know I'm going to have a fee at the beginning then some surprise charge
2475	201728514	2022-02-19 20:41:27	TurboTax Online Deluxe	3	Forced to upgrade to continue	Thought this was supposed to be free only to end up paying over \$100 It was free last year so what changed?
2476	201728804	2022-02-19 20:46:43	TurboTax Live Deluxe	3	Fees	Marketing, "free" then slapping on fees, one for direct deposit which most people will choose then making me upgrade to pro just so I can claim my school deduction and taking a third of it feels really slimy when you market it as "free" Can't spell free without fee I suppose Giving 3/5 because it was a simple system to use and with three w-2's got it all done in less than an hour
2477	201736040	2022-02-19 21:02:04	TurboTax Online Deluxe	3	It's ok	It states free but will always find a way to make you pay for doing your own taxes False advertising
2478	201729731	2022-02-19 21:05:18	TurboTax Online Self Employed	2	Turbotax upcharges for everything	With self employed you're required to upgrade at an additional cost The state returns are not included in the upgrade although they were included in the free edition So then you end up paying multiple upcharges
2479	201730065	2022-02-19 21:10:50	TurboTax Live Self-Employed	3	Always more money!	Always making you upgrade! They always advertise it is free! Not true
2480	201732174	2022-02-19 21:48:23	TurboTax Online Deluxe	2	It just ok	It says Federal free and state free for simple returns but I ended up paying like almost \$100 to file my taxes with nothing special
2481	201732198	2022-02-19 21:48:51	TurboTax Online Deluxe	2	Salty - not upfront about cost	I read each page completely, every Learn More link, and I am absolutely disgusted that it's not until the very end that you show the real cost (triple what you tell people in the beginning) of using your Deluxe services is This is the 1st time I've ever had to pay for filing taxes and Im almost 40 Ive used TurboTax Freedom edition for several years and before that paper filed myself I will be looking else where next year If it wasn't for the inconvenience, I'd go elsewhere this year Im a new mother and struggling to find time to do anything, even necessary things like filing taxes I also need every cent of my refund possible You showed one cost and then at the end doubled it and charged for each form: Federal and State fine Then at the last second before clicking complete, another charge just for agreeing to the fees to be taken out of the refund - which tripled the amount quoted at the beginning Beyond that, you need to review your Learn more links The car registration deduction link is confusing about whether its the Property tax bill that you need to get the amount from or the vehicle registration fee
2482	201732227	2022-02-19 21:49:18	TurboTax Online Deluxe	1	Hidden Fees	Your software refused to let me file without upgrading to TurboTax Deluxe for \$39 I accepted that I would pay \$39 to file my taxes Then, I was notified that I would be charged \$78 to file both federal and state taxes, despite being told I would only need to pay \$39 to file Lastly, you added insult to injury by charging me an additional fee to pay you at all! You ended up demanding over \$100 from me despite telling me up front that I would only pay \$39 to file my taxes while using your supposedly free service
2483	201732499	2022-02-19 21:55:13	TurboTax Online Deluxe	2	Forced into paying more	I am a big fan of the easy format of turbotax but im very frustrated with the constant adding of extra fee's for minimal things I ended up paying just about \$130 to file for my taxes (not sure how much an accountant charges) but that seems steep for a company that helped with "free" taxes just last year I like clarity at the beginning of the process to know how much i will expect to pay for it all instead of getting blindsided by a number after finishing all the work and not wanting to find another way
2484	201732541	2022-02-19 21:56:10	TurboTax Online Deluxe	3	ITS NOT FREE FREE FREE	easy to use but not FREE FREE FREE those commercials are false
2485	201733604	2022-02-19 22:16:37	TurboTax Online Premier	1	Turbotax deserves less than 1 star this year	In order to "submit" your 1099-B form TurboTax "does the work for you" and connects to your Robinhood account for a whopping \$69 I tried to just enter the information myself but TurboTax got greedy this year PLUS in order to get your CA Refund, TurboTax/CA charge you \$39 to get YOUR OWN MONEY BACK The grand finale, in order to get "FREE services" you have to pay \$44 for Direct Deposit Last year it was sort of cheaper, I payed maybe \$40-\$50 for TurboTax services when I submitted my Income tax  Really disappointed with TurboTax this year I will look for a better option next year Good luck
2486	201733668	2022-02-19 22:17:33	TurboTax Online Deluxe	2	Turbo tax switched to deluxe charging \$39	Turbo tax switched to deluxe charging me \$39 even though I selected a free version I tried to change it back twice and every time was returned to deluxe
2487	201733683	2022-02-19 22:17:45	TurboTax Live Premier	3	not fair pricing	I think it unfair that it says you can do them for free and then it cost 157 00 to do them
2488	201734060	2022-02-19 22:25:56	TurboTax Online Deluxe	1	very deceiving ad said free tax filing	says free tax filing ended up paying \$78 not happy
2489	201734217	2022-02-19 22:29:10	TurboTax Online Deluxe	3	Not upfront	I don't mind paying for it, but it is annoying that they put such a big deal about free and play you like there is a free version when likely not then just add in money as you go Just give the price up front
2490	201734886	2022-02-19 22:41:07	TurboTax Online Deluxe	1	Full of Hidden Fees	Turbo Tax is full of hidden fees We chose Turbo Tax because we thought it was free It advertises as free When we went to file, we found it cost us \$117 It will charge to do your state taxes, charge to take the amount out of your federal tax, and charge your \$50 just to do your taxes We were very disappointed and would have changed services if it would have allowed us to Once you start, it does not let you change to avoid fees
2491	201735457	2022-02-19 22 50:58	TurboTax Live Deluxe	3	Works but is frustrating	Very slow and unclear in some areas and search doesn't provide good info But otherwise is easy to use if you can actually get the free version and aren't forced to pay for an upgrade

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	2492	201735666	2022-02-19 22:54:58	TurboTax Online Deluxe	4	Loyal Turbo Tax Customer	Very good I sure do miss the FREE filing though
	2493	201737030	2022-02-19 23:21:14	TurboTax Live Premier	2	Not a fan	Turbo Tax makes you think you can file your return for free, but as you enter more information they add on \$154 in services when you go to e-file I think there are better option out there rather than pay \$200 for services you don't use
	2494	201737056	2022-02-19 23:21:41	TurboTax Live Deluxe	4	BEWARE OF HIDDEN FEES (still "good" service)	Their computerized system is very easy and fast Anyone can fill it out with no help from an "expert" I was charged a hidden fee for using the TurboTax deluxe by talking on the phone with an expert I was only on the phone for 10 minutes and they only said like 3-4 words the entire time It was my fault for not reading through every little fine print detail but was not expected as I heard filling it out through turbo tax was free I'm a service member and didn't expect that to happen Overall I was satisfied but a little disappointed as they got a bit extra cash from me without me acknowledging it Lesson learned will recommend to others
	2495	201737419	2022-02-19 23:26:52	TurboTax Online Deluxe	3	the software works well	Turbo seems to do a good job for what it is designed to do I don't believe I have ever had an issue, as far as my taxes go However, the advertised price of "Free", seems to be a myth No matter how easy my filings have been, I seem to never qualify for the free version, and there seems to be no real explanation why not Otherwise, this software seems to get the job done, as advertised, just not at the advertised price I was eligible for a discount this year, so that was nice anyway
	2496	201738152	2022-02-19 23:41:26	TurboTax Online Deluxe	3	Tobo Tax is easy	Although turbo tax is easy Iv tried to file with other companies and turbo tax hides the numbers you need in order to use a different company and kinda forces you to pay even for their "free version"
	2497	201743080	2022-02-19 23:48:49	TurboTax Online Deluxe	2	Simple But Misleading	I was under the impression that this was a free service, yet I had to pay and was constantly shown other increased options If I stated that I did not want these offers, don't harass me with them again Then I had to pay for other things not explained initially, so they were surprises once I was most of the way through my filing
	2498	201739785	2022-02-20 00:14:41	TurboTax Online Deluxe	2	Easy but so many expenses	I was qualified for the free version all the way up until the last step then said \$39 but took \$117 Ridiculous
	2499	201744694	2022-02-20 00:34:19	TurboTax Online Deluxe	2	Turbo Tax is easy but, not free like was stated	Had no problem filling out the information but, the ads stated free and end the end it was not free False advertisement
	2500	201745333	2022-02-20 00:54:43	TurboTax Online Deluxe	1	Turbo Tax: Not so free!	Most of the service was okay, up until we where charged to enter a certain portion of our tax information, because turbo tax free only does Simple tax returns to enter in the deduction for what my wife spent in her class room you charged us \$40!?! how does that make sense? it's BS to advertise a free service and in actuality only offer a service that is PARTIALLY free Oh! and on top of that, we where charged an additional \$40 to have the fee for the previous fee deducted from our tax return! SO! In total your free tax service ended up costing us \$80! Absolutely ridiculous! will NOT be using turbo tax next year, or ever again for that matter
	2501	201741165	2022-02-20 00:55:07	TurboTax Online Deluxe	5	I hope for the best	I got burned two years ago when I wasn't prompted to enter my form 1095-A Nothing bad came of it, but I didn't like the letter I got from the IRS So far, that is the only issue I feel like this time filling was too easy and I'm getting too much back, so I'm hoping for the best Don't fail me now! I find Turbotax easy to use on the whole - but I haven't used any other platform either, so take it for what it's worth I do wish I could file free like the ads say not free after \$78 I'm rambling now Sorry What can I say? I hate taxes and I'm afraid of the IRS, so my nerves are upset anyway and then I'm asked to write a review? Well, it gets it done and then I don't have to worry about it any more So, it works Isn't that excellent?
	2502	201746031	2022-02-20 01:15:42	TurboTax Online Deluxe	1	False advertisement No free option	no free option was given, even though that's what is advertised
	2503	201742226	2022-02-20 01:24:28	TurboTax Online Deluxe	2	Seemed better in previous years	I've used Turbo Tax Free Edition for many years This year I had to upgrade to the Deluxe Edition for on credit that I had previously received with the Free Edition for over a decade I still completed my taxes with Turbo Tax this year, but I am disappointed and will not be using Turbo Tax in the future
	2504	201742231	2022-02-20 01:24:38	TurboTax Live Self-Employed	3	Disappointed	I have used TurboTax for over 10 years and I never had to pay a fee to submit my Federal return This will be the last time I use TurboTax They are even advertising to efile for free on your Federal return
	2505	201742358	2022-02-20 01:28:29	TurboTax Online Deluxe	2	Not as advertised	The advertisement that made me switch from HR Block to Turbo tax is that some state filing would be free, and that if I needed to pay anything, I could do so out of my Federal Income FOR FREE Lies However, the process was fairly easy to get through Just not what it used to be in regards to being fair I used to never have to pay Turbo Tax to do my taxes, and nothing has changed for me, yet this time it cost \$80+
	2506	201742466	2022-02-20 01:31:26	TurboTax Online Deluxe	2	Unhappy Changes	Last year when I filed my taxes, everything was smooth and easy This year, I was FORCED to pay and not just use the free version like was available for 2020 taxes You charged for 'Federal' Fee of \$39 - 'State' Fee of \$39 - THEN charged \$39 to pay via my return How about just making it FREE for people who can do things themselves and do not need the assistance Plus what happened with all of your commercials stating 'Free, Free, FREE???
	2507	201714110	2022-02-20 01:49:00	TurboTax Online Deluxe	1	Stay Away	hidden fees, expensive, cheaper to go to a accountant and get them done right if I can give zero stars I would Nothing is Free about it

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2508	201747518	2022-02-20 02:00:05	TurboTax Online Deluxe	1	Misleading	When we have used turbo tax the past six years it's been free This year we "had" to sign up for the 39 99 upgrade We were okay with it but then when finalizing everything we were charged 119 Not 39 99 We were charged for federal (39 99) state (39 99) and then a third general 39 99 I feel cheated and screwed over because initially it was 39 99 not over 100 dollars I don't know about you but every dollar for my hard working family helps and you just took from my wallet and blindly added on another 79 01 to take AWAY FROM MY FAMILY We used H&R last year and we will be using them next year and not Turbo tax At least when I agree to pay their 40 dollar fee I am paying 40 dollars and not an additional 80 Extremely disappointed and disgusted I hope no one takes from your family like you did mine
2509	201714611	2022-02-20 02:01:04	TurboTax Online Premier	1	TurboTax Honesty!!!	TurboTax for years has lured in the US taxpayer with the *FREE FILE \$0* advertisement, only to bait and switch us by telling us that our tax situation isn't actually free to file Even when you have a normal tax situation, the PREMIER and MAX offerings are jammed down your throat \$110 to file my normal taxes that should be FREE Another \$40 eat crap fee for those that cant afford to pay out of pocket Lets call that a processing fee because we can This software is becoming more of a money grab every year Next year, I will be searching for an alternative filing method
2510	201743595	2022-02-20 02:03:13	TurboTax Online Premier	1	trash	free for simple returns yet a 1099 makes it not simple apparently even if i am entering in the info myself so i got charged 150 dollars for using a free to file app
2511	201716313	2022-02-20 02:31:38	TurboTax Live Deluxe	1	Scammed me out of my money	Told me I'd get TurboTax free if I filed before 2/4 and then charged me \$219 and letting me know after I'd done 80% of my taxes that they can take away that deal for certain circumstances You guys suck
2512	201745221	2022-02-20 02:50:41	TurboTax Live Deluxe	1	Not free	Thought I was filing my taxes for free for the first time, until I found out my return wasn't "simple" due to the Child Tax Credit 197\$ later, they're filed Could've paid less going to my usual tax guy, but I didn't want to wait another 2 weeks Ease of use is good, however don't like that you get 75% of the way through, all for it to tell you that you have to upgrade Should be at the start so you don't waste your time
2513	201749191	2022-02-20 02:53:16	TurboTax Online Self Employed	1	Turbotax profits from your frustration	Fack turbotax They'll let you do your whole return and then inform you that they're gonna screw you over with the price The FREE part of Turbotax applies to almost nobody Unless your taxes are so simple you could do them yourself in 5 minutes, it's going to be almost \$100 to file, so just be aware
2514	201718468	2022-02-20 03:15:54	TurboTax Live Deluxe	1	predatory and misleading	The actual process of filing was ok and straightforward, but they present their products in a very misleading way Be very careful about which version you choose to use or else you will end up paying them a usage fee for something that is and should be free Turbotax should really be ashamed of themselves for this practice
2515	201746107	2022-02-20 03:18:13	TurboTax Online Deluxe	3	free versus deluxe not clear why one free one not	free versus deluxe not clear why one free one not and paid almost \$80 and not sufre why when last year was free and tax status didnt change
2516	201746261	2022-02-20 03:22:59	TurboTax Online Self Employed	3	turbo tax	It was expensive and tricky I thought it was free
2517	201719055	2022-02-20 03:27:12	TurboTax Online Deluxe	2	Forget about it being Free	The claim free but will find a way to nickle and dime you to death Just predatory and dishonest and GREEDY Gross Yet, tax payers have few to no options so here we are being forced into paying inflated costs for software to do all the work UGH
2518	201746447	2022-02-20 03:28:02	TurboTax Online Self Employed	5	It's good enough	Ah it's not that bad, not free thou like they said in the commercial
2519	201719776	2022-02-20 03:41:06	TurboTax Online Premier	3	False Advertisement	While I fund your product efficient and user friendly, stop advertising it is free There is no free option Even when I elected to use the most basic package you managed to still have a \$108 fee assigned because I chose to also have my payment made from my return As a customer these type of deceptive marketing practices are distasteful I would still use the product if there was full disclosure
2520	201749990	2022-02-20 05:22:47	TurboTax Online Deluxe	3	deceiving advertising	their statement of simple tax returns are free is very misleading my idea of a simple return is nothing complicated or out of the ordinary just because i contributed to my company's 401(k) & form 8880 had to be completed, my returned turned into a complicated return and my fee was \$39 00 Then to add insult to injury, i had to pay \$39 00 for my state tax to be completed then to my complete amazement my state return could not be filed electronically due to the state tax withholding and locality tax withholding being the same number how that happened is weird but really? your software can not handle that coincidence? I WILL NEVER USE THEM AGAIN!
2521	201750342	2022-02-20 05:36:01	TurboTax Live Deluxe	3	Money Trap	Easy to use but trap you into charges that you aren't aware of This simple return that was to be free cost me \$207!
2522	201753296	2022-02-20 08:46:37	TurboTax Online Deluxe	3	turbo tax is just average	tried to use free version of turbo tax made more money this year and paid more in taxes but get less back in refunds and turbo tax had 117\$ in fees is very irritating
2523	201754907	2022-02-20 11:33:37	TurboTax Online Deluxe	1	Got me =/	You guys charged me three ways! Its a shame you get us like that Charge both federal and state ok then to take it out of refund smh whats next What happened to free sad face
2524	201756189	2022-02-20 12:24:57	TurboTax Online Premier	3	Turbo tax is ok	They say it's free but only for basic taxes Don't advertise as free then
2525	201756441	2022-02-20 12:32:30	TurboTax Live Full Service Deluxe	3	TurboTax is misleading	My tax expert was very nice, knowledgeable and helpful when it came to all of my questions and concerns However I only did TurboTax because it was advertised as free, and I ended up paying way more then I expected I was a little disappointed that this was not a free service as advertised

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2526	201757377	2022-02-20 12:57:13	TurboTax Online Deluxe	3	Still easy, but changes had me almost not use	I have used turbotax ever since I got my first job at 18 It is always easy to use and has always been free Even when I got married and we began our family, turbotax was always the free, easy method to file our taxes However, I almost considered not using it for the first time this tax year They have changed it to no longer be free if you don't have a basic return, and they also do charge you to deduct any product fees from your federal refund despite it being advertised as free to do I found a coupon code through my job that helped to offset the cost, but I am still disappointed that turbotax has decided to go down this road I am unsure if I will use this software next year
2527	201758838	2022-02-20 13:29:42	TurboTax Live Basic	3	free filing	i was told that it would be free to file with turbo tax I know i opted for the 40 dollar add on for coverage if i needed to provide more info but then i see another 40 dollar charge to file i was willing to have 40 dollar taken from my return but to see on the review that it would be almost 100 bucks I could have gone with an accountant again and paid the same, reason i went with you guys was to save on the filing
2528	201760247	2022-02-20 13:59:30	TurboTax Live Premier	2	TurboTax Bugs	I was unable to downgrade my account from Premier to Free even after contacting your support Also you do not give an option for the other 1095 series forms besides 1095-A aka ACA forms
2529	201762139	2022-02-20 14:34:40	TurboTax Live Deluxe	3	EH	It was helpful when we needed to connect with someone but the "free" filing isnt free at all Ended up costing us PLENTY to do it
2530	201765396	2022-02-20 15:34:10	TurboTax Live Deluxe	1	So Expensive!!!	For a company that brags about being able to file for free I don't see anything free about it I get that it costs \$50 extra to file your state taxes and extra \$50 on top of that for the max protection or what ever it's called But it still costs me over \$250 to file everything
2531	201766140	2022-02-20 15:47:15	TurboTax Live Deluxe	2	Do not recommend	Uploading all of my info was easy until it told me I needed to pay \$120 to file since I have a child, then I had to create an account for the ID IRS and by the end of it, it was \$160 when I was told throughout that it would be free
2532	201766436	2022-02-20 15:53:03	TurboTax Online Self Employed	2	its ok	i hate they charge a fee because they stated its free
2533	201766898	2022-02-20 16:00:44	TurboTax Online Deluxe	2	turbo tax is expensive for no reason	\$78 to file really???????? This was a total ripoff Never trust when they say free
2534	201768036	2022-02-20 16:18:32	TurboTax Live Deluxe	5	Good	The only problem I have it's not free Easy to use and follow
2535	201768604	2022-02-20 16:28:23	TurboTax Online Premier	2	Annoying	Have used Turbo Tax for all my returns in the past and was always able to use the free version Free version was again offered but for some reason I was forced to upgrade and pay \$147 to file this year Seems sneaky that filing for free is advertised and I was only told I would need to pay when I was finished entering all info Probably won't be returning to Turbo Tax again
2536	201768722	2022-02-20 16:30:17	TurboTax Online Self Employed	2	Sketchy fees and charges	I like to e-file my taxes (because who doesn't?) but TurboTax always hits me with massive fees and charges to use their services They always preach free returns and everything but then charge me \$140 for a simple return??? \$40 of which was just to use my federal return to pay for the other \$100 instead of my credit card, as if it were so much more difficult for me to take out my card and type in a couple numbers TurboTax is a useful website but they clearly take advantage of the fact that it's slower and more confusing to file paper tax returns Next year I'll just go through the process so I can copy the info onto a paper return form and accept the delay in getting it back
2537	201770698	2022-02-20 17:05:13	TurboTax Online Deluxe	2	Why isn't it free	I have a simple tax return and did them asap when I got my w2 and not free
2538	201770853	2022-02-20 17:09:09	TurboTax Online Deluxe	4	Great product	Love turbo tax but this the first year it required me to pay even though I was doing the free option
2539	201771430	2022-02-20 17:21:03	TurboTax Live Deluxe	4	1st Time	It was the first time I did my taxes on my own It was a very simple and easy process I got stuck when filing my state taxes and needed assistance Within minutes I was on the phone with a knowledgeable tax expert who helped me through the process There are 2 reasons this did not get a 5 star review The first being, it was advertised as being completely free it was not though cheaper than H&R Block it still cost me over 200\$ (202\$ to be exact) The second reason is because the software waited until I had completed all my taxes and pigeon holed me at the end forcing me to upgrade If Turbo-tax had been honest up front, I would have given it 5/5 stars
2540	201752329	2022-02-20 17:21:11	TurboTax Online Self Employed	1	Turbo Tax used to be awesome	I have used TurboTax for several years and it has always been free This year, they have stopped offering free services I did need to use the self-employment option because I did Uber for a month, and he only reason I used TurboTax this year is because it made taxes for Uber simple Next year I will not be doing Uber and if it is not free for low-income, I will have to use a different program I feel that they are bleeding money out of individuals during a time when we are all struggling to make ends meet and this is unacceptable
2541	201772167	2022-02-20 17:33:31	TurboTax Online Deluxe	1	charging extra this year	I had a the most basic return and it you guys made me choose the deluxe package where i have to pay extra and I didn't have the option to even use the free one Gonna use h and r block from here on out Very disappointed
2542	201772244	2022-02-20 17:35:04	TurboTax Online Deluxe	3	Easy but Sneaky	Turbo Tax is definitely an easy way to get your taxes done, at times they can really spam you with tons of emails but it does help you remember to get your taxes done My biggest issues with turbo tax and many companies in modern times do this practice is that they try to tell you its free The service is far from free and im aware im going to have to pay but even the base model will generally land you over \$100 ,so stop telling people its free

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2543	201779502	2022-02-20 17:41:16	TurboTax Online Premier	1	Rip Off - Zero Stars	They make you think it's free until you get to the end and are constantly trying to upsell you on top of making you pay for a basic e-file It's because of lobbyists from intuit and similar businesses that we have to pay to file taxes No other advanced country in the world has to pay to files taxes, but these companies doll out money to politicians so that we have to keep paying money to the companies The website is easy to use, but not at all worth paying for just to do something that is required by law
2544	201780170	2022-02-20 17:55:02	TurboTax Live Premier	2	TurboTax Feels Like a Scam	There were so many instances where I was forced to pay for extra services I did not need The new feature this year was having no opt out options available I have never been able to file my taxes for free I find it really deceptive to have all the commercials saying free this and that but if you want any deductions applied you have to pay extra I was able to put my stock information in without the extra service but when I got to the submission point I was forced to upgrade even though the service was not needed I will say that I appreciated the CPAs and that is why my rating is not much lower I don't like being forced to pay for additional features left in right Let me file these little taxes and move on I use this service once a year
2545	201773686	2022-02-20 18:03:35	TurboTax Live Self-Employed	3	Filing process	The process is not bad at all, its the fact that they say its free but I still have to pay over \$350 00 at the end Why charge me at the end if you're saying its free in the beginning
2546	201774638	2022-02-20 18:23:35	TurboTax Online Deluxe	3	Easy but MADE me pay	I chose all choices for free turbo tax, at the end it made me pay \$120 to file Did not give an explanation why First time it has ever done this to me been using it for several years now
2547	201774770	2022-02-20 18:26:41	TurboTax Online Deluxe	1	Should be free	Too many adds for upgrades does not explain why it will not be free Should be free
2548	201781934	2022-02-20 18:32:59	TurboTax Online Premier	1	Wringing customers dry	In addition to NOT providing free file, they take many opportunities throughout the filing process to encourage upgrading packages It was not only annoying, but also predatory and frustrating Will not be using turbotax after this year
2549	201775362	2022-02-20 18:40:21	TurboTax Online Deluxe	2	turbo tax is not free	You advertise free returns and then charge, you cannot actually file free
2550	201782533	2022-02-20 18:45:56	TurboTax Online Deluxe	1	They will never be free!!!	I have tried many times to do taxes with turbotax, even my son has had issues They always find a reason to charge you extra Starts off being free, then says that to claim the savers credit you have to upgrade to the deluxe 39 99, then add state, also 39 99 Want to pay with your return? Also 39 99 I will never use this software again Horrible company that scams millions of tax payers into paying, and the government just lets them Even H&R Block is using the same tactics SCAM!!!!!!!!!!!!
2551	201782592	2022-02-20 18:47:27	TurboTax Online Deluxe	1	turbo tax is a rip off	Turbo tax doesn't cover basic tax situations in the free version such as: Retirement credits, also charging you \$39 dollars to use the pay with my refund option which they don't tell you until you sign for transmission, will be doing a paper form next year
2552	201775771	2022-02-20 18:49:26	TurboTax Online Deluxe	3	TurboTax is NOT Free as Advertised	In the past, this has been free However, this time it would not let me complete my taxes with out paying the fee of \$39 Very disappointing and will have to decide if I will use in the future
2553	201775996	2022-02-20 18:54:42	TurboTax Live Premier	2	Simple enough but not as free as they advertise	I have used the program for years I've noticed the increase in rate each time I've used it and it's finally reached a point where I may begin looking for something else Today I called to ask why there is a price difference between using the automated product that comes to me via email and the product at the store I was told that the store is a retailers set price and that's just the way it is Additionally they will continue to offer add ons that cost more It's not free I can't even imagine how it would even be possible to get the "free" edition My tax situation isn't complicated and I've used it for the ease of use but I'm pretty much finished with this product
2554	201783515	2022-02-20 19:08:50	TurboTax Online Deluxe	2	False Advertisement	Filing a tax return is not free, they charge for the refund, state return and a fee to have it taken out of your refund
2555	201776749	2022-02-20 19:11:20	TurboTax Online Deluxe	4	turbo tax is good but	I would like to be able to at the end opt out of some of the fee The file for free is misleading Ended up paying like \$170 dollars for fed and state and max thing and fees I get you aren't free, but i am not sure why the fed there was a fee and i would have like to have ended up opting out of the max thing but i couldn't without going all the way back but other than that experience was great
2556	201776913	2022-02-20 19:15:08	TurboTax Online Deluxe	1	Corny, Lame Boooo Tomato Tomato	Read fine print, selected free version, but paid 117 00 because I had an IRA complete bull and couldn't proceed without upgrading to deluxe
2557	201777207	2022-02-20 19:21:46	TurboTax Online Self Employed	2	Expensive	The product went from being free, to super expensive and nothing about it has changed or gotten better So why charge when it's not even being upgraded I like that it basically walks you through your taxes, but I have used it for free for the same filing and this year it was about 200\$ just to do the same type of filing All because I have self-employment income on my taxes? For someone that doesn't have any employees and only has to worry about myself, I feel like charging extra is ridiculous It is all under my name
2558	201777242	2022-02-20 19:22:33	TurboTax Online Premier	4	Makes doing taxes easy	Can't see how you get away with advertising that it is free I understand that you charge for filing not using the software to do your taxes, but the advertising is a bit misleading
2559	201777554	2022-02-20 19:28:02	TurboTax Online Premier	3	works but way to expensive	I get that making software costs money, but to charge over 100 dollars because I had crypto investments? I think that was a bit much I think ill find another way next year The worst part was thinking the whole time it was gonna be free and then then right when its time to file they ask for payment method Even crazier is if you want it to come out of your refund there is a 30 something dollar fee The ease of uploading the investment info is really helpful, I just think the fee is a bit much I wouldn't have had a problem with \$50





	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
2578	201786654	2022-02-20 22:07:43	TurboTax Live Deluxe	1	had problems this year	tell you its free then keep adding charges saying you need additional work took my 217 00 and didn't file for a month saying they needed a form funny was never an issue before spent too much time on phone with them
2579	201786950	2022-02-20 22:13:46	TurboTax Online Premier	1	not great	Every year turbo tax tells me I get the free version for one reason or another (Veteran/ using freedom mortgage) then after completing most of the information to file it turns out it's not free for one reason or another Honestly this year I was too lazy to just go use another less expensive program so i just ate it yet again, but hey I got to leave this review so I have that going for me Definitely going somewhere else next year
2580	201755948	2022-02-20 22:16:44	TurboTax Online Deluxe	1	Terrible all the charges you add	I will look into something else next year added charges to for taking the refund out of your taxes is a joke such a scam FREE huh
2581	201787101	2022-02-20 22:16:48	TurboTax Live Deluxe	2	2nd year	Last year I was able to file for free This year it told me it would be free Then at the end will not let me proceed until I choose an option that will cost me It said 120 then at the end says 160 That is a BIG difference than the beginning when it was free
2582	201787290	2022-02-20 22:21:11	TurboTax Online Deluxe	5	Easy	Easy to use and very simple to use and not free at all
2583	201787360	2022-02-20 22:22:29	TurboTax Online Deluxe	2	Hidden Fees	Too many hidden fees Free filing means free, yet because I have an HSA I had to pay \$39 to upgrade, then another \$39 to file Michigan
2584	201787719	2022-02-20 22:29:27	TurboTax Live Premier	3	Turbo tax is average	hidden fees, they save free not free, find out cost at the end of your process,don't want to go back or go anywhere else and start process
2585	201787838	2022-02-20 22:31:46	TurboTax Online Deluxe	3	Good software and easy to use but expensive	I had one complication to my living situation this year that meant I went from free or near free to over \$150+ But overall the site is intuitive and easy to use
2586	201788502	2022-02-20 22:46:59	TurboTax Online Deluxe	1	Enough with the dirty marketing	Every single year, I see constant advertisements for just how "Free!" TurboTax claims to be Each year, I am always charged fees that were not displayed or advertised until the very end of the filing process I will be looking into other filing options next year
2587	201788649	2022-02-20 22:50:19	TurboTax Online Deluxe	4	Simple, but misadvertised as free	The program is simple enough to use, but my return is a simple return and was advertised as free Clearly, it was not free since I am paying for it
2588	201795773	2022-02-20 23:21:20	TurboTax Online Deluxe	1	Rip Off	Couldn't use the free e-file like every other year because I collected unemployment so had to up-grade to the paid version Then when I get to the end and its time to sign and send it shows an additional filing charge not mentioned before In all total I paid \$69 more than what I was quoted from the start to file my federal with a refund and my state return that was \$0 00 owed \$0 00 refund Thanks Turbo tax for making an already financially difficult year even more costly Guess you were more hard up for the money than me
2589	201790386	2022-02-20 23:27:35	TurboTax Online Deluxe	4	Turbo Tax was great, but needed help	I was able to do most of my return myself, however, I did need to contact a live help to answer a couple of questions, and was met with little help, and was informed that there would be a fee applied in order for me to receive help, so when Turbo Tax says it free, it really isn't if you run in to a question or a problem, and because my wife received unemployment, "oh, the free version wont work for you, you have to buy the Deluxe version" well, since so many of the people filing, collected unemployment, they get there money, and don't give it away free
2590	201796080	2022-02-20 23:28:52	TurboTax Online Deluxe	2	TurboTax sucks	TurboTax says they will do your taxes for free but their program won't let you pick that option I will be a member of the next class action lawsuit
2591	201796274	2022-02-20 23:33:25	TurboTax Online Premier	2	sneaky company	I remember when I first starting using this site, it was actually free now, there's too many sneaky fees HOW DOES A \$49 FEE TURN INTO ALMOST \$200? honestly, you're probably better off paying just \$100 to a professional
2592	201790740	2022-02-20 23:35:56	TurboTax Online Deluxe	2	Free made me pay	I signed up for free version and it said it couldn't process without me upgrading
2593	201791422	2022-02-20 23:51:16	TurboTax Online Deluxe	3	its ok	cost way too much supposed to be free as per commercial
2594	201797182	2022-02-20 23:53:41	TurboTax Online Deluxe	1	user beware	boast about free free free but as you get closer to completion the fees keep stacking up this will be last time i use this method for taxes turbo tax lets their users get through all the taxes assuming theyre paying less than they are , real shame is after the 1st surprise of paying more you then throw more fees at the very end right as you get ready to file you peoplw know exactly what youre doing nobody wants to stop the process at the end once theyre completely finished so they pay the GIANT price instead of starting all over with another company or having to set appointment with tax consultant turbo tax is a crook pretending to be out to help working class folks but theyre actually getting rich off the poor
2595	201797470	2022-02-21 00:00:15	TurboTax Online Deluxe	1	You are always upselling	It's a scummy business practice to constantly up-sell while also maintaining that the service is Free You trick the elderly and technologically illiterate The only reason I use the service is out of convenience, but every year I do my taxes with you I'm one step closer to going to H&R Block F*ck you
2596	201792055	2022-02-21 00:05:35	TurboTax Online Deluxe	1	ITS NOT FREE	it tells you its free but charges you every time this will be my last year filing with turbo tax
2597	201792245	2022-02-21 00:09:43	TurboTax Online Deluxe	3	Supposed to be free but never is	My total amount to be paid was \$5 more when I added it up online but I paid it anyway and I don't understand why every it says its free but never is
2598	201792274	2022-02-21 00:10:10	TurboTax Online Deluxe	2	Not the best anymore	I have used Turbo Tax for years The product used to be free but now you must pay I understand things change My issue is when you pay and then they trick you into paying deducting the amount from your refund I am paying \$39 so when they asked if i'd like to deduct from my refund I thought it was the initial \$39 no its an additional They have become very trickery

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2599	201792491	2022-02-21 00:15:10	TurboTax Online Premier	3	This year was a challenge	This was the most frustrating time I have ever had doing my taxes with TurboTax I had to start over twice The first time was because of the tool "chosen" and I had to figure out how to e-file for free The next time was because I accidentally claimed non-taxable combat pay which greatly reduced my return and couldn't figure out how to reverse it Not really happy with the number of questions that asked me if I was sure that I didn't want to pay extra for "protection and services" I must have had to answer the same questions three different times
2600	201792702	2022-02-21 00:19:26	TurboTax Online Deluxe	1	turbo tax is horrible	they charged me 117 to file and it gave me delux not free version i was forced to use delux package without my consent
2601	201792743	2022-02-21 00:20:21	TurboTax Online Deluxe	4	Fairly easy	I WAS NOT ABLE TO USE FREE VERSION DUE TO GETTING UNEMPLOYMENT BUT I DID LAST YEAR WHICH I HAD BOTH INCOME AND UNEMPLOYMENT SO I WASNT HAPPY THEY MADE ME PAY THIS YEAR AND WITH PAID VERSION I HAD NO EXPERT HELP I WAS ON MY OWN BUT FREE VERSION HAS AN ASSISTANT TO HELP WITH QUESTIONS LAST YEAR THEY DIDNT CHARGE ME TO FILE STATE OR ANYTHING THIS YEAR I HAD TO PAY FOR STATE FILING AND DELUXE AND TO HAVE FEES TAKEN OUT OF MY RETURN NOT SURE I WILL USE NEXT YEAR
2602	201793519	2022-02-21 00:36:07	TurboTax Live Deluxe	3	Automatically TurboTax Live	I wanted to file my taxes with the TurboTax Basic however, the system automatically turned into TurboTax Live I had to pay \$80 instead of the advertising free product
2603	201794030	2022-02-21 00:46:34	TurboTax Online Deluxe	3	Its fine but it costs 80 bucks	Its fine It costs 80 bucks to file a normal federal and state return This is not the free version they advertise which is annoying but the process is about as painless as it gets to get back money you have already earned
2604	201795333	2022-02-21 01:12:12	TurboTax Online Deluxe	3	TURBO TAX IS OK	IT WAS OK TILL I HAD TO PAY AND I HAD TO PAY 3 DIFFERENT AMOUNTS THAT IS NOT COOL SINCE IT USED TO BE FREE I DON'T THINK ILL USE AGAIN SINCE IT COSTS AND YOU TRIPLE CHARGED I ONLY WANT TO BE CHARGED ZERO AMOUNT I CAN'T AFFORD TO GIVE AWAY ANY OF MY RETURN
2605	201795601	2022-02-21 01:17:12	TurboTax Live Deluxe	3	not impressed	i came here to do a free refund left 158 dollars lighter i may as well have gone to h& r block , at least they look you in the face while takin your money
2606	201795659	2022-02-21 01:18:26	TurboTax Online Deluxe	2	Hidden Costs	Turbo tax advertises filing Federal tax free but when you get to the end of the forms there are charges for both federal & state Quit the false advertisement of "free" returns
2607	201795880	2022-02-21 01:24:18	TurboTax Online Self Employed	3	It charged me for services I didn't want	I like turbotax and have been using it for years I HATE that they randomly add fees to your bill that I did not select It advertises itself as free but is clearly not I specifically said I didn't want one of the features and they added it anyway By that point, I was about to file, I couldn't figure out how to get the charge off of my account Really annoying and it happens every year
2608	201796005	2022-02-21 01:27:22	TurboTax Live Full Service Basic	2	Turbotax is good	Only thing that I can say I don't like an others I've spoke with is after they say it's free for doing it When it comes time to finalize the returns They take a huge percent out of your refund Just for doing something you can have done somewhere else way cheaper
2609	201796052	2022-02-21 01:28:21	TurboTax Online Deluxe	1	Supposed to be free, made me pay	I had selected the free version, as my taxes are not very complicated and I can do them myself Right as I got to the end of my taxes, the site told me that I HAD to pay for my taxes to be dome because of some specific part of my taxes I had to pay for federal AND state So I could have taken my taxes to get done locally, paid the same amount, but not had to do it myself
2610	201765624	2022-02-21 01:37:38	TurboTax Online Deluxe	1	I was lead to believe that it was a free version	I believe this is false advertising It said it was free but it was not free for me That should be stated upfront The program itself is fine!
2611	201797058	2022-02-21 01:50:14	TurboTax Live Basic	4	Turbo tax prep	I have been using this site for a few years now it makes it easy to file your taxes on your own sometimes there are some confusion with asking for help the site says free and but sometimes the reps do not seem to know that there is an offer for the assistance to be free sometimes
2612	201797575	2022-02-21 02:02:28	TurboTax Live Self-Employed	4	Overall a decent service	This is the most expensive product to use But it keeps record of everything from previous years Which makes it easier to keep using as opposed to switching to other "free" tax filing softwares
2613	201798158	2022-02-21 02:15:10	TurboTax Online Premier	1	Turbotax is a rip off	Stop advertising yourself as "free" when filing is never actually free, the required upgrades to file certain things are ridiculous
2614	201798162	2022-02-21 02:15:16	TurboTax Online Deluxe	2	Zero fees is not true	I had to pay over 100 dollars for Turbo Tax totally free some free
2615	201798283	2022-02-21 02:18:18	TurboTax Online Premier	2	TurboTax	Love the tool but the hidden fees to use the app is misleading Either its free or its not Need to say explicitly how much it costs to use the tool Give a choice ahead of time not in the middle when the extra cost is tacked on Perhaps show the highest price and reduce if features are not needed
2616	201798403	2022-02-21 02:21:04	TurboTax Online Premier	1	It said it was free and its not!	It said it was free and its not!It said it was freeIt said it was free and its not!It said it was free and its not! and its not!
2617	201798876	2022-02-21 02:32:06	TurboTax Online Deluxe	3	I like turbo tax	They say it's free free but by the time your done you be out the pocket \$117 bucks and that sucks it say free that's what I want other than that I would've given 5 stars
2618	201799273	2022-02-21 02:41:07	TurboTax Online Deluxe	1	they know how to get you with fees	They advertise that its "FREE" to file when its farrrr from it It went from free to 120\$ real quick I WOULD NEVER RECOMMEND EVER-AGAIN
2619	201799541	2022-02-21 02:47:40	TurboTax Online Deluxe	1	overrated	Overpriced could have used an IRS approved tax site free federal and state Cost 17 99 Started with the fee filing with turbo tax and just because I had an unemployment form I have to upgrade to the 40 00 product for both federal and state Didnt have to pay more on the other site Will never use turbo tax again, way to many less expensive options
2620	201769885	2022-02-21 02:49:04	TurboTax Online Deluxe	2	They scam you online	They tell you its free then at the end they give you some stupid reason why you have to give them all this money

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2621	201799783	2022-02-21 02:54:48	TurboTax Online Self-Employed	5	Easy does it	Process was efficient, effective, and easy My only criticism is that i was charged to come my State tax at the end, although it was advertised as being free when i fine my Federal return
2622	201799835	2022-02-21 02:56:15	TurboTax Live Self-Employed	3	The chat was helpful	turbo advertise that it is a free way to do your taxes, but it's not The price goes up every year I understand that you have to charge fees, but don't have people thinking that they are preparing their own taxes for free
2623	201800013	2022-02-21 03:00:25	TurboTax Online Deluxe	4	Quick and easy	My taxes are pretty simple I took a star away because I thought it was free to file my taxes, the I see the 39\$ fee they added at the end Sooooo, not that free I guess Anyway, still cheaper than HR Block so I'll take it
2624	201772039	2022-02-21 03:29:47	TurboTax Live Deluxe	3	Not straightforward with fees	The program works, BUT when it comes to being straightforward with the fees, its layout and design are confusing The file for free option is a joke I chose that option because I do have a simple tax return, yet when I got to the end of the process, I was somehow charged for the Deluxe version AND at first I chose to pay with my tax return money; however, the program did not clearly state that I would be charged additional \$39 The fee was hidden and I only caught that when I was reviewing the final step Then it took me MORE steps to change that option than it took me to fill out my tax return This should not be so sneaky and so deceiving
2625	201805649	2022-02-21 03:40:06	TurboTax Online Deluxe	4	Honest TurboTax Review	TurboTax is good for basic tax return information and E-Filing, therefore for those doing normal W-2 filing, TurboTax is good Although I highly consider that TurboTax is on the verge of false advertising They consistently advertise that Filing your taxes is free IT IS NOT Nothing is for free, especially with taxes Trust me, TurboTax is not free Whether it comes out of your return or your bank, you're still paying for it God forbid a company make money for themselves lol Anyway, my honest opinion comes as a new Realtor, if you're in a job that gives you a 1099 form, DON'T use TurboTax, go somewhere hands on where you can understand exactly what is happening to your funds Even though TurboTax makes it easy to type in number, the computer isn't going to look out for your best interests So pay a little more money, and file in person if you make money from a 1099 Putting in the exact itemizations can be stressful on TurboTax, it's much easier and in my opinion, more reliable to take it to a hands on professional In general, TurboTax isn't bad I just think that as a company, they should be more honest about how taxes work and give information that helps their customer Rather than just saying we got it, no no no I want to know what and how my money is moving around in the tax return Simply doing my taxes online caused my return to go from \$3,000 to \$1,600 All because TurboTax is simply able to find the ways around making
2626	201801992	2022-02-21 03:47:40	TurboTax Online Deluxe	1	Charge way too much	Advertise free, and then charge \$100 \$39 to pay with your refund??!
2627	201805995	2022-02-21 03:56:31	TurboTax Online Deluxe	1	Yall made me pay to file my taxes Wasn't free!!	Yall made me pay to file my taxes Wasn't free!! Yall taking over a hundred dollars for letting me file on turbo tax when it's suppose to be free Worse experience I've ever had with yall and I'll be going to a tax office next year Thanks for screwing me out of money
2628	201774226	2022-02-21 04:15:59	TurboTax Online Premier	1	Expensive	Free my a** Paid \$147 which is about 10% of my tax return YIKES!
2629	201775479	2022-02-21 04:43:18	TurboTax Online Deluxe	4	turbo tax is easy to use but	I have used Turbo tax for the last 3 years, and it is fairly easy to use, but I don't use the live ask a person for help part The only thing I get frustrated about is telling us it's free, but then over and over during the process it wants to upgrade you and charge more and more money Last year I got stuck in that and couldn't go back to choose a cheaper version, even though I didn't need the expensive one So I ended up paying over \$200 last year when I should have only had to pay the \$39 So just make sure you look at what you are choosing This year I mad sure not to choose all the BS for a simple return
2630	201804311	2022-02-21 04:52:14	TurboTax Online Deluxe	3	Turbo Tax is too expensive	The cost of Turbo Tax contradicts the advertisements
2631	201804368	2022-02-21 04:54:57	TurboTax Live Deluxe	3	good	although the product was very helpful At the end I was not able to file my returns for free I was forced to use next level and pay for service i didn't need
2632	201804634	2022-02-21 05:01:39	TurboTax Online Deluxe	2	Overall turbotax is fine	I really did not like that at the end Turbotax Free version did not let me file the taxes, but I had to switch to the Deluxe version to be able to file my taxes Very annoying
2633	201804884	2022-02-21 05:10:16	TurboTax Online Deluxe	2	not as free as it sounds	just tell us its not free and you guys have 5-6 pages that say ok just one more step when really there was about 30 more minutes of steps
2634	201805206	2022-02-21 05:22:39	TurboTax Online Deluxe	3	Kinda upset	Thought this was free too file I ended up paying 78

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2635	201806221	2022-02-21 06:08:51	TurboTax Live Premier	1	Farewell TurboTax It's been fun but, never again	I understand that you're running a business and have to get paid somehow I get that; It was still a little weird when wanting to file capital gains changes the cost of your product from "Free" to \$188 That was a bit of a steep transition But you know what? I used TurboTax for years and love the interface and ease of use So I thought to myself that's worth the convenience Boy was I wrong, I got no convenience nor service Even though a new competitor showed on the market this year that is truly Free, CashApp Taxes was not as polished or straight forward when I tried it So I went back to TurboTax thinking that I am going to suck up the cost for the superior experience What I got instead is an error message about "3 issues that need fixing" every time I reviewed my filling But there were no issues all the numbers were correct and when I clicked "Fix" nothing was highlighted or market as problematic Ironically the error was for one of the entries for capital gains, that I had to pay \$188 to file, that had a total of 3 fields to fill, so not much room for error Two and a half hours of my life, and 2 different Experts over chat and phone later and nothing Still not resolved, no one can figure out why that's happening or how to fix it The interactions were nice a courteous, but the end result remains the same After collectively deciding that nothing is or was wrong with my inputs and data, I decided to try to file anyway in hopes that all my info reaches the IRS And of course staying on brand, intuit tries to upsell me on everything last second and even the option to pay for the \$188 fees, that to clarify was utterly useless and caused unsolvable errors, was not possible to pay from my refund Unless, you guessed it, I pay another \$44 fee for the privilege of paying intuit How amazing of a product experience is that? Now I am \$232 and over 2.5 hours short, with a tax filling that will probably have issues and be sent back by the IRS We need more competition because this is what happens when ther
2636	201806936	2022-02-21 06:55:21	TurboTax Online Deluxe	1	Always trying to get you to buy an updated package	I thought TurboTax was free, you can never find it automatically takes you to the deluxe package Such a gimmick
2637	201806978	2022-02-21 06:58:18	TurboTax Live Deluxe	1	I feel duped	This process started out free and step by step it said I had to upgrade Ended up paying over \$200 Could have gone to the other guys Turbo tax was always more economical in the past
2638	201807002	2022-02-21 06:59:25	TurboTax Online Deluxe	2	Deluxe Cost too much for no help	I had a simple tax return except for an HSA (which long story but was not eligible for any additional deductions), which forced me to "upgrade" to Deluxe Well once I upgraded to deluxe, there weren't any additional files to fill out and I didn't get any additional refund Just got to pay the advertised \$39 price TWICE! Cause they don't just charge it to federal, nope, they charge it to state as well (after a \$15 discount) I paid \$63 for a service that literally did nothing for me I had been very pleased with (free) TurboTax in the 5 years of using it, not this year, though
2639	201807483	2022-02-21 07:35:06	TurboTax Online Deluxe	3	Tax 2021	Find it weird how you promote free filling, then trying over charge people, when we are during all the work I don't like the idea when you charge me with a premium amount, when I asked I don't needed it
2640	201807488	2022-02-21 07:35:37	TurboTax Online Self Employed	1	Thought it was suppose to be free ended up costi	It was suppose to be free ended up costingvmec160 00 I'm kinda upset
2641	201807716	2022-02-21 07:57:19	TurboTax Online Premier	1	tired of paying	im tired of paying for turbotax when it says it is suppose to be free and in tired of being charged to use it and being charged for my w2 it was \$69 to use turbotax and \$39 to file my taxes that really doesnt sound free but other then that turbotax is great
2642	201808789	2022-02-21 10:08:52	TurboTax Online Self Employed	1	Never Again	For the dozens of commercials they have advertising free, they will still find a way to get you spend money Never using Turbo again
2643	201810240	2022-02-21 11:53:52	TurboTax Live Premier	4	Helpful	Ok service I feel like you guys say free but when I start filling it just keeps adding fees I have never got free
2644	201811250	2022-02-21 12:35:19	TurboTax Online Deluxe	2	Charged for TurboTax Deluxe w/o asking for it	I specifically clicked on the free options every single time I was asked, but at the end I was charged around 40 dollars for "TurboTax Deluxe" Ridiculous
2645	201815234	2022-02-21 14:14:37	TurboTax Online Deluxe	1	Don't like turbo nomore	How you advertise free but charging Last year I paid All this money to y'all and didn't even receive my money this is my last year using turbo tax and my whole entire family will not be filing with you guys nomore goodbye!
2646	201816126	2022-02-21 14:31:34	TurboTax Live Deluxe	4	Easy going	Straight forward, easy to do Not sure why it says free End up paying over \$200
2647	201819570	2022-02-21 15:35:59	TurboTax Online Deluxe	3	Free edition is not actually free	Having a \$1 foreign tax credit, because I had no foreign tax REQUIRES me to upgrade to Deluxe for \$39 instead of the free edition SLIMY!!
2648	201820865	2022-02-21 16:02:26	TurboTax Online Deluxe	2	TurboTax is Ok	I have used turbo tax for multiple years now I've been filing my taxes by myself without parental help or accounting help for over five years I have loved how easy it is and how in depth it goes with any questions I have and explaining why my return is the way it is However, especially the last two years, I feel as though TurboTax is going downhill It's becoming more expensive The things that were once free (filing your most basic return) now costs money It's not even an option to file free if you have to add just about an tax break Not only that, but paying with your return now has an additional \$39 charge? For what reason? And they don't even tell you it costs an additional charge until you are about two steps away from filing You're told it'll be one cost at the screen where you decide how to pay and then when you go to approve it, it throws on that additional charge Personally, that feels slimy and sneaky because it's basically hidden at the end and there's no warning when making your decision
2649	201821480	2022-02-21 16:12:13	TurboTax Online Deluxe	3	Turbo Tax Charged Me Extra	Great, quick and easy BUT I got 2 separate charges, and was unable to switch back to the free version I can't imagine what it's like to file my taxes without this service, but I'm still made about these random charges

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2650	201831618	2022-02-21 17:02:50	TurboTax Live Deluxe	1	THIEVES!!!	Yes turbo tax is convenient, but all the talk about free returns is a flat out lie! Yes free, with the purchase of some sort of unneeded or unnecessary service. So when you deny the extra service the prices begin to rise even more not to mention the hidden charge of \$39 to use your own money to pay for the tax return service! So all in all your free Tax Filing roughly \$250 give or take! Thanks turbo tax!
2651	201833855	2022-02-21 17:34:06	TurboTax Online Deluxe	1	Bait and switch just before e-filing	Free Federal and State e-file hogwash!!! My wife and I file married filing jointly with no special exceptions or additional forms necessary only to get to the end of doing the return only to get the bait and switch. You must upgrade to Deluxe (because I have an HSA???) and pay \$78 to e-file State and Federal.
2652	201827614	2022-02-21 17:59:10	TurboTax Online Deluxe	2	meh	Turbo tax overall is easy to use but the hidden fees are real annoying, my return got denied and then I got my stimulus letter in the mail. I feel like there should be more info on what you're looking for to make filing easier. It's expensive and annoying. Needs more details and help on the NON free filing.
2653	201828310	2022-02-21 18:12:40	TurboTax Online Deluxe	2	TURBO TAX ISN'T FAIR	Turbo Tax insisted that I needed to upgrade from FREE to DELUXE. Only to find out that I owed \$191 plus had to pay them \$78 to file!!!
2654	201836852	2022-02-21 18:14:55	TurboTax Online Premier	1	No longer can you e-file for free	Turbo Tax no longer has an agreement with the IRS for user to e-file for free. Last year for 2020 I paid nothing to e-file my federal and state (NJ) returns. This year (without any differences on my returns) I had to pay \$108.00. I am widowed, disabled and on a fixed income. Shame on Turbo Tax! (However, I still like the ease of use and questions asked by Turbo Tax. It is a good comprehensive software.
2655	201828617	2022-02-21 18:18:06	TurboTax Live Premier	1	We get what they lobby for	It's not free. It's not easy. But hey, at least Intuit can spend millions a year lobbying to make billions a year off of us even though the IRS is perfectly capable of doing this all by themselves.
2656	201830290	2022-02-21 18:43:32	TurboTax Online Deluxe	2	Super expensive!	I used to love the ease of using TurboTax to file my taxes. But now, they seem to trick you into paying a whole bunch of money for using their service. The whole time I was entering my information, it was clear that the service was free. However, when I got towards the end of it, I was automatically upgraded to the Deluxe version, which costed me over \$100! I accepted that I would have to pay the \$117, then they added another \$44 without any sort of notice and no way to remove it.
2657	201808154	2022-02-21 18:45:58	TurboTax Live Deluxe	3	Lies	They show all these we're free commercials then when you're filing they want you to choose your payment method.
2658	201830571	2022-02-21 18:47:58	TurboTax Online Deluxe	3	easy to file	not happy with having to pay. if you say free then should be free.
2659	201832423	2022-02-21 19:13:11	TurboTax Online Deluxe	3	NOT FREE	Good overall. but should not say it's free because the results say, that's a LIE. We had to pay about two weeks worth of groceries for it.
2660	201833672	2022-02-21 19:31:17	TurboTax Online Deluxe	2	The link said it would be free, it wasn't	Same as title, charged when the link said it would be free.
2661	201834851	2022-02-21 19:44:46	TurboTax Online Deluxe	3	Easy but EXPENSIVE	was supposed to be free to file, then had to upgrade, it became really expensive to file 2 w2s and a 10-99r.
2662	201842169	2022-02-21 19:47:33	TurboTax Online Deluxe	3	TurboTax went from FREE to \$107.00 quick	Free service ending up costing me \$107.00. dont be fooled or scammed by turbotax, they're going to get money out of you somehow.
2663	201842230	2022-02-21 19:48:49	TurboTax Online Deluxe	2	Turbo Tax lies	Turbo Tax lures people in with the idea that filling taxes will be free. However, in my case, after spending 2 hours filling in information meticulously, Turbo tax would not let me file unless I paid for federal and state submission. Overall, not pleased. Should be upfront with the possibility of having to pay.
2664	201842285	2022-02-21 19:49:38	TurboTax Online Deluxe	1	Deluxe features are a scam	I used Turbotax because it is what I had used in the past due to it being a part of the IRS free file. So to avoid having to re-enter my information and since they had a free file I used it. Well my taxes were rejected and when I went in to fix the issue it would force me to choose the deluxe version which was \$39 for federal and an additional \$39 for state and of course an additional \$39 fee if I just wanted the fees deducted from my refund. The deluxe version wasn't helpful in fixing my issue at all. I basically had to figure it out myself and but I still had to pay the fees for the deluxe service. It wasn't very clear that I was going to have to pay an additional \$39 for filing state nor the \$39 fee and of course it says I used the deluxe feature and therefore I now have to pay the fee even though said features were useless. I'd give it zero stars if I could.
2665	201835324	2022-02-21 19:51:53	TurboTax Online Federal Free Edition	2	Cost to much	U have a free service but when I filed at the beginning of the month it didn't file my state taxes and if I want to pay it is way to much charging twice the cost just because I use the e-file.
2666	201835449	2022-02-21 19:53:31	TurboTax Online Self Employed	3	TurboTax cost too much to file my taxes	TurboTax advertised filing tax as free and later charged for both Federal and State. I received no expert advise or assistance.
2667	201835538	2022-02-21 19:54:50	TurboTax Online Deluxe	5	TurboTax is On POINT	The experience was simple and fast. I would refer anyone to use the service. It is not free but the price is economical.
2668	201843141	2022-02-21 20:04:19	TurboTax Online Deluxe	1	compared to last few years yall sucked this one	I've used turbo tax for last few years and its suppose to be FREE however just because I had unemployment yall made it to where i had NO choice but to pay yall 70 dollars I really didn't have to spare to file. I didn't need any help or anything from yall but still made me pay to use yalls free site. This was ridiculous and then to pay yall out my refund since I'm broke i had to pay ANOTHER 70\$ what the duck is free about any of this. yall are swindling people and tricking them so yall make a killing off us poor people who cant pay tax prep services to do them. People who use your services are generally lower income people with very low refund amounts anyways and yall taking half of the little bit we actually do get. I will not recommend yall or use you ever again unless yall chnage back to actually giving us a completely free option.

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2669	201844125	2022-02-21 20:21:35	TurboTax Live Self-Employed	1	HORRIBLE THIS TIME AROUND	This year I filed Head of Household and entering an FREE easy tax return It still charged me as if I am self employed Charging me \$199 for that product When I called the experts they couldn't do anything but tell me to re enter a new tax return I am not happy They gave me a discount code to reduce the cost but I still paid \$79 which I think is a scam!!!! I had a simple return I shouldn't be charged for self employment live I shouldn't have to enter a new form because it automatically prompted it to do that Whatever that means We looked through each form and there was no reason for the charge I spent the morning filling out this form I was not going to start all over 6 years of using this product I am dissatisfied
2670	201837395	2022-02-21 20:23:45	TurboTax Online Deluxe	1	Nothing is for FREE	Pretty sad when you go here because you see it's free to do your taxes and they end up sticking you with fee after fee after fee
2671	201844411	2022-02-21 20:28:03	TurboTax Online Deluxe	1	Turbotax is a rip off	I tried to file for the free edition but because they insisted that I apply for a foreign tax credit which was worth less than 20 dollars, I had to purchase Turbotax deluxe There was no way to change my taxes and file without the foreign tax credit I will be exploring other options for next year
2672	201837772	2022-02-21 20:29:57	TurboTax Online Deluxe	1	fees kept increasing free to 39 00 to 78 00	I started with the free option and was told to get my full refund I must upgrade for 39\$, but on final review and payment went up to 78\$, and I spent 2 hours messing with the Krama credit and got nowhere and got no confirmation my refund was being deposited into my checking account every time i use turbo tax it gets more and more expensive in order to get my healthcare credit I had to pay \$39 00 which turned out to be \$78 00 WHY? WHY is free suddenly \$39 and \$39 becomes \$78 ???
2673	201844627	2022-02-21 20:32:35	TurboTax Online Deluxe	2	Bait and switch this year Not free anymore, xtra	I have used TurboTax for at least 8 years, and went right to it, to do my taxes this year Sadly, I suddenly saw a \$39 charge I don't know what a simple return is that was still free, but I guess mine wasn't simple I tried to use TaxSlayer, but their import of my last year's pdf didn't work, so I was going to have to input everything, so I went back to TurboTax They offered for their charges to come out of my Fed refund, but they didn't tell me that was an EXTRA \$39 If I want to spend over \$100, I could find a local person to do my taxes for that The free word, and the lack of forewarning on the extra charge is bait and switch
2674	201838485	2022-02-21 20:41:56	TurboTax Online Self Employed	1	extra fees	I paid extra to do self-employed and I was asked 5 more questions than if I had done the free version and it did not really add more money for doing itemized deductions for my expenses ALSO I was not a fan of the extra \$39 they add on at the end for choosing to take what you owe turbotax out of your federal refund (especially when they show you an itemized receipt of what you owe turbotax for their services before you continue to file) They throw the \$39 extra on right before you file so of course you're not going to go all the way back and choose a different option
2675	201845168	2022-02-21 20:44:49	TurboTax Online Deluxe	3	Not Happy	It's advertised as FREE, then a filing fee of \$80 73 Sounds false to me
2676	201839429	2022-02-21 20:59:55	TurboTax Live Basic	1	Misleading	Says it's free then they ask you to sign up for the \$44 "package, omitting that they are already charging \$39 The frustration is that they don't explicitly make that clear until the very end when your frustrated and ready to file Won't be using them again
2677	201845917	2022-02-21 21:01:39	TurboTax Live Deluxe	3	Why do I always end up paying	I feel like every year I start out being promised on their site that my simple tax form help will be free Every year I end up paying I feel like I have to read some hidden fine print to understand what I actually NEED to fill out my simple taxes I appreciate their expertise and any time that I have needed help from a live person, they have been great but I feel really bothered that I don't know the cost up front If you say that my filing should be free and then I end up paying every year, it starts to feel that I am being taken advantage of Again, the people on the customer service side have been great
2678	201841461	2022-02-21 21:35:15	TurboTax Online Deluxe	3	Turbo tax is good!	It was fast and they help step by step I do not understand why I had to pay when It said free, but I needed to file
2679	201850074	2022-02-21 22:31:19	TurboTax Online Premier	1	Biggest money suck ever!	\$70 to file my returns, even though its a standard form and they had a discount of \$49 in the process but when you get to the end you no longer qualify for that discount Forget free file, they have completely gotten rid of it Oh and that direct deposit that was free before, is now only free if you use their bank, \$40 if you want your money direct deposited, a FREE service by the government
2680	201844589	2022-02-21 22:31:44	TurboTax Live Deluxe	3	2021 taxes	I got to the very end and thought (per your commercials) TurboTax was free? It was not Not happy
2681	201844687	2022-02-21 22:34:01	TurboTax Online Deluxe	4	Tax	Very easy to use I wish I knew about the HSA requirement for Turbotax to require the tax program that was not free I felt it was a little deceiving
2682	201850643	2022-02-21 22:42:09	TurboTax Online Self Employed	1	steaming pile of bullsh*t	free? more like f*ck you! good luck getting this to work
2683	201845267	2022-02-21 22:47:23	TurboTax Live Deluxe	2	Mostly easy to follow with many hidden charges	very misleading when they kept advertising free and always trying to charge you with something new Ended up paying way more than I ever have in all my years of filing my taxes
2684	201845331	2022-02-21 22:48:44	TurboTax Online Deluxe	2	Turbo tax	You're supposed to be free but you're not I work hard from my money and don't get to take Harley any of it home
2685	201845480	2022-02-21 22:52:31	TurboTax Live Deluxe	3	Your free number to allow my return	I had spoke with James of Intuit last week he offered me a free tax return, due to some issues that had arisen from last year and carried over to this year I took and used the number and nothing happened It is rather disheartening to be offered something and then it does not work
2686	201851613	2022-02-21 23:00:30	TurboTax Online Deluxe	1	Super frustrating no help and very expensive	Frustrating, you software kept skipping important stuff Couldn't enter my 1098-T kept thinking I wasn't insured all year contacted support for assistance and didn't get any As a student I have a very basic return of W2 and 1098-T and you charged me \$80 to file No free file that is BS Probably my last time using you

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2687	201846014	2022-02-21 23:03:53	TurboTax Online Deluxe	2	What happen to Free?	Turbotax has been advertising for years its free Now because they know that alot of people had to file unemployment there is a \$39 fee to file, for each Federal and State? Then the slickness There is a fee for paying with your federal return and guess how much another \$39 so now my free tax preparation is \$117? Stop promoting free if its Not Free
2688	201847132	2022-02-21 23:28:27	TurboTax Online Premier	3	It's Nice But nothing is free	Turbo Tax is a great resource to get your taxes done But make no mistake it's not free Never has been, never will be That being said, I have never in all my years of using this service had an issue It's pretty good at getting things Prepared and filed Just remember, you get what you pay for So I pay my fee, get my money that is owed, and will do it again next year
2689	201847290	2022-02-21 23:31:46	TurboTax Live Deluxe	3	Turbo tax is not free	you get all the way to the end of the process for filing your taxes, then ofcourse they throw "upgrade plans" at you, thats no issue Its just when you have zero choice in the matter, because apparently you (I) NEED "Turbo Tax Live Deluxe" when i literally dont find anything the plan offers to be useful On top of having to restart from schratch because you think "free means free" you get to the end all over again for it to be the same issue
2690	201848115	2022-02-21 23:50:41	TurboTax Online Self Employed	2	Turbo tax okay	The hiding fees When you think filing is free The get you at the end
2691	201848339	2022-02-21 23:55:38	TurboTax Live Deluxe	3	SECRET FEES	was supposed to be free, ended up being \$227?dfddddd
2692	201854879	2022-02-21 23:59:58	TurboTax Online Deluxe	1	TURBO TAX LIES ABOUT FREE	Your service claims to be free and then won't let me continue without purchasing the \$29 version and then charge a \$39 processing fee so free ends up costing \$68 F*** Y*!!!!
2693	201849339	2022-02-22 00:17:43	TurboTax Online Self Employed	4	turbotax is easy if you want to file your taxes	this is a great start for people want to file their taxes by their self it fast and easy software to use the only thing I don't care for is the charging of money to file if it suppose to be free
2694	201849716	2022-02-22 00:24:48	TurboTax Online Deluxe	1	RIP OFF	My taxes are simple yet the coast to file is not free as advertised FREE FREE my *ss
2695	201849743	2022-02-22 00:25:12	TurboTax Online Premier	1	The Worst	Turbotax is really good at tricking you into thinking you are filing for free until they hit you with \$130 in fees at the last second Worst service ever
2696	201849864	2022-02-22 00:27:26	TurboTax Live Self-Employed	1	Charged for product I did not ask for!!	I have used TurboTax for years and have been very satisfied with my experience I do all my children's taxes also This year it charged me an extra \$199 for live help which I did not request or use I tried numerous ways to remove this and to no avail Help topics do not help After an hour of trying to fix this I gave up and processed it due to frustration I will no longer use turbo tax for my taxes or my children's taxes There are many other free services for taxes that won't take my money like you did
2697	201816147	2022-02-22 00:31:52	TurboTax Online Deluxe	2	not so good	Was not too great You advertise that it's free, then you charge at the end I may not use your service anymore due to false advertisement and lies Will not be recommending you to anyone
2698	201850892	2022-02-22 00:46:35	TurboTax Online Deluxe	4	Turbotax is fairly easy to use	Be Careful of the extra charges for filing, it's not really free I do not like the way the program almost forces the use of LIVE
2699	201816869	2022-02-22 00:46:48	TurboTax Online Self Employed	1	Absolute nightmare, rip off and fraud	I have not filed my taxes using turbo tax online and would like a refund as I will not be using this product this year or in the future I can file my taxes for for free using other online software I would like a full refund for this scam I have already submitted a request for a refund and was told I could not because I used the online product? I haven't filed anything or received any official tax forms to send in and If I had realized before hand would never have paid for this product This is absurd and terrible business If turbotax does not refund me the \$200 dollars for a free a service I will be sure to inform and write negative reviews on all social media outlets about this incident I am extremely disappointed in this product, customer service and business practices and i'll never use again
2700	201818340	2022-02-22 01:15:59	TurboTax Online Deluxe	2	I dislike dishonesty	First, you bill the service as free tax service and filing The you say cannot be filed unless I pay filing fee? Lies and contradictions I feel deceived
2701	201852757	2022-02-22 01:21:05	TurboTax Live Deluxe	1	Turbo tax is ok, pay attention to plan	I file with turbo tax every year, this year was fine as well I had some questions and I thought it was free to chat with a professional somehow I ended up paying \$50 more and was moved to a deluxe live plan Seems shady but after doing the whole process I was too tired to switch to something else Next year I will do it for cheaper Live help was helpful but basically confirmed that I did it right, not worth an extra up charge,
2702	201859672	2022-02-22 01:29:11	TurboTax Online Deluxe	1	Why do you charge the same fee twice	They say it's free but it's a scam And turbo tax will charge you a fee then charge the same fee again
2703	201859722	2022-02-22 01:30:20	TurboTax Online Premier	2	TurboTax is a rip off	Turbo Tax advertises exhaustively that they are a free option but that is entirely untrue They sneak in fees at every step including a fee for them to take the fees out of your refund WHY This is demoralizing in a system that is already exhausting and confusing
2704	201853765	2022-02-22 01:39:16	TurboTax Live Deluxe	2	turbo tax	not too happy with the fact i started out free and ended up paying over 200 dollers for my taxes to be don i chose nothing of extra other than free it is not free
2705	201819965	2022-02-22 01:43:30	TurboTax Online Deluxe	1	I feel like I get taxed extra Then charged a fee	Not sure if Turbo tax is actually helping me when I get popups and bumps from them asking to me to upgrade to some other tax service I literally have no interest in I get enticed by the free option they over advertise, but it has never been free because they scam you into other services because you do too much apparently and it is not covered by the free option

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2706	201820104	2022-02-22 01:46:35	TurboTax Online Deluxe	1	The fees are wild and unethical	Turbotax charges unreasonable fees for something that should be free, since it's free to do directly with the government I understand that I ultimately choose to use the product for convenience, and by doing that I agree to pay the fee, but I have to file in two states and federally and it ends up being really expensive, and they are not up front about the fees They also lobby the government to keep taxes complicated to create a market for their product Also, once you select an upgrade you can't undo it Overall, the whole thing is really shady, but it's too convenient to not use They really should take down some of the fees though and stop pretending they're giving you a discount when they're not
2707	201860713	2022-02-22 01:54:08	TurboTax Online Deluxe	1	its not free at all	turbo tax states its free but keeps suggesting you to upgrade to paid i hit no 5 times but yet somehow at the end \$78 is taken i came here for free not to be lied and tricked into paying ive been using them for 5 years smh
2708	201854578	2022-02-22 01:55:10	TurboTax Live Deluxe	3	hehh	Free is a long way from 150 bucks and still wanted to charge me another 50 for questionable upgrade The process was simple and seems trustworthy but the misinformation as it was advertised "Free" It was not They set the hook and I was eager to bite
2709	201854921	2022-02-22 02:00:45	TurboTax Live Deluxe	1	TurboTax is not free	You claim to be free but yet charge people when they try to file under the free claims
2710	201854969	2022-02-22 02:01:41	TurboTax Online Deluxe	3	Ehh	So much for that free, free, free, free Im not sure why I was automatically upgraded but whatever
2711	201861030	2022-02-22 02:02:34	TurboTax Online Deluxe	4	Never Free as they advertise!!	It has never been free for me even when I made less than \$20,000 and live paycheck to paycheck False advertisement!
2712	201822728	2022-02-22 02:35:42	TurboTax Online Premier	1	Expensive	Please stop advertising that you're free if it's only federal Everyone needs to have additional accounts and income nowadays If the IRS already knows my income, why do tax entities have to exist to submit to them what they already know? Please stop lobbying congress
2713	201822893	2022-02-22 02:38:39	TurboTax Online Deluxe	1	Turbo tax is a sham	The fact that you basically leave no other option but to pay for the deluxe is ridiculous I had one minor deduction that supposedly made my taxes too much for the free addition to handle so I was boxed in to paying 117 00 for the deluxe version I had ONE retirement credit that should not have made my returns so complicated that I HAD to upgrade Not only that but you charged a 39 00 fee to just simply take the deluxe money I had to pay, you directly out of my returns!!! Absolutely shameful! You guys should be ashamed You claim to be free and yet purposely box people in so they have to pay or file somewhere else Unbelievable
2714	201857593	2022-02-22 02:46:03	TurboTax Online Deluxe	1	Turbo Tax Sucks	Says its free but i paid like \$80
2715	201823744	2022-02-22 02:54:23	TurboTax Online Self Employed	1	Should be free	IT is supposed to be free, you should be ashamed of taking what little money i earn as a small business, it is ugly and disgusting that this costs money, and completely runs counter to the agreement made with congress Shame on you all
2716	201862828	2022-02-22 03:06:29	TurboTax Online Deluxe	1	Thievery	You opted out of the free file system And then to get a retirement plan contributions credit of \$200, you force upgrade to the deluxe turbo tax and then assess additional filing fees up to \$83? That's highway robbery, ought to be illegal, and shows a total lack of integrity This is a grift
2717	201858742	2022-02-22 03:07:56	TurboTax Online Deluxe	4	HOW IS THIS SERVICE FREE???	Was pretty simple to file but when you get to the end there are free I don't get it!! i thought free was free other than that no complaints
2718	201863294	2022-02-22 03:29:21	TurboTax Online Federal Free Edition	1	Turbotax is misleading and predatory	Every single year, no matter how basic my return is, I end up getting forced to upgrade to deluxe You should not advertise a free service and then make it virtually impossible to file for free I did not get my full refund because I did not claim credits I was eligible for because it would have cost me more money to upgrade to deluxe than what I would have received in those credits Isn't that a violation of your maximum refund guarantee? Making someone wait until they are done with the entire lengthy and time consuming process until you tell them it costs extra money to file is predatory Forcing someone to start the process over if they don't want to upgrade is predatory Advertising that your deluxe version only costs \$39 when it actually costs \$80 is predatory Not being upfront about which deductions will cost your customers money to file is bad business practice and honestly a scam Go ahead and charge people, but don't be so scammy and misleading about it Do a quick google search, TONS of people feel the same I will be filing elsewhere from now on
2719	201863398	2022-02-22 03:34:37	TurboTax Online Premier	1	TurboTax is a real scam artist	I had to add my stock tax reports and just because of that they charged me near 150 That's a lot for a sight that claims they're free
2720	201860077	2022-02-22 03:38:44	TurboTax Online Deluxe	4	Easy Guide	It was very easy to file on my own with the step by step prompts However, it was not free if I wanted my full return amount I had to pay a minimum of \$34
2721	201860303	2022-02-22 03:44:01	TurboTax Online Deluxe	1	I hate you	You said it was free I had to pay one hundred and seventeen dollars
2722	201827445	2022-02-22 03 56:40	TurboTax Online Deluxe	1	Liars	I clicked every free option there was, and in the end had to pay \$78 I then tried to do the efile com, which proved to be miserable, so I sucked it up and ended up paying for TurboTax They deceived me, and I never was able to get even my federal returns for free
2723	201827656	2022-02-22 03:59:53	TurboTax Online Premier	1	no	the most expensive way to do your taxes! but remember theyre free! free free free!!!
2724	201861009	2022-02-22 04:02:06	TurboTax Online Deluxe	4	Should not advertise as free!	I have always used turbo tax to file my taxes Every year there is an additional fee It is still advertised as free although it cost me over \$100 to file The process itself is fine but I do not think I should be charged \$117 to file
2725	201830608	2022-02-22 04:48:39	TurboTax Online Deluxe	1	Not Free	Too many extra unnecessary screens Same questions are asked multiple times The FREE to file went to \$39 to file and as I declined to add \$\$\$ it added \$39 x2 MORE!!! WTH



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2726	201831189	2022-02-22 04:56:47	TurboTax Online Deluxe	1	They lie about the free federal return	They claim you get a free federal return but make it very difficult to access it I only added one W2 information in and yet I was still charged? I know there is a way to get the free return, but they don't explain what disqualifies you for it
2727	201806977	2022-02-22 04:58:13	TurboTax Online Deluxe	1	TurboTax is a Rip Off	I think the government survives on the backs of the poor The rich get huge tax write offs while those who are starving and living paycheck to paycheck have to pay the government money when we can't afford to pay for health insurance This entire system is disgusting and your advertisement of free filing is a scam
2728	201863333	2022-02-22 05:31:03	TurboTax Online Deluxe	3	I feel I was misled and overcharge on the filing	When I reviewed your fees for filing (State & Federal) I thought I was getting a \$39 00 credit There was no way I could go back and check it When entering my information multiple times it said no problems or errors, but when I went to file it said there were errors This was after I was charged approx \$84 00 for filing Getting the program for free and then changing for both state and federal filings is misleading and a over charge If I purchased the software at a store for \$39 00 the filings are free It seems to me to be a over charge, used the store
2729	201863426	2022-02-22 05:36:23	TurboTax Online Deluxe	2	It wasn't free	My filing was supposed to be free, but it made me upgrade to the deluxe and I'm not happy about that
2730	201863887	2022-02-22 06:04:14	TurboTax Online Deluxe	1	NOT FREE GARBAGE	Says file for free then a bunch of fees need to be paid to file crappy system
2731	201863936	2022-02-22 06:08:33	TurboTax Online Deluxe	2	Turbo tax is ok	My only issue is it tells you its free and then at the end it won't let you continue unless you select the deluxe which I think is wrong Don't advertise free when it really isn't
2732	201865546	2022-02-22 09:08:20	TurboTax Live Deluxe	3	Turbo Tax is nice	If it's free, then why do I pay over a hundred something for the last four or five years?
2733	201866810	2022-02-22 11:15:51	TurboTax Online Deluxe	4	First time filing myself	It was a simple process to complete A little frustrating that I thought it was a free tax file and I ended up having to still pay for this It's taking a little longer than I hoped for it to be approved also
2734	201868985	2022-02-22 12:58:15	TurboTax Online Premier	1	Charged	Ended up paying \$128 for my return when all I did was select the free options I understood the \$39 processing fee but I never selected anything extra for help When paying, I thought I was paying the \$39 Ended up being \$128 because it tacked on for one of the services that I didn't use
2735	201879643	2022-02-22 15:53:21	TurboTax Online Premier	4	Turbo tax charges it's not free	Turbo Tax is not free It charges you unless you do nothing to help you financially push your self forward But it does let you pay by pulling out through your return
2736	201883527	2022-02-22 16:52:37	TurboTax Live Premier	2	Not really free	I use the system because it conveniently has all my prior year information however, I am confused as to the "free" advertising statements I always end up paying \$200 plus dollars on this app
2737	201893686	2022-02-22 17:33:58	TurboTax Online Premier	1	fees and more fees!! not worth it!	not worth all the fees! Extra \$40 charge to have the fees taken out of your tax return!! Nothing is free with turbo tax! misleading advertising! I will be supporting a local tax advisor from now on! don't fall for the FREE trap!!
2738	201887266	2022-02-22 17:42:17	TurboTax Live Deluxe	3	nice people but very expensive for the ads for Free	People are very nice, but way to expensive Wish it was free like the ads state
2739	201896398	2022-02-22 18:16:08	TurboTax Online Deluxe	2	Easy to file but feels like a rip off	I don't have to do anything crazy when filing taxes which is why I've always chosen turboTax instead of hiring someone else to do them for me But this year I was planning on choosing their free file option until it made me pay \$122 just to input some unemployment money I got one month this year so frustrating and honestly feels like such a rip off I think I might just hire a tax professional next year because this definitely wasn't worth \$122 I also specifically chose to NOT add on a \$44 charge for something dumb that I didn't need and it was added on anyways I found at the end when it was too late to do anything about it
2740	201896558	2022-02-22 18:18:33	TurboTax Live Deluxe	1	turbo tax	its suposta be free, made me pay \$177 00 last year I filed for free, nothing changed! wtf
2741	201889701	2022-02-22 18:20:33	TurboTax Live Deluxe	1	Not Free like they stated	The link advised that since this was a simple return that it would be free to file It cost me \$207 Definitely NOT free Got all the way through and the only way to actually file was to pay
2742	201897281	2022-02-22 18:30:29	TurboTax Live Deluxe	1	Do not recommend	False claims of being free and will not give you money back if they fail to perform their job
2743	201890162	2022-02-22 18:30:30	TurboTax Online Deluxe	2	So Much For Free	Very disappointed that this they talk about free and there is nothing free about it
2744	201898656	2022-02-22 18:50:57	TurboTax Online Deluxe	1	TurboTax is a lie	TurboTax advertised free edition service and even after I chose to free edition several times, it still charged me This is ridiculous
2745	201902099	2022-02-22 19:54:11	TurboTax Online Deluxe	1	TurboTax is an extremely frustrating scam	Allow people to file for free! I should not have to pay \$80 to use this service simply because of a \$2 foreign tax credit Completely unprofessional and unhelpful The customer service agents were awesome you should give them raises but also there should be no need to jump through hoops talking to multiple people just to get this resolved Also it is unfair that you charge people before the taxes are filed Such a scam Nobody trusts this and I personally will not utilize this service again I have one w-2 and no other abnormal things to claim after 5 years of filing basically the same taxes through this service it should be extremely easy and painless and free! Even writing this review is difficult - like it is trying to prevent me from giving feedback

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2746	201896553	2022-02-22 20:18:22	TurboTax Live Deluxe	1	Final Year	I'm so upset, I moved this year and on top of everything that has gone on TurboTax has been a complete rip-off I had to file deluxe for such an extreme over-the-roof price because I filed a non-simple return + after it told me I was going to be able to file state for free it then charged me for it I had to pay a total of \$144 dollars when I only got a total of \$24 back on my return If it wasn't for the fact I'm so exhausted and had already typed everything in I would have used another software Not using TT next year and hopefully, they change their ways because their interface is great
2747	201901586	2022-02-22 21:45:21	TurboTax Online Premier	2	Quit saying you are FREE	If you are going to offer Deluxe but force someone to go to Premiere, feel free to say that IMMEDIATELY instead of saying we have an option of Deluxe Also quit saying you are free, you not free nor have you been for years You are not upfront or helpful Personally not much has changed since I have started with Turbo Tax but prices go up For what? I am not requiring any new services But direct deposit has a fee now
2748	201902572	2022-02-22 22:01:14	TurboTax Live Full Service Premier	3	Expensive	Experienced Agents, just mismanaged promises by the platform Draws you in with "file for free" but walk away with a \$500 bill Great platform for individuals with lower incomes but not as great for higher brackets
2749	201902857	2022-02-22 22:06:23	TurboTax Online Deluxe	1	Very misleading , no help at all	It was misleading in the FREE file, when they say basic it doesn't cover in info on your W2 I had to upgrade to file it I won't be using it again
2750	201910597	2022-02-22 22:33:36	TurboTax Live Deluxe	2	they did it but also lied	they told me free but didnt let me pick or change my option from the deluxe package lost 200 couldve atleast been up front
2751	201904468	2022-02-22 22:35:03	TurboTax Live Self-Employed	1	Your company charge too much	This company put on Tv that you all are free to use services but make me pa almost 275 to do my taxes not cool
2752	201905250	2022-02-22 22:47:26	TurboTax Online Deluxe	1	Wasn't free	Awful and worse every year Im charged a fee for using my return to pay the fees to use turbo tax, again it was supposed to be free
2753	201905290	2022-02-22 22:48:20	TurboTax Online Deluxe	3	Turbo Tax at home	What happened to Turbo Tax being free? Could just as well go back to my tax person as it was cheaper
2754	201905667	2022-02-22 22:56:18	TurboTax Live Deluxe	3	Disappointing	I filed with Turbo Tax because my bank has it linked to their website They advertised a free federal return I was charged \$114
2755	201907231	2022-02-22 23:27:52	TurboTax Online Deluxe	5	Turbo tax was Easy	It was very easy to do and took little time It was easy from start to finish Ended up being not free but the taxes are done
2756	201908078	2022-02-22 23:46:43	TurboTax Online Self Employed	4	TurboTax is great But it is not Free	TurboTax is an amazing service Very user friendly But it needs to stop advertising that it is free because it is not You cannot continue in certain areas unless you sign up for tax experts that you do not need to use That said, the service itself is a life saver and worth the annoying ads
2757	201909010	2022-02-23 00:06:46	TurboTax Online Deluxe	2	Turbo tax is helpful but expensive	It is advertised all over that its \$0 to file a simple return I have a simple return and somehow paid \$78 to file
2758	201909472	2022-02-23 00:13:30	TurboTax Online Deluxe	1	Don't fall for the Free It's not Free	Why would you say it's free when the software would let me file free Will never use this again
2759	201916227	2022-02-23 00:26:05	TurboTax Online Deluxe	2	Fees	Price went from \$0 for basic to 30something to me having to pay a total of \$70ish i will say it was an easy process but I wasn't expecting for the fee to jump up like that and you can't actually see the reason why basically, false advertisement
2760	201910884	2022-02-23 00:38:29	TurboTax Online Deluxe	1	Hidden Fees	lots of hidden fees that add up for "free" tax service
2761	201912358	2022-02-23 01:06:38	TurboTax Online Premier	3	Get you with hidden fees	Was under the income requirement for free tax return, after doing all my taxes turbo tax required me to pay \$116 in total for my taxes Completely unnecessary and will make me look elsewhere for my taxes next year
2762	201913540	2022-02-23 01:31:21	TurboTax Online Deluxe	2	TurboTax is ok at best	They offer free services but wouldn't process my refund until I paid over \$100
2763	201914602	2022-02-23 01:52:41	TurboTax Online Premier	4	good	I have been a TT person for a number of years now Since I don't make any money and have no deductions, I was hoping to do the free tax form, but because I have one special form, all of a sudden I owe \$100 to you, when I could have gotten the whole package, state included from Costco for under \$50 Want congress to move to one simple form for , filing taxes should be very easy maybe Flat tax will be the best
2764	201880570	2022-02-23 02:05:47	TurboTax Online Deluxe	1	Free Version sucks	I redid my entire return so I could file for free and got screwed into having no option other than upgrading to deluxe and paying almost \$85 to file
2765	201915468	2022-02-23 02:09:47	TurboTax Online Deluxe	3	It's good	I went through a free file though ended up paying 100+\$
2766	201881391	2022-02-23 02:19:16	TurboTax Live Full Service Deluxe	1	Bate and switch	All the payment options were FREE but at the end they charge you \$249 I did it myself on turbotax and I was ask to have an expert review my work I said yes and I was spot on with my math and return Don't for get it said free Not happy
2767	201916978	2022-02-23 02:42:44	TurboTax Online Deluxe	3	Ok	It was ok it wasn't free like it said Thanks so kindly and graciously
2768	201883391	2022-02-23 02:50:23	TurboTax Online Premier	1	TurboTax Swindles You	TurboTax Claims to be free Yet in the 5 years I have filed, I have not been able to ascertain how this is remotely possible The option to pay with the refund is also an incredible scam It costs EXTRA to pay with the return? I have had it and will never file with Intuit again
2769	201917846	2022-02-23 03:03:12	TurboTax Online Deluxe	5	Easy Process	Using Turbo Tax was extremely easy which was helpful! There were several explanations with each step of the process which eliminated having to reach out to the chat feature for a representative Seeing as though Turbo Tax advertises as free, I wasn't expecting to pay a fee; however, at the end of the process, I was prompted to upgrade but I wasn't completely clear on why Other than that, fantastic service
2770	201918316	2022-02-23 03:15:23	TurboTax Online Deluxe	3	Its not free	Its easy to file, but they say its free I had to paid \$83,

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2771	201922223	2022-02-23 03:15:23	TurboTax Online Self Employed	2	Get ready for lots of bait and switch pricing	I understand that my taxes as an adult can get complicated I understand that I need multiple forms However, my daughters have simple tax returns with one or 2 jobs They should be free, but you start out free and then, oh wait, we need to add this on and that's extra And that also means it's another fee for the state forms It's all a bait and switch to get you to start your taxes for free and then lock you in so you can't go somewhere else when they start adding on the fees My oldest daughter received \$1 in a state return; that would be a \$39 fee from TurboTax to add those forms to get a dollar back ONE DOLLAR! This program has become about making money and not about helping people (Need proof? Check out the additional \$39 processing fee if you just want to deduct your filing costs from any refund you might get ) Sure, the program will do the work (for the most part, although it seems to have gotten more confusing in its language)
2772	201918839	2022-02-23 03:28:36	TurboTax Live Deluxe	3	Turbo Tax takes money by saying its free	1 Turbo Tax takes money by saying its free 2 The comment comes from the note its weird it told me I cannot get a refund cause my income is - which is 18,000 more than my income For a good business you should be truthful
2773	201918907	2022-02-23 03:30:17	TurboTax Online Premier	4	made it easy,	It did a good job with my taxes, probably could have gotten it cheaper with a tax man  Didn't like how they advertise it is free for both State and Federal then as you do it they keep charging you more and more to complete it
2774	201887325	2022-02-23 03:42:59	TurboTax Online Deluxe	2	tricky turbo tax	I thought it was suppose to be free!!! Guess I got taken
2775	201919737	2022-02-23 03:54:24	TurboTax Live Deluxe	3	What's up with the fees?	Why am I getting charge over 200\$? I didn't agree to any of it I though TurboTax was free
2776	201923196	2022-02-23 03:56:35	TurboTax Live Deluxe	1	you cheap ask fucts saying its free then charge	you go all about saying free state and fed taxes And then wont let me contue unless I pay
2777	201920354	2022-02-23 04:10:22	TurboTax Online Deluxe	4	I DIDN'T EXPECT TO PAY!	This year was my 5th year using TurboTax Usually it's "FREE" this year I had to pay \$117 I was a little taken back as of why, because it was really easy to file? At first it popped up as \$39 as time went on it was another \$39, finally I gave in and said ok As I checked out and it said \$70 total but I had saved then final checkout added another \$39 for "Processing Fees"? Oh well, I opted for them to take out of my federal taxes so I won't miss it Also I guess I can't fuss too much over paying \$117 for 5 years
2778	201921494	2022-02-23 04:47:13	TurboTax Online Deluxe	4	Always a Catch	Turbo Tax is great there is just always a Catch It's also annoying how they try to upgrade you so repetitively and sneakily the entire time you try to do your taxes "for free"
2779	201921573	2022-02-23 04:49:56	TurboTax Online Deluxe	1	turbotax is deceptive	it gives a free option it's not free at the end And no you can't opt out of it
2780	201864500	2022-02-23 04:55:00	TurboTax Live Full Service Self-Employed	1	Turbo Tax is deceptive presenting as FREE SERVICE	The advertisement and referral from IRS is that the service is free, but begins to escalate, and for most this is to an amount of \$119 00 For me however, it was \$389, and over \$400 before we were done I am a senior with disability, full time student, raising a 14 year old son by myself in a financial bind at the time I cannot help but feel taken advantage of Getting my return is necessary for our not becoming homeless at the time
2781	201923017	2022-02-23 05:46:07	TurboTax Live Deluxe	3	WORKS WELL	SAID IT WAS FREE BUT IT WASNT HAD TO PAY TOFIEL MY TAXES
2782	201926493	2022-02-23 07:36:53	TurboTax Online Deluxe	1	Disappointed	Why claim to offer free filing yet at the end of the process you still charge the fee?!!
2783	201926640	2022-02-23 07:53:29	TurboTax Live Deluxe	2	Said is would be free	I was told it was free with simple return and I was charged \$119 over a \$62 credit Not cool
2784	201927220	2022-02-23 09:15:40	TurboTax Online Deluxe	4	Turbo Tax was easy to navigate	The FREE Turbo tax is not free Fee required to file state tax Fee to complete a 1099 form for doing a few DoorDash deliveries
2785	201927915	2022-02-23 10:35:05	TurboTax Online Self Employed	4	It's pretty good	I've used it for a couple years now and usually things are pretty easy/self explanatory but this year was tricky Although I know that's not turbo tax's fault The only bone I have to pick is that it says it's free and every year it is not free Which is also fine because it is still a lot cheaper than the competition or an in person tax preparer but I would like to see the little tidbit about only SIMPLE tax returns are free and the rest are super cheap and affordable That would make my day Lol sorry I'm a sucker for straight up Truth and whole hearted honesty Thank you, TurboTax, for helping me file my taxes another year
2786	201929273	2022-02-23 12:07:24	TurboTax Live Deluxe	1	Not a fan	I was under the impression that I would be able to file my taxes for free for my first time on this website, especially as a veteran Instead I was hit with 250 dollars worth of fees at the end of my process I was never notified that doing certain things would cost me money during the process If so I would've never used them in the first place
2787	201931800	2022-02-23 13:28:06	TurboTax Online Premier	1	Only used as a last resort	Only used as a last resort the fees are getting ridiculous! Thought it was free ?!
2788	201939490	2022-02-23 16:04:49	TurboTax Online Deluxe	4	Easy Filing with TurboTax	Turbo Tax makes filling out your own taxes very easy and there are helpful tools for what you don't understand or aren't sure about They cover all the deductions and areas possible My only downside is they boast about being free, but it cost me \$80 a year Hidden fees, but I prefer it to other tax software I've used in the past I need deluxe to include my ACA forms and it isn't free
2789	201940957	2022-02-23 16:28:46	TurboTax Online Deluxe	1	TurboTax sucks	I tried to file for free!! Then at the very end they forced me to do deluxe!! Which is 39 to file both my federal and state tax!! So a total of 78 dollars! Then I said I was not pleased with that so they gave me a discount of 15 dollars off! When I wanted to pay zero!!

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2790	201944978	2022-02-23 17:05:06	TurboTax Online Deluxe	2	Says it's free then charges you \$78	poor experience very simple return, asks the same questions multiple times, says it's free then when you get to the last screen it charges you \$78 I'm hoping my refund amount is accurate at the very least I will be going back to H&R block for that amount
2791	201946375	2022-02-23 17:31:10	TurboTax Live Deluxe	1	Great other than hidden fees	Turbo Tax is great if you don't have anything extra that then makes you upgrade to the highest package available I got an additional \$181 for this one credit BUT then turbo tax made me upgrade to the live deluxe and by the time I paid the additional fees of \$119,\$49, and \$39 I would have been better off not even getting the extra credit at all It's especially disappointing when it had said that I could do the free Turbo tax all up until a retirement credit which then made me have to spend the extra \$119 and \$39 The \$49 for filling my state return was never mentioned anywhere at all until the very end after I had put in all my information and the \$39 to take the fees out of my return wasn't mention until the end where all my fees were listed For this price I should have just taken my taxes somewhere and let someone else handle all the hard work
2792	201953673	2022-02-23 17:42:54	TurboTax Online Self Employed	2	Your commercials say its free \$89 is not free	I love turbo tax because its easy I don't like your false advertising of its free because the last I checked \$97 with tax is not free
2793	201954203	2022-02-23 17:53:25	TurboTax Live Deluxe	1	FREE TURBO TAX IS A SCAM	THEY SAY THAT YOU CAN FILE FOR FREE ONLINE BUT WHEN YOU GET TO THE END YOU HAVE TYO UPGRADE TO FILE YOUR TAXWS, WHAT A SCAM
2794	201947941	2022-02-23 17:59:28	TurboTax Live Deluxe	4	hidden fees	The use of the software was easy; however, would have appreciated the cost disclosed up front rather than advertising "free" filing and then charging fees later
2795	201948694	2022-02-23 18:14:57	TurboTax Online Premier	3	Easy but NOT FREE despite the ads	Easy and I will likely continue to use it, but the advertisements are very annoying I had to pay over \$200 for the most basic service even though all the commercials say FREEEEE I don't have an issue for paying for this service, my only issue is that they shouldn't brag about it being free if it is not
2796	201948739	2022-02-23 18:16:08	TurboTax Online Deluxe	4	Helpful, but surprise charges	Filing was quick, easy, and simple, and I received a generous refund Unfortunately, multiple charges were tacked on at the end even though I chose the free DIY option
2797	201957142	2022-02-23 18:50:57	TurboTax Online Deluxe	3	OK - Kinda Slow	Pages were simple to fill in and complete, but they keep pushing you from the FREE version, to the PAID version Halfway through, it says that the fee will be 39 00, and finally at check out, it adds another 39 00to pay the first 39 out of the refund amount Sketchy tactics to make a buck off the users
2798	201951295	2022-02-23 19:02:30	TurboTax Online Deluxe	1	SHAM	Turbo Tax claims you can file for free It simply isn't true They will withhold money if you file for free
2799	201951890	2022-02-23 19:12:14	TurboTax Live Deluxe	1	horrible	I am a disabled veteran and tried to get the free service instead of helping me you charged me \$221
2800	201958493	2022-02-23 19:16:14	TurboTax Online Federal Free Edition	1	TurboTax is a scam	They claim they will make it free but if you for instance pay into retirement they consider this extra and will charge \$120 even tho they initially say it will only be \$39 I had to delete the \$81 credit just to make it go through because it refused to file without me paying for it otherwise Don't waste your time and money, go to another and better tax site
2801	201952307	2022-02-23 19:18:14	TurboTax Online Deluxe	4	TURBO TAX ISN'T FREE	IT'S AN OK SOFTWARE IT REALLY DOES HELP IT JUST ISN'T FREE THEY DON'T EVEN GIVE YOU A FREE OPTION OK AND THEY ALSO GIVE YOU TIPS ON HOW TO WRITE A GOOD REVIEW
2802	201955157	2022-02-23 20:12:11	TurboTax Live Deluxe	4	Turbo Tax	Turbo Tax Specialist was very thorough with all my questions and concerns She guided me step by step, however, it stated that it was free of charge and when I filed I was charged \$119 00 In addition, a charge of \$30 00 was incurred to process my direct deposit directly to my bank account In conclusion, a total of \$207 00 was deducted from my tax return A bit expensive to file my return
2803	201961685	2022-02-23 20:17:48	TurboTax Online Deluxe	1	Scam artists stealing my money	FREE with 5000 ***** made me spend \$90 because of one detail with my health insurance spending which is absolutely stupid Asking for my tax info again just to leave a review is the stupidest bs ever
2804	201955722	2022-02-23 20:22:39	TurboTax Online Deluxe	4	TurboTax is pretty cool	TurboTax is supposed to be a free filing tool, but it seems that there are ways to still charge your customers for filing I am ok with the \$39, don't get me wrong I was surprised because I was charged an additional fee of \$39 to use a resource that you recommended Credit Karma
2805	201956508	2022-02-23 20:38:27	TurboTax Online Deluxe	3	Easy to Use But Wish the Fees were more upfront	Like my title says - the program is very user friendly but you don't know until the very end what the actual cost is going to be That's annoying They should disclose upfront that it isn't actually free and there is a cost to e-file My simple e-filed returned ended up costing \$117 00
2806	201962644	2022-02-23 20:39:12	TurboTax Online Deluxe	1	Ripped off	It was supposed to be free at first, but they found a 401k plan, which then costs money to continue They said \$39 All of a sudden when I was almost done, for the 10th time, they charged \$39 for State AND \$39 for Federal Total Ripoff
2807	201962681	2022-02-23 20:40:03	TurboTax Online Self Employed	1	ya'll suck	the price goes up every year what ever happened to free file?
2808	201962803	2022-02-23 20:43:23	TurboTax Online Deluxe	1	last time i will use turbotax	You make me pay for deluxe because i have an hsa but my fiance gets to do it free with multiple dividends multiple w2s then you charge me 39\$ for federal, 39\$ for state then Charge me 39\$ to take it all out of my return, when everyone else if they owe money to the state didnt get charged i am over your bs last time using your services
2809	201962852	2022-02-23 20:44:34	TurboTax Live Deluxe	1	False Advertising	They advertise that they will help you file for FREE Next thing you know your paying \$200 in fees just to file FREE taxes!
2810	201956906	2022-02-23 20:46:19	TurboTax Online Deluxe	2	turbo tax	when i started this out it said it was free somehow i ended up paying for my federal return i knew i had to pay for the state but not the federal i am 70 and this was not made clear to me that i would end up paying
2811	201957445	2022-02-23 20 57:36	TurboTax Live Deluxe	3	Its not free	Its not free, and they dont tell you its not till the very end when you have wasted all your time

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2812	201957971	2022-02-23 21:08:42	TurboTax Online Premier	1	Turbotax is NOT free	I've been using Turbotax for years They are not FREE they tell you, you need to upgrade services to complete certain documents THEN they charge you a fee for taking out the initial fee from your tax return I got almost NOTHING back this year and paid more in taxes and I am a student I will not be using them again, I feel if I went to a professional I could have gotten more back
2813	201958146	2022-02-23 21:12:10	TurboTax Live Premier	2	Simple but hidden charges	Overall interface was simple Frustrated at the lack of communication when getting charged \$140 for filing everything checked said 'free' or 'included', \$140 amount was never specified Nor was the \$40 charge to pay using the refund
2814	201958487	2022-02-23 21:16:10	TurboTax Live Basic	3	Not User Friendly	Helpers are FANTASTIC although one did not know what the CA User tax was which was why I was calling her I did not know either I googled it to find out But if I did this 4 years, why doesn't the algorithm open with the same forms I've used 3 years in a row instead of a long list I have to pick from and then when I picked a 1099R it didn't match and the boxes did not line up Last year I did not have to call anyone and this year 3 and 4 calls Why CA would not accept my Charitable Contributions I never did find out why I will stop all monetary contributors then It was a little easier to not be charged for doing my taxes through an Agent but otherwise they always want to LEVI a charge The Fed Gov should pay you to do their bookkeeping NOT us! People on a fixed income turned to you b/c you were free I paid the first year to start Now it is basic and the same almost every year When very different, I don't mind paying I've been considering going with another company they advertises 100% free IT WAS HARD THIS TIME! WHY almost exactly the same as last year AND my contributions were accepted
2815	201964447	2022-02-23 21:20:16	TurboTax Online Deluxe	1	Advertise Free, but Not Free, Surprise	I thought I was getting a free service as it stated when i started the process But because they found an \$11 credit, they then proceeded to charge me a \$39 fee for both federal and state It should give you the option of whether or not you want that credit or not \$78 for an \$11 credit was not work the \$78 fee i had to pay in order to get my file transmitted and it felt a little like a bait and switch tactic
2816	201965588	2022-02-23 21:41:46	TurboTax Live Deluxe	1	NOT FREE	you can select free version, but it is not free 0\$ my fat a\$*
2817	201960105	2022-02-23 21:45:42	TurboTax Online Premier	2	Why do you keep charging me?	This is year two of "free" turbotax forcing me to upgrade to their premium status Today I accepted the upgrade for \$69, however when I got to the checkout section they told me my total cost to turbotax was \$149 Why? This is ridiculous
2818	201961336	2022-02-23 22:10:53	TurboTax Online Deluxe	2	Mau	it's to lengthy and annoying that it isn't free as advertised
2819	201962132	2022-02-23 22:28:25	TurboTax Online Deluxe	3	TurboTax is OK !	I like Turbotax just not how they push you to pay when you are supposed to file simple taxes for free and then you are charged double when you choose to pay with your refund
2820	201969459	2022-02-23 22:53:36	TurboTax Online Deluxe	1	fees are deceptive	not able to do my taxes for free There is a fee to actually utilize the software and then another fee for file with the IRS Completely non transparent
2821	201963263	2022-02-23 22:54:26	TurboTax Online Deluxe	3	Easy to use, but pricier than they advertise	I've used TurboTax for years because it's so easy as a single filer The worst part is they will continue to try to pressure you to spend more money on useless add ons It's usually not until the very end when they tell you how much it's really going to cost to file By then they've already got you hook line sinker Never trust them saying it's free until you read the fine print
2822	201964214	2022-02-23 23:15:29	TurboTax Online Self Employed	2	NOT FREE	I THOUGHT IT WAS FREE AT FIRST I WAS HAPPY END UP PAYING \$89
2823	201970917	2022-02-23 23:23:18	TurboTax Online Deluxe	1	False advertising	I've been using TurboTax for years, and I have very simple taxes They charged me 3 years in a row extra I don't know who has more simpler taxes than I False advertisement for free taxes, just trying to take a dollar from a working woman
2824	201965148	2022-02-23 23:33:10	TurboTax Online Deluxe	2	Turbotax hidden fees	It's easy to use but always lies about fees It's never free They give you one fee double it and add taxes
2825	201967474	2022-02-24 00:18:58	TurboTax Online Premier	2	Fee after fee	The process was extremely tedious I kept being told I had to upgrade my package which of course costed more money each time Paid \$149 in total even though it started off as a free return Was also required to answer questions that had nothing to do with my situation
2826	201967951	2022-02-24 00:26:37	TurboTax Online Deluxe	1	Definitely not Free Free Free at all	Turbo tax isn't free for any of it services even though they advertise as FREE, FR-FREE FREE Definitely misleading and frustrating Also had a lot of trouble trying to get my taxes submitted after I paid the not so free service charge Only reason I submitted my taxes with them is because they already charged my card before I had everything figured out and submitted You have to pay even more to talk to someone! Not what I expected at all! 1 star do not recommend!
2827	201974471	2022-02-24 00:31:58	TurboTax Online Deluxe	1	Turbo tax is a rip off	Turbo tax is a money hungry joke fee after fee after fee but they won't tell ya that until your pretty much done filling last click and boom 40 dollar fee following another 40 dollar fee and another but they never mention that in the beginning when I filed with their free file add
2828	201968741	2022-02-24 00:38:29	TurboTax Online Self Employed	1	Big headache and not free	Turbotax insists that I had ACA last year and I keep getting rejected I've been working at getting it fixed for days now and have waisted so much time, talked to TurboTax employees to no help, I'm pretty sure it is due to a bug because I cannot select the option that I didn't get Affordable Care Act Also I thought this was supposed to be free according to the ads? Definitely will not go with turbo tax next year, with the amount of stress this has put me through and the time wasted, turbo tax should be paying me \$100!
2829	201970096	2022-02-24 01:06:44	TurboTax Live Deluxe	1	Sucks!!!!	Advertised free and I paid nearly as much as I got back for my refund "Free filing" \$512 refund turned into me only getting \$110 after filing fees

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
2830	201971521	2022-02-24 01:34:51	TurboTax Live Deluxe	2	Not expecting to pay to file	Not expecting to pay to file Had to pay to file the federal and then they hit me to pay to file the state Its not free at all!
2831	201972040	2022-02-24 01:45:14	TurboTax Online Deluxe	1	Turbo tax charges	They made me think I could use the free version like I had the past 6 years with them and then the made me upgrade for something that had no impact on my return and I couldn't do anything about
2832	201972286	2022-02-24 01:50:16	TurboTax Online Deluxe	1	Turbo Tax is Scammers	These people charge me three times for the same thing This service was advertised as "free"
2833	201972471	2022-02-24 01:53:37	TurboTax Live Deluxe	1	turbo tax is not great	I didnt like that they said your fedreal was free and it was not got charged 207 dollars but thats what they do
2834	201978774	2022-02-24 02:01:37	TurboTax Live Self-Employed	1	Lying Tax Service	TurboTax advertises free tax filing for the military but charges me 247 dollars to file when I try to file
2835	201974533	2022-02-24 02:33:24	TurboTax Online Premier	1	They always charge you at the end	TurboTax advertises itself as a free tax solution but if you breathe in any state under the sun they upcharge you at the end after you've already done all the work to file your taxes
2836	201975368	2022-02-24 02:49:33	TurboTax Online Deluxe	4	Turbo tax is good	Good but not free like advertised Fees were higher than I thought they would be Great year after year Appreciate the help
2837	201944662	2022-02-24 02:59:03	TurboTax Live Deluxe	1	Turbo tax is a scam	I'm forced to pay even though it claims to allow me to file for free Hidden fees are rediculous I do all the work and still have to pay I won't be using Turbo tax next year for sure
2838	201977107	2022-02-24 03:25:56	TurboTax Live Deluxe	1	turbo tax is NOT FREE 1 Repeat, NOT FREE	Bad experience Turbo tax said it was free and then proceeded to charge me almost 200 hundred dollars to file my taxes
2839	201977207	2022-02-24 03:27:45	TurboTax Online Premier	1	No good turbo tax is not free	Poor, no good, turbo tax is not free, will not be coming back
2840	201947176	2022-02-24 03:44:52	TurboTax Online Deluxe	1	Always ends up costing more than advertised	The usual issue with this service is they advertise 'Free' or another price to file your taxes, you then take the time to go through the process, and they will end up charging you more than you expected Most people don't feel like going through the filing process again and just pay it Predatory company
2841	201978033	2022-02-24 03:45:38	TurboTax Online Premier	3	Fee	It's not free like the say wish it was next time I'll go with my old program
2842	201923300	2022-02-24 04:00:33	TurboTax Online Premier	1	FIRST AND LAST TIME EVER USING TURBOTAX	This was my first time filing with TurboTax and I will never be using this site again They charged me \$108 for a service that should have been free like they advertise It would not let me move past it, and once I typed in my card number for the payment of premium it gave no option to review or cancel the order, just sent me a receipt It makes me sad to think about all the people who are also getting ripped off THIS IS A SCAM
2843	201948380	2022-02-24 04:07:58	TurboTax Online Deluxe	1	Use Someone Else	We were filing with the free option, which we fully qualified for At the end, we ended up paying \$43 with no way to start over or fix that incorrect charge We don't even know why we got charged that So now we are out \$43 on top of our tax return payment, because after the hours it took to input everything, we weren't going to start over somewhere else Just go with another company, and don't waste your time and money
2844	201948397	2022-02-24 04:08:27	TurboTax Online Deluxe	2	Your advertising of Free Free is LIE LIE LIE!	Fees are ridiculous Advertising shows free free free - it costs costs costs - then hidden more costs
2845	201979078	2022-02-24 04:10:08	TurboTax Online Deluxe	1	Unneeded charging	Turbo tax has always been easy to navigate, and I have no bad rating when it comes to the experience but the three charges, I endured at the end were upsetting You are pulled in by being told filing is free, which of course I already know nothing now adays comes free I was ok with the federal filing charge and the state filing charge What threw me for a loop was a third charge they tack on when using your federal tax return to pay off the filing charges Turbo Tax will get their money regardless, so I just don't understand why pay extra?? Definitely unneeded
2846	201980171	2022-02-24 04:39:48	TurboTax Online Deluxe	1	Fees, Fees, Fees Fixing to lose a 6 year customer	Last year I used Turbo Tax for my simple unemployment return and was able to do it through the free version This year has completely changed Now they basically force you to pay \$39 00 for the Deluxe version Then they force you to pay an additional \$39 00 to file your state taxes Then after that, they try to charge you another \$39 00 processing fee if you want to have your \$78 00 Turbotax payment taken out of your Federal return I have been a customer for 6 years and I think next year I'll be looking elsewhere to do my taxes
2847	201980248	2022-02-24 04:41:33	TurboTax Live Deluxe	4	Turbotax is cool	I am rating 4 stars only because they say its free its free but they end up charging you crazy amounts
2848	201950635	2022-02-24 04:50:32	TurboTax Online Deluxe	2	I hate turbo tax	The constant attempts to make you upgrade, there's never free filing No wonder there's a class action lawsuit If I hate other choices I'd use the
2849	201983156	2022-02-24 06:28:03	TurboTax Live Deluxe	3	free?	said things were going to be free but at the end, they ended up charging me
2850	201983672	2022-02-24 07:04:40	TurboTax Online Self Employed	4	All the adds said free	I've always used Turbo tax and its fine Its just a little misleading how the youtube ad's have the texas auctineer stating free free free free and freeeeeeeeeeeeeeeeeeee Yet here I am sending turbo tax 136\$ 136\$=/= free
2851	201984110	2022-02-24 07:52:29	TurboTax Online Premier	3	Turbo Tax 2021	Check out sucks !!!!! Thought this application was FREE For the second year in a row have been charged for FREE service
2852	202001114	2022-02-24 11:03:39	TurboTax Online Premier	2	Not Free	Please read everything carefully TurboTax is NOT FREE>
2853	202020685	2022-02-24 12:35:08	TurboTax Online Deluxe	4	Pretty good user experience	I thought TurboTax was great all around! The only thing I didn't appreciate is that I feel like they hid some filing costs from me I didn't apply for the free version and kept being told I could pay \$39 for the upgraded version It turns out I had to pay \$80 because of federal and state taxes I would've been fine paying that if it was obvious to me from the start
2854	202025459	2022-02-24 14 53:17	TurboTax Live Basic	4	tax return	I find this program hard to maneuvre and find links It was to be free, and I got charged 83\$ The chat man was not getting what I needed so I deleted that

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2855	202025870	2022-02-24 15:02:55	TurboTax Online Deluxe	1	2022 tax returns	It very misleading FREE is not FREE when you do direct deposit it an additional \$39 00 unless you have a service code that doesn't exist This will be the last time I use the FREE tax filing with them For a total of \$ 117 00 but FREE
2856	202026600	2022-02-24 15:18:58	TurboTax Online Deluxe	3	Software issues	This year I had both my federal and state refund rejected and had to refile because software was not up to date I also selected the free file and somehow am ending up paying almost \$100 because I'm "efiling" this will prob be my last year to use turbo tax It has because a hassle
2857	202028312	2022-02-24 15:44:49	TurboTax Online Deluxe	2	Not really free	Turbo tax is easy to understand However, it is not really free I had to pay \$39 for federal, \$39 for state, and \$39 for something else
2858	202031127	2022-02-24 16:35:03	TurboTax Live Deluxe	1	COST TO MUCH	Why yall charged me 200 dollars to do my taxes when i thought it was free
2859	202035021	2022-02-24 17:45:12	TurboTax Online Deluxe	1	TurboTax is GARBAGE	Super duper helpful to say that it will be completely free and then right as I'm about to submit my returns, you tell me that I need to pay \$39 per return because I had an HSA Something that you neglected to mention while I was actually filling out the HSA section So thanks for that What a joke of a service
2860	202035966	2022-02-24 18:01:17	TurboTax Online Deluxe	1	turbo tax is misleading	turbotax says its free and then i was charged 120\$ by the end of my process!
2861	202043042	2022-02-24 18:11:14	TurboTax Live Deluxe	1	false advertising	said it was free for military and that you just upload your military w2 and that it would be free i did that and it was 119 dollars then when i thought i was done price jumped up to 150 i did everything myself and yet i paid them the process was so long i didnt even want to refile it with another website this was horrible never again!
2862	202036825	2022-02-24 18:17:12	TurboTax Online Deluxe	1	Getting expensive	Every year it's costing me more when they advertise free and I end up pay over 120
2863	202036912	2022-02-24 18:18:41	TurboTax Online Deluxe	4	Taxes	Happy with the product been using it for years not pleased to see your tv ads for free filing and than have to pay over \$100 to file
2864	202038610	2022-02-24 18:47:23	TurboTax Online Deluxe	1	I was charged 79 for a simple return	I do not like the fact that the website states that the service is free to file a simple electronic return, but still charged me a fee
2865	201984577	2022-02-24 18:57:53	TurboTax Online Deluxe	1	Frauds	You guys constantly overcharge for fees that you say will not be charged I can never use the free filing, even though I'm eligible Will be joining the class action suit against you guys Horrible tactics
2866	202040314	2022-02-24 19:19:18	TurboTax Online Deluxe	3	Hidden Fees	It's helpful and easy to use and file, however there are hidden fees They advertise that they are a free filing service, but they are not free I had to pay \$39 for a "filing fee" and then made me use their Deluxe package for another \$39 They did not give me the option to turn it down
2867	202047848	2022-02-24 19:40:19	TurboTax Online Deluxe	1	Tax	I feel like they took my money I They say you can file for free And I ended up paying \$117 00 That's not free Feel like they ripped me off
2868	202048509	2022-02-24 19:50:24	TurboTax Live Full Service Deluxe	2	False advertisement	I was super disappointed that I signed up for a free tax filing and at the end I had to pay that FULL price False advertisement Robert was extremely helpful but had I known I would be paying that whole amount, I would have went with another company or filed my taxes myself
2869	202042268	2022-02-24 19:56:19	TurboTax Online Deluxe	1	Not free	I was told it was free It was always free for me and now I had to pay \$117
2870	202044004	2022-02-24 20:29:37	TurboTax Online Deluxe	3	unhappy	I AM UNHAPPY YOU CHARGED ME WHEN IT WAS SUPPOSE TO BE FREE
2871	202045374	2022-02-24 20:55:42	TurboTax Online Deluxe	1	RIP OFF	They promote the free tax filing and then make you upgrade Pretend the upgrade is only \$29 and then once you get to end the price is way more, and they dont allow you to remove the upgrade Won't be using them again in the future
2872	202053929	2022-02-24 21:29:15	TurboTax Live Deluxe	1	turbo tax suck	turbo tax sucks they have hidden fees, nothing is free they are liars service is the worst i will not be using this turbo trash and will make it my business to tell everyone i know not to use turbo trash
2873	202047531	2022-02-24 21:34:30	TurboTax Online Premier	1	There probaly is a cheaper way	Well it well until I uploaded my Ameritrade Info It wouldn't let me choose the free option anymore Even though I didn't sell any stocks It still wanted to the 1099B and wouldn't let me proceed without paying for \$51 plus tax upgrade So it added a line for \$0 and still charge me \$51 to file
2874	202054276	2022-02-24 21:37:10	TurboTax Online Deluxe	1	You're a bad company	I hate using your software You lobby congress in order to prevent free and painless Tax filing because you would rather wring as much cash from us as you can Shameless You claim to be free, but then charge us MORE money just to use our federal refund to pay for deluxe To hell with all of you
2875	202047842	2022-02-24 21:40:11	TurboTax Online Deluxe	1	This program horrible says free and cost me \$122	I am a retired and living on Social Securitiy only and told i need to file my tax return to receive benefits This program said it was free to file both state and federal but cost me plenty I could not efile if i didnt buy the prem plan Not using this ever again \$122 out of my pocket
2876	202047939	2022-02-24 21:41:36	TurboTax Online Premier	1	not actually free	advertised as free but its nearly impossible to complete your taxes without spending 100 dollars
2877	202054664	2022-02-24 23:47:52	TurboTax Online Deluxe	2	TURBO TAX IS EASY	I AM NOT HAPPY ABOUT THE PRICE I CLICKED ON THE FREE TURBO TAX BUT ENDED UP PAYING OVER 100 FOR THE FILING
2878	202061051	2022-02-24 23:59:39	TurboTax Live Deluxe	1	False advertisement	You're bait and switch with waiting till someone's put 3 hours into doing their stupid taxes and then saying you're going to charge him \$120 and then go through another hour of bs filing paperwork to find out you're actually going to charge them over \$200 when it says simple falls are free Just because the IRS doesn't call it's an easy form anymore does it mean it's not just as fing simple I promise you I will never use your system again and will tell everyone I know they shouldn't either Oh and have a nice day
2879	202057352	2022-02-25 00:39:20	TurboTax Online Deluxe	3	Expensive for free	Easy process but expensive They advertise free but it's not

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	2880	202057906 2022-02-25 00:50:48	TurboTax Online Deluxe	3	Program-good/fees-not so good :-/	I liked the program/formatting but It said FREE- but not happy with the fees-wouldn't let me go past unless I upgraded Not Cool!
	2881	202058607 2022-02-25 01:04:53	TurboTax Live Full Service Deluxe	1	Turbo tax sucks	Online it says file for free, however when I went to checkout it charged me \$350 Won't be using turbo tax again
	2882	202064202 2022-02-25 01:18:24	TurboTax Online Deluxe	1	Forced to Upgrade	I don't have that complicated of taxes Its literally 3 forms But apparently, having an HSA means you automatically have to pay at least \$75 to complete the tax forms on a site that claims to file your taxes for FREE Wish I would have known that before I was 90% done with the process Don't false advertise If anyone knows any REAL free tax filing sites, I'll be looking to use someone else next year
	2883	202029737 2022-02-25 02:10:59	TurboTax Online Deluxe	1	Turbo tax lied!	Free, Free Free Free is a total lie and a scam! And I'm not talking about the fee to file state taxes
	2884	202062575 2022-02-25 02:36:08	TurboTax Online Deluxe	1	Unwelcome Reach Around	I felt personally violated by the way TurboTax advertised Free service and then waited UNTIL I WAS DONE ENTERING ALL MY INFO before saying "AaAAackshewally that'll be \$78"
	2885	202067017 2022-02-25 02:41:44	TurboTax Online Deluxe	2	Turbo tax sucks	I got charged 78\$ when it was supposed to be free
	2886	202031821 2022-02-25 02:45:40	TurboTax Online Deluxe	3	Numbers are accurate, service is not	It seems that every 3rd page is asking to buy the service while stating you qualify for FREE filing At the last page before being able to actually file the site says because of the type of filing payment is required Not sure how this is not bait & switch
	2887	202063534 2022-02-25 03:00:32	TurboTax Online Premier	3	lots of hidden fees, even with the free version	lots of hidden fees, even with the free version
	2888	202063841 2022-02-25 03:08:16	TurboTax Online Deluxe	4	User friendly, if tech savvy	If you have all of your files together for the year and know how to upload them or access all of your online accounts, then it is fairly easy to do If you are missing something, then you may end up having to pay due to not having a person there to help you through it The only portion that I didn't care for was when they give you the option to pay with your return or pay card If you don't purchase their premium service then you can't pay for it with your return Also, all advertising states that you can do your taxes for free, which is not the case
	2889	202064440 2022-02-25 03:23:54	TurboTax Live Deluxe	2	its annoying	easy to use but farrrr too many hidden fees told me it was free then it was \$119, then they too \$207 from my refund
	2890	202065011 2022-02-25 03:38:43	TurboTax Online Deluxe	4	TurboTax keeps adding charges	I used to love this, but now the free edition is \$39 for federal & \$39 for state Plus they get you for another \$40 to pay them to take the fees from your refund plus tax!!! Probably try some place new next year after I got hit with all these unexpected charges
	2891	202034797 2022-02-25 03:40:41	TurboTax Live Deluxe	1	Overpriced	I love how this *free service* is stealing over 200 from me like im not poor enough without America and every company screwing me
	2892	202035883 2022-02-25 03:59:51	TurboTax Online Deluxe	2	Turbox is NOT FREE!	Turbo tax lied saying it was free but if you live in the united states it is not free That should be mentioned when screaming the service is free I updated my phone number but it keeps saying it will send my updates to a different number
	2893	201983318 2022-02-25 04:37:49	TurboTax Online Deluxe	1	Turbo Tax Charges For Everything On Gawd	Honestly should've gone to home girl that said she would do it for free Turbotax said it was free then charges me \$200 Im already broke you taking money from a broke person that's is messed up
	2894	202067643 2022-02-25 05:05:34	TurboTax Live Deluxe	2	too much work for the money	it charges too much to do your own work they should have easier ways to upload forms especially for the price they advertise low and free but they are not
	2895	202074480 2022-02-25 05:31:45	TurboTax Live Deluxe	2	I am being billed 200 00 what happen to free	this was not a free file I thought filing was free
	2896	202093616 2022-02-25 06:03:18	TurboTax Online Premier	1	scam	It went from free to 100\$ for one form that was required
	2897	202097495 2022-02-25 06:24:51	TurboTax Online Deluxe	2	not free forced to upgrade to deluxe	i wanted free edition forced to upgrade to deluxes
	2898	202098181 2022-02-25 07:27:51	TurboTax Online Premier	1	Nickle and Dime Ya!!	I miss the days or free filing now they try to get money out of you any way they can Read the fine print guys! even their free is not free It's a bad day when you have to pay to file taxes that you have to pay already :(
	2899	202152548 2022-02-25 12:26:04	TurboTax Online Deluxe	2	Turbo Tax is ok	Didn't like the hold up and charges for simple every year taxes when it suppose to be free
	2900	202153677 2022-02-25 13:15:18	TurboTax Online Deluxe	2	definitely not free	Quit telling people its free if its not That is false advertising I barely had any income this past year I was eligible to file for free and still ended up paying over \$100 because it didn't give me an option but to upgrade about half way through the filing process Its very deceptive and infuriating
	2901	202154783 2022-02-25 13 52:54	TurboTax Live Full Service Deluxe	5	TurboTax is stress free & easy!	We had to make no in-person visits, with a busy schedule this worked out great for my family and I Our taxes were not \$0 to file, so they should make that a lot clearer in advertisements they amount we paid is usually what we pay each year for tax preparation
	2902	202162202 2022-02-25 16:14:06	TurboTax Live Deluxe	3	There are hidden fees It is supposed to be free	It cost me 200 dollars when it was supposed to be free
	2903	202163064 2022-02-25 16:33:41	TurboTax Live Self-Employed	4	TurboTax is okay	Overall I did not engage with a agent I did it all by myself it was super easy the only thing I dislike and that's why I rated this is the price I've been using TurboTax for a couple years now and it's just so expensive but it always says when you see the commercials that it's free



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2904	202165584	2022-02-25 17:20:52	TurboTax Online Deluxe	2	chhhh	I had to stop clear the form and start over at least 4 times Although it says free to file, every time I got half way through it I noticed it was charging me to file I was charged even without upgrading to another package I considered my return a simple return The charges were federal, state, and if you wanted them to take their fee out of your return, there was a charge for that as well In addition I believe there should be a clearer section to file for retired military I felt it took some navigating that could have been avoided by just simply asking if you are retired Military and do you have a form 1099-R With answering yes to those, it should bring up where to fill in and done
2905	202172476	2022-02-25 17:30:54	TurboTax Online Deluxe	4	BETTER THAN H&R BLOCK	I basically filed my entire return on H&R block, which was so shot-through with bugs and errors that I couldn't file it TurboTax allowed me to file and provided prompt online help to sort out the inevitable bug or error Somehow, the free file ends up costing \$200, but that's a small price to pay in our late capitalist kleptocracy!
2906	202098338	2022-02-25 17:42:37	TurboTax Online Deluxe	3	Typical free but not free BS	went through the first time and filled everything out, upgraded to the next level because i would have gotten more money back that way i get to the end and realized that its double the charge of what it was i couldnt go back and undo it, so i had to go restart the entire process because i had a specific retirement thing i had to get the upgraded version it wouldnt let me complete it otherwise so if spending money was unavoidable then why advertise as free? if its going to be mandatory like this, id rather spend my money elsewhere this will be my last year using this service
2907	202098614	2022-02-25 18:15:03	TurboTax Live Deluxe	5	nothing free be honest	Crazy how they advertise free filing for your taxes but yet they always finesse at the end quit advertising free filing and then all the sudden fee for this fee for that just be honest up front and cut the b s
2908	202174729	2022-02-25 18:22:53	TurboTax Online Deluxe	1	its not free	False advertisement you say its free but in the end it cost
2909	202169804	2022-02-25 18:34:13	TurboTax Live Premier	1	Classaction should be fun	I mean do i really have to explain Watch Last Week Tonight's segment on free tax prep
2910	202098789	2022-02-25 18:42:05	TurboTax Online Deluxe	2	Free free free, free free free? Yeah right!	Not only was it *not* free, it cost over \$70 I don't think they should advertise *all* over the place Free free free free Because that's a lie Free shouldn't be their slogan, if you have 1 little thing, it's no longer charged so When my teenager comes of age, I bet it'll be free for her
2911	202170996	2022-02-25 19:01:29	TurboTax Live Deluxe	1	Overpriced	Thought it was free Turns out it wasn't I like the old version
2912	202172197	2022-02-25 19:25:42	TurboTax Live Deluxe	1	DECEIVING	DON'T SAY SOMETHING IS FREE WHEN IT IS NOT FREE! THANKS
2913	202172441	2022-02-25 19:30:17	TurboTax Live Full Service Deluxe	1	I will not be using Turbo Tax in the future	I was initially told that I qualified for a free return filed for me by a tax accountant because my return was classified as a 'simple return' I proceeded to file with a tax expert, and at the end of the process I was charged \$250 At no point in the process was I told that my return did not qualify for the promotion For this reason and the lack of communication I experienced, I will not use Turbo Tax in the future
2914	202178906	2022-02-25 19:54:16	TurboTax Online Deluxe	1	TurboTax takes advantage of late stage capitalism	TurboTax has a scammy vibe in general, so none of this is really news I got to the end of filing, only to find out that it's going to cost me \$70 to file because my former employer claims to have contributed to my HSA account Apparently this distinction validates TurboTax allowing me to complete the process thinking it would be free, only to notify me at the very end that I have to pay It is not surprising to me, but it is definitely disappointing to see TurboTax take advantage of people already suffering from a pandemic, potential war, and late stage capitalistic economic turmoil But you gotta make sure you squeeze that last dollar out of us, right? At the very least, you should be more upfront about your charges, and you should make a clear explanation as to why such a small difference on my W-2 warrants a \$70 increase in what I have to pay Not a good look, and the whole thing felt really icky
2915	202175069	2022-02-25 20:30:22	TurboTax Online Premier	2	blehhh	say 100 times that theyre free but end up charging you over 100\$ anyways also its confusing and they dont let you go back and change your mistakes, you have to go through all the questions again
2916	202175370	2022-02-25 20:37:40	TurboTax Live Deluxe	2	ok	i thought it was free, it wasnt =( will try for other free websites next year
2917	202175437	2022-02-25 20:39:25	TurboTax Online Deluxe	3	TurboTax	It was extremely complicated and it wasn't free I feel like was ripped off, but it had to be done so I completed my tax return
2918	202175730	2022-02-25 20:46:11	TurboTax Online Deluxe	3	Nice	Wish they didn't charge you they say it's free but it's not
2919	202181927	2022-02-25 20 53:48	TurboTax Online Self Employed	1	Turbo Tax SUCKS	Went from Free to UPGRADE NOW!!! ONLY \$120 every 5 pages On top of that, if I want self employment tax breaks I need to pay an extra \$89 on top of filing state taxes which is now \$39-\$49 So that's more money out of my pocket Not that my refund is that big anyways, It's like a hidden tax on top of my regular taxes Thanks for Fing nothing!! D >=^(
2920	202176278	2022-02-25 20:58:38	TurboTax Online Deluxe	1	Fees	I don't like how I got charged for taxes when it said free and then it would give me the discount
2921	202182986	2022-02-25 21:16:38	TurboTax Online Deluxe	1	it isn't free	why are you gaslighting people into thinking its free
2922	202177482	2022-02-25 21:24:26	TurboTax Online Deluxe	3	Turbo Tax	I really like the convenience Turbo Tax offers I just am very upset that I get charged \$17 to E-file my taxes They claim it's free but it's far from that It's a shame because I do like using them
2923	202180464	2022-02-25 22:25:14	TurboTax Online Premier	4	TurboTax makes taxes easy	Everything was great/easy, but the amount of advertising of "Free" when it's really not is a little silly
2924	202189763	2022-02-25 23:53:05	TurboTax Live Deluxe	3	Turbo tax is deceiving	Every year I end up paying over \$200 to do my taxes for free

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
2925	202187613	2022-02-26 01:04:12	TurboTax Online Premier	4	Turbo	I receive emails from Turbo Tax advertising their program for free Mine has never been free so I wonder why I get those misleading emails?
2926	202194223	2022-02-26 01:34:33	TurboTax Online Deluxe	1	Turbo tax is a lying money hungry system now!	For 7 years I have used Turbo Tax and for the last 3 years I have been anything but happy with my returns They straight up lie saying its free even for the most basic filing types This is the final year I will use this awful service, it just cost me \$120 to do a free file with only 1 w-2 Goodbye Turbo tax, I wont miss you since this is how you treat loyal customers and the \$10-15 increase every year I filed with you So long!
2927	202189942	2022-02-26 01:56:56	TurboTax Online Deluxe	4	TurboTax is easy	It guides you all through the process Just wish it was free like advertised
2928	202195194	2022-02-26 01:59:25	TurboTax Live Deluxe	3	Turbo tax can be misleading in their advertising c	I found it very confusing the way it's advertised as a free service then a charge of practically \$100 00 for one schedule alone
2929	202190830	2022-02-26 02:19:21	TurboTax Online Premier	2	Forced into PAID versions	It is nice to have the system remember your information and carry it forward However you start off with the advertisement of Free, and get forced into paying after you have so much time invested
2930	202190991	2022-02-26 02:22:48	TurboTax Live Deluxe	3	Disappointed with promise of credit and paying	Really disappointed that I was charged to have it direct deposited when I already upgraded to the top I would have thought maybe it would have Been covered like in past years Very disappointing! Also was told to log in for turbo tax to be free in a email and yet none of it was free
2931	202193953	2022-02-26 03:28:55	TurboTax Live Deluxe	3	It's Okay	It's aight, nothing special However it needs to stop claiming their services is free
2932	202194322	2022-02-26 03:36:24	TurboTax Online Deluxe	2	Just annoyed	Just not happy, it says you can file for free but this is my second year and you still pay for turbo tax fees
2933	202195319	2022-02-26 04:02:45	TurboTax Online Deluxe	3	DISTURBED	I WANTED TO DO THE FREE TURBO TAX BUT THIS PROGRAM MADE IT WHERE I HAD TO PAY !!!
2934	202197513	2022-02-26 05:22:13	TurboTax Online Deluxe	1	not free	not free like all the ads say but easier than hnr block
2935	202197674	2022-02-26 05:27:30	TurboTax Online Premier	2	somewhat misleading advertisement	I like turbotax because the guidance is very easy to follow what I do not appreciate is the misleading info about free filing and at the end I ended up having to pay and I still don't know why when I know I didn't add any extra services
2936	202197806	2022-02-26 05:32:04	TurboTax Online Premier	2	easy to use but thieves	how can you force someone to pay for an upgrade to premier for \$70 and then make them pay an additional fee of \$50 to file their state taxes when it supposed to be free? that should be illegal Your basically punishing me for paying YOU more money
2937	202201049	2022-02-26 10:54:14	TurboTax Live Deluxe	3	free but still charges	well im pretty new to filing taxes but i found out through turbo tax that if you file before 03/1 you will be free of charges but after filing i still had to pay
2938	202204313	2022-02-26 13:37:45	TurboTax Online Deluxe	1	Tax Returns	This site is awful it charge me but it suppose to be free
2939	202210831	2022-02-26 16:01:40	TurboTax Online Premier	1	Nothing but Fees	Start for free is joke While applications exist to help you do your taxes for free, TurboTax is absolutely bent on getting at least \$100 from you for using their software I knew in the beginning that I would have to pay at least \$39 for entering our Crypt Currency accounts, but by the end somehow they charged me \$150 Importing Crypto is an absolute nightmare They won't let you summarize even when importing info from your Crypt wallet (in the file format they ask for) you will still have to go through EVERY single transaction For us that was 191 transactions Then you get a surprise bill at the end Sweet
2940	202212439	2022-02-26 16:32:09	TurboTax Online Deluxe	2	TURBO HIDDEN FEE	SUCKS TO WANT TO FILE FREE BUT THERE ARE HIDDEN FEES PAID 117 FOR WHAT SHOULD B FREE
2941	202214308	2022-02-26 17:12:03	TurboTax Online Self Employed	1	Turbo Tax takes advantage of people	You say it is free then force people into paying for services they don't need You are one of biggest problems with current tax system Thanks for all your help
2942	202216297	2022-02-26 17:56:34	TurboTax Online Deluxe	3	Be Upfront	It does it's job But I felt snipped this time around because it advertised free filing I selected this option but then by time I was ready to submit, that's when the program decided to let me know that the free version does not support the child and dependents deductions If it does let you know ahead of time, then it certainly was not obvious So that was \$70 wasted Also, if my previous year's AGI and driver's license info is needed, this should come up way earlier in the filing Not at the very end after I've already been asked if I'm ready to review and submit
2943	202222963	2022-02-26 18:17:26	TurboTax Online Deluxe	1	These people are cheats and liars	You're supposed to be able to file for free, yet when you get to the end they charge you \$40 And now they're also charging \$40 for state filing? Going to find a new way to file next year
2944	202218803	2022-02-26 18:46:35	TurboTax Online Deluxe	4	Turbo Tax is easy to use but disappointed	Easy to use but disappointed that it's a bate and switch Says it's free online but then charged to used
2945	202220177	2022-02-26 19:18:28	TurboTax Live Deluxe	1	Hidden Fees TURBOTAX IS TERRIBLE	Turbo Tax used to be great but now even when you click the free option they still charge an arm and a leg to process your returns for you Their marketing and advertising is misleading And if you want to pay these charges with your tax return they charge an additional \$40 I did not want to use the live deluxe version but I could not file without paying over \$100 for something I didnt even want or need Turbotax is complete garbage and I will never use this service again
2946	202226240	2022-02-26 19:30:08	TurboTax Online Deluxe	2	false advertisement	You advertise free or low cost but when it comes down to it, it charges you double the price it quotes
2947	202220994	2022-02-26 19:35:46	TurboTax Live Deluxe	2	Misleading	Frustrated that they waited until the end (1 hour later) to tell me I wasn't eligible for the free tax return Weird to pay 150+ to do it yourself
2948	202200545	2022-02-26 19:48:31	TurboTax Live Deluxe	1	TURBO TAX IS B S THERE IS NOTHING FREE ABOUT IT	THERE IS NOTHING FREE IT IS BULL S IN ORDER TO FILE YOU MUST USE THE DELUX FILING WHICH IS 200\$ PLL WILL NEVER USE TURBO TAX

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2949	202221652	2022-02-26 19:49:05	TurboTax Online Premier	2	It works I guess	It's not even remotely free They basically force you into the premium plans in order to use any stock or crypto forms The HSA and other forms are extremely complicated There are not enough redo/undo options so you're stuck constantly restarting from the beginning if anything gets messed up I will NOT be using turbotax next year What a joke
2950	202221862	2022-02-26 19:53:44	TurboTax Online Self Employed	5	Works as designed	Turbo Tax steps you through all necessary forms Straight forward and efficient Their adds on TV are somewhat misleading about being FREE, FREE, FREE They're not
2951	202221881	2022-02-26 19:54:07	TurboTax Online Deluxe	2	not easy to use if you use the "free"not really vr	lies lies lies more lies not free not even close to free and if you get the cheapest version that is offered it is not user friendly
2952	202221901	2022-02-26 19:54:37	TurboTax Online Deluxe	3	Wish it really was file for \$0 00	It was much easier to use this year - however I do feel like the advertisement of \$0 is not accurate
2953	202227734	2022-02-26 20:00:42	TurboTax Online Deluxe	2	Scam	This service advertises as free, but then makes you pay money in order to get certain parts of your refund fake
2954	202222271	2022-02-26 20:02:47	TurboTax Online Deluxe	2	Why have a free option if I have to pay at the end	The experience was fine up until the end when I was trapped into paying for a service that was said to be free Twice early in the site I had selected an option that was \$0 But when I got to the end of filing I was forced to select to go to turbo tax pro I don't understand why it is this way If I have to pay, tell me that from the beginning Don't trap your users into paying at the very end It leaves a very sour taste in the mouth Especially being young and not filing taxes until this year The process was fine, just don't trick me into paying for something you said you would do for free
2955	202228309	2022-02-26 20:11:52	TurboTax Live Full Service Deluxe	3	TOO EXPENSIVE	I need help with my return and they conned me into getting deluxe saying it could be changed at the end where it would most likely be free of charge NOPE THEY TOOK OVER \$300 of my hard earned money
2956	202222852	2022-02-26 20:15:18	TurboTax Live Deluxe	3	getting too expensive when its supposed to be free	Don't like the price when its advertised free all the time I wasn't given an option for free filing Prices are starting to get as high as having someone prepare it in person As far as the products go its easy to use and not confusing so that part is fine
2957	202224093	2022-02-26 20:43:54	TurboTax Online Premier	1	Not FREE at all	Ridiculous Filing taxes are not free as they promise There's always an extra charge that you HAVE TO accept in order to file your tax return I could have hired HR Block and pay half That's what I'll do next year
2958	202224644	2022-02-26 20:56:01	TurboTax Online Premier	2	Easy but annoying	Taxes in general are annoying and could easily be done for the American people but that doesn't make anyone any money Turbo Tax makes it simple but push the file for FREE aspect and its never free At every corner its you need to upgrade to this or that, or you can't file
2959	202230573	2022-02-26 20:59:31	TurboTax Online Deluxe	2	Deceptive Free Filing - NOT REALLY FREE	I selected the free filing application and completed my full return When I got to the last step to pay the system forced me to upgrade to the \$39 each service because I receive the Hope credit I ended up having to pay \$78 in filing fees That's not fair It should have stayed free I only received \$29 back from State, but had to pay a \$39 filing fee That's ridiculous
2960	202230852	2022-02-26 21:05:13	TurboTax Live Full Service Deluxe	1	Bait and switch/False advertising	I was lead to believe my filing was to be free before I started Come to find out that to file I needed to pay over \$300 to file my taxes My tax representative helped me get the cost down, and I am not mad at her I am mad at the business practices of the company itself Luring people in with false advertising If they were honest, and still decided to choose the company even though it costs a lot, I would be leaving a 5 star review However they were dishonest, and thus here we are
2961	202225781	2022-02-26 21:21:03	TurboTax Online Deluxe	2	TurboTax is Misleading!	TurboTax says the free version is only for simple tax returns and that is a fine statement to make However it is misleading on just what a simple tax return is A person can have only their manually inputted W-2 and 1099, and will think that their return will be a simple return However, as soon as they qualify for a tax credit of any kind they are forced to upgrade to the Deluxe version with no option to not claim the tax credit and keep going with the free version TurboTax! Get your act together Either explain upfront what constitutes a simple tax return, or allow people to not claim something that forces them to pay for a service they thought they were getting for free
2962	202226604	2022-02-26 21:37:36	TurboTax Online Deluxe	3	Misleading not free	Misleading not only was not free Would forced me to purchase a 30 version that at the en was 100
2963	202226747	2022-02-26 21:40:12	TurboTax Live Deluxe	3	Nope	Advertise that it is free to file and I was charged over 200 00 I could of went to a tax preparer
2964	202232817	2022-02-26 21:50:06	TurboTax Online Deluxe	1	False Advertising	Been using TurboTax for years with minimal fees This year, made less than last year and paid more in fees Why is this company advertising FREE to do your taxes?
2965	202228348	2022-02-26 22:12:44	TurboTax Live Deluxe	3	File for FREE? Yeah, right?	I thought that I was filing for FREE \$170 later, I filed my REALLY simple Federal and State returns
2966	202228794	2022-02-26 22:21:49	TurboTax Online Deluxe	2	Keep raising "Free" among other new fees	Charging \$39 to use our refund to pay Turbotax is doubledipping, kind of defeats the purpose of a "free" tax filing service Having to upgrade just because I have an HSA also is very frustrating Do better Turbotax
2967	202229890	2022-02-26 22:43:51	TurboTax Online Deluxe	3	TurboTax is not free	Filing a simple return with one W-2 and a 1099-NEC went from a free filing to \$68 filing For a student, that matters
2968	202231118	2022-02-26 23:11:28	TurboTax Online Deluxe	5	love TurboTax	Easy to use but not free like it said when i started

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2969	202232494	2022-02-26 23:42:32	TurboTax Online Deluxe	1	Disappointed Customer	While the product is so so I contacted the service regarding the commercial to offer services for free After several days of phone tag I was able to work with a representative who sent me a service code that I expected to allow me to file my simple return for free and that was not the case Because a \$20 deduction was being offered it did not remove anything from the remaining fee and I still had to pay \$39 to file my simple return As a single person with no children the offer of free is misleading and I will be looking to pursue other avenues to file my returns in the future unless my status changes
2970	202232604	2022-02-26 23:44:53	TurboTax Online Premier	1	Not Upfront About Cost	They kept saying file for free and it was not free after I selected that method of filing my taxes They kept adding in fees and making it more difficult
2971	202232780	2022-02-26 23:49:19	TurboTax Online Deluxe	1	Free on cost you \$120	its already a long process and you charge for every little thing as you think your about done, plus once you start the filing process (of whats supposed to be free) your stuck knife to the throat PAY UP!!!
2972	202238099	2022-02-26 23:51:36	TurboTax Live Deluxe	2	Turbotax likes to add FEES!	I chose the free file option and turbotax still managed to steal 88 dollars from me
2973	202234911	2022-02-27 00:36:43	TurboTax Online Deluxe	3	turbo tax is not free	dont advertise free when you charge for services and
2974	202235544	2022-02-27 00:52:39	TurboTax Online Deluxe	3	It's OK	It start for free, then its 39 99, then it ends up at 78 99 Other than that it is good
2975	202236653	2022-02-27 01:18:03	TurboTax Online Federal Free Edition	4	Easy for the most part	The free file bait and switch is a little misleading, but for the most part its as good as any online tax software
2976	202241992	2022-02-27 01:30:41	TurboTax Online Deluxe	2	File for Free is a lie	The process is easy but by the time you get to the end of the process it's far from free like it claims to be I'll be going back to my CPA since I paid the same amount on here as I do to let someone else file my taxes
2977	202237339	2022-02-27 01:33:20	TurboTax Live Deluxe	2	Thanks for the help, but website was misleading	I decided to file my taxes online this year after seeing ads from TurboTax claiming I could file online for free However, after filling out my tax information, I was then prompted to purchase TurboTax Live Deluxe before I could file my taxes There was apparently no other way I could file my taxes on the website, so I made the purchase thinking it would be refunded Turns out it wasn't, and I ended up paying >\$100 more than what I would have for an ordinary edition of TurboTax I've used TurboTax every year and I am happy with it, but this ordeal has really rubbed me the wrong way and I hope it can be sorted out, as I requested a refund almost immediately Not sure if I was misled or misinformed, but despite being advertised as free, I've ended up paying more than what I normally do to file my taxes this year
2978	202243990	2022-02-27 02:32:17	TurboTax Online Self Employed	2	Turbo Tax is a thief!	Turbo Tax free is an outright lie! For every little thing there is another fee You took your money from us before making sure all was ready to file We do NOT plan to use Turbo Tax again next year
2979	202240076	2022-02-27 02:38:34	TurboTax Online Deluxe	1	Glad its done but so much for free free free	I paid \$78 00 then got hit with \$4 88 in taxes which brought me to \$82 88 The fact that they advertise that its free is a joke! It's never been free even before I owned my home
2980	202240160	2022-02-27 02:40:34	TurboTax Online Deluxe	3	taxes	You always advertise that it is free but by the time I am done, you all want some money To me, that is not right Just because I make to much or need different forms, you charge me That is not right
2981	202240624	2022-02-27 02:53:36	TurboTax Online Premier	2	Always Trying to Up Sell You	I had stopped using TurboTax several years ago and I guess I needed to have a reminder of why, when I decided to use them this year I am so tired of hearing FREE when unless you are in a small minority of tax filers, it is not free
2982	202246381	2022-02-27 03:43:23	TurboTax Online Self Employed	1	Free Filing advertisements are BS	The only reason I even decided to use turbotax this year because of their heavy advertisement for free filing * It's a scam just meant to get you on their site The kicker is they will deny your refund request even if you didn't complete filing your taxes Do yourselves a favor and learn to file them yourselves, they charge entirely too much
2983	202216290	2022-02-27 03:56:15	TurboTax Online Deluxe	1	TurboTax is absolutely terrible and a ripoff	they're free and then when they tell you they aren't toward the end of filing they suddenly go oh and you cant just pay \$39 for the cheapest option you get to pay \$117 explain it to me please cause this is idiotic and scummy
2984	202246681	2022-02-27 03:56:21	TurboTax Online Deluxe	1	Service sucks and will scam you into paying	It was all free untill i was forced to enter my 1095a which applied a credit that i couldn't decline The credit \$99 i didnt want it but was forced to claim it i was never presented with an option to opt out of receiving the credit and filing for free and had to shell out full price for Deluxe just so i could file
2985	202243067	2022-02-27 04:01:47	TurboTax Online Deluxe	2	Not free	Kept getting emails saying to get my taxes done free and others with get a \$30 discount Well Sure the discount was applied but i ended up paying \$117+ thats not free Ok, yes i read the you need the deluxe turbotax I accepted it, was supposed to be \$39 Well no, it wasn't I got charged some other fee's as well and yeah Not happy why didn't they mention all those other fee's? I'd pay either way but don't like how it magically added up more than my "free" or "discounted price" Just tell me upfront
2986	202217388	2022-02-27 04:20:34	TurboTax Online Premier	1	Thieves and liars	0% chance of being free to file, no matter how hard I tried, I got stuck paying \$167 to file went to google to find discount codes, found some, clicked on them, went through the filing process and the discount is gone so I'm paying full price again \$4 billion in profit from suckering everybody into paying for free filing, I pray that they lose the lawsuit and are forced to pay out/back to everyone they scam
2987	202243849	2022-02-27 04:27:13	TurboTax Online Premier	3	turbo tax took my money it's suppose to be free	I had a hard time and you're site claims to be free Its charging more then I expected And what I agreed to
2988	202218234	2022-02-27 04:34:28	TurboTax Online Deluxe	3	Good software but it's not free as advertised	I would have given 5 stars but they kept lying about it being free before giving me the bill

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2989	202244677	2022-02-27 04:54:35	TurboTax Online Self Employed	1	Turbo tax is awful	As I got to the end of our taxes it should have been premeire not self employed they say turbo tax is free that's a lie I got charged by having it taken out of my return I was getting 349 but got charged 2 fees for some darn resin I will not be referring Or using them next year
2990	202245284	2022-02-27 05:11:01	TurboTax Online Deluxe	3	ehh	was very easy and loved the pics but the price was misleading, my "free" return of course didn't turn out free
2991	202247459	2022-02-27 06:34:34	TurboTax Online Premier	1	Said it was free, but it's not	Very disappointed this year The site says it's free to file simple returns, which I have, but I was charge over \$100 There is no free file this year I will go with another company next year Don't recommend turbo tax
2992	202247499	2022-02-27 06:37:25	TurboTax Online Deluxe	1	NOT FREE!!!	NOT FREE!!, EXTRA CHARGE FOR BANK DEPOSIT! UNNECESSARY NEED TO UPGRADE, OVER \$110 JUST TO FILE A SIMPLE RETURN TOO MUCH MONEY!!
2993	202247932	2022-02-27 07:06:37	TurboTax Online Deluxe	2	Just meh	A lot of the time the tools that are supposed to be helpful don't work They claim to be free but force you to upgrade to file your taxes
2994	202255824	2022-02-27 14:45:05	TurboTax Online Deluxe	3	Fees	I think its funny how in the beginning its free to e-file but by the end of it you have to pay
2995	202256077	2022-02-27 14:51:14	TurboTax Online Deluxe	4	turbo tax rocks	easy and all questions answered, not free like they say but not to expensive
2996	202256707	2022-02-27 15:05:10	TurboTax Live Deluxe	4	Turbo tax was easy to use	Deceptive at start as to what it would cost and once done u r stuck paying
2997	202258324	2022-02-27 15:29:15	TurboTax Online Deluxe	1	They hide all the fees until the very end	What a joke All commercials I see are for free tax filing Then I don't even get that option I had to pay \$39 EACH For federal and state THEN, I chose to pay with my refund WHICH COSTED ANOTHER \$39!!!! Are you serious??? I'll never be using this site or app again
2998	202259822	2022-02-27 15:59:02	TurboTax Online Premier	3	turbo tax is too expensive	turbo tax is expensive, especially for us seniors You advertise FREE but I wind up paying over 100 00 Yikes!!! Please give it back I need it
2999	202261718	2022-02-27 16:37:17	TurboTax Online Deluxe	1	NOT FREE!!	We did not select any extras or help and it charged me \$60 something for us doing it ourselves What happened to TurboTax Free filing?? We will not use it again if hidden fees are going to come up Please review and let us know why we were charged
3000	202263496	2022-02-27 17:14:28	TurboTax Live Deluxe	2	Need help	Its post to be free and i was charged \$207 and it was post to be free
3001	202264956	2022-02-27 17:44:20	TurboTax Online Deluxe	1	A BIT DISAPPOINTED!	SAYS ITS FREE TO FILE BUT THEY MANAGED TO GET MONEY ANYWAYS! MY TAX RETURN WAS AS SIMPLE AS COULD BE DONT UNDERSTAND WHY I WAS CHARGE JUST FOR A SINGLE 1040 RETURN NOT THAT HARD PEOPLE
3002	202265263	2022-02-27 17:52:05	TurboTax Online Deluxe	1	HORRIBLE!!!	Claims to be free, then "oh, sorry its not" ended up paying more than \$100
3003	202265616	2022-02-27 18:00:08	TurboTax Online Premier	4	Very easy to use	Easy to use and file my own taxes, I think they advertise as free and I didn't see any free options
3004	202267123	2022-02-27 18:33:53	TurboTax Live Deluxe	2	False statement	You said it was free but it was not Then you charge for Federal and then a separate charge for state My last year of using T T
3005	202273358	2022-02-27 18:43:09	TurboTax Live Deluxe	1	Awful and misleading on purpose	If you are going to advertise that simple tax refunds are free do not then charge almost \$200 for the whole experience it took hours to do my very simple refund and they charge me instead of it being free like advertised I qualified for the free simple tax refund and was still charged First and last time using turbo tax I was told by others it was a scam but now I see they were telling the truth I will not be using this again
3006	202267913	2022-02-27 18:52:16	TurboTax Online Deluxe	1	upset	I thought turbo tax was free I was only getting back \$158 00 when they took all your fees I am getting \$33 00
3007	202273879	2022-02-27 18 54:32	TurboTax Online Deluxe	1	Scam you ouy of money	They asked some stupid questions and congratulated me on getting a \$2 tax break awesome thing is, the free version does not cover this whopping \$2 you have to pay upgrade to the useless premium version for \$40 dollars to get the \$2 they do not give you the option to refuse the \$2 I don't get a huge return, so 40 dollars is a lot I didn't want to start over so i paid it will not use them next year or recommend to anyone thanks for the 2\$ Turbo Tax lmao!
3008	202268312	2022-02-27 19 01:42	TurboTax Online Deluxe	2	Easy but upsetting	Turbotax is easy to use However, they state that you file for free but at the end it costs us money to file them Nothing for renting an apartment?
3009	202274641	2022-02-27 19:11:36	TurboTax Live Deluxe	1	The worst company to file with!	Turbotax is typically easy to use However, they're scamming military members I will never, ever, use them again They tell you it will be free and then charge you for products you didn't use Turbotax should be ashamed and refund all US service members it's stolen from
3010	202268960	2022-02-27 19:17:37	TurboTax Online Deluxe	1	Forced to pay for it now	It says free until you get to the very end where it forces you to upgrade
3011	202269288	2022-02-27 19:24:17	TurboTax Online Deluxe	3	Still decent	Pretty good software for doing taxes but no longer free for federal like it always claims
3012	202269498	2022-02-27 19:29:32	TurboTax Online Deluxe	4	Turbo Tax Easy to use	it's easy to use year after year I don't have deductions and such The only thing I always see it's free to file I have paid every year for 8 years that I use this Is that taken into consideration when I file the next year?
3013	202249184	2022-02-27 19:30:25	TurboTax Live Premier	1	PUCKING SUCKS	There is always some bullish with yall I was told it was 203, but was charged 242! Stop with the dumb commercials with Free free free That is a total lie lie lie! If I could find another tax company yall would get the boot!
3014	202269550	2022-02-27 19:30:41	TurboTax Live Deluxe	4	it was good	it tells you that its free but there's a lot of other things that you have to paid for so its not really free
3015	202271572	2022-02-27 20 09:12	TurboTax Online Premier	4	fairly easy to use	Simple tax prep but still cost \$147 for Fed, State and e-file, that's a little more than FREE FREE FREE
3016	202272284	2022-02-27 20:23:10	TurboTax Online Deluxe	4	Easy to use, but defenately not free	Easy to use, especially if used before Disappointed that they say the program is free, but then when you go to file the fees get stacked on

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3017	202272338	2022-02-27 20:24:24	TurboTax Live Deluxe	3	FORCES YOU TO PAY	Don't go into this thinking you won't pay If you have dependents, thats 110 off the bat but they don't inform you of this until right at the end, then 50 to file your state It aint "free"
3018	202273518	2022-02-27 20:46:24	TurboTax Online Deluxe	2	CHARGED ME WAY TOO MUCH TO FILE SAYS ITS FREE	SAYS ITS FREE BUT IF I WANT TO REPORT MY HSA I HAVE TO PAY REDICULOUS
3019	202273915	2022-02-27 20:55:14	TurboTax Online Deluxe	3	its ok	You always say Turbo tax is free but somehow you always end up charging me at the end!!!
3020	202274049	2022-02-27 20:58:34	TurboTax Online Deluxe	5	It's Great	I have been using TurboTax for many years and find it easy to use It seems to be thorough and I have yet to have issues from using it Will continue to use it It annoys me that they advertise on TV that their service is free When my wife and I only have a basic return and it is still not free That is my only complaint If a couple filling just basic taxes is not under the free terms, what is?
3021	202274320	2022-02-27 21:05:03	TurboTax Live Deluxe	4	not really 0 dollars but worth it	My total to file wasnt crazy but also wasnt zero as advertised Nonetheless, the live tax expert I got the second time around was so great and helpful, chatted through the entire process and was able to get it done within an hour or two
3022	202274406	2022-02-27 21:07:03	TurboTax Live Deluxe	2	Pricey	The system is easy to use but the cost is a little deceaving They say free but it is not no where close to being free
3023	202275074	2022-02-27 21:20:34	TurboTax Online Deluxe	1	Misleading	Easy to use, but all their marketing makes it sound like it's free to file your taxes with them It is not After you're done filling in all the information (which takes a while), they tell you that you HAVE to upgrade in order to file So, since you spent all that time filling in the boxes, you don't want to have to do all of it again, so you pay anyway I will not be using TurboTax ever again
3024	202275393	2022-02-27 21:25:41	TurboTax Live Deluxe	1	horrible	This is the worst tax company ever I started with free tax with you and at the end it charged me \$168 dollars!!!! I want that money back to my card you misrepresent your free service and I am not happy!! and then the live chat was horrible to communicate
3025	202275492	2022-02-27 21:27:24	TurboTax Online Premier	1	Turbotax sucks	They advertise free filing but then charge you over \$100 for it
3026	202282780	2022-02-27 21:49:59	TurboTax Live Deluxe	1	I feel like I was duped price wise	I could have paid the same amount to have my taxes prepared by someone else and receive the support and relieve stress in doing so I will not be using this service again When I started the service was free, then half way through jumped up to \$119 and then jumped another \$49, by then end it was over \$200! Last year I paid \$220 and the lady did literally everything for me Way less stress of doing it solo, way more support, and in person Also Turbo Tax changed my refund halfway through and I could not figure out why Very frustrating Why pay \$200 to wait 17 minutes to get chat support online when you can just bring it in to a preparer for the same amount and get answers instantly?!
3027	202250497	2022-02-27 21:50:17	TurboTax Live Deluxe	2	Payment	If it's free let it be free I didn't get a certain tax break because you made me upgrade When I started over it still had me pay that amount forcing me to upgrade it's FALSE advertismment
3028	202283527	2022-02-27 22:05:43	TurboTax Live Deluxe	1	This site is a SCAM	I was informed I would be paying \$0 to complete my taxes UNTIL the very end after an hour and a half of spending time on it, it says I have to pay \$178! This was never said to me at any point during the process and I was forced into paying when I was told in the beginning that it would be FREE I will never be using this site again and I will inform everyone I know to not use this Very deceived and very disappointed
3029	202284001	2022-02-27 22:13:53	TurboTax Online Premier	1	Turbo tax has false free advertisement	I applied for free tax returns and got fees for Federal turbo tax and state turbo tax also I am a military member I had a WHOPPING \$152 in fees!!!
3030	202284690	2022-02-27 22:23:45	TurboTax Online Deluxe	1	SHT AINT FREE	YALL A BUNCH OF LIERS yall keep going on saying this site be free but it aint
3031	202278595	2022-02-27 22:25:38	TurboTax Online Self Employed	4	easy service	i have used them before easy t process Just don't like the extra fees when it states free filing
3032	202284944	2022-02-27 22:27:18	TurboTax Online Deluxe	1	turbo tax is a joke when they say it's FREE	turbo tax jipped me when it came too my taxes they charged me 102\$ for the most basic FREE package just because I didn't wanna pay the fees today and have it just get taken off my taxes they charged me another 39\$ just an fyi if you know someone that can file your taxes for less then 100\$ just do that, because they do all the work for you while you setback and relax while turbo tax makes you spend hours typing in numbers just for them too charge you up the but
3033	202278746	2022-02-27 22:28:45	TurboTax Online Self Employed	1	They advertise as free but take almost one fourth	This service was advertised to me for months in my emails as free if I did it by the close of February I now see that was just lies because now that I have filed Turbo tax has taken about 1/4th of my return I used this service for help with self employment and this is what I got, I probably will be taking my taxes to a family friend next time instead of the convenience if doing it at home, ill be happier with someone I can at a minimum trust
3034	202285588	2022-02-27 22:37:32	TurboTax Online Deluxe	1	Turbo tax	You wait until all info is entered, making you think it's free the whole time until the very end and you have no choice but to shell out \$40 for your own time and effort so you are able to file These are sleazy business tactics and I will never use this service ever again
3035	202285605	2022-02-27 22:37:44	TurboTax Online Premier	1	Makes it sound simpler, it definitely is not	Extremely disorganized feeling, you dont know what you do and have to fill out, as it does not really guide you, it claims to give you free federal returns and i have extremely simple taxes and it still forces you to pay the \$70, probably because of crypto currency which is so incredibly common that they are just as scammy as any other company Would recommend going to H&R Block for a way more professional feel, more organized and not skimming 4 times for insane profits

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3036	202285610	2022-02-27 22:37:48	TurboTax Online Deluxe	1	You Guys Suck	I had to pay for the service after being told before even filing that this was a free service I have filed with TurboTax for the past couple of years and nothing like this has happened before I feel tricked and played and will not be using this service in the future Try your luck elsewhere because these capitalist dick suckers will lie straight to your face
3037	202251519	2022-02-27 22:43:58	TurboTax Online Deluxe	2	Misleading	was led to believe that this was free did all the work and got to the end and then it tells me i have to pay what a scam!!
3038	202286851	2022-02-27 22:57:30	TurboTax Online Deluxe	1	False Advertsing	How many times do you say this is free in your ads? Its literally impossible to file for free, and there are tricks to lock you into paying I received an 11 dollar tax break that somehow forced me into purchasing a 40 dollar upgrade to Deluxe The was no way to unclaim this benefit People rely on these tax returns as a majour source of income and TurboTax gifts off a complicated system that they helped create At least don't represent yourself as providing a free service
3039	202288522	2022-02-27 23:27:02	TurboTax Online Deluxe	3	STOP SAYING IT'S FREE	Stop saying it's free to file with TurboTax that's it that's the comment Oh, and love a black woman from infinity to infinity!! Happy BHM
3040	202282811	2022-02-27 23:50:53	TurboTax Online Deluxe	3	not happy when you keep adding charges to a so cal	not happy with added charges to a so called free filing
3041	202283332	2022-02-28 00:01:45	TurboTax Online Deluxe	3	More disappointed every year	I always loved using turbotax because it was simple and free (or relatively low cost) I have simple taxes, so there is no real need to hire someone to do my taxes for me, which is why I have always went with turbotax Though the services is pretty easy to use, I have become more and more frustrated with the increased cost I am normally ok with paying a fee to efile It's much easier and generally I get my return faster But every option would add an additional \$40+ I ended up having to pay \$80 just to file, which I feel is way more expensive than it used to be PLUS, to pay with my refund they were going to tack on another \$40 (which was not clearly written until I was going to file) I hate that it is advertised as free filing when that is definitely not the case
3042	202283354	2022-02-28 00:02:18	TurboTax Online Deluxe	1	TOO EXPENSIVE	I made less than six thousand dollars and to deduct my IRA and get my refund, Turbo Tax charged me 117 00 after falling for the "do your taxes for free"
3043	202286989	2022-02-28 00:59:50	TurboTax Online Deluxe	3	TurboTax Review	I have mixed feelings I think its pretty easy to use, that's a pro But Im not fond of the fees TurboTax is advertised to be free But there are fees
3044	202287633	2022-02-28 01:10:41	TurboTax Live Premier	1	NOT HAPPY!!!!	I have used you for the last 8 years and this will most like be the LAST!! You promoted it as FREE, and once you get to the end, I had NO choice but to pay if I wanted to file VERY DISAPPOINTED in you this year
3045	202288653	2022-02-28 01:29:29	TurboTax Online Self Employed	1	Hate having to pay	You say it free but then charge It's not free 128 is a lot
3046	202295006	2022-02-28 01:35:02	TurboTax Online Deluxe	1	TURBO TAX WAS SUPPOSED TO BE FREE	I got hood-winked into thinking my filing would be free
3047	202289088	2022-02-28 01:37:40	TurboTax Live Deluxe	5	easy to use	it's a great service, but it's not free, they will force you to pay for their services if your company has clicked on your w-2 you have a retirement fund, which was annoying because you can't elect to not accept the 14 dollar discount they saved you, forcing you to pay 212 dollars out of your refund the positive is that you can pay out of your refund, and do not have to pay upfront
3048	202289224	2022-02-28 01:39:51	TurboTax Online Deluxe	3	Too many fees	I was charged for fees when I was told that I would file for free
3049	202289879	2022-02-28 01:50:04	TurboTax Online Deluxe	2	I question Turbo Tax	They preach all the time that it's free to file your taxes on this website but some how I am always having to pay
3050	202295655	2022-02-28 01:50:51	TurboTax Live Deluxe	1	TurboTax is a fraud	You told me this was free Then, after I spent several hours filling out every form on your website, you informed me to file I had to pay money There was no option to back out saving my progress Only pay or restart on a different software or website Then, when I had decided to pay that \$120 fee, you added \$50 on the checkout screen This is a scam It isn't free and to poor college students like me, this is completely a scewover because the time commitment is ridiculous
3051	202260273	2022-02-28 02:08:07	TurboTax Live Full Service Deluxe	3	Turbo Tax was okay	The experience was fine but advertising that it is free to file with Turbo Tax is a lie
3052	202291322	2022-02-28 02:16:05	TurboTax Live Deluxe	2	Free haha	Went from free to 256 00 quick not free at all Ill go back to H&R next year
3053	202291447	2022-02-28 02:18:18	TurboTax Online Deluxe	3	It's not Free, Free, Fa Free, Free	You all really need to stop the free ad it's really misleading
3054	202291597	2022-02-28 02:21:06	TurboTax Live Premier	4	Turbo Tax is OK	I enjoyed using TurboTax, but for future reference; please don't advertise that e-filing your taxes are free The rates for doing your taxes thru TurboTax are extremely high; especially when you as the consumer are doing the taxes yourself Don't get me wrong, I am not hating, but I feel the fees should be a bit lower
3055	202291954	2022-02-28 02:28:11	TurboTax Online Premier	1	Frustrating	Advertised as free and then charged at the end, will not be using next year
3056	202261546	2022-02-28 02:33:18	TurboTax Online Deluxe	1	FALSE ADVERTISEMENT	I MEAN REALLY?? Everything says FILE SIMPLE FOR FREE FILE FEDERAL FREE FILE STATE FOR FREEEEEE Yet here I am paying \$117 for what?! I filled out all the information! TurboTax Free website sneakily takes you to TurboTax Deluxe when you click file for free Absolutely false advertisement If I actually had the time to redo my taxes I would just print the form and do it myself What a joke NEVER AGAIN
3057	202292974	2022-02-28 02:49:05	TurboTax Live Full Service Deluxe	4	Be honest	I really like the experience and the people helping I only disliked that it is until the last minute that they tell you is a \$249 charge Everywhere is advertised that it is a free services but I should've expected those hidden fees
3058	202293085	2022-02-28 02:51:04	TurboTax Online Premier	2	Forced to Pay once already have information	I inputted info and then was told I had to pay This is not as advertised

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3059	202293190	2022-02-28 02:53:24	TurboTax Online Deluxe	4	Turbo Tax Is Great	Turbo is easy to use and to follow I have been using Turbo for over 9 years now The only thing I do not like is, they advertise it as Free to File, But there are still fees included
3060	202294928	2022-02-28 03:33:04	TurboTax Online Deluxe	3	Extra fees horrible	The extra fees are ridiculous was suppose to be free but health ins I had to pay 7 00 and ended charging to do my taxes 117 00 in the end ridiculous
3061	202298877	2022-02-28 03:41:36	TurboTax Online Premier	1	crash grab scam	Total false advertising All these adds that say free yet as soon as I log in it was a min of 31 dollars and then part way through they say I have to pay more, just for them to unlock more forms for me to click through
3062	202295682	2022-02-28 03 51:29	TurboTax Online Deluxe	2	Turbo tax is ok	I still had to pay to completely file my taxes which is interesting for a free tax site
3063	202296657	2022-02-28 04:20:44	TurboTax Online Deluxe	3	Ehh its ok	Its free until it's not You can't proceed without being forced to pay something
3064	202297240	2022-02-28 04:39:02	TurboTax Online Deluxe	3	forms great--free,free NOT great	The process to create my return was great The payment from marketing "free, free, free" is just not true Not only did I have to dispute getting the \$30 00 early filing discount, but I was charged an additional \$39 00 for doing e-file!! Poorly relayed final information
3065	202297243	2022-02-28 04:39:12	TurboTax Online Premier	2	Was not free as advertised	Was not free as advertised Will not use this platform next year
3066	202267843	2022-02-28 04 50:35	TurboTax Online Deluxe	4	TurboTax wants your REFUND!!	Nice & easy for free until 1 simple deduction then they get you for \$39 to be able to claim the deduction Next they tell you that you can have it taken out of your refund, no problem but, it'll cost you another \$39 to have the \$39 taken from your refund (\$78 total) Turbotax wants to nickel & dime you at every turn!!
3067	202298547	2022-02-28 05:27:28	TurboTax Online Premier	2	overpriced	turbotax is overpriced, and state refunds are \$39 once all your info is in then its not free,
3068	202299093	2022-02-28 05 53:14	TurboTax Live Deluxe	1	Add ons and fees for everything	Advertise a free return, then can't claim all deductions To receive a \$200 credit for retirement savings, I had to pay \$170 for their upgraded tier All else was standard deduction If you want to deduct your fees from return, it's another \$44 Be careful as you go through because they constantly try to get you to subscribe to their partners and sell your info Why cant it just be as advertised, filing taxes?
3069	202299257	2022-02-28 06 01:53	TurboTax Online Deluxe	2	File Fees & Payment	Be sure to read the fine print on fees Ended up having to pay \$119 to file- \$39 of which I believe was because I opted to use my tax return to pay for their other fees Using my credit/debit may have been cheaper but I'm not sure since I didn't know about the added fee until the very end I could have missed a notice about it but it was not made obvious to me when choosing other than a note that it was easiest and convenient Depending on what your filing will determine whether or not you can actually process for "free" as they advertise
3070	202300780	2022-02-28 07:46:34	TurboTax Online Deluxe	2	So many unexpected fees	The process was easy I really appreciate that However I don't like that they advertise that they are free to do a federal return and then they charge you for your state returns Both of those they did however then I occurred two more fees one for simply filing with them and another for doing direct deposit If you're going to charge me for your services I understand, just be upfront about it I don't like when I feel like I'm being taken advantage of
3071	202301470	2022-02-28 09 07:57	TurboTax Online Premier	4	Turbo Tax is expensive, but worth it	Turbo tax makes things simple, user friendly and easy Watch out for the constant upsells One thing that's annoying is that they claim to be a free tax filing service However, I day trade stocks, so I don't have an option to file for free It usually costs over \$60, and that's with discount And that is not including the \$40 up charge for filing state taxes Watch out for the additional up charge of \$40 to Hey a "processing fee" to pay for your fees via your tax return balance Other than those pesky up-charges, it's a great service
3072	202302126	2022-02-28 10:25:08	TurboTax Online Deluxe	1	NOT REALLY FREE	not really free when you have dependants to include also be careful at the end they are charging you \$39 to take the fee out of your tax return!!! used to be free, i will be switching next year for sure unless turbotax changes!
3073	202305090	2022-02-28 12 52:07	TurboTax Online Deluxe	1	Atrocious	How when I am only entering W-2's is this not free? Makes zero sense and the so called "tax experts" were no help at all
3074	202305750	2022-02-28 13:10:38	TurboTax Online Deluxe	1	Price to high	This program forces you to use the deluxe when you op the not use and they need to stop saying free there is nothing about this program thats free
3075	202307280	2022-02-28 13:51:30	TurboTax Online Deluxe	1		Force to pay at the end Not a chose not to pay even though it's advertised free
3076	202311860	2022-02-28 15:22:03	TurboTax Online Deluxe	1	ok	I enjoy that i can do my taxes myself but it is so frustrating that you guys say "o its free!" then halfway through i find out i have to pay \$39 but it doesnt tell me till im done that it is \$39X2!! give me a warning before i struggle to do it myself then have to pay anyways! but the best part is i had to go back and undo my work so i could change the way i was going to pay because it was another \$39!!!! give people a break and dont be so sneaky! wont be back next year
3077	202317336	2022-02-28 16:35:37	TurboTax Live Deluxe	1	Never again	People here don't know any way to help, went from free to 300, took me 2 weeks to get the stuff right I've always done it through h & r block this is why I'll never do it through this app again
3078	202318814	2022-02-28 16:59:47	TurboTax Live Deluxe	1	turbotax robs you!!!	its supposed to be a free sevice but they add charges along the way and wont let you continue until you agree to pay for the so called free service
3079	202318984	2022-02-28 17:02:27	TurboTax Online Deluxe	2	Tone01	From my understanding, Turbotax was suppose to be free my first time filing but I wasn't and not too happy with my experience with turbo tax
3080	202319812	2022-02-28 17:16:34	TurboTax Live Premier	4	hmmm	i think it went from being start for free then omg its over 200 and i am not sure why i had live help i didn't even use it i believe in pay for what you get but i wouldn't choose to have live help
3081	202326895	2022-02-28 17:18:44	TurboTax Live Deluxe	1	False Adverstisement	Turbo Tax advertises that active duty service members can file for free When I went to file turbo tax charged me Tried to get someone on the live chat to discuss but i ran out of time



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3082	202320588	2022-02-28 17:29:14	TurboTax Online Premier	1	Over priced	Very overpriced started out free and ended up almost 80 00 way to much
3083	202327823	2022-02-28 17:34:13	TurboTax Online Deluxe	2	tells you its free but still charges	scam it says its all free then charges you to use it
3084	202328226	2022-02-28 17:41:48	TurboTax Online Deluxe	1	Turbo tax is terrible	I have used them the last 4 years and this year is the worst for all there hidden charges This will probably be my last year with them I am a student and they advertise free for students That was a LIE! I spent \$80 And on top of that if you opt to have the fee taken out of you taxes they charged you \$40 more Who do they think can afford these fee I am highly upset with this company
3085	202300856	2022-02-28 17:54:35	TurboTax Online Deluxe	1	not free anymore	false advertisement not free anymore, have to pay extra just to file
3086	202324008	2022-02-28 18:29:02	TurboTax Online Deluxe	1	not free	You don't know it is not free until you get to the end It is not free even on a simple return like I had Basic with standard deductions and healthcare and still had to buy the deluxe could have had someone else do them for me
3087	202356379	2022-02-28 18:35:09	TurboTax Online Deluxe	2	Turbo tax is not honest	Once checking out it is not free, even when you are told it is
3088	202325902	2022-02-28 19:01:41	TurboTax Online Deluxe	4	very thorough	overall a good experience I will say the "free" word is used loosely because many features required for a proper filing are added expenses i needed to upgrade to file with my unemployment ifo and thats an extra charge should be stated earlier before getting half way through my return and being trapped into paying the extra \$39 also at the end of file must pay another \$39 filing administrative fee is bogus
3089	202326243	2022-02-28 19:07:50	TurboTax Online Federal Free Edition	5	Turbo Tax Is Awesome!	It's super easy to use online All your info is stored from the year before so you don't have to re enter it, which is so helpful! My only negative comment is that this year the person I spoke to at Turbo Tax on the phone gave me the wrong information If I hadn't called the IRS to check what the Turbo Tax customer service woman told me I would have not gotten back \$1,500 that I was entitled to They should train their customer service not to give answers if they are not 100% sure she said she was But this is the first time in all the years I've been using Turbo Tax that that has happened The other complaint is they say it's free but it never is I did get the State return free but the federal cosra 30 bucks I can live with that Last year they charged me for state and federal and I was not happy It hasn't been free the past few years even though the commercial says it is and my taxes are simple and very cut and dry That all being said I still love Turbo Tax!
3090	202327886	2022-02-28 19:35:38	TurboTax Online Deluxe	2	IT SAID FREE BUT ITS NOT	I WAS EXPECTING IT TO BE FREE AND I WAS CHARGED 78 00 DOLLARS
3091	202340295	2022-02-28 20:09:57	TurboTax Online Premier	3	Rates	Your rates are too high in the end You press free but it always charges you more
3092	202373804	2022-02-28 20:33:51	TurboTax Online Deluxe	1	Bait and Switch!!!	Say this is free but end up charging me \$117 in upgrade fees to file a standard 1040 Just a lie!! I will not use or recommend this to anyone ever!!
3093	202373864	2022-02-28 20:34:51	TurboTax Online Deluxe	1	So satisfied	I had simple return was supposed to be free and at the end need to pay not satisfied last year was much easier as well
3094	202356911	2022-02-28 20:35:57	TurboTax Online Premier	4	Turbo Tax is good but not free	Been using it for years, it keeps your records well but isn't free like they advertise, usually at least \$100 to file both state and federal
3095	202374043	2022-02-28 20:38:21	TurboTax Online Deluxe	1	Swindlers	Turbotax ads promise that it's free to file for state and federal taxes, but they MAKE you pay by qualifying you for a deduction that you can ONLY accept by paying \$78! And once it qualifies you for the deduction, you CAN'T DECLINE IT!!!
3096	202374303	2022-02-28 20:43:59	TurboTax Online Deluxe	1	Try to get money from you any way they can	I've used turbotax for 3 years now The first year, it was free for me to file I have simple taxes, so not being eligible for free filing for these last 2 years has been confusing and frustrating Lastly, I understand that turbotax has good services, but I feel like I was consistently opting out from spending an exorbitant amount of money the site kept trying to force me in to For example, I thought that paying directly from my refund was a good and simple way of paying, but I didn't realize that the site (in VERY small lettering) mentioned a \$40 processing fee I couldn't believe it and thankfully I caught it before confirming It took a lot of extra steps to go back and fix my selection \$40 is a lot of money to me and I grew frustrated at how many times turbotax kept trying to get more and more from me Considering different filing options for next year Turbotax advertises as free all over, which feels like false advertising as it cost me \$86 to file this year
3097	202302498	2022-02-28 21:01:13	TurboTax Online Deluxe	1	Scammers	Can't change back to the free edition after clicking the wrong button then hide fees, only 39\$ as if! try 107\$
3098	202369197	2022-02-28 21:10:37	TurboTax Live Deluxe	4	Having a CPA is so helpful	Definitely love having access to a pro CPA to ask questions Very thorough The only "downside" is how it's advertised as free It's a great service but I always expect to spend nothing to file but in order for the service to be helpful it's worth it to pay the money
3099	202369245	2022-02-28 21:11:28	TurboTax Live Deluxe	1	Way to expensive	I wanted to do the free version of my taxes with turbo tax About 90% done with my taxes it says i have to pay \$207 00 Wish i would have known in the begining
3100	202370279	2022-02-28 21:26:12	TurboTax Online Deluxe	1	Disappointing	I chose to file for free federal returns as I only had 1 job and was paid normal w2 wages Once I was finished I was charged \$39 to file my federal returns and there was no way to change that I also paid \$39 to file state returns, but when I reached the end it said my total return amount was only the federal amount so I don't even know if I'm actually getting the state return or if I just paid for it for no reason Not to mention my total return was about \$2000 less than the turbotax estimated return, overall disappointing experience will be using another service next year

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3101	202373394	2022-02-28 22:25:46	TurboTax Live Deluxe	2	Turbo tax is OK but they have hidden fees	Everything was good until the hidden fees for using the service come up I was under the impression it was free until it caught me in a dead end All in all I had to pay \$140 to use a "free" service
3102	202373852	2022-02-28 22:34:36	TurboTax Online Deluxe	1	So satisfied	I had simple return was supposed to be free and at the end need to pay not satisfied last year was much easier as well
3103	202374351	2022-02-28 22:44:52	TurboTax Online Deluxe	1	Lies	Got charged \$78 to file my taxes because of a \$6 tax credit That is a scam Price advertised was free, then \$39 (which was a discount off the usual \$59 supposedly), then the price doubled to \$78 for whatever reason I lost close to \$100 for a single \$6 credit The product itself is not user friendly at all They give you forms without proper instruction and won't let you move on with the form, but also wont tell you what is needed to correct
3104	202380915	2022-03-01 01:08:56	TurboTax Online Deluxe	1	I wont use next year too expensive	This site tips you off takes forever then when your done they add more fee It's not free 117 later what a joke
3105	202385165	2022-03-01 02:38:17	TurboTax Live Full Service Deluxe	4	Convenient, efficient service	TurboTax made it easy and convenient for me to file my returns I had multiple employers this year and had to report foreign income, and all of this was handled with ease The only thing I would change is how you are billed The system upgraded me without being asked, so I went from what I thought was a free service to a \$250 bill Still, well worth the inconvenience of doing my own taxes
3106	202317528	2022-03-01 02:38:55	TurboTax Online Deluxe	1	Turbo tax screws you over every single year	Every year I do my taxes I always have to pay these secret fees that they don't disclose until the very end you waste all of this time and then find out that you aren't getting sh!t for it, they take your whole return with their hidden fees Just having 2 simple W-2s costs me my entire return NOT EVER EVER FREE FREE FREE FREE FREE or whatever the f*ck they claim in their ads
3107	202318457	2022-03-01 02:54:45	TurboTax Online Deluxe	1	FALSE ADVERTISING AND HIDDEN FEES!!!!	I saw a ad for filing my taxes for free on turbo tax, I got on their site and filled out everything then I was offered some bogus crap to file and be able to speak to someone if i had any Questions or needed advice, I declined then I was finished and then I am told i had to choose between a \$39 or \$79 to continue filing So ok then its only \$39 so I clicked long story short i am hit with 3 \$39 charges before I am able to file so now im up to \$117 00 charge from my \$700 return before I can file for FREE with turbo tax I would never recommend, and wont use again!!
3108	202387768	2022-03-01 03:41:27	TurboTax Live Deluxe	1	hidden fees	There is no way to do this free and it costs more then a live tax eperts
3109	202321428	2022-03-01 03:42:32	TurboTax Online Premier	2	Turbo Tax	I feel conned by TurboTax because I have never needed the form they requested when I filed today and the only way I could file my taxes was if I paid an extra \$75 I come to TurboTax because it is supposed to be free It makes no sense for me to have to pay \$75 dollars especially when I have never needed to in the past I feel conned and robbed especially when I did not sell crypto or anything else like that but was forced to pay the money so I could file
3110	202429367	2022-03-01 17:40:59	TurboTax Online Deluxe	1	BAD	Says free, but then right at the end, they make you upgrade and pay over \$150 dollars just to calculate the unemployment you received Its unemployment, we all struggled last year and yet here comes turbo tax making you pay-up
3111	202452946	2022-03-01 20:56:48	TurboTax Live Deluxe	1	Not good	First I thought it was free they charge me 222 dollars then it didn't help me fix my taxes
3112	202455074	2022-03-01 21:40:20	TurboTax Live Full Service Deluxe	2	It's okay	I don't understand how it went from getting my taxes done free to paying \$340 ? And there's a fee to pay because I CHOSE to pay with my refund
3113	202461317	2022-03-01 21:48:53	TurboTax Online Premier	1	False Advertising	I seen on T V that turbotax was free to file my taxes When I finished filing i seen that it was charged \$187 Which came from Fed return I feel like if a company promos something, it should be just that FREE!!!! I feel Ripped off Never again will use! DONT RECOMMEND!
3114	202460624	2022-03-01 23:32:14	TurboTax Online Premier	4	TurboTax needs transparency with its intentions	The comprehensive step by step approach is needed for such a quality outcome The surprise is that you end up spending 150\$ when you are told initially it will be free They are expert on the upsell which although I was spared spending that extra 216\$ I still feel abused
3115	202470746	2022-03-02 01:11:36	TurboTax Online Deluxe	1	false advertising	They advertise filing for free, but then you charge fees for filing federal and state, then charge a fee for paying those said fees with you return
3116	202474186	2022-03-02 04:47:16	TurboTax Online Deluxe	3	Alright	I enjoyed it The only thing that bothered me was it allowed me to file free until the very end because of my child credits which I found wrong of the site to do
3117	202477712	2022-03-02 05:30:50	TurboTax Online Premier	3	Confusing - took over 24 hours to complete	I started one day and the system was slow and had freeze up issues Lots of wasted time Over \$100 00 and my taxes are simple I expected free or low cost Surprise! I thought I hit the send button after I completed Went back the next day to double check - still hadn't filed my taxes yet
3118	202491880	2022-03-02 15:41:37	TurboTax Live Deluxe	2	Frustrating Price	Tell me why I have to put in all my information and still pay \$197 to file my taxes? It says its free for easy tax returns (like mine) and then all of sudden it costs \$157 to file and then \$40 to use my return to pay? Like why am I paying extra for an easier function for them? \$40 to enter a credit card quite frustrating
3119	202495681	2022-03-02 16:44:15	TurboTax Live Deluxe	3	don't be fooled	When you select Free - Meant free - as in no cost to me I ended up paying over \$200 for a very basic and simple return there are no freebies
3120	202509454	2022-03-02 21:03:51	TurboTax Online Deluxe	2	Cost to file for unemployment was not free	Was expecting my filing to be free as advertised, however ended up costing me \$100 due to having to file my unemployment 1099G
3121	202530011	2022-03-02 22:58:06	TurboTax Online Deluxe	1	This will be my last year of using this product	I would rate a 0 at this point I have used this product for a lot of years at this point, but this will be my last Between the ads that are placed for this product saying that it is free and the price that needs to be paid to use it I feel that there is a lot of false advertisement I understand that with my early IRA withdrawal that it is more complex, but it seems that every little thing that is different there is a charge

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3122	202539959	2022-03-03 02:57:53	TurboTax Online Federal Free Edition	1	Deceptive site Tried to charge for simple return	They advertise free but try to force you into delux or premium The specialists made me start over 3 times and it changed the amount of my return each time Very frustrating
3123	202536146	2022-03-03 03:05:31	TurboTax Online Deluxe	4	Turbo tax is okay	I have been with Turbo tax for a few years and it has never been free
3124	202540536	2022-03-03 05:18:53	TurboTax Online Premier	3	Beware of hidden fees	Convenient tool for self-filing, but beware of the hidden fees that add up to not so 'free' and not so 'friendly' bill And even though I was trying to make sure along the way that I am not adding any 'extra' options, the final came up to be \$123, which is quite high from last year's filing for \$40
3125	202549248	2022-03-03 14:02:27	TurboTax Online Deluxe	3	slightly disappointing	TurboTax advertises free filing for state and federal This is only true if you have a VERY basic filing I started my taxes on the free version, selected everything I would need to enter including unemployment It kept me on the free version But once I got to entering Unemployment it made me upgrade to deluxe for \$59 It doesnt alert you that State is no longer free to file, so you just keep on plugging along getting over the fact that one simple entry costs you \$59 Then you get to the end to find out that filing state is now \$49 to file since you were made to upgrade to deluxe for that one simple entry, If you contact them for a question on how to do something they they are not always super knowledgeable at anything other than getting you to the spot to input And if you accidentally click the wrong version there is no way to correct this without clearing and starting over
3126	202565313	2022-03-03 19:42:14	TurboTax Live Full Service Deluxe	1	TurboTax is terrible	I had an awful experience The system is glitchy on the the iPhone app, it took 3 days while it takes 20 minute with a CPA My review summary says I only owe \$15 00 but my actually return has me owing \$158 00 They told me it would be free up until it was time to checkout, my tax expert had to give me a code just to get the price that I was told I would get the entire time It was truly an awful experience and I will never use again nor will I ever recommend to anyone
3127	202568771	2022-03-03 20:56:12	TurboTax Live Full Service Deluxe	1	BE CAREFUL	When upgrade they don't tell you that filing state taxes is no longer free It's not apparent at all Then when you go to check out suddenly you have to pay to file your state taxes that would have been free with the free filing option So upgrading isn't really an upgrade because the benefits included in the previous filing option are not available
3128	202573662	2022-03-03 21:47:05	TurboTax Live Deluxe	3	Why so expensive	I thought it was free We made slightly over 39,000, are retired, get minimal retirement other than social security I hated paying you so much
3129	202585912	2022-03-04 00:40:52	TurboTax Online Deluxe	3	turbo tax is easy for 1 file	i thought it would be harder than expected but just did my w2 today although they claim it to be free it is not maybe they informed me it would not be free somewhere along the process but it must have been in fine print
3130	202588600	2022-03-04 01:36:28	TurboTax Online Deluxe	2	Not happy	They helped me fix my return but instead of it being free like it was originally, I ended up having to pay \$147 That was almost half of my federal return Not happy about that at all
3131	202593355	2022-03-04 03:39:25	TurboTax Online Deluxe	4	It Not For Free Like Everyone Says	It was good Everyone told me it was free but to actually file through them they charge you around 100 dollars Definitely worth it though
3132	202593893	2022-03-04 03 54:13	TurboTax Online Deluxe	4	TurboTax is alright	The user interface is great! So perfect and easy to follow Love all the clarifications It makes doing your taxes actually enjoyable and efficient My biggest complaint is that I wanted to do the free version and that's what I selected It wasn't until the finalizing process that the system notified me that I HAD to use their "deluxe" \$59 version! That is very deceitful, and there was no way for me to go back and try to see why it required me to use this version (or how to fix it to avoid it) Had I known this before doing the entire tax process, I would have used a different service Definitely will remember this next year when I do my taxes and will consider using a different company That's unfortunate since I really do enjoy using the TurboTax interface
3133	202561373	2022-03-04 04:12:38	TurboTax Online Deluxe	2	Underlining Fees	When opening the application/website states free by the end you're paying over \$150 to process There isn't an option to back out unless you completely delete your return Very deceiving, actually used TurboTax for years it's so unfortunate
3134	202609034	2022-03-04 15:12:37	TurboTax Online Deluxe	1	Not free	I think the filing fees need to be up front Its misleading to say free, when a user still gets charged anyway My return was 216 and turbo tax took 175 out of that, 175 doesn't seem free to me
3135	202613973	2022-03-04 16:35:28	TurboTax Live Full Service Basic	2	Confused	It's showed a refund of over \$600 but once I got to the payment part it left me with \$404 not free free edition
3136	202614539	2022-03-04 16:46:19	TurboTax Online Deluxe	1	Not Free at all	The product constantly advertises free filing but bombards you with "upgrade now" pages Maybe if they stopped lobbying against free government filing, I wouldnt have to pay each year for something the IRS already knows
3137	202622837	2022-03-04 17:44:41	TurboTax Online Deluxe	1	Misleading advertising	Why do you make people go through the entire process then tell them they have to upgrade no matter what It is not free as advertised and it is a lie I will not be using this service again
3138	202617671	2022-03-04 17:48:41	TurboTax Online Deluxe	2	DONT LIKE EXTRA CHARGES	I have a simple return This is my second year using Turbo Tax Your adds say simple returns free Then you get started there is a \$49 00 fee by the time its done i'm over \$100 00 in fees Feels like a SCAM This is 2 years in a row I wont be back
3139	202629396	2022-03-04 20:12:08	TurboTax Online Deluxe	1	f*k u turbotax	advertised as free but its not and now its making me write more bc i didn't use enough characters
3140	202603871	2022-03-04 23:14:22	TurboTax Online Deluxe	1	Don't trust turbo tax	They are misleading the public with false information It's not free Will not be using service any longer!

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3141	202741312	2022-03-05 19:39:32	TurboTax Online Deluxe	4	TurboTax did its job, but where was "Free"	Turbo Tax was great, it carried me through everything, and My 10 6% tax rate was probably correct (First year submitting as Single Widow so tax surprised me, since I was use to have married filing joint status with no tax to pay ) I expected Turbo tax to be a Free Service, since my form was simple with nothing complicated I was surprised to find fees for both Federal and State plus a TAX on the Services Then I found a Transaction fee added for using a credit card to pay the actual Taxes Probably will consider other options next year
3142	202717069	2022-03-06 00:53:34	TurboTax Online Deluxe	1	False advert - Free Free Free Free Free	Why would you false advertise that Turbo Tax is Free? You couldn't be more dishonest
3143	202723296	2022-03-06 02:57:57	TurboTax Live Deluxe	1	crooks	it was supposed to be free , then they SAID \$119 00 SO I paid and entered my card and was charged 179 00 they charged me 59 00 for state and didn't even tell you that until after you submitted payment dirty dirty dirty this will be my last time using Turbo tax
3144	203045825	2022-03-06 18:08:10	TurboTax Online Deluxe	1	Turbo Tax is ever changing	I have used Turbo Tax in the past with great results This year was a royal pain I started for Free with a simple return Then I was being charged \$85, then it went to \$108 and ended up being \$114 75 This is totally ridiculous
3145	203062086	2022-03-06 19:04:38	TurboTax Live Full Service Self-Employed	1	Over Paid	was told it was gonna be free then 270 and now its 404 very unsatisfied
3146	203101285	2022-03-06 19:08:06	TurboTax Online Deluxe	1	TURBO TAX SYSTEM LIED AND CHARGED ME	TURBO TAX CHARGED ME ALTHOUGH IT WAS SUPPOSED TO BE FREE IF FILED BEFORE FEB 21ST
3147	203082788	2022-03-06 20:13:06	TurboTax Live Full Service Deluxe	1	It's not free	You guys make me give you over 200 of my return after claiming free
3148	203123168	2022-03-06 22:25:09	TurboTax Online Deluxe	1	Watch out for the sneaky fees	I used turbo tax only because I had trouble getting an appointment scheduled Free my foot Next year I'll avoid the process
3149	202979452	2022-03-07 00:03:20	TurboTax Online Deluxe	1	bunch of BS	it always says it's free, but it's NOT Paid over \$100 to file my taxes!
3150	203130038	2022-03-07 00:11:13	TurboTax Online Deluxe	4	The Upgrading	Although this is user friendly, you should not advertise FREE Federal and state filing and in the last review force to upgrade and charge for state which I saw that state was FREE this year For me it said for \$120 credit, which was give in to turbo tax either way with the total fees of \$108 and then if you want it taken from refund, a third party charges another \$44 other than that it is a good tool for doing your own taxes
3151	203138003	2022-03-07 00:24:59	TurboTax Online Deluxe	1	SCAM!	I find it disguising that this company advertises free tax returns and then just creeps the price up the further you get into they filing process All the way to the hidden \$40 fee for a direct deposit refund It's gross
3152	203135916	2022-03-07 01:49:07	TurboTax Live Basic	3	Mediocre	First of all in the beginning one is lured to the FREE preparation and now it cost me \$88 00 Quite a jump Also in the past it was much easier to file with Turbo Tax This time it was a little confusing I did get some help and this was great, I think her name was Karen But the over all feel of the site was not as easy as it was in the past
3153	203142645	2022-03-07 01:56:20	TurboTax Online Deluxe	1	Portrays itself as a public service	Turbo Tax offers a nominal free filing, but this is an illusion for all but the simplest tax situations It is a nickle and dime situation that is very tiresome I understand it's a business, but to pretend it's not, and to not accept customers decisions on product purchases is maddening If amazon asked you 3-4 times on the way to check out whether you wanted nicer sheets, you'd be mad
3154	203140744	2022-03-07 03:15:10	TurboTax Online Deluxe	1	better then nothing	To many hidden fees went from free to 150 with no warning
3155	203144997	2022-03-07 05:10:53	TurboTax Online Deluxe	2	easy but never free	I have been using turbo tax for the last few years and the program is pretty easy to use and only took the first time to get used to how their program and I believe they always ask the right questions to get as much money back for my tax return BUT it always says its free but as soon as you put in all your information needed to efile and about to finish your e file you have to pay turbo tax at the least of \$50 even though they say its free
3156	203149194	2022-03-07 11:20:59	TurboTax Online Deluxe	3	Free return this year? Nope!	I thought ALL returns were FREE to file thru Turbo Tax this year!!!! I, for some reason, was charged \$149 00!!!
3157	203170374	2022-03-07 18:24:34	TurboTax Online Deluxe	1	Misleading	You state simple tax returns free and then charge 116 00 dollars to file them
3158	203182593	2022-03-07 21:42:05	TurboTax Online Deluxe	4	Super easy overall	Was super easy to file there's just a bunch of turbotax fees you don't see until the end, not entirely free they just take it out of your refund
3159	203204871	2022-03-08 00:13:25	TurboTax Online Deluxe	2	Hidden Fees Galore	Turbo tax claims to be free when you file a simple return, until you get to the final screen I understand paying \$49 to file state taxes, but no matter what they make you pay for "deluxe" and some other random \$39 charge My "free" filing ended up costing a grand total of \$140 dollars
3160	203252325	2022-03-08 02:03:00	TurboTax Live Deluxe	3	Free but Definitely Not!	Turbo Tax: File for free! Me: Oh Sweet! Turbo Tax: oh wait You want to file that? That'll be \$200 Me: But you said it was fr Turbo Tax: \$300 Me:
3161	203594852	2022-03-08 22:27:49	TurboTax Online Federal Free Edition	3	Free is not free	They say it is free but when you get to the end, they charge you \$29 for nothing
3162	203597229	2022-03-08 22:50:56	TurboTax Online Deluxe	1	Absolute garbage	They dont allow free filling anymore despite the promos, ive been filling with turbo tax for years without cost Customer service is trash no on ever answers the phone The only reason i filled this year was because i ran out of time but next year I'll definitely be using another source

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3163	203608473	2022-03-09 00:34:16	TurboTax Live Full Service Deluxe	4	It was all good just a week ago	It was fast prompt and convenient my only issue was I was told it would be free due to a promotion but had to pay 350
3164	203611522	2022-03-09 01:02:03	TurboTax Online Deluxe	1	Won't use again	Simply put, i didn't realize i'd have to pay for my returns unlike previous years when it was free. It's also deceiving when you start the return process because it leads you to believe your return is a "simple" return. As you answer questions it changes from "simple" to no longer being considered "simple". I made a whopping 12,000 last year with no itemized deductions and yet paid \$110 for both federal and state returns. What a joke Turbo Tax is now.
3165	203575366	2022-03-09 02:12:18	TurboTax Online Deluxe	4	price gouge?	simple and easy to do. it says free, but it cost me 59 for federal and \$49 state and some other charge to a total of \$149
3166	203635797	2022-03-09 14:12:31	TurboTax Online Deluxe	1	Turbo tax steals from people	It always seems so easy at the begging, but by the end every year somehow I am being charged more and more for this supposedly free service
3167	203642192	2022-03-09 15:47:48	TurboTax Online Deluxe	3	TurboTax	I hate that I am required to upgrade and not file for free like advertised
3168	203647171	2022-03-09 17:10:07	TurboTax Online Deluxe	2	Advertises as free but its really not	It states that it is free but by the time you get to the end, it charges you over 100 dollars to process it. Last I checked, free meant you paid nothing but I guess the meaning of free changed.
3169	203678206	2022-03-09 23:41:02	TurboTax Online Deluxe	1	Terrible	It's ridiculous that you preach "free" when that isn't the case. After you take the time to walk through the process you're forced to pay per return a ridiculous fee. I'll be seeking someone else for filing next year and I won't be recommending you to anyone.
3170	203639110	2022-03-10 01:13:03	TurboTax Online Deluxe	2	Price Gouging	I expected to do the free filing, but there was literal price gouging and ended up spending 150 dollars to file my taxes. Last year was complicated and I want the filing over with, so I went through with it. But I really don't trust TurboTax anymore.
3171	203697298	2022-03-10 02:05:20	TurboTax Live Full Service Deluxe	3	Excellent Service but	I initially wanted to file my own taxes. I saw a promotion for free filing until March 25th, 2022, so I decided to go with it. Turns out I had to pay \$249 because I had 1090-T form (I was not aware of that fees, not until after I was assigned to a tax expert, but was told they might be able to remove that fee), an additional \$39 to file state (after I click check out) I get \$0 back from the state but I still had to pay the fee and later was told another \$39 for direct deposit (during check out, which my tax expert told me after finish filing my tax). I whine up paying \$300+ to file my tax this year compared to \$229 from last year when I did my own taxes with TurboTax self-services. Felt almost like a bait and switch but at least now I know that there's no such thing as free filing when it comes to filing taxes. I feel that when a promotion said free filing there shouldn't be any charges. Overall, my experience was average, but my tax expert was great.
3172	203700807	2022-03-10 05:36:11	TurboTax Online Deluxe	1	You'll Eventually Have To Upgrade	I had the free turbotax until the very end, then it said I had to upgrade to finish my taxes for \$59, then it added an extra \$39 charge. I won't be using turbotax again, I never had this problem before, but now they're just making you upgrade to get money.
3173	203706389	2022-03-10 11:45:08	TurboTax Live Deluxe	3	This was ridiculous this year trying to file	I thought it was supposed to be free. Lol nope almost \$200 and I didn't get no live representative to help!
3174	203719099	2022-03-10 15:54:30	TurboTax Online Deluxe	3	I hate that it forces you	I normally like turbo tax but I hate that it makes you subscribe to the deluxe account in-order to finish filing your taxes. It is suppose to be free but instead it lets you fill out the information and all but once it comes time to fully file it will not let you file for free in the in it charged me 59 99 for the deluxe and 39 00 for something else. Which defeats the whole purpose of everything.
3175	203734585	2022-03-10 21:02:37	TurboTax Online Deluxe	3	Not impressed	This was a painful and tedious experience. Not only could I not use the "free" program, I ended up spending over \$100 to pay to file, and I owe to top it off. I wish I was Bill Gates so my accountant would deal with this annual nightmare of stealing from the poorest of all so the richest can keep getting richer.
3176	203736838	2022-03-10 21:38:39	TurboTax Live Deluxe	1	I used to like Turbo Tax	I was expecting to get the free edition of turbo tax. I have an HSA account so I had to file deluxe. Instead of charging the 59 on the website (We don't have state), I got charged the 119. I did not use any extra services. I asked why I was being charged more and she said it was the standard price. When I said it was not the price on the website she said I could file for a refund. Fill out more forms, etc, etc and wait to see if it is approved. I hadn't even gone through with the transaction. Customer service was no help and I still am frustrated and may not go with turbo tax next year. If you have an HSA be prepared to spend 119 for the deluxe. If you have state tax it will be more.
3177	203741434	2022-03-10 23:08:24	TurboTax Online Deluxe	3	Dont Understand Cost	I am giving this a poorer review because I see ads saying this is free yet it cost me 85 dollars for the lowest level item.
3178	203742579	2022-03-10 23:29:39	TurboTax Live Full Service Deluxe	4	Review	I thought it was gonna gonna be free but I guess I was wrong but everything was easy and fast so it is what it is.
3179	203752389	2022-03-11 02:52:31	TurboTax Online Deluxe	3	Turbo Tax was great but	Turbo tax was easy to use until it slipped in hidden charges in order to go on to certain steps of the process charging me more than a FREE APP it claimed to be. Very Sneaky Turbo Tax.
3180	203757737	2022-03-11 05:52:00	TurboTax Online Deluxe	3	maybe would have got another star if	i would have gave it more stars had it not lied about being free to file.
3181	203777305	2022-03-11 18:01:33	TurboTax Live Basic	3	okay	User friendly. The ADP digital w-2 upload didn't work. Also, it's not "free". It's decent.
3182	203778916	2022-03-11 18:36:43	TurboTax Online Deluxe	1	Takes you to the cleaners without warning	Horrible. Will not be using ever again. It's advertised as a free service and then you get to the very end and bam you have pay over \$120 just to file. Hope you don't have any questions along the way either because there's no help to be found just a cute "FAQ answers" box that just repeats the info on the main page.

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3183	203781244	2022-03-11 19:26:15	TurboTax Live Full Service Deluxe	4	TurboTax Live Full Service Deluxe	TurboTax Live Full Service Deluxe was convenient and easy to use, tax experts were knowledgeable and helpful I disliked that TurboTax advertises the service for free, and that was not the case, but the service I received was worth it
3184	203784428	2022-03-11 20:37:53	TurboTax Online Deluxe	3	Turbotax is not easy	it was not free and it not easy at all but i will try it next year
3185	203842177	2022-03-11 23:26:47	TurboTax Live Full Service Deluxe	1	Shoulda known	Supposed to be free, of course at the end there's all sorts of charges
3186	203848139	2022-03-12 01:43:04	TurboTax Live Deluxe	2	Turbotax is eh	I think the doing the taxes from the comfort of your own home is great and all, but you pay I was expecting a simple/basic (FREE?) return and because I have an \$89 reduction I have to pay for the "deluxe" services (~\$160)
3187	203939324	2022-03-12 06:45:43	TurboTax Online Deluxe	4	Yeah	I paid 49 00 for the disk @ Sam's Club, but yet had to pay again So Free Free Free isn't really true That being said I'm grateful for Tax Defense
3188	203951081	2022-03-12 15:37:42	TurboTax Online Premier	4	Easy to use	Had Turbo Tax program for several years, first year that I did on line without actually buying ahead of time Was told at start that it was free but at end had to pay
3189	203965915	2022-03-12 19 02:26	TurboTax Live Deluxe	3	A bit better than a root canal	False advertising, stop saying 'it's free' I get it but it's bait and switch Also stop with pushing other services I just want to do my taxes Also, your resources are highly ineffective
3190	203963303	2022-03-12 20 00:46	TurboTax Online Deluxe	1	Not Free	I tried to use the free version and it wasn't until I completed the entire filing process that it told me I wasn't able to complete the process unless I paid It ended up costing me over \$100 to do
3191	203973092	2022-03-12 21:45:04	TurboTax Online Premier	1	More Difficult Than Filing Myself: Dissatisfied	Allowed me to go through full tax return with free file until the last step and then charged me \$200 00 Then charged me but didnt file my taxes because of an email verification issue that it would not tell me how to fix They said they would have a representative call me and then they never called I wish I filed myself but they have already charged my card before successfully filing so I have no choice but to try to resolve the issue Extremely dissatisfied with their blatantly deceptive business practices and no customer service whatsoever Will be filing better business bureau complaint and using H&R Block from now on
3192	203968640	2022-03-12 21 59:43	TurboTax Online Premier	3	Free Preparation Is Deceiving	I have always used TurboTax because of the free filing The filing for the year 2020 included an investment loss and the filing was free For the year 2021 I also had an investment loss but TurboTax required an upgrade for \$89 00 in order to file Also, was charged \$39 00 for the option to pay the TurboTax \$89 00 fee from my refund The TurboTax "Free" program cost me \$128 00 to e-file my 2021 taxes through TurboTax
3193	203976345	2022-03-12 23 04:19	TurboTax Online Deluxe	1	Hidden Fees Much?	I changed jobs this year, and my old 401k was cashed out My new employer didn't have one available for me to put it into It was for \$600, as it was just opened that year Turbo Tax decided that extra \$600 required me to pay an extra \$108 (not including the extra tax I had to pay from the check itself) to file Fun! The part that really makes me the angriest, however, is that they state that you can 'pay to file with your federal return - for FREE!' Guess what? It's not really free It's a 'free' benefit of a \$44 service, that was NOT clearly presented, or I would not have checked the box I was able to remove the 'free' \$44 charge, but I had to research how This was both misleading and just felt very dishonest Tell me straight that there is a charge, and when I see the charge, tell me how I can remove it without having to go on a web search
3194	203982287	2022-03-13 03:36:11	TurboTax Online Deluxe	1	Price of Turbo Tax is Misleading!	It's too bad that Turbo Tax pricing is misleading They offer \$0 00 for both Federal and State returns but just adding a simple form costs the entire price They give you the option to skip a credit (losing \$82) if you don't add that form So they charge you \$59 99 to save \$82 Then because you did that, they charge you \$49 to file the state So \$109 to do free returns What a joke! I did this for my daughter an it ate up 20% of her return Free??? Nope! Couldn't back out of it and they charged it immediately to my CC Never again !!!!
3195	203959740	2022-03-13 04:39:21	TurboTax Online Deluxe	1	Couldn't file for free!!!	I was not happy! had to pay a LOT for filing both federal and state I will never use Turbo tax again Couldn't file for free Also had a big return coming only to be told at the last minute that \$3000 was being knocked off Great Thanks Turbo tax for killing my dreams
3196	203959964	2022-03-13 04:44:50	TurboTax Online Deluxe	1	Bait and switch	EVERYWHERE -- online ads, my bank, credit union, etc trumpets how TurboTax is FREE Somehow, when you actually get to the point of filing, there are many reasons why you don't qualify for the free service, and yours costs this, plus this, plus this for a total of \$\$\$ Then they show you the total and you put in your credit card (grumbling, because this was supposed to be free, remember) and they don't show you a total Many screens later, you see they have added sales tax, bringing it up to even a higher amount They also make it nearly impossible to change anything, because they don't show you the form where you can go in and delete erroneous information or see even what they are putting on which line
3197	203992102	2022-03-13 13:30:49	TurboTax Online Deluxe	3	supposed to be free for federal filing	It said free for filing federal and 59 for state When i got to the end it charge me for both filings I didn't upgrade the filing at all
3198	204010955	2022-03-13 18 05:27	TurboTax Online Deluxe	1	SCAM AND A LIE	Input all of my information and then get to the end ready to file, and they won't let me file unless I upgrade to the deluxe package bc I qualify for some credit the free version doesnt cover They won't let me not claim the credit then they charge me for filing NYS taxes, but I HAVE TO MAIL THEM IN ON MY OWN This is not free, the free option is a lie This was so frustrating and I will defiantly never be using TurboTax ever again and will tell all friends and family to never use their services ever never ever again

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3199	204011417	2022-03-13 18:16:29	TurboTax Online Deluxe	2	Turbo Tax has changed a lot for the worse	I have been using turbo tax for six years, and I've used everything from its free service to paying for the deluxe, based on my tax needs for those respective years. I used to be an independent contractor and turbo tax requires payment to file a Schedule C. That was fine, I understand that. However, this year I only had two w-2s which are super easy to file. I really don't know why I had to pay this year; if it was because I filed a month before Tax Day or maybe because I had more than one W-2, or its based on my deduction I used. I don't know, but they charged me to use their services, which is totally fine. Its a pretty decent price. My issue is that turbo tax has become gimmicky, and is constantly harassing the customer to upgrade or used their other services throughout the process. Granted they are a service and here to make money so I understand. What set me off is that they tried to charge an extra \$39 to have them take cost of their services, which is already over \$50, out of my refund. This extra fee was not advertised well as I was going through the process, and it wasn't until I saw the final total amount that I noticed. The only reason why they get two stars is because it truly is easy to do your taxes with their service. But I plan to not return next year to use Turbo Tax's services. Once I realized the extra fee, the only reason why I didn't cut their services off immediately is because I had already spent so much time going th
3200	204004339	2022-03-13 18:26:07	TurboTax Online Premier	1	Tax Slayer Or Myself Next Time	I don't like how there are backdoor charges when my filing was suppose to be free. Errors that couldn't be corrected occurred while attempting to do my investments. I deleted then in hopes I can do an amended return to correct the issues TurboTax created.
3201	204006322	2022-03-13 19:15:45	TurboTax Online Deluxe	4	they said free but charged me over \$100	free free freeeeeeeeeeeeeeeeeeee but it cost over \$100
3202	203989620	2022-03-13 21:00:53	TurboTax Online Deluxe	1	Don't use TurboTax	OMG! Where is the FREE Federal filing with Turbotax. The program MADE me pay \$59 saying there was a particular form needed to file. I never saw a that particular form! Rip Off!
3203	204011855	2022-03-13 21:27:27	TurboTax Online Deluxe	2	Tired of turbo tax tricks	I'm tired of using Turbo tax free edition only for it to tell me towards the end that I have to up grade. I'll be going with another company next year.
3204	204013838	2022-03-13 22:15:50	TurboTax Live Full Service Deluxe	2	It's not free!	They say it's a free upgrade then charge you \$400 then won't file your taxes unless you submit a review.
3205	204018182	2022-03-14 00:09:44	TurboTax Live Full Service Basic	4	The Expert was Great	Misleading that it was free there were charges that I didn't understand.
3206	204020468	2022-03-14 00:59:38	TurboTax Live Full Service Deluxe	1	TurboTax is WACK	I'm only 24 at the time of writing this, so every time I filed my taxes in the past I went with my parent's suggestion. Wanting more independence and trying to do stuff on my own, I went to TurboTax considering their ads are the ones I see the most at the start of a year. Doing it on your own (essentially) is still an incredibly daunting task, so after trying for 3 hours to understand it all; I decided to hand it over to the expert. Once he was done, it said I needed to upgrade to the Deluxe package in order to actually have them file. Despite the ad saying simple tax returns are free to file, I had to pay \$303 to file at the end of it all. I'm not sure what they considered "simple", but I didn't think my taxes would've been consider complex. In the end, I'm just not gonna use TurboTax in the future.
3207	204022387	2022-03-14 01:46:55	TurboTax Online Deluxe	2	Hidden Fees Not mentioned until the End	I went ahead and filed because I didn't want to do taxes again. But, very deceptive fees at the end!!!!!!!!!!!!!!
3208	204023056	2022-03-14 02:03:33	TurboTax Online Deluxe	1	Have to pay TurboTax when it says FREE	I do not appreciate the fact that you say its free and later trap us into playing 108+taxes filing fee. Please tell us in ADVANCE that it is NOT FREE. I am very annoyed by your service. I am not going to use this service next year. Lost 3 hours of my time. I had to pay at the end as I spent 3 solid hours on your site.
3209	204024286	2022-03-14 02:36:46	TurboTax Online Federal Free Edition	3	Painful Site Navigation	I had to clear and start over several times because I was locked into a screen that would only allow me to move forward by paying 60+ dollars for the service. I have very simple taxes and wanted to file for free. this was very frustrating.
3210	204024572	2022-03-14 02:44:52	TurboTax Online Deluxe	2	Its never "free"	You promise me its free every year!! but I always end up paying 100+ I am usually already over it by the end and just pay out of frustration because I hate that I wasted my time and fell for the "free" stop lying.
3211	204042026	2022-03-14 15:13:02	TurboTax Online Deluxe	3	They are okay	I have been filing with them for 4 years now and for the past two years I have had to pay and it is not appreciated when they advertise it to be free services.
3212	204093297	2022-03-15 01:01:43	TurboTax Live Full Service Deluxe	1	watch for hidden fees	The web site offered a free basic tax prep if filed before March 31. Then before starting the return they offered a premium service for a fee which I declined. Then when I finished the process Turbo Tax wanted \$300 to file the return. Dishonest!
3213	204087628	2022-03-15 02:11:38	TurboTax Online Deluxe	3	Free Filing	Free filing is not always free. Why should I pay to have my taxes done if I moved or have a new job.
3214	204092097	2022-03-15 03:26:56	TurboTax Live Full Service Basic	4	Turbo tax left me wondering	Turbo tax said free I tried to file myself and was going to get charged so I click to have them done for me. it said free but in the end i had too pay.
3215	204094740	2022-03-15 04:46:34	TurboTax Online Self Employed	2	its ok	Turbotax makes it easy to file but I was trying to do the free tax return and remember multiple times clicking the button for free. When I got to the end I had to pay 159 dollars and there was no way around it. I just dont understand I clicked the free return yet ended up paying a lot of money for such a small refund.
3216	204114847	2022-03-15 15:52:31	TurboTax Online Deluxe	2	misleading	the process is simple but free is not really free. I signed up for the free version and ended up paying almost \$100.00.

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3217	204117091	2022-03-15 16:33:20	TurboTax Online Deluxe	2	Turbo tax isn't for everyone	Confusing hard for older people and it's not free! Like advertisement said!
3218	204097313	2022-03-15 17:11:32	TurboTax Online Deluxe	1	Unsure	To be honest I thought Turbo Tax was for free and its not, I feel totally scammed And was looking forward to this money but now I'm having to pay you, if I wanted to pay someone to do my taxes I would have went to someone else to do them, not me do them myself and still pay for them! You are most welcome that I did all the hard work for you while you got paid!
3219	204122123	2022-03-15 17:58:19	TurboTax Live Full Service Premier	1	Turbotax is overpriced	I was not aware that it would be so expensive to do my taxes I was told that it was free for military, however Turbotax took half of my return Last year after filing with them I never recieved my return because it was never actually filed I will not be returning to Turbotax
3220	204123198	2022-03-15 18:05:58	TurboTax Online Self Employed	5	Tax Returns	I will say it is very user friendly and easy to use That is why I gave it a 5/5 bt should NOT be advertised as free by any means
3221	204153294	2022-03-15 23:21:56	TurboTax Live Deluxe	2	unexpected fees	I tried using the free version, but was told I had to use the Deluxe for \$119 It wasn't until afterwards that they claimed I had to pay \$227 since there were multiple states, and it wasn't until the end
3222	204113036	2022-03-16 00:20:59	TurboTax Live Deluxe	1	Y'all are thieves	Turbo Tax will help you get the biggest return! and then they will take half of it because they charge you for so much You can file for free! LOL JK you stupid fools should be Turbo Taxes actual slogan
3223	204164735	2022-03-16 03:28:44	TurboTax Online Deluxe	1	Fee added	Fee was added without knowing, premium service? i just wanted a simple free tax return like always and got pulled into 150 of filing fees, state and federal I'm ok with but a premium service fee I didn't want or need and could not remove just filed anyways
3224	204169086	2022-03-16 15:17:40	TurboTax Online Deluxe	4	They can do better	To get the promo of filing FREE, I had to call your customer service, I pay with PAY PAL to take advantage of the promotion that they offer, and I didnt get no promo, therefore, I feel like there is some fishy stuff, just to promote
3225	204192361	2022-03-16 16:46:11	TurboTax Live Deluxe	2	Not so awesome	I thought I was getting free and end up paying almost 200
3226	204196638	2022-03-16 18:18:57	TurboTax Online Deluxe	2	It's ok	It says free but they always make me pay and I don't understand why
3227	204212890	2022-03-16 22:43:48	TurboTax Online Deluxe	1	Not Planning on Using Again	Quoted a "free file," which turns into a "\$59 dollar file" to save 30 bucks in retirement credit that I couldn't retract Which then turns into over \$100 because the \$59 dollars is only for one part of your taxes Go literally anywhere else to file
3228	204224049	2022-03-17 02:09:37	TurboTax Online Deluxe	1	terrible	not free and i dont like this service at all i would rather get a full audit from the irs id lose my home before i file with turbo crap again
3229	204231857	2022-03-17 07:16:53	TurboTax Online Deluxe	3	all right	I was just shocked at how much it was costing me to file at the end when I started it said it was free for 1st timers at the end I had to pay \$147 00 why I don't know
3230	204253537	2022-03-17 16:54:09	TurboTax Online Deluxe	1	Horrible	Had to pay and they told me it was free to file total bs
3231	204266601	2022-03-17 21:10:35	TurboTax Live Full Service Premier	1	Lied about cost of service	I was led to believe that I had a simple tax return that could be filed for free if I started by a certain date Once I was done, I was charged \$400!
3232	204267454	2022-03-17 21:27:44	TurboTax Online Deluxe	2	Its not free	The program is awesome and easy to follow I thought it was free because it stated federal and state were free After i put in all of my info and finished the process it said i owed \$108 I was confused so i tried starting over and had the same results I then set up my deposit options and do the final signing I then see its now \$147 Being frustrated and not wanting to start over, I accepted the fee but I wish they were more clearer in the beginning I will never use this product again Just beware of hidden fees
3233	204267679	2022-03-17 21:32:56	TurboTax Live Deluxe	2	Single simple filers beware	If you make a mistake - you have to start over and use the "free" service rather than Turbo Tax just recognizing that a simple form was completed and is therefore: FREE \$119 00 in fees to file what is obviously a simple form Shame
3234	204279158	2022-03-17 22:54:29	TurboTax Online Self Employed	3	Fee Deception	You find out at the very end of a higher price when you think your free filing code should work
3235	204297131	2022-03-18 01:36:23	TurboTax Live Full Service Premier	3	TurboTax Live	I requested TurboTax Live before the date it was free nd my tax expert took so long to file that it exceeded the date and had to pay \$398 from my own return when it should have been free
3236	204299900	2022-03-18 02:42:47	TurboTax Live Deluxe	1	headache	I couldn't figure out why I couldn't file for so long over some form that didn't apply to me The "help" I received was subpar Took weeks to figure out what was going on rather than real help from an "expert" And turbo tax being "free" is such a huge lie I am not sure if I am going to use this again going forward
3237	204301545	2022-03-18 03:25:16	TurboTax Online Premier	1	Getting tired of being manipulated using TurboTax	Start out free, and it quickly and unnecessarily goes up to \$113 by the end thats ridiculous
3238	204325374	2022-03-18 14:40:57	TurboTax Online Self Employed	3	It got the job done	My returns were a bit difficult this year, with over a hundred things to review, which caused errors on the review page Over the course of filing I had to contact support 3 times to work through issues but we were able to get through it Also, despite Turbotax's frequent advertisements for being "Free", I don't think there's been a single year that I've filed with them that was actually free Like, I think it's only free if you have a very simple return to do, and ONLY do federal? Still, their system is the best I know of with many great integrations for importing forms automatically from other financial companies which likely saved me a good amount of time
3239	204367958	2022-03-18 18:45:46	TurboTax Online Deluxe	1	Free my butt!!	You guys said it was free until the end Then charged me \$149 00 out of the \$1000 00 return Ridiculous Just tell people the truth



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3240	204369764	2022-03-18 19:21:38	TurboTax Online Deluxe	3	Turbo Tax Charges You More that they tell you	Turbo Tax first tells you ITS FREE to fill your taxes with them Then quickly you will learn it is not free They tell me I have to have the DELUXE PACKAGE for \$49 Then by the end I learn they charged me \$88 I thought this was supposed to be free Clearly it is not
3241	204376314	2022-03-18 21:19:39	TurboTax Online Deluxe	1	Empty promises for \$0 file	It forced me to choose Deluxe and there was no way to go back to simple My taxes are not complicated - just one single W2 It should not advertise as \$0 to file
3242	204387041	2022-03-19 01:04:34	TurboTax Online Federal Free Edition	1	TurboTax is Complete Garbage	Turbotax withholds certain deductions unless you pay for the feature I decided I would pay for the feature to get the money I deserve, however Turbotax advertises one price, and then tacks on that price a second time for your state refund without telling you When I realized, I changed my deduction information and tried to take off the Deluxe feature since paying \$100 for a service that would get me \$30 extra on my return doesn't add up However, you aren't able to remove the deluxe feature Therefore, I had to clear my entire filing so far and redo it, once again avoiding all the unnecessary markups and therefore omitting information and losing out on money that the government owes me
3243	204387642	2022-03-19 01:18:44	TurboTax Online Deluxe	1	Turbo Tax is too expensive and misleading practice	Turbo Tax lies and says it's free until you start the process and then it's not It's too expensive! We should not have to pay just because we've received unemployment If you receive unemployment, you can't file for free Also, it's too many begging ads asking for you to add max or upgrade and if you're not careful, these expensive upgrades will be added without you wanting them Also, when I reviewed my return before I checked out, Turbo Tax automatically added an additional item that I didn't want that I almost paid for Turbo Tax is misleading and is directly at low income people who may not know they don't need to add the additional upgrades in order to complete the return
3244	204389174	2022-03-19 01:48:06	TurboTax Online Deluxe	3	STRAIGHTFORWARD AND EASY TO USE BUT NOT FREE	ONLY PROBLEM I HAVE IS THE COST YOU ADVERTISE FREE FILING FOR SIMPLE RETURNS, THEN CHARGE EXTRA FOR FILING STATE RETURNS AND SCHEDULE A DEDUCTIONS A TOTAL OF \$147 00 FOR A SIMPLE SUPPOSE TO BE "FREE" STATE AND FEDERAL TAX RETURN
3245	204390021	2022-03-19 02:04:38	TurboTax Live Premier	2	nice until you are military	I spent hours trying to get my state back being active duty then as soon as I pay screens that never popped up that were never there while I was doing it or free and it took one check box for me to be out \$200 this is a scam
3246	204395472	2022-03-19 04:52:30	TurboTax Online Deluxe	1	Don't Like it	It always advertises as free, then gives reasons it's not There have been times where I had to pay taxes, but then found out I overpaid If Turbotax is going to charge money for this service, they need to check for accuracy before the taxes are filed
3247	204410855	2022-03-19 16:16:50	TurboTax Online Deluxe	2	TurboTax is okay	This is my fourth year using TurboTax and every year I feel swindled into paying more than advertised at the beginning The first year I used it I was able to file for free, which is why I used the service But all subsequent years I end up having to pay \$100+ despite choosing the free option at the beginning and going back through steps to make sure I didn't select any upgrades It's misleading and frustrating when every penny of your tax return matters to you I've never had any issues actually filing with TurboTax but I will be researching other services next tax season due to feeling that the pricing is not clearly stated prior to deciding to use the service
3248	204416540	2022-03-19 18:33:18	TurboTax Live Premier	3	I felt hustled into the \$150Max service	look at the title I never was told the fedtax went from free to \$155
3249	204424028	2022-03-19 21:28:52	TurboTax Online Deluxe	4	Clean and Simple	Turbotax is very easy to use as the interface walks you through the process of filing one clear step at a time The prompts are simple enough to understand and every conceivable facet of a tax return is considered and reviewed for accuracy My one gripe is that Turbotax is heavily advertised as 'free', but that must apply to VERY limited circumstances I consider my tax return to be quite simple and yet I still did not qualify for the free version I ended up paying more than \$100 to process my return I think it should be made much more clear what a 'simple' tax return is and what the parameters are to qualify for a free return
3250	204425339	2022-03-19 21:59:16	TurboTax Online Deluxe	3	TurboTax is Sneaky	They are not upfront about their charges They say it's free at first but then they up the charge for a very minor reason and you find yourself stuck paying \$108 00
3251	204426502	2022-03-19 22:30:05	TurboTax Live Deluxe	3	Okay	It's a good software and the representatives are great, both on-line chat and phone call but TurboTax the company is not good about letting you know; anything beyond the very most basic filing is not free If you check itemizations or if you are married filing jointly with a mortgage and student loans or student loan interest, you have to pay the deluxe price Overall, it is still a bargain compared to an accounting firm
3252	204427819	2022-03-19 23:03:58	TurboTax Online Deluxe	2	Fees added unexpectedly	The process was quick and easy enough, but multiple times the service went from "free" to adding the deluxe package and others unexpectedly without an easy way to go back and see why or remove it It feels like they are just trying to abuse people's laziness to stick in fees wherever they can

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3253	204429692 2022-03-19 23:58:55	TurboTax Online Deluxe	4	Great! but a bit disappointing	TurboTax is honestly wonderful - the simplistic UI is easy to use and the descriptions for everything are very informative. I'm only upset with the fact that I had to pay for Deluxe just to accurately check off one little tick on my forms, otherwise, I wouldn't be filing "accurately"  So instead of, hypothetically, getting \$100 back, I would only get \$41 back since Deluxe is \$59  I'm already trying to pay my taxes. Being young and single, barely starting my career, and struck with inflation right now is already hitting me hard. TurboTax only kicked me while I'm already down.  Overall though, again, it is a wonderful app and does make filing easy so I have to thank them for that. I am just a bit disappointed because TurboTax marketing sold to me that they cared about just making the tax process easy. I heard from everyone and everywhere that, "It's simple and free!! Yay!!!" only to be charged \$59 for one single line addition to complete my forms compared to all the other information that can be freely filed along with the Free Edition of TurboTax. Either way, I am grateful to TurboTax, just a bit disappointed.
3254	204433874 2022-03-20 01:48:03	TurboTax Online Deluxe	1	Needs a better disclaimer about being "free"	Please do not advertise as a free tax filing option when you indeed do charge hard working people for your services. Also, please stop putting more advertisements in between each category.
3255	204437697 2022-03-20 03:54:00	TurboTax Online Self Employed	2	Crooked, but only option for self-employed	I stopped using TurboTax because of the tactic of saying it is free but then charging for the state at the end. Went to Credit Karma and they were great but they got bought by CashApp and now you can't properly file when self-employed so I have to come back here. Yay! \$197 just to file federal and state. What a deal! /s. At least it works.
3256	204450751 2022-03-20 15:17:37	TurboTax Online Deluxe	1	TurboTax is very deceiving	TurboTax falsely advertised free services. I even went through the IRS website so I would get the "free" service. TurboTax your going to lose lot of your faithful customers.
3257	204482176 2022-03-21 02:38:27	TurboTax Online Premier	1	Won't be returning to TurboTax	I was charged like \$160 to use "free" TurboTax even though I have made minimum wage all year. For some reason it would not let me avoid being charged. I restarted my taxes over and over again, but because of the covid relief fund that EVERYBODY got, it made me pay for using TurboTax. Extremely disappointed, I will not be returning next tax season.
3258	204482841 2022-03-21 02:56:16	TurboTax Online Deluxe	1	Stole my small refund	Because my employer contributed \$200 to my HSA this year, I had to upgrade and pay three quarters of my refund to TurboTax because the free version didn't cover my HSA contribution. No extra return, just, "Thanks for \$147 of your \$203 return! You didn't need to catch up on bills did you?" I hate you TurboTax!
3259	204486166 2022-03-21 04:46:37	TurboTax Live Basic	3	Free version is not free!	Well, I only gave them 3 stars because it was not really a free when they said it is free.  The process was easy and on the last stage before you file, it won't move to the next screen. I talked with the customer service guy, and he asked me to buy MAX version which was \$44. And then right before I file tax, I found out that they will charge another \$39 for the processing fee. So, that is why I gave only 3 stars. It is quite deceiving.
3260	204499793 2022-03-21 14:53:17	TurboTax Live Full Service Deluxe	1	TurboTax is as honest as Sleepy Joe	Very difficult. Ya'll said the service was free and then made up some bs on why I needed to pay an extra \$300 to you guys. Pretty ridiculous if you ask me. I'm just a middle-class person that gives about 50% of my income to the government so then they can send a cool 13 billion to Ukraine just to have it recycled back into their pockets. The least y'all could do is my taxes for free which is what you promised.
3261	204505761 2022-03-21 16:35:59	TurboTax Online Deluxe	5	Great job I wish I did my other one with you guys	Just great even though it's not free it was done the right way. I will never use Jackson Hewitt again.
3262	204508924 2022-03-21 17:32:27	TurboTax Live Full Service Deluxe	5	Awesome staff Preparation fee not free	My first time filing my taxes with TurboTax. From the start the experience was great from the ease of using the app. Then the first person to contact to make sure I had all the documents before I got my tax expert. I think her name was Melissa or Angela. She was so amazing, I am just terrible with names. I hope there is a way to track that so they can tell her. I really think she was professional and relatable. Then I was paired with Lynn. And she did a great job gathering all the information and finding everything she could to help me. And also taking the time to triple check everything. She answered all my questions and was so patient with me as well. And also along the way I spoke with two of your phone representatives with some questions as well they were also fantastic. I didn't get the first one's name. I am so sorry. But he was so amazing. And that second gentleman I didn't get his name but I have the claim number from the call, 1493156186, he was cool as well. He helped me fix where I had put the max option and I couldn't remove it. So that was cool. I think the only minor thing that I thought could be fixed was that because I have a retirement investment my filing wasn't free like I thought it was gonna be. I am having health issues and was trying to save all the money I could. But I don't hold that at fault to the people I spoke to they were all too sweet.
3263	204513698 2022-03-21 19:12:51	TurboTax Live Deluxe	4	Turbo Tax	Overall TurboTax is awesome. There are times I wonder if I'm really getting the best explanations. I feel like I have a very easy simple return yet I am always hit with a charge - never FREE as advertised. Some day I'll take the time to figure that out.
3264	204514309 2022-03-21 19:26:05	TurboTax Online Premier	1	Scam/overcharging/fraud	You suck! you say to file for free by the 31st of March but you charged me 128.00 to file. Screw you and your service.

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3265	204537382	2022-03-21 23:20:14	TurboTax Live Deluxe	2	TurboTax Rip-off	"Free" version isn't really free because it's tricky to even get to it I tried twice to use the "free" version and ended up paying double what I paid last year on TurboTax
3266	204540700	2022-03-22 00:33:45	TurboTax Online Deluxe	1	Not Free	It's not free, started using it because it was supposed to be free, it has never been free
3267	204542661	2022-03-22 01:09:01	TurboTax Online Premier	1	YOU ARE A SCAMMER	isn't free Where did the \$90 come from? You know what is too short, your mom
3268	204544043	2022-03-22 01:39:43	TurboTax Online Self Employed	1	lame	Lies: file for free!(then charge up the butt to submit) Hidden transaction fees Unable to use 25% off coupon with grubhub It's convenient I guess only because the alternative is much more complicated As soon as a similar competitor arrives my business is gone from here
3269	204544714	2022-03-22 01:54:17	TurboTax Live Full Service Deluxe	1	Predatory Pricing and Advertising	Not once, until it came time to pay, was I told that my return was not a simple return This means what was advertised to me as a \$0 expense was close to \$300 out of my return thanks to fine print that was never explained might apply to me until the bill came As a result I will never use TurboTax again  The prep itself was good, not outstanding, but got the job done and done well
3270	204606781	2022-03-22 19:14:03	TurboTax Online Deluxe	1	i was overcharged	you waited to the last minute to charge me when i thought it was supposed to be free turns out i shouldnt have even been charged for my federal return but you did anyway
3271	204614125	2022-03-22 21:26:35	TurboTax Online Deluxe	3	"FREE" filing cost me \$104	From the beginning of the process, I kept selecting the "free" version and kept denying Deluxe and the other pricey add-ons Lo and behold, all the way at the end, I find out I have to pay \$49 for Deluxe (which I specifically denied every time they tried to upsell me), as well as \$49 for State filing, plus tax There is nothing complex about my filing; it shouldn't have cost me any money Feeling pretty hoodwinked right now
3272	204614842	2022-03-22 21:40:09	TurboTax Online Deluxe	1	Simple File IS NOT free!	Cynthia with Support was Awesome!! However, Turbo Tax Simple File IS NOT FREE If it wasn't for Cynthia I would have paid more than half of my return to Turbo Tax Although my tax filing was simple and should have been free they still charged me Not Cool I will be filing elsewhere next year
3273	204616131	2022-03-22 22:03:38	TurboTax Live Deluxe	1	hidden fees galore	says free simple but you need to upgrade to do basic forms very end hits you with another fee to do direct deposit and when i tired to go back i wasn't able to undo so as a single person with nothing to declare claim or any "life changes" ended up costing \$200 to file
3274	204619548	2022-03-22 23:02:10	TurboTax Online Deluxe	1	Sucks	These people jive you Never believe them when they say it's free I am a low-income student and they took me for \$200 just to file I depend on this money every year and they take it Thanks, TurboTax!
3275	204623202	2022-03-23 00:16:56	TurboTax Online Deluxe	1	Ripoff	You do all the work and select FREE ONLY and they find a way too slip in "premium fees" ONTOP OF FEES
3276	204672162	2022-03-23 18:22:40	TurboTax Live Full Service Deluxe	3	cool but needs to changes	donald is the bestest he definitely needs a raise my only issue with full experince was file with refund wasnt free i didnt have a choice
3277	204683258	2022-03-23 20:31:32	TurboTax Online Deluxe	2	Misleading	Was let to believe it was Free or \$29 until you get ready to finish and file then they charge you \$80
3278	204707123	2022-03-24 01:10:48	TurboTax Online Deluxe	3	ALRIGHT NOT HAPPY WITH COST	NOT WHAT I THOUGHT IT WAS I THOUGHT IT WAS FREE? 222
3279	204711388	2022-03-24 02:45:09	TurboTax Live Full Service Deluxe	1	The advertising is completely misleading	While the experts were helpful I was told I would be able to file for free and that was not the case I did not find out that I couldn't file for free until the very end of the process which was well before the 3/31 deadline I would not recommend as I now have to pay a large sum to file
3280	204712225	2022-03-24 03:09:48	TurboTax Live Full Service Deluxe	2	TurboTax with a classic bait and switch!	We are extremely disappointed! We were told it would be free through the ENTIRE process Then, we were asked to pay at the end for something we asked about at the start of the process It was a classic bait and switch!
3281	204739486	2022-03-24 17:51:24	TurboTax Live Full Service Deluxe	1	Not free	they offerd free personal tax but charged me \$300+ to do basic tax form
3282	204742115	2022-03-24 18:01:06	TurboTax Live Deluxe	1	Piece of monkey	Not only does this site offer "free tax filing" but they upgrade it to charge you if you don't fit into their narrow guidelines PO S website that I won't use again and only used because I'd wasted two hours inputting everything only to see they've given me an "upgrade" that I didn't want or need I filled everything out and uploaded everything so I am paying them for the work I did Such a PO website I hope the IRS makes some new laws to prevent the overpriced gouging websites such as this charge
3283	204743526	2022-03-24 18:15:28	TurboTax Online Premier	1	This was a horrible experience!	I chatted with Jaqueline who promptly left me with no response I received 3 calls and two just had loud noises and one just hung up after I said hello I was told this service would be free for federal and a charge for state I actually prepared my returns on paper but was told it was faster to receive your refund electronically My #s match yours but I could have went to my accountant for \$60 more than you charged and not have wasted HOURS of my time The worst customer service ever
3284	204760399	2022-03-25 00:07:43	TurboTax Live Deluxe	4	rating	Why do you say "start for free" but there is a fee at the end???
3285	204777237	2022-03-25 13:52:25	TurboTax Online Premier	1	Terrible	Why does TurboTax say its free and I pay 200 to use it Its bullcrap Pay for this, pay for that, oh and don't forget this I hate this crap
3286	204785537	2022-03-25 16:43:55	TurboTax Online Deluxe	2	BLEH	They tell you it's free till the end when they say its over \$100 to use their service Load of BS if you ask me

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3287	204786575	2022-03-25 17:08:44	TurboTax Online Deluxe	2	Easy To Use, Except For Filing Free	While the TurboTax interface is generally user-friendly, the website automatically added me to their Premium Services when I had the intention of using their Free Filing services and was given additional charges, despite having not personally selected to join their Premium package
3288	204787729	2022-03-25 17:34:15	TurboTax Live Premier	4	Turbo Tax Review	Turbo Tax not as easy to use as in previous years Did not receive free filing through Fidelity Investments as advertised
3289	204788549	2022-03-25 17:53:47	TurboTax Live Full Service Premier	1	TurboTax uses bait and switch tactics	I began filing using TurboTax's "free" live service and in the ended paying ~\$450 in fees I was swindled Thanks TurboTax for letting me know what kind of service you provide! I'll never use your service ever again :)
3290	204790283	2022-03-25 18:34:40	TurboTax Live Deluxe	1	repoons	was told if go thru bank taxes free had to pay over 100 00
3291	204790662	2022-03-25 18:41:35	TurboTax Live Full Service Deluxe	1	TurboTax is a Scam	I am a w-2 employee with no other sources of income I was promised by the software free upgrades It locks you in and you can't back out You have a meeting with the tax specialist who then spends time to do your taxes It ended up coming out the same way I did it when I was going to file myself You know why? Because I'm a w-2 employee with only one source of income and the numbers are all right there  Better yet, I went forward with the tax specialist In the checkout process, it told me that I have to upgrade for \$250 after being told by the system and the tax specialist that I qualify for a free return The reason I got charged was because I had a medicare form I would imagine all w-2 employees have this same exact experience Baited for free version and then forced upgraded for \$250 That's a predatory practice that I can not get behind  I would never recommend getting your taxes filed by TurboTax  If they said \$250 upfront, I would not care But instead, they take the scammy road of free until you've invested time and energy into it Then they've got you locked in and they hit you with the pay wall No way to exit Bad business practices
3292	204796092	2022-03-25 20:35:55	TurboTax Online Deluxe	1	Thx for charging me	yall charged me for over half of my tax return, i guess nothing is safe now a days huh especially after claiming to be free
3293	204845548	2022-03-25 23:43:56	TurboTax Online Deluxe	1	turbo tax sucks	they lie to you you select the free version and then will not let you file until you accept the deluxe if you attend college You should warn people before hand!
3294	204871446	2022-03-26 14:59:28	TurboTax Live Full Service Deluxe	1	Misleading	This process is very misleading It promotes free,free,free until its tme to checkout and then all of a sudden there is a fee that was more than the return itself
3295	204884497	2022-03-26 18:55:39	TurboTax Online Deluxe	4	Turbo tax is easy	I like turbo tax My only complaint is they make it sound like federal tax filing is free but it's not
3296	204893346	2022-03-26 21:56:01	TurboTax Online Deluxe	3	its ok	This was my first time using TurboTax ( I was going to H&R Block before) I switched to turbo tax because I did not want to pay hundreds of dollars to file my taxes like I did last year TurboTax was great for the most part and easy to use I just really disliked the fact that they start you off for "free" then gradually increase the amount of money you HAVE to pay to do your taxes! It's still a lot cheaper than H&R Block but it was very frustrating to expect this service to be free and then every step of the way being told "sorry you have to pay more money to be able to anything!" I wish they would have been straight up with me in the beginning rather than throwing fees in my face as the process went along it would have made my experience less frustrating and stressful! And trust me, I read EVERYTHING, so its not like I was just speeding through not paying attention!
3297	204895040	2022-03-26 22:38:46	TurboTax Online Deluxe	1	they screw you right at the end	turbo tax free!! until you get to the end and theres always a reason that you have to upgrade and pay done with turbo tax forever!!!
3298	204901184	2022-03-27 00 59:13	TurboTax Online Premier	1	Scam as always!	TurboTax swindles again! Don't fall for Turbotax Live, which ends up costing double, and you have to delete all your information and start again to go back to the regular version! Then, as you trudge along you'll inevitably have to charge an exorbitant amount for "Deluxe" or "Premiere" or "Plus" or whatever With other software, was able to file and pay with my return for free -- oops, not the case here, beware of the sneaky \$40 fee!
3299	204909853	2022-03-27 05:48:27	TurboTax Live Premier	3	TurboTax is not up-front about fees	Filing with turbotax is easy, but they keep adding more fees as the review goes on It went from a free return, to \$110, to \$160, and ended up at almost \$300
3300	204915480	2022-03-27 13 01:08	TurboTax Live Deluxe	3	Deceptive and engaged in unethical activities	TurboTax changed the price while I was filling my taxes from free, to \$59 for the basic version to giving me in the end not choice but only for the Pro version for \$119 and this was done in the matter of 1 hour or so , while I was entering my info ! This is kind of fraudulent in my opinion
3301	204922095	2022-03-27 15:18:17	TurboTax Live Deluxe	3	Im a little disappointed	Turbo Tax is convenient, but I never had a choice or saw anything that said FREE - go here for free But I always hear how you can file for FREE I thought I was papying 54 00 at the end and instead my bill just to file, well I paid 222 00 to file so Im not sure I will use in the future
3302	204926923	2022-03-27 16:54:18	TurboTax Live Deluxe	2	Hidden Fees	Turbotax claims to be a free tax filing solution, yet I paid hundreds of dollars to file both federal and state taxes What's worse is these fees do not appear until you have filled out all your information Turbotax does not tell you what aspects of your tax filing process will cost you additional money and does not give you the option to remove the features which are extra Disappointed by the lack of transparency in this process

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3303	204931811	2022-03-27 18:42:36	TurboTax Online Deluxe	3	misrepresented	My daughter started her tax preparation under premise that it was Free, as she began inputting her earnings, they recommended another package because of her SS tax withheld She only made \$16,000 for the year and ended up paying \$149 for this preparation An upgrade fee because of the SS tax withheld, a fee to pay CT tax preparation and a fee to electronically file So much for a free tax preparation
3304	204939583	2022-03-27 21:17:04	TurboTax Online Deluxe	2	free my ass	i got \$600 hundred back on my returns and they charged me \$147 for the whole "free" process i didnt even have a w-2 just a unemployment file
3305	204939857	2022-03-27 21:21:19	TurboTax Online Deluxe	4	Incredibly Helpful but conniving to get paid	It really does make doing taxes a lot more manageable, and saves trees too!  I just didn't like how it went from being "free" to costing \$103 dollars right at the end I chose to add no services, but somehow I couldn't file without paying for the deluxe (And if there was a way to keep it free, I was to exhausted at the end to find whatever tiny button needed clicking
3306	204972227	2022-03-28 12:50:22	TurboTax Online Deluxe	2	Turbo tax does not help the way it should	So complicated and such a slow process They say it's free but I actually paid more this year than others ( \$112)
3307	204972902	2022-03-28 13:05:23	TurboTax Live Self-Employed	4	It's a great tool, but I don't like the cost	I like Turbo Tax, but it just keeps getting more and more expensive every year Supposedly having someone do you taxes and filing is FREE according to commercials, but I never get any of those perks
3308	204976905	2022-03-28 14:22:18	TurboTax Live Full Service Basic	1	Probably won't use Turbotax again	I got told it was a free upgrade to Turbotax Live on the website itself (it prompted that it was free) and from an ad on T V I still had to lose half of my refund because it was a complete lie
3309	204976934	2022-03-28 14:22:29	TurboTax Live Deluxe	1	Misleading	Although it was easy, the payment part was misleading It stated it would be free, but because the government issued me a stimulus, I was penalized on my taxes to pay to file through turbo tax So not happy
3310	204993860	2022-03-28 18:54:04	TurboTax Online Deluxe	3	It's easy	Easy to use but they get you at the end Free ended up costing \$105 But it's done and it was quick
3311	205022186	2022-03-29 05:44:03	TurboTax Online Deluxe	1	False advertising	Turbotax supposedly has a free version that can be used to file simple returns It's even boasted about on the website, and a page advertising it is the first thing to come up after searching "turbotax free" on google However, after a significant amount of searching, it turns out that Turbotax actually no longer participates in the IRS Free File Program, and the advertisements are nothing but trickery in order to get you so far along in filing your taxes that you just give up and pay the \$108 they're charging
3312	205034411	2022-03-29 14:50:10	TurboTax Online Deluxe	2	Not free as advertised	They advertise free filing for simple returns until March 31st What they don't tell you is if you have worked hard enough and can afford to own a home, and make a mortgage payment, you don't qualify for the free filing, and will be charged a minimum of \$112 to file your returns
3313	205052182	2022-03-29 19:52:57	TurboTax Live Deluxe	3	Not Free	Turbo Tax always says it is free and it never is The service would be wonderful if it were free They don't tell you that it costs extra when you are entering information!
3314	205054267	2022-03-29 20:25:49	TurboTax Online Deluxe	1	TurboTax is 100% a trash, money grabbing Big Corp	Turbo tax wouldnt let me file my unemployment forms for free so they charged me \$59 to file then they wouldnt file my state taxes with my federal taxes for free and charged me another \$54 to file them together They then charged me \$40 to pay for these charges with my federal return Totaling \$152 in extra fees they really took all the extra money I woulda had I had to file unemployment forms it isnt like I am wealthy I will NEVER use turbotax again and I am leaving this session LIVID that they could charge this in the first place American gov is trash for allowing a big corp into the tax arena in the first place I hate it here and i hate this service/product Extremely disappointed
3315	205073696	2022-03-30 02:30:21	TurboTax Online Deluxe	1	very expensive they lie that it's free so sad!	very expensive they lie that it's free so sad! look for other options!!
3316	205076224	2022-03-30 03:46:27	TurboTax Online Deluxe	1	Too Expensive	Makes you pay for basic features, says its free, lies
3317	205083437	2022-03-30 12:16:50	TurboTax Online Deluxe	1	Turbo Tax was supposed to be FREE	Turbo Tax was supposed to be FREE Calling the FCC!
3318	205101514	2022-03-30 17:57:04	TurboTax Online Deluxe	4	Turbo Tax Free-Free-Free-Free ISN'T	I have used Turbo Tax for many years, and I am used to its format For years I purchased the Deluxe Edition for big bucks Now that I am a senior citizen and have a much simpler return, 1040-SR, I opted for the "Free" online version It wasn't I was taken aback when I was charged more than \$100 for the "Free" edition
3319	205107642	2022-03-30 19:43:46	TurboTax Online Deluxe	1	Lied about it being free!	Very angry to the way I was charged when advertising free fees!  Social media and news outlets are already discussing your bogus bargains and it will be challenged i am sure in courts across America
3320	205109473	2022-03-30 19:51:30	TurboTax Online Deluxe	2	Too much hassle	Way too much extra mess — charges for stuff when it was supposed to be free Using a different company next year
3321	205109599	2022-03-30 19:53:43	TurboTax Online Premier	3	Sketchy advertisements	They endlessly say how "free, free free free" their service is but it's only free to people that only had a normal job with a w-2 Don't dare invest or do contract work or it's \$150+ The service is pretty simple to use though I may try a different one next year
3322	205113599	2022-03-30 20:55:06	TurboTax Online Deluxe	1	fees keep adding up	the fees come out of nowhere it seems like the free filing is for 18 year olds living with there parents
3323	205117479	2022-03-30 22:01:33	TurboTax Online Deluxe	1	TurboTax is robbing me of taxpayer money	Turbotax has went from free filing to paying 108\$ minimum for filing taxes, which is ridiculous in itself as a less than a year removed college graduate
3324	205117868	2022-03-30 22:09:28	TurboTax Online Deluxe	3	not much for the price	i plugged in the numbers and you charged 54\$ not very free for not asking for any help!
3325	205119588	2022-03-30 22:40:04	TurboTax Online Deluxe	1	Turbo Tax	I completed both state and federal returns using the free basic turbo tax When I went to file, I was told I need to file using the deluxe I had to pay \$108 +tax to file an easy form!

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	3326	205123634	2022-03-31 00:07:02	TurboTax Online Self Employed	3	Hidden Fees!	It says free federal and state before you start \$158 later
	3327	205126414	2022-03-31 01:03:48	TurboTax Online Deluxe	1	Advertised as Free file but not free	The FTC is investigating this company for advertising as free but not giving that as an option after you start your return
	3328	205128034	2022-03-31 01:35:21	TurboTax Online Deluxe	1	TurboTax Is A Joke	Just want you to keep upgrading your package First starting out with the free version, then slowly adding costs so you can complete your filing And when all said and done, you are spending half the amount you are getting back in returns on the f***** service you offered
	3329	205131008	2022-03-31 02:44:11	TurboTax Live Deluxe	3	FREE???????	To me, free free free sounds a lot like \$200 worth of fee fee fees Live Agent took a long time to respond, and then asked if I was still there even though I was responding more than he was It hurt my feelings Thanks TurboTax
	3330	205132190	2022-03-31 03:16:59	TurboTax Online Deluxe	3	its not free as advertised	The advertisement said that its free and they proceeded to take \$200 out of my \$425 return, keeping almost half of it the app was easy to use but I hate that they false advertised
	3331	205140874	2022-03-31 12:49:40	TurboTax Live Full Service Deluxe	2	Not good	Took to long and is to expensive Was supposed to be free but one small thing and it's 260? Doesn't make sense to me
	3332	205141746	2022-03-31 13:14:29	TurboTax Live Deluxe	2	TurboTax kind of sucks	Its stupid that you don't tell someone how much they have to pay until they have finished the taxes Then you slam on the bill after claiming to be a free tax service Its wrong You should say how much is owed up front instead of hiding it Everything else was fine
	3333	205154311	2022-03-31 15 51:50	TurboTax Online Deluxe	1	Over Charged	Came in thinking it would be free, after filing entirely by myself, I find out it is actually not free It is \$59 for federal and \$49 for each state that I filed in I accept that because I've accepted there are no other options I then go through the final steps and find out that since I am paying with my return, there is ANOTHER \$39 charge
	3334	205155444	2022-03-31 16:15:35	TurboTax Online Deluxe	1	NOT HAPPY WITH YOUR PRICING	I THOUGHT IT WAS GOING TO BE FREE THEN YOU SAID NO \$29 BUT CHARGED ME \$59 THEN YOU WANTED \$49 TO FILE MY STATE SO I COULD GET MY TAX BACK!
	3335	205159343	2022-03-31 17:34:11	TurboTax Live Self-Employed	1	No longer Free!	In the past turbo tax used to be slightly above average and a good option for me Now it's no better than every other service out there my returns are fairly simple I usually have 1 W-2 a, 1099 ( for instacart), and 1098 for student loans the last 2 years with those 3 alone it has not been free and this year I now have a mortgage which really doesn't complicate things since my state lets me file for a property tax return via the state site so i still filed with the same 3 pieces of info and once again its not free not to mention my spouse paid for the software ( which was basically unusable just to get to the end and still have to shell out more money on top of the money already spent on the software I recommend simply removing free from all your ads and statements and just label yourself a tax service like everyone else its misleading and makes for a poor user experience
	3336	205161402	2022-03-31 18:18:31	TurboTax Online Deluxe	3	Tricky	Free Free free no not actually because of a lil unemployment it goes from free to 100 bucks in a blink of an eye need to better explain what free actually is not
	3337	205170449	2022-03-31 20:45:31	TurboTax Online Premier	2	its hard to talk with someone	I keep getting my state rejected, it says its pending an EF update which gives us no context or link to update whatever that is also THIS IS NOT FREE!!!!
	3338	205177055	2022-03-31 22:12:44	TurboTax Online Deluxe	3	Ehhhhh	Turbo tax advertises that it's free but it costs over a hundred dollars to file and get your refund
	3339	205178433	2022-03-31 22:38:14	TurboTax Online Deluxe	1	What the F***	Your free version is bullsh**, it never used to cost so much money to do my taxes on here, now you charge for everything Better off having someone do my taxes than coming on this website
	3340	205187271	2022-03-31 23:46:33	TurboTax Online Deluxe	1	Dishonest Advertisement	When I was selecting the program to use at the very beginning, it said that it was a free version, then when I got to the end, it made me purchase the "deluxe" version Not what I signed up for Not happy
	3341	205258868	2022-04-01 00:28:26	TurboTax Online Federal Free Edition	4	Really helpful; might need to pay	I have used Turbotax for the past few years, and it's super helpful For the most basic services, it is free However, for most people, it will cost around \$30 Given how much the site advertises the "free" part of their services, I reduced the overall rating to four stars The software, itself, though, is five stars That said, I find the expense worth it I also appreciate how I can have my forms checked by their team and my refunds direct deposited into my account after My whole family uses TurboTax and have never experienced any issues I recommend it!
	3342	205411474	2022-04-01 03:46:48	TurboTax Online Deluxe	2	NOT FREE	advertising free tax returns only to end up needing to "upgrade" for simple and COMMON things like IRA contributions is underhanded and rude!!! if you're going to advertise something as free you should follow through for at least super common and basic things!  that said its at least user friendly and the easiest program to understand
	3343	205411960	2022-04-01 04:04:27	TurboTax Online Premier	3	Says its free but its not	Had a great experience using Turbo Tax to calculate and file my taxes My only issue is that through USAA, Turbo Tax is advertised as being free for Enlisted military I read all of the small print and made sure to use the link provided by USAA, file before the offer expired, and used the version that was free for enlisted military members However, when I got to the end and ready to file, I was still charged (with a small discount) I finished the transaction so that I could file my taxes but I was disappointed
	3344	205417492	2022-04-01 10:28:33	TurboTax Online Deluxe	2	Not free	It is very helpful but seemingly its not free even though they say it will be

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3345	205420994	2022-04-01 13:05:30	TurboTax Live Full Service Basic	1	Tubrotax Lied to Me	There was an offer for free service if I filed before the 31st, I did so but the expert didn't finish until the 1st, now I'm down \$238 that I could've used Will never try this service again
3346	205424996	2022-04-01 14:28:06	TurboTax Live Full Service Basic	1	Not as "free" as you think	Said it would be free for a full service but yet cost us \$300
3347	205426073	2022-04-01 14:53:11	TurboTax Online Deluxe	1	I 'ing hate you guys	you guys tout about offering free services then want to charge for just about everything, I wouldn't be surprised if when I log on next year you charge just for me to upload a document scum bags
3348	205427095	2022-04-01 15:16:43	TurboTax Online Premier	1	This is not free	This donkeys advertise free, free free, free, free But find every way to throw a fee on there at the end I did not sign up for any of the max benefits, but at the end it says, oh here is a 99\$ tubo tax filing fee, this is dumb I get that filing taxes for me probaby should be free, but at the same time, they advertise nothing but free They do this becasue they lobby in congress to not let the government tell you exactky what you need so that services like Turbo Tax can even exist
3349	205432514	2022-04-01 17:12:57	TurboTax Live Full Service Basic	2	False advertising, never free!	No matter how many times I've tried to use free file options, it has never been free!
3350	205432675	2022-04-01 17:16:51	TurboTax Online Deluxe	1	TurboTax is terrible	TurboTax continues to advertise that their services are free, but fail to mention that it isn't free, and they had hidden charges when you get to the end of filing your taxes They charge you for filing state taxes, choosing the option to pay with your tax return, and filing your federal return
3351	205434440	2022-04-01 18:03:33	TurboTax Online Premier	1	NOT FREE	YOU'RE NOT FREE, quit lying to the people you thieves
3352	205437529	2022-04-01 19:23:27	TurboTax Live Basic	1	Free should be free	You should not charge for a service that is advertised to be for free
3353	205459083	2022-04-01 20:26:33	TurboTax Online Deluxe	1	NOT FREE	This service is advertised as free but is not free
3354	205462383	2022-04-01 21:29:42	TurboTax Online Deluxe	3	turbo tax is not free	by the time i got done with my taxes my free turbo cost me 200 dollers s
3355	205462828	2022-04-01 21:35:57	TurboTax Online Deluxe	2	Not Free, not cheaper than the competition	There is no portion of this service that is free in any way, despite all the false advertising No veterans discount Disappointing for such a strong company Will be looking at competitors from now on
3356	205475411	2022-04-02 02:47:33	TurboTax Live Full Service Deluxe	1	Will never use Turbo Tax again	After speaking to 3 individuals, it still cost me more to file when it was suppose to be free as of 3/31/22 Twice as much as H&R Block would have charged Trying to save money and cost me more Ridiculous!
3357	205480499	2022-04-02 04:32:54	TurboTax Online Self Employed	3	TurboTax Just Okay	I think the cost for this free software is ridiculous Also the barrage of advertisers
3358	205481255	2022-04-02 05:26:33	TurboTax Online Deluxe	1	Turbo tax is a nightmare	My company advertised that Turbo tax was free through our corporate website (Ceridian) I somehow got duped into paying 108 dollars to file my taxes I dont think this is good business practice and I will not consider using this software in the future
3359	205489859	2022-04-02 14:44:30	TurboTax Online Deluxe	3	User Friendly	TurboTax is user friendly but was not "free" or \$49 like was advertised/or represented
3360	205491576	2022-04-02 15:31:45	TurboTax Online Self Employed	2	Fees continue to increase	Turbo tax quotes one fee, but at the end of filing, you end up with all these other fees I have been filing with turbo tax for 8 years and I have never been able to file a return "for free" like they advertise!
3361	205491661	2022-04-02 15:33:55	TurboTax Online Deluxe	1	Sadly my last year using out of 18 yrs	I have used TurboTax forever it seems Since Intuit came out I have never had to pay and no one that makes under \$500,000 should EVER have to I spent over an hour getting everything done and at the end not only find out I'm going to have to pay to file my state (I was over there income cap by like \$800), and so therefore I believe there advertisers are misleading It cost me about \$103 let alone my tax situation being simple AND finding out afterwards there are quite a few other online places listed on the Federal Government's site where I could done this for free I already had to pay back \$600 because somehow my job isn't taking out enough taxes Off subject, but anyone else hate the new W-4's and think they are a complete waste of time and inaccurate? Needless to say goodbye TurboTax, we had a good run
3362	205493992	2022-04-02 16:32:32	TurboTax Online Deluxe	3	Its ok	I thought it was supposed to be free but it gets you with all the payments at the very end but it still came out cheaper then H&R Block Jackson Hewitt early bird so that was I guess a good thing
3363	205494590	2022-04-02 16:47:43	TurboTax Online Deluxe	1	Bait and switch	I tried to use the free Turbo Tax version to file my simple taxes at the very end Turbo Tax said my return required one form not allows in the free version to file an accurate return The only option given was to file use Turbo Tax Deluxe Once I paid for the upgrade, the form magically disappeared with no further action required from me Looks like a classic bait and switch where they can pick any optional federal form that is not required and say it is needed for an "accurate" return
3364	205494694	2022-04-02 16:50:11	TurboTax Online Deluxe	2	Easy to use but not free	It's easy to use and very simple However as soon as I got one tax break as a student, suddenly it's not free anymore False advertising
3365	205494875	2022-04-02 16:55:18	TurboTax Online Deluxe	1	NO MORE FEES	I'm tired of your stupid non-optional fees in whats supposed to be free tax software! stop charging me when I'm getting scammed out of my federal refund!
3366	205505295	2022-04-02 19:34:09	TurboTax Online Self Employed	2	Don't be misled	Directed to free premier product through Fidelity with free state filing However, not as advertised State return is not free Minimal discount if one is self employed Thought the proper price would show up when completed Not the case So shame on Inuit and/or Fidelity for misrepresentations Nearly \$40 more expensive than fling fee for 2020

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3367	205507755	2022-04-02 20:32:03	TurboTax Live Full Service Basic	3	2022 return	I was satisfied with my return and the expert who completed it however I was told that my return would be free if started before X date and it was but now I'm being charged so that is annoying
3368	205507915	2022-04-02 20:35:50	TurboTax Online Deluxe	1	TurboTax Is Theft!	It states you can file for free and then forces you to pay at the end with no other options
3369	205512205	2022-04-02 22:22:19	TurboTax Live Full Service Basic	1	TurboTax is stealing money from consumers	Turbotax was blatantly clear that I was not going to be charged for my service and we went over the document to ensure this, then they tried to charge me \$243 for the service If I was not already a disabled woman who can advocate for herself I would not be able to pay for housing because I had to pay that service They are given millions to provide a free service and have used that money to lobby against making the system more manageable for average citizens which is why they are facing a civil lawsuit for their misactions against consumers They are happy to steal the last few dollars from a disabled young girl who can barely afford her medication as is, so long as they afford a lifestyle that never requires their interaction with the individuals they misplace and harm
3370	205514109	2022-04-02 23:16:49	TurboTax Live Deluxe	1	last time i use this service	Service says free to file and traps you into paying in order to file Never using this service again
3371	205515152	2022-04-02 23:46:37	TurboTax Online Deluxe	1	You Suck	For being a free site, I had to pay \$59 or the return wouldn't go forward After paying \$59, the amount due didn't change and now I'm a low paid teacher out \$59
3372	205519998	2022-04-03 01:52:37	TurboTax Online Deluxe	1	false advertisement !!	I heard about this service on a commercial that promoted such service as FREE FREE FREE FREE! However to my surprise there is a FEE FEE FEE!!! I Plan on reporting these hypocritical business tactics to the BBB
3373	205521737	2022-04-03 02:37:05	TurboTax Online Self Employed	2	Do not do it	I rarely post negative reviews, but this was a time when it seemed necessary to help others not make the same mistake They swindled me into signing up and waiting to pay until I filed the taxes I am self-employed, but they said nothing about this being an extra cost When I was about to file, the system told me I owed \$99 for federal filing (this was with a so-called discount) and \$49 for state, as well as a \$44 extra fee for "Online DIY Self-Employed Premium with RT" I have no idea what that means I called to ask about this extra fee and was told that it was on the screen and I somehow clicked something to accept it It must have been very small or hidden because I am careful about these things The experience of doing the taxes was very clunky At a couple points I needed to change a number and had to go through all the questions again to get to that box It was seemingly impossible to get to see the pdf of the tax form until the very end One positive was that there was someone available to help in chat, but it took about a half hour for that person to resolve an issue I was having that seemed like it should have been very simple Eventually the taxes did get done, but it took about eight grueling hours Maybe this system works better for a simple 1040, but the bottom line is that they are dishonest and deceptive about their fees That's why there is a lawsuit against them See here: <a href="https://www.ftc.gov/news-events/news/press-releases/2022/03/ftc-sues-intuit-its-deceptive-turbotax-free-filing-campaign">https://www.ftc.gov/news-events/news/press-releases/2022/03/ftc-sues-intuit-its-deceptive-turbotax-free-filing-campaign</a>
3374	205522852	2022-04-03 03:09:23	TurboTax Online Premier	1	Hot Garbage	I have been using versions of Turbotax for 10+ years and it get's worse every year The process still takes hours due to the dumb interface that takes you around in circles The dark patterns, upsells, and ads are absolutely ridiculous Why are they trying to scare people away from ACH and trick people into getting a loan from Credit Karma? The "free" plans are never free and, even after paying \$\$ for the service, it still tries to wring every penny out of you
3375	205523902	2022-04-03 03:48:26	TurboTax Online Deluxe	1	\$3 credit caused a \$147 service charge	Was given a \$3 retirement credit and could not dismiss or claim the free version Made to buy the deluxe version at \$147 total instead of the \$50 advertised
3376	205527485	2022-04-03 07:39:08	TurboTax Online Deluxe	1	Turbo Tax Fraud	I was almost fooled by the automatic premium charge of \$44 dollars that would have occurred, had I had not been paying attention to my choices of having it taken out of my Tax Return or paying by credit card I caught it in time and paid by Credit Card instead and saved the \$44 00 So Turbo Tax is not Free and it is a false advertisement to think otherwise Pay close attention to the Turbo Tax Charges before hitting Submit!!!!
3377	205533946	2022-04-03 14:28:48	TurboTax Online Deluxe	1	WILL NEVER USE AGAIN!!! DECIEVING CHEATS!!!!	WAIT TIL END AND OH BY THE WAY NO FREE STATE EXTRA \$49 00 BS BS BS
3378	205535720	2022-04-03 15:13:11	TurboTax Online Deluxe	1	No More Free Free Free	Free only applies to the most basic of situations If you want to efile your state returns you're paying If you have unemployment to claim, you're paying So basically Unless you worked a basic essential job the last couple years and mailed your state in, you're paying And it's not cheap either Nearly 50 for federal another nearly 50 for state and the a 39 dollar processing fee on top of all that plus taxes Might try H & R Block online next year they are claiming to be free for more tax situations than turbo Cant be more expensive I know that



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3379	205536796	2022-04-03 15:41:49	TurboTax Online Deluxe	4	Turbo Tax, eh I guess	I use turbotax because I've used it before, it could input my employer information, and it having my information makes tax filing fast and less of a hassle  It upsales you constantly for things you do not need Charging for a service you can easily get for free online They have a free option but they sure make it hard to keep it that way Even this review is solicited and this is what they get  I still file with them out of inertia at this point I'm a bit miffed that they looped what they are charging for their "delux" or "mega" or whatever features in my owed tax Since it is not technically what I need to pay for my taxes but in fact paying for my taxes and their product, but at least I was not blindsided by the cost  If you have reasons that taxes are a headache with paying/filing/etc it's fine to use If you have any other options to choose the actual free tax programs don't got with this one Their free option is essentially unusable and it will send you in a loop until you pay
3380	205537006	2022-04-03 15:47:44	TurboTax Online Deluxe	3	Turbo tax	System was very easy to follow Your commercials say FREE FREE FREE BUT ITS NOT NOT NOT You forced me to pay over \$100 last year I used another system and was told upfront it was FREE for federal and \$49 for STATE BE HONEST this leaves a bad impression
3381	205538315	2022-04-03 16:18:15	TurboTax Live Full Service Basic	1	Totall bull	I met every requirement and deadline to file for free as advertised, and still ended up being charged over 200\$ for the normal filing process, instructions were not clear as to what certain choices would have caused this to happen
3382	205542535	2022-04-03 17:40:33	TurboTax Online Premier	3	It's Definitely Not Free	It's convenient, but not free as it states I've used them for several years and always chuckle when they say free However, I have had no issues since using them
3383	205542941	2022-04-03 17:51:22	TurboTax Online Deluxe	1	turbotax is awful	you charge for every little thing when you are supposed to be free it's ridiculous how greedy you are as a service shame on you
3384	205544345	2022-04-03 18:27:10	TurboTax Online Deluxe	4	Good Experience, Mixed Feelings	TurboTax is very easy to use and help is just a click away I was, however, disappointed at the end when I found out I had to pay for federal filing I knew I had to pay for each state filing (2) but thought the federal was going to be free, as advertised I did get a \$15 discount for explaining my confusion on their questionnaire
3385	205544397	2022-04-03 18:28:32	TurboTax Online Deluxe	4	OK	Needs to be more open about fees at the beginning It is not free for most people And, directions need to be more detailed
3386	205545366	2022-04-03 18:53:52	TurboTax Online Deluxe	2	definitely not free	says file free federal but when its all said and done they charge you a 3 49 dollar processing fee and forces you to use deluxe package or you can't file and they charge you a 2 49 percent processing fee of your total amount when paying all there fees generate the price for filing even when its says "free" last year I'm filing with them
3387	205545866	2022-04-03 19:07:58	TurboTax Online Deluxe	4	Turbo Tax is convenient for personal filing	The experience overall was good as this is my 3rd or 4th year using Turbo Tax The user interface is great and I really like the new addition of many "Explain why" features that help explain the mysterious parts of taxes At almost any point, I could click on a link that would explain what a question was referring to and typically provided a real world example so I knew if I was interpreting the explanation correctly It helped me know how to answer the required questions and know the intent so I could do my taxes honestly without making mistakes Unfortunately, with being purchased by Intuit, TurboTax is no longer free and this was readily apparent I was charged for federal, and two state returns which came out to \$152 I wish it would have been more upfront about the state return cost Also, Intuit is trying to get more money out of people now because it asked probably 8 different times if we wanted to upgrade our tax package It felt like when airlines make you feel bad for not purchasing flight insurance Also, they wanted to charge an extra \$39 to pay the \$152 by deducting from our federal return This used to be free and it was not disclosed when I picked this option that there would be a \$39 upcharge So I went back and paid by credit card instead I'm glad TurboTax was still a user friendly experience but intuit should put forth some effort to not seem so money hungry This nearly turned me away and will have me questioning if I will continue to use TurboTax next year
3388	205547083	2022-04-03 19:39:29	TurboTax Live Full Service Basic	2	Very unclear with their prices	The farther you get in the process the more of their fees start popping up H&R Block is much better I used this service because it was supposed to be free/cheaper By the end it clearly wasnt but at that point I was over it from and just went through with it I won't use turbo tax again
3389	205549924	2022-04-03 20:49:06	TurboTax Online Deluxe	1	Poor	I don't understand why would I see so many commercials saying Turbotax is FREE FREE FREE FREE FREE and nothing about this service is FREE This company needs to change the advertisement because its false Not too sure if I'm gonna continue with this company
3390	205551138	2022-04-03 21:20:22	TurboTax Online Deluxe	1	TurboTax is Crap	TurboTax likes to advertise themselves as a free online tax filing agency, however, that's not the case As soon as you have something that makes filing your taxes a little difficult, i e student loans, you then are only able to use the paid version They lie and lobby to the politicians so that you will have to keep paying them
3391	205552019	2022-04-03 21:43:19	TurboTax Live Premier	1	Free option???	This year I had a simple tax situation and wanted to file free I restarted the process three times and could not find an option to avoid the fee I paid over \$200 on a \$19 return this year Thanks TurboTax I wanted to give you a \$180 net loss you deserve it

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3392	205552231	2022-04-03 21:48:48	TurboTax Online Deluxe	1	Total Scam	Please quit advertising that this is a free service After all of the junk fees it ended up 147 00 You take advantage of people because you know that they will most likely pay out of their refund I will never use this again and you should be ashamed of yourself
3393	205552369	2022-04-03 21:52:24	TurboTax Online Deluxe	3	Hidden Costs	Tried to file using the free version, however, TurboTax found 1 credit on my taxes There was no option to not have the credit apply to my taxes, and therefore they charged me \$100 to file my taxes All the while, I barely am getting a tax return This is the same BS I dealt with from HR Block, and didn't expect the same from TurboTax The only reason I'm not giving a 1 star is because here I was able to get a few extra dollars back on my tax return Gotta love the capitalist machine that will take every last dollar from you wherever they can Guess I'll just have to bite the bullet and know that nothing is ever really free
3394	205560336	2022-04-04 01:09:35	TurboTax Online Premier	4	Pretty Good but	Not Free, free, free free like the commercials say
3395	205560631	2022-04-04 01:16:22	TurboTax Online Premier	1	Not Free, and Not as advertised	They have added on a lot of additional expenses and won't let you choose the actual service you want Simplicity is there but the claim "Free" is far from it No great way to connect with customer support either Just a real disappointment in terms of the features and services they have changed
3396	205562215	2022-04-04 01 54:53	TurboTax Live Full Service Basic	1	NOT FREE	so the "try it for free and have an expert do all of your taxes for you" is NOT FREE AT ALL Also you just talk to someone else doing all of the same things you would do on the computer yourself and they send you to an expert that input the information complete waste of time and money
3397	205562379	2022-04-04 01 58:26	TurboTax Online Deluxe	4	Good tax prep software	It's good software but I will say it takes time to go thru the whole process I wish they would just cut to the chase and make it quicker to go thru Some of their competitors have more simplified software and the process is much quicker Also, show all pricing up front and be transparent about whether you qualify for the free version before you are half way thru and then you get a pop up saying you have to use the pay version I did not like that, I felt it was shady and unprofessional
3398	205564371	2022-04-04 02 52:03	TurboTax Live Premier	3	TurboTax is great but the ethics are horrid	There is so much to like about TurboTax but Intuit's ethics are not part of that They sell "free" federal tax returns that are never free, they continue to pressure up-sell features, they try to trick you into giving them rights to sell your personal information  The tax prep service is great The UI is as reasonable as could be expected If they really just stuck to the tax prep work, they would be a 5 star system, hands down
3399	205564482	2022-04-04 02 55:32	TurboTax Online Deluxe	1	Thought it was going to be free!!!!	Product was OK until it said I had to pay for the Deluxe edition because of the form I needed wasn't supported in the free filing version!!!
3400	205569307	2022-04-04 09:11:04	TurboTax Online Deluxe	3	TurboTax is never actually FREE to file	TurboTax is always advertised as a site that helps you file your taxes for free I've been filing with them for a few years now and it is never actually free to file in spite of rather simple taxes and forms Just frustrating that they claim to be free and not highlight the fact that you'll be charged to both file your federal and state returns together until the very last second and that you'll be charged two more additional fees on top of that one! A bit more transparency would be heavily appreciated throughout the process
3401	205576735	2022-04-04 14:22:07	TurboTax Online Deluxe	1	Disappointed	I didnt like the fact i started out under the impression I could file for free and had to pay
3402	205577566	2022-04-04 14:36:38	TurboTax Online Deluxe	1	Money Pit	I'm not happy with this years Turbotax as I was FORCED to pay for deluxe instead of using Free Edition like I have the past 7 years There wasn't an option I could locate to go back to Free Edition either The information was accurate but 'To ensure accuracy' I was forced into Deluxe I don't mind pay for the state return filing on Free Edition but being strong armed into paying a fee after filing out all the information leaves a bad taste I feel like it's turned into a scam on the loyal users This is the last year I will be using the service
3403	205581439	2022-04-04 15 59:09	TurboTax Online Deluxe	1	Scam!!	They make it impossible to use the free version and then trick you into thinking you'll only pay \$59 for the deluxe (after all the additional fees, it's about \$150) The application keeps crashing and logging you out while you try to file and nothing is easy to find The entire enterprise is a scam and TurboTax shouldn't exist
3404	205585809	2022-04-04 17:21:13	TurboTax Online Deluxe	2	Great until the end	I was charged for filing when I chose free file Not happy
3405	205587220	2022-04-04 17 52:58	TurboTax Online Deluxe	4	its a snap	Very easy to use, not exactly "free" though not many have the totally simple free return
3406	205587890	2022-04-04 18 06:37	TurboTax Online Premier	2	this year turbo taxes is not good at all with fees	the fees is kinda expensive and not reasonable at all , almost \$40 for detect the fee from the federals refund! ,seriously! ,, and giving us choices one of them is free cost and then later i figure out there is \$49 cost! just say it from beginning, not in almost end of the process , it is misleading actually
3407	205588373	2022-04-04 18:16:17	TurboTax Live Full Service Deluxe	3	Pricing structure not clear, otherwise great	First expert did not respond in weeks I used full service as it was offered for free but ended up having to pay 250 for the deluxe for a reason I'm not fully sure about Otherwise, hassle-free and easy to use
3408	205588895	2022-04-04 18:27:33	TurboTax Online Deluxe	1	HORRIBLE	Why do I have to pay for this "free filing system"?? They advertise as a big corporation that will always be free, yet I've had to pay every year ON TOP of the payment (59\$ by the way) they charge you 39\$ to use your federal return? I have used TurboTax for five(ish?) years and every year has gotten increasingly difficult and I feel like each year I get money taken from me that should be rightfully mine I WILL be going elsewhere next year H&R Block?

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3409	205588978	2022-04-04 18:29:10	TurboTax Live Basic	3	Some issues	Very little information as to why filing cost me \$120 instead of being free this year, and live chat agent hung up on me claiming "Inactivity" when I was trying to chat It says "free to file" for simple returns, which my return should have been
3410	205594255	2022-04-04 20:15:38	TurboTax Online Deluxe	3	Great Service with Hidden Pricing	Actually completing my taxes was the normal and stressful experience as usual but Turbo Tax really does streamline the experience Their help boxes were extremely helpful and answered all of my questions The way the system pushes you into the next step is convenient and logical At no point was I frustrated with how to file thanks to Turbo Tax Unfortunately, at the end of the process the cost goes up from the \$39 filing fee up past \$200 very randomly It's really really messed up to claim that a product is free and there's a small fee to file when the next thing you know, you have to pay over \$200 to file! If Turbo Tax was more open about the cost, then I would give them 5 out of 5 stars, but the way they through it in at the end after 3 days of filing taxes is disturbing Turbo Tax! If you believe in your product like I do, then telling people how much it costs won't matter
3411	205598000	2022-04-04 21:29:41	TurboTax Live Full Service Premier	2	this time it sucked	free? costed me over \$300 commercial was misleading
3412	205598351	2022-04-04 21:37:29	TurboTax Live Full Service Basic	4	OK	Valerie, David and Trina were all great, fantastic people Did their jobs well and were very Kind What I've already stated, maybe in the wrong place, when I started this process it was stated as free It was not, now I'm paying almost \$300 This is not good business and I'm not happy about it
3413	205599609	2022-04-04 22 06:33	TurboTax Online Deluxe	1	TURBO TAX is a ripoff	I've spent 3-4 days, with multiple hours each day trying to get my taxes done Been through the process at least 3 times Supposed to be free and yet at the end it cost me \$157 00 I will never use this forum again and will definitely warn others about what a scam it is Oh - also there is no one to call or contact Or if you message them they just ignore you
3414	205608688	2022-04-05 01 07:27	TurboTax Online Deluxe	1	I have issues with this years turbo tax version	Trying to review forms is very difficult not near as easy as in years past hard to maneuver in turbo tax and can't review forms until agree to pay and not knowing what the pricing is also you advertise filing is free not happy with this product considering filing another way for 2022
3415	205609338	2022-04-05 01:14:50	TurboTax Online Premier	2	Deception around "free"	Turbotax has made filing taxes as simple as could be, but should drop the whole "free" concept as it's highly unlikely you'll be filing for "free"
3416	205633912	2022-04-05 02 01:07	TurboTax Online Deluxe	1	Turbo tax deserves to be investigates and sued	Having used turbo tax for years, the past couple have just been them charging more and more and more while continuously spouting themselves to be a "free tax service" It's not really free if im forced to pay \$50 minimum just to even begin filing Turbo tax is a joke and I will not be using them again
3417	205636927	2022-04-05 03:29:22	TurboTax Online Premier	3	Tricky	Enjoy the software but, they advertise it as free but they get you after
3418	205640163	2022-04-05 06 58:32	TurboTax Online Deluxe	4	Should have been FREE	It should have been free, as advertised Very simple return I did not get \$20 off by using through Fidelity
3419	205640459	2022-04-05 07:35:45	TurboTax Online Deluxe	1	It used to be decent	Last time using it honestly It's sketchy with it's "free" software
3420	205643871	2022-04-05 12:15:48	TurboTax Online Deluxe	1	Not good	Very annoyed - it took forever, I owed a significant amount of taxes which makes no sense to me, and then there was no option to file with the free or basic turbo tax so I ended up paying an extra \$127 for their deluxe that I didn't even want
3421	205649586	2022-04-05 14:29:56	TurboTax Online Deluxe	1	Theft	I wish the class-action lawsuit against TurboTax had had any effect before I filed The "FREE" campaign was possibly illegal As a low-income individual, I was depending on that feature Because I had an HSA this year, TurboTax took half my refund I will never use TurboTax again Thank you
3422	205657922	2022-04-05 17 06:17	TurboTax Online Deluxe	1	TurboTax Steals your Return Money	TurboTax claims "free" filing of your tax return but midway through I wouldn't have been able to complete my tax return without spending \$130 plus on their "deluxe" packages Turbotax wouldn't let my finish my federal without paying Not to mention the \$35 fee they charge you FOR PAYING THEM Last time im doing my taxes with them, complete scam and the definition of false advertising I would've been better off with H&R or paying an accountant directly as it wouldn't have costed me this much, and I would not have had to do all the work myself negative stars, horrible company, horrendous website, awful packages "We're free but If you want more money on your return pay us your money!! or if you want to complete your return pay us money! It's free because its coming out of your tax return!" go somewhere else than this putrid pee stain
3423	205660206	2022-04-05 17:31:56	TurboTax Live Deluxe	5	Return customer	It is easy to file with Turbotax I like the way it takes you step by step I would like to receive the free filing that they advertise, I have been using Turbotax for several years and have always had to pay
3424	205660625	2022-04-05 17:41:09	TurboTax Live Deluxe	1	You said free?????	This is not a free Service!!!! I am a senior on a fixed income Shame on you
3425	205660808	2022-04-05 17:45:24	TurboTax Online Deluxe	3	Not free	By using you system and to find out that you charged for this buy you said I can file for free Hahahaha
3426	205733979	2022-04-05 20:31:05	TurboTax Online Deluxe	3	Expensive	Why do you call it free-file when it will end up costing ~150 dollars? First I selected the 50 dollar option, then you tacked on another 50, and then another 50 Can you be upfront with your prices or do you make all your money on this shell-game?
3427	205748964	2022-04-05 23:45:48	TurboTax Online Deluxe	1	Money Hungry	They did nothing but they trick you at the end and force you to pay to file so it aint free like they say

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3428	205751250	2022-04-06 00:18:46	TurboTax Online Premier	1	More expensive to file every year	<p>It's absolutely ridiculous the way this system nickel and dimes people who are trying to file for free and then completely blocks them from being able to complete their filing correctly unless they pay</p> <p>I went to file at an H&amp;R block last year and wasn't charged a cent for their time and assistance because I was getting so screwed over by these online filing systems that were trying to claim that I owed money when there was absolutely no chance of that The online filing system for H&amp;R Block was also attempting to charge me to file this year because I had an HSA account through my employer, even though I didn't put a dime into it myself So because I had a discount to file through Turbotax, I went with that and it ended up costing the same amount anyways!! This is ridiculous, I have never needed help filling out anything, I should be able to enter the information manually and on my own and not need to pay all these absurd fees The most upsetting part of this years process was that once I had accepted paying the \$74 to file, it added on an additional \$39 charge to file my state return with my federal, and then when I deleted that to get rid of the charge and decided to just do that separately, it then attempted to sneak in an additional \$39 charge again to pull the \$74 payment directly from my federal return I have never seen this type of thing from turbotax before, I used to be able to file completely free and there was none of this sneaky extra tracked on fees and charges It's shady &amp; I'm never going with Turbotax again</p> <p>I'm livid that this company is preying on people who don't have anything to spare and are just trying to get back every cent of what they're owed from the government because they overpaid on their tax deductions throughout the year You do not have a right to MY money! THIEVES</p>
3429	205751781	2022-04-06 00:24:10	TurboTax Live Self-Employed	1	hidden fees	makes you pay after saying free and if you have w99 makes you pay even more
3430	205751990	2022-04-06 00:28:13	TurboTax Live Full Service Premier	1	Fee after fee	I thought you guys advertised free tax returns on tv I know I added a couple service upgrades, but I didn't know how many extra fees there was
3431	205760959	2022-04-06 03:18:04	TurboTax Live Premier	3	TurboTax is a deceiving company	Your TV commercials are a big lie, this company should be put out of business for deceptive practices Free, free, free, yes right \$154 00 to file this return, Free, Free, free
3432	205762026	2022-04-06 03:43:56	TurboTax Live Full Service Basic	1	turbo tax is not for me	not very happy site kept sending emails saying i was missing my documents, I had to upload them more than 1 time i was given a code for the free full service my code said excepted but then i still got charged \$321
3433	205763090	2022-04-06 04:22:03	TurboTax Online Self Employed	3	Easy to use, not transparent in pricing	<p>Sure, filing is easy with the app, but it's NOT free Don't fall for the ads</p> <p>If you really want to be free, file in February and have simple taxes to file (good luck with that last one) Also, if you accidentally choose to upgrade, you CAN'T change to the previous pricing unless you start from scratch! At that point, all my business expenses and exceptions are already in — they do it on purpose! Really annoying how they trick you You can do better Intuit</p>
3434	205765217	2022-04-06 05:53:51	TurboTax Online Deluxe	1	Not free free free	They say free however at the end they say here you go
3435	205765855	2022-04-06 06:49:17	TurboTax Online Deluxe	1	Bait and switch	It is not free, you enter information then they charge you, Scam
3436	205779360	2022-04-06 15:28:00	TurboTax Live Deluxe	1	Way TOOO expensive for Free Tax Service	They charge for everything when they promise it's free
3437	205781565	2022-04-06 16:10:09	TurboTax Online Deluxe	4	Charge to file	I opted for "free filing" and yet when I got to the end, I was charged \$59 I went ahead and filed just to get it done but think that is misleading
3438	205781940	2022-04-06 16:17:17	TurboTax Live Full Service Basic	4	Almost perfect	I've used TurboTax for a couple years now, and on the whole I am almost entirely satisfied with the service In this specific case, this year, I signed up for more expensive options which were under a free promotional event The event ended before my return was filed, and I was left holding the bag for more expensive services than I would ordinarily have chosen Otherwise everything was satisfactory as usual The tax expert said that the system of processing the promotion was automated and that there was no way to reverse the charges You might want to have that looked at for future customers
3439	205783239	2022-04-06 16:41:10	TurboTax Online Deluxe	1	Charges	I don't understand why charged me over \$100 I tried using the free option
3440	205792312	2022-04-06 19:47:09	TurboTax Online Federal Free Edition	3	Meh; it was free	Unfortunately, like other "free" tax software, there are "traps" for the unwary that will kick the return(s) from the "free" category to the "\$\$\$\$" category While I ultimately squeaked through for free, I had to expend considerable time and aggravation backtracking and re-configuring information to ultimately file correct returns for free
3441	205796630	2022-04-06 21:01:41	TurboTax Online Deluxe	4	turbo tax is easy	I wish I had know up front that turbo tax is not actually "free", cost me \$149 to file this year disappointing to say the least
3442	205798362	2022-04-06 21:29:43	TurboTax Online Deluxe	1	supposed to be free	Ive been using turbo tax for years and never had a problem this year they automatically upgraded me to turbo max when i did not select this option and when i tried to clear it snd start over it said i could not winded up paying over 100 dollars to do my own taxes for "free"
3443	205799469	2022-04-06 21:43:16	TurboTax Online Deluxe	1	TurboTax is Predatory	Turbo Tax offers "free" tax returns, and then charges you towards the end I paid turbo tax \$150 just to file my taxes I would have saved money going to a real accountant
3444	205805367	2022-04-06 23:16:59	TurboTax Online Deluxe	1	not free	it was supposed to be free, even if I had to pay, it should have charged the \$30 for the basic, not the \$49 for the deluxe version

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3445	205807230	2022-04-06 23:46:26	TurboTax Online Deluxe	3	Gets the job done with hidden fees	This gets the job done, but at the very end, so many random hidden fees are tacked on without any options. Probably better to just go to someone in person if I'm going to be charged fees, even so filing alone online is supposed to be "free"
3446	205807493	2022-04-06 23:50:25	TurboTax Online Deluxe	3	Nothing is free, they charge for EVERYTHING!	Like that all my information is here. They don't offer anything free, you have to pay to get your refund.
3447	205808823	2022-04-07 00:12:04	TurboTax Online Deluxe	2	Free Until You Get to the End	It's a good service, but you REALLY shouldn't put an option at the beginning of the process for people to select Not Now for the "Deluxe" or "Plus" options. I selected Not Now REPEATEDLY as I continued, and at the end, Turbo Tax WOULD NOT file for me without upgrading to "Deluxe" for \$110. If I had known it was going to do this, I would have gone somewhere else for my taxes, or I would NOT have selected "Not Now" when given the opportunity to upgrade for \$30. This is sneaky. If you are going to charge me to file, please tell me AT THE BEGINNING so I can make a truly educated selection. Other than that sneaky stuff, Turbo Tax is a good way to file. I will probably find an ACTUALLY free system for next year. IRS gov, eh?
3448	205809708	2022-04-07 00:28:35	TurboTax Live Full Service Deluxe	2	Just fine, below expectations	The positives were that working online with TurboTax was easy and relatively quick. I found Jackie, who onboarded me, to be especially helpful because you needed some documents that I did not know where they were and she helped me find them. However, I initially wanted to work with TurboTax because my taxes were simple this year, and you market your service as free for simple filings. But it seems that anyone with anything more than a W-2 is considered deluxe. I find that to be disingenuous. For instance, I had nothing extra other than an HSA and a small amount of savings account interest. Those are very basic things that just about any wage earner would have. I do not even own a home, nor did I sell any stocks this year. The portion of the population that likely could qualify for your truly free service is exceedingly small, and I feel funny that after having gone through the service that was marketed to me as free with your promotion, I still ended up paying over \$250. In addition, when I inquired with customer service about this, they did not have any information, which added to my stress and confusion.
3449	205811688	2022-04-07 01:02:17	TurboTax Live Full Service Basic	1	Horrible horrible experience	Horrible horrible experience!! You advertise that the service is free but yet I paid over \$300 to get my taxes done, and the gentleman that you assigned to help me was no help at all. He made me feel like I was a burden and that I was bothering him. This was one of the worst experiences I've ever had and this is why every year I dread doing taxes because of things like this. Tax season already gives me anxiety attacks and he didn't help it any!!
3450	205815331	2022-04-07 02:14:53	TurboTax Live Full Service Basic	2	There needs to be a little more clarity	I went to file by myself during the allotted time for the free version, my state however was doing something that made it where Turbo Tax would not file my taxes until the 7th which is out of the free dates. I chatted with someone and was told I could still get it free because of my active military service. She forgot to mention that the free part is only for do it your self version not the live expert one. So when the state taxes finally let it go through it was put side the window of free and long story short I paid close to 300 bucks because it wasn't clarified that "free" meant only if I did it this way. I guess you could say it's my fault since I didn't look into it first but I'm still just aggravated that I was told free and paid 300 dollars.
3451	205822335	2022-04-07 05:57:00	TurboTax Online Deluxe	1	Problems with the software	Turbo Tax only pretends to be free or affordable. A person can not even get the Credit for child and dependent care expenses on the free version, which almost all parents have. And why does my state return suddenly cost more, if I need a "separate program" for the federal return. State return didn't change one bit, but since I need the deluxe federal package, I have to shell out another \$50 for the state. The whole tax filing industry is a scam, fueled by lobbyists that keep the government from just putting out a free version of this simple software, so that bad actors like Turbo Tax can milk the American public. This bad acting by these companies is effectively a \$100 tax on all Americans, that serves no purpose than to line the pockets of these companies.
3452	205823002	2022-04-07 07:00:48	TurboTax Online Deluxe	1	duck turbotax!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	100% lied about free tax return!!@#!@#!@#!okudjsfgbdfg
3453	205835954	2022-04-07 14:17:58	TurboTax Online Self Employed	3	It's not free! And you pay a lot for a side gig!	I have used Turbo Tax for many, many years. I like that it carries over information from the prior year. However, it is not free, free, free like the commercial says. It gets annoying to see it because it is misleading. This year I paid \$160 and couldn't get any tax help unless I paid even more! It may be time to go back to an accountant.
3454	205837446	2022-04-07 14:39:12	TurboTax Online Deluxe	1	Turbo tax sucks	This was said to be a free filing app and I had to pay over \$100.
3455	205840377	2022-04-07 15:35:56	TurboTax Online Deluxe	2	Please quit advertising "File for Free"	My tax situation is not complicated in any sense, but there is still no way to file free using this software. I have been using it for years because I like the ease of use, but it is mildly infuriating that they continue to advertise "free returns". Seems the government could easily enough manage a system to allow for free filings, but I suppose the lobbyists do a good enough job to prevent this from happening. Can you at least send me a T-shirt or something for using the service?
3456	205845744	2022-04-07 17:21:50	TurboTax Live Premier	3	too expensive	no free state like before i feel cheated, won't use again
3457	205849410	2022-04-07 18:30:12	TurboTax Online Premier	3	Not Great	You always say State filing is free but at the end you charge something. I will switch to another company next year.

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3458	205854522	2022-04-07 20:09:27	TurboTax Online Deluxe	1	Forced Compensation	Hi, with this "free" software we can file your basic tax paperwork for only \$149 However, you will only know this after you've done all the work and we've screwed you over already Will you get the amount we promised? Probably not Why? Because we're currently being sued by the SEC for this exact kind of consumer fraud and false advertising
3459	205859348	2022-04-07 21:40:34	TurboTax Online Deluxe	1	Rip Off	Free my butt, charged 159 00 When a company tells you it's "Free" I can understand a certain fee will be charged for said free, but not that amount, especially when filing both State and Federal returns
3460	205860833	2022-04-07 22:11:09	TurboTax Online Federal Free Edition	1	TurboTax continues to lie by stating its "Free"	I am tired that every year you advertise this platform as a free platform, but then charge people once they get to the end
3461	205860848	2022-04-07 22:11:28	TurboTax Online Deluxe	5	The tool was clear and easy to used	It is not free, i still had to pay, but putting in all my information myself, helps me understand how to do my own tax and that in itself, is very satisfying thanks to turbo tax
3462	205868356	2022-04-07 23:32:57	TurboTax Online Deluxe	2	Turbo tax	I will not be using this service again I had to pay for state tax filing when the state of MD offers this service for free Of course when I tried to get a refund for what they charged me it was refused I didn't even have the option to reject filing for state
3463	205912142	2022-04-08 03:13:44	TurboTax Online Premier	4	TurboTax	TurboTax is easy to use It takes some time to do because they are so thorough The file "free" ads are very misleading - it cost me over \$130 to file a state and federal return
3464	205974292	2022-04-08 06:54:17	TurboTax Online Self Employed	1	Disappointing	I feel the ads are misleading I thought it was going to be free and it cost me over 150 00
3465	206080027	2022-04-08 14:54:05	TurboTax Online Deluxe	3	Turbo Tax is convenient and easy but hate the fees	Hate the fees and hidden fees, read carefully or you will get charged more than you have to pay Whatever happened to FREE filing?
3466	206095596	2022-04-08 15:27:07	TurboTax Online Deluxe	1	Crooks	You advertise that everything is free, then charge 50 bucks to file state and 50 bucks to import info from last year
3467	206105399	2022-04-08 15:47:32	TurboTax Online Deluxe	2	Turbotax Lies	Says you can file for free but never the case, only reason i use it is because all my information is there
3468	206126846	2022-04-08 16:32:51	TurboTax Online Deluxe	1	Turbo Tax is BS	Claim to be free and charge to file Then add an extra fee just to take the money out of the return
3469	206154449	2022-04-08 17:31:31	TurboTax Live Full Service Basic	1	Awful - Turbo Tax rips its customers off	Turbo Tax offered me a 'Free' service for a Tax expert When completed, they tried to charge me \$250 I had the simplest tax return EVER It literally took the Tax expert less than an hour to do When I complained and said I was going to seek legal advice because they had conned me They admitted that they made a 'mistake' and that it was free and gave me a discount code to write off the fee After many failed codes The code only took off part of the fee and they said the issue is THEIR system so I should just pay the remainder then request a refund, however REFUNDS ARE NOT GUARANTEED! I literally laughed! I had to pay it as the deadline is approaching but I will be entering a complaint if I do not get my refund I will not be using this dumb service again and instead would rather take my chances with HR Block whom I've never had an issue with!
3470	206161755	2022-04-08 17:47:36	TurboTax Online Deluxe	1	The charges	The charges are ridiculous considering they advertise up the butt that they are free
3471	206165725	2022-04-08 19:00:35	TurboTax Online Deluxe	1	F*CK Turbo Tax	Will never be using Turbo Tax to file my taxes again Could file for free, but if I wanted my return I had to pay \$59, which they don't tell you until you're basically done and have invested hours of your time Too many pop-ups, errors with imports, wouldn't let me submit a form without deleting info from one of the boxes, even though there was a value there on the actual form, etc Don't waste your time with this scam of a company
3472	206168402	2022-04-08 20:00:55	TurboTax Online Deluxe	4	TurboTax Review	Advertised as free federal return, but charged \$59, because I was recommended the "deluxe" version, but no real reason why Also charged \$49 for state tax, which I expected
3473	206168523	2022-04-08 20:03:41	TurboTax Online Premier	1	TurboTax software glitches/upsell gimmicks	I was partially self-employed in 2020 but my status had changed in 2021 and was an employee who only received W2s When I signed into TurboTax this year to initiate my tax preparation, I was taken to a screen that only gave me a payment option of the \$199 version (which included self-employment assistance) or to upgrade to a more expensive "max" version which I did not choose I completed my return and when I talked to tax expert Paul (who was very helpful), I inquired about the difference in price \$89 for the premium version (without self-employment assistance) and the \$199 version that I didn't need this year since I was no longer self-employed He responded that I would have to delete my entire return and reenter my entire return information and resubmit it but he couldn't guarantee me that I would not reach the same screen with only option \$199 or higher and he would suggest a change to his superiors to prevent that from happening in the future He spoke with his supervisor and the supervisor (who's name he was not allowed to give me) said he could give me a 10% discount off the \$199 price but could not charge me \$89 even though I had not used the self-employed package unless I deleted my return and resubmitted it This did not seem logical so I called back to speak to a different employee and spoke to Craig (also very helpful) who stated again that I would have to delete my already completely entered return and reenter all the information to get the \$89 (non-self-employed) premium package, which he walked me through entirely) This was deceptive in that there was no choice on my part when initially signing in to the program and it only allowed me options based on my 2020 status, which had changed in 2021 and appeared to be a software glitch or upsell gimmick Lots of time wasted :(

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3474	2022-04-08 20:46:52	TurboTax Online Deluxe	3	Unhappy with charge	Most of turbo tax is easy and very helpful I have used  I have used Turbo Tax for more than twenty years I usually buy Turbo Tax at the store for about \$29 This year I thought I would try your free version Everything was fine until I tried to enter a 1099 SA You then required me to pay \$59 just to enter the one form Needless to say, I am not too happy A charge of \$30 more than if I had just purchased it as usual Needless to say, I feel cheated Many people have Health Savings Accounts, and this is not a major booking problem You should allow a 1099 SA form to be entered without all this trouble
3475	2022-04-08 21:58:12	TurboTax Online Deluxe	3	Wasn't Not Free	Was told it was free, then I had to pay \$54 Doesn't seem right
3476	2022-04-08 22:20:35	TurboTax Online Deluxe	3	not very easy	was very difficult to use thought it was going to be free but still cost more than worth it
3477	2022-04-08 22:58:21	TurboTax Online Self Employed	1	Screw the poor and provide broken services	Way to get me to shell out money after I had used you under the federal free file program for so long You have all my info, so it is "worth" the charge to have you use all the info you have and keep my tax returns stored with you  Do you give your marks a taste for free and then milk them when they are hooked?  How does your software not know how to get my apartment number into my state return? What am I paying you for? Unfinished homework?
3478	2022-04-08 23:43:42	TurboTax Online Deluxe	4	Turbo Tax is quick and efficient	I thought it was an easy and quick process to file for taxes; however in the middle of the process, it required me to upgrade So it's not entirely free
3479	2022-04-08 23:52:00	TurboTax Live Full Service Basic	2	It wssnt free	I was under the impression the service would be free but it cost e ore than my regular tax guy
3480	2022-04-09 00:12:27	TurboTax Live Deluxe	2	They say you file free but you dont	Why do you say you can file free but, it is not true
3481	2022-04-09 09:46:47	TurboTax Live Full Service Basic	1	Sucks	Never use it again Contact turbo tax free fed taxes and free state tax and at end at end got a fee
3482	2022-04-09 14:11:40	TurboTax Online Deluxe	1	Turbo Tax sucks	Turbo Tax SUCKS! I thought Turbo Tax was supposed to be free!? But not only is the f***ing government taking a s**t load of my hard earned money and using it for who knows what, but Turbo Tax wanted a cut too! Thanks! F**k you! F**k the government! F**k Biden! F**k the IRS! F**k taxes!
3483	2022-04-09 15:35:19	TurboTax Live Deluxe	2	NOTHING IS FREE	DON'T BELIEVE IT WHEN THEY TELL YOU IT'S FREE IT'S A LIE !!!!!!!!
3484	2022-04-09 18 55:04	TurboTax Online Deluxe	3	Jab you with cost when you spend your time	Free turbo tax what a laugh 100 dollars later maybe the old bait and switch here they lure you in have you invest time and energy completing your taxes and then pow here is your big sticker for your time you spent doing your taxes No one likes taxes to begin with, I certainly dont want to do them a second time  That said, the software is easy to use and does what I want just a little aggravating to be hit with cost like that and 100 dollars really?
3485	2022-04-09 19 03:35	TurboTax Online Deluxe	1	Turbo tax bait and switch	You advertise free services but nothing is free It's very misleading and counterfeit in nature I'll never use your service again
3486	2022-04-09 21 00:27	TurboTax Online Deluxe	1	Easy to use but the fees are highway robbery	After spending all my time thinking it was free, I wasn't about to go through the whole process again filing it on paper \$98 to file a simple return, with the only reason to have to pay is because I have mortgage interest write-offs
3487	2022-04-09 21:09:00	TurboTax Online Self Employed	1	Hardly better than the mob	The IRS already knows what you owe on your tax return but companies like Turbo Tax have lobbied the government into making the process as hard as possible so that they can shake you down for as much money as possible The fact that they advertise themselves as free and then nickel and dime you once you're in too deep is disgusting They are a corrupt company and anyone who chooses to work there is complicit I pray for the day that a politician is brave enough to take them on, but I doubt I'll live to see that
3488	2022-04-09 21:25:38	TurboTax Online Deluxe	1	Turbotax is a scam	the experience was horrible-in the beginning it tells you it's free but later on it won't let you continue and you have to pay extra money for that for a 59\$ you end up paying \$149-awful customer service experience when asked for help
3489	2022-04-09 21:31:06	TurboTax Online Self Employed	1	A scam of a free service	To file with my self employment goes from free to 120\$ then to file state is additional 50, but I was also charged 42 on top of that for a total of 212 Again for something that should be free minus self employment but to go from free to 212 is a scam rip off Only option is to start all over and hope there aren't any hidden charges when you go to finalize everything an hour later

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3490	206287367	2022-04-09 22:01:09	TurboTax Online Premier	4	Turbo Tax is very Expensive	I like the Turbo Tax They tell you it's free but, it is not What I hate most is that they get you started for free and add more and more I ended up paying \$180 by the time I had completed my tax return The customer is doing all the entries, and I don't understand why they charge so much I am not saying it should be free What I am saying is the price structure is not fair
3491	206290549	2022-04-09 23:09:56	TurboTax Online Deluxe	2	Honest Tax Payer	Turbo Tax is always saying FILE FREE, FILE FREE and its never Free I had a \$15 off code I was not able to use I talked to a TAX helper (Shaniqua) and she seemed bothered that I was making her do her job So pressed for time I went ahead and paid the \$100 and filed I'm a loyal and returning customer of Turbo Tax they have a lot of hidden fees, things in small print I would recommend Playing with the #'s through Turbo Tax but shop around for free services else where or go to the free prepares at church and the library
3492	206291214	2022-04-09 23:22:02	TurboTax Online Deluxe	1	False advertisements	Was filing for free, then was told that I either needed to upgrade to the paid version, or owe the government money This wasn't even the \$39 fee that they tacked on the end for filing Ended up having to pay about \$150 to get my refund instead of having to pay about the same to the government
3493	206295593	2022-04-10 01:00:28	TurboTax Online Deluxe	1	poor	I thought this simple tax return was free, it cost me \$108 dollars because you required me to pay You saved me and everyone else a retirement savings credit of \$43 But doing this kicks everyone into deluxe which requires payment Not only that but you wont take it out of my tax return which I had plenty of money in the return to do so, you just didn't want to wait to get your money Been using turbo tax all my life, not anymore This should be free like last year Greed!
3494	206309043	2022-04-10 06:15:20	TurboTax Online Deluxe	3	Turbo tax is easy to use	The software is easy but it not free so to speak I guess its the average cost
3495	206315612	2022-04-10 13:33:27	TurboTax Online Deluxe	1	You promote FREE ITS NOT FREE	Why do you promote this product for free? It is indeed not free Im confused by this every year You say your product is free and at the end of filing it always cost \$100 plus This is not free Its \$100 plus EVERY YEAR I pay it because I have to I think I will just pay a professional every year from here on out Free is free \$100 plus is \$100 plus How are you able to say its free? I'm also wondering why my return was so much less this year than in previous years?
3496	206322903	2022-04-10 16:18:04	TurboTax Online Deluxe	1	Uhh NO!	YOU GUYS ARE FRAUDS BECAUSE YOU ARE NOT FREE I JUST PAID MORE FOR YOUR SERVICE THAN WHAT I GOT BACK IN TAXES! MAKE IT RIGHT!
3497	206324136	2022-04-10 16:44:04	TurboTax Online Premier	4	Easy to use, a little expensive	Many advertisements say that TurboTax is free, but that is unlikely to happen This is confirmed from my experience as well as many others Honestly though, the product worked so well! It was easy to use, quick, and uploading W-2s via a picture I took with my phone was so easy!
3498	206324761	2022-04-10 16:56:28	TurboTax Online Premier	1	Insane hidden fees, will never be using again	Turbotax advertises free tax returns, but once all of your information is in, they surprise you with steep hidden fees right before you file because your returns aren't "simple " If you have any kind of investment account, don't count on being able to do free returns with turbotax They ended up taking 70% of what I would've gotten back from my tax return, JUST for filing with turbotax (including a \$49 fee for each state you file in, which is hefty when you've moved and live and work in different states) I thought this would make my life easier, but I just ended up losing most of my tax return I will never use turbotax again and I would not recommend it to anyone
3499	206325204	2022-04-10 17:06:53	TurboTax Online Deluxe	2	Ehh	I kept getting random fees for things that I am not 100% sure what they are for I was told that I could do it all for free then I was told that I could not finish unless I paid the \$59 fee to upgrade and continue
3500	206325216	2022-04-10 17:07:05	TurboTax Online Premier	1	Always a bait and switch	For how simple my taxes are, I find it absolutely disgusting that this company charges such an exorbitant rate while advertising FREE FREE FREE None of the upcharges are made apparent up-front, instead you invest time inputting your information only to be hit with a message that if you want to file state taxes, an additional 49 dollar fee applies I have been using this crappy service for a few years now, and I think I'll look into alternatives for next year At least then maybe my 150 dollars would go into a real person's pocket and not just a money hungry company that engages in extremely dishonest advertising and business practices Oh, also thanks for routing me in a circle with my W2 over and over again, stating "this needs review" when I reviewed it 17 times Turns out the drop-down menu to categorize my charitable donation was required--if it's required to move forward, then maybe wait for it this is truly thinking outside the box so stay with me make it a required field
3501	206327698	2022-04-10 18:06:37	TurboTax Online Deluxe	1	BAIT AND SWITCH	I USED THE FREE VERSION It cost me more than \$120 Please just be honest
3502	206328858	2022-04-10 18:34:17	TurboTax Online Premier	1	What a RIP off!!	We have used Turbo Tax in the past through the IRS's free program , with imputing the same income and financial information and was never charged This year however when I clicked on the free version and began to file, I was halted on several occasions to upgrade so that I could continue filing started out free with free state and end up costing 123 00
3503	206332664	2022-04-10 20:06:42	TurboTax Online Deluxe	3	easy but deceptive pricing	I started out as free Because I have an HSA was forced to use deluxe and told it would be \$59 Then, next thing I knew I was paying \$59 for federal and \$49 for state for a total of \$108 They never told me about the state charge, just threw that extra \$49 in
3504	206333247	2022-04-10 20:19:00	TurboTax Online Deluxe	1	Turbo Tax is a rip off	TurboTax always brags about being free! I just paid \$150 to file my taxes, complete BS
3505	206334495	2022-04-10 20:46:41	TurboTax Online Deluxe	2	Very deceptive	TurboTax is advertised free federal and state returns and yet it cost me \$108 to do my taxes this is deceptive advertisement I don't think I'm going to use TurboTax next year



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3506	206338375	2022-04-10 22:14:52	TurboTax Online Deluxe	1	no such thing as a free tax return	needed a basic free return, they ended up getting \$147 00 to file a basic return very disappointed will not use again
3507	206340555	2022-04-10 23:11:02	TurboTax Live Basic	1	dont give you free	dont let you to file for free They make you pay leven text agent and never reply Yu cant call no help what so ever Just there to get your money Never again
3508	206342063	2022-04-10 23:52:52	TurboTax Online Deluxe	4	great	too many charges for Turbo Tax refund I'm not sure why it says free
3509	206342410	2022-04-11 00:02:15	TurboTax Live Basic	1	Meh	Accidentally selected the delux version and contacted support to try to change back to the free version of turbotax could not get it readjusted to the free version I was given a service code that was supposed to credit my account so I wouldn't have to pay for the Delux version or the state return, but the credit only applied to the live delux federal portion and not to the state portion I attempted to contact several agents to see about getting a new service code to remove both charges to no avail I ended up paying the state fee of \$44 plus taxes
3510	206344354	2022-04-11 00:44:35	TurboTax Online Deluxe	1	Forced Into Using Deluxe	There is no way to remove deluxe without starting over I don't have my W-2 anymore and could not have done this It was advertised as being free if you earned under a certain amount
3511	206345558	2022-04-11 01:08:44	TurboTax Online Premier	2	not that cheap	It starts beign free and then you ave to pay 100+ dollars
3512	206349197	2022-04-11 02:32:13	TurboTax Online Premier	2	CAN'T FILE FREE WITH TURBOTAX	TURBOTAX ADVERTISE FREE FEDERAL AND STATE E-FILEING BUT THATS NOT TRUE I NEED TO FIND A SITE THAT REALLY E-FILE FOR FREE
3513	206351615	2022-04-11 03 53:18	TurboTax Online Deluxe	2	Made filing easy but wasn't as free as advertised	It made filing pretty quick and easy but when I went to actually file and submit it made me upgrade to Deluxe for \$60 just so I can submit my forms, I mean like what the hell! If you're gonna offer a free version don't wait till the last step to say you need to pay to finish
3514	206355048	2022-04-11 09 09:53	TurboTax Online Deluxe	1	scam you into upgrading	thought turbo tax was "free" apparently not cause they make you upgrade to their "deluxe" version
3515	206361091	2022-04-11 13:29:14	TurboTax Online Deluxe	4	Turbo tax is always so easy to use	I dislike the fact that its always advertised as free state and I always pay to process my state refunds
3516	206368685	2022-04-11 15 56:19	TurboTax Online Deluxe	3	TurboTax is easy to use	While it is easy to use it is not FREE! Although I was given a discount after asking
3517	206369237	2022-04-11 16 06:27	TurboTax Online Self Employed	2	Way Over Priced	Experience was alright but the product is way over priced for what I got out of it Just another reason why I hate doing business with Chase bank I'll be looking for an alternative E filing platform next year I also felt misled over the "file your taxes for free" advertising
3518	206370129	2022-04-11 16:20:08	TurboTax Online Deluxe	1	Turbo Tax is a rip off	I tried to do the free version, but at the end you are forced to choose an upgrade then at the end you are forced to upgrade again Then your taxes are rejected I have had to resubmit 3 times
3519	206374366	2022-04-11 17:38:44	TurboTax Live Deluxe	1	SURPRISED COST	I was not expecting any cost Boy was I surprised Free not Free Free Free!
3520	206375480	2022-04-11 18 01:01	TurboTax Online Federal Free Edition	3	Suddenly I was filing PLUS instead of free	I was very much upset to find out that my e-file was NOT free, and that I had already paid for PLUS benefits that I didn't want
3521	206376332	2022-04-11 18:15:38	TurboTax Online Deluxe	4	Easy to use	I have used other online tax services before Turbo tax advertised as free, but I had to pay Not really sure why, but I needed to get this done
3522	206377605	2022-04-11 18:42:21	TurboTax Online Deluxe	3	Ugh	I wanted to love TurboTax The process of doing my taxes was in itself pretty easy, I never would have been able to do it myself without this site What I do not appreciate, however, is that while I thought I was going to be able to file for free, I had to pay for TurboTax Deluxe because I got a tax credit Paying cost me more than the credit gave me So thanks
3523	206380101	2022-04-11 19:20:56	TurboTax Live Full Service Premier	2	TurboTax let me down this year	I was given an initial specialist that was overbooked (>40 clients) It was 1 week before I discovered she would not be able to file for me It was transferred to another specialist who was efficient, but even though I had everything uploaded before 03/31 I was not given the free service
3524	206390547	2022-04-11 22:17:05	TurboTax Online Premier	1	mad annoying	very peeved that they don't tell you how much you need to buy until the end the complete end it's like the last thing you check is accept to taking (in my case) \$180 out of my return after running ads that were complete horseh*t all year about how wonderful and free turbotax is turbo tax can blow me i hate this website
3525	206393844	2022-04-11 23:07:52	TurboTax Online Premier	1	FROM FREE TO \$174 00	WENT FROM FREE OFFER , OR AT LEAST \$20 OFF WITH PAYPAL TO 174 00 WHAT A JOKE! I WOULD APPRECIATE AT LEAST APARTIAL REFUND IT SAID I SOLD STOCK LAST YEAR, BUT IO DID NOT G E STOCK DID AREVERSE SPLIT, AND MAYBE THERE WAS 51 00 LEFT OVER AND A TRASACTION FEE OF 39 00 FROM THEM, PLEASE
3526	206397240	2022-04-11 23:32:47	TurboTax Online Deluxe	3	Confusing Charges This Year	I've used Turbo Tax for the past few years I've used it because it's a free, easy and straightforward service But this year, it required me to upgrade from the free service plan and I was charged over \$100 for this upgraded plan I don't know why this upgrade was mandatory in order for me to file my return
3527	206402898	2022-04-12 00:42:21	TurboTax Online Deluxe	4	Turbotax is simple and straightforward	As stated, it is very simple and straightforward through the tax return process However, as students in college, they required us(my wife and I) to purchase the deluxe edition of turbotax in order to get the american opportunity tax credit, because they don't cover it in the free version That costs around \$100 for us, not a lot, but still something
3528	206403175	2022-04-12 00:46:12	TurboTax Online Deluxe	3	Not Free	Easy to use but was far from free and my \$15 truiest offer only showed as a \$5 discount
3529	206404269	2022-04-12 01:02:37	TurboTax Online Deluxe	1	Misleading	Our refund was free up until we went to file then we were required to pay \$108

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	3530	2022-04-12 02:22:49	TurboTax Online Self Employed	5	Awesome	Awesome IT was easy and fast It wasn't free but rewarding
	3531	2022-04-12 02:45:50	TurboTax Online Deluxe	3	Stop with the false advertising	Everyone and their mom knows turbotax isn't "free"
	3532	2022-04-12 02:53:55	TurboTax Online Deluxe	1	Excellent tax service - Fees cost more than refund	Great service Hate that I chose all of the 'free' options, but was still charged the \$98 It was more than my return Maybe I'll learn how to do it myself next year
	3533	2022-04-12 04:50:56	TurboTax Online Deluxe	1	TurboTax is NOT FREE	Terrible They said it would be free at the beginning I had to pay 108 dollars at the end My taxes are simple, yet I had to pay at the end Ridiculous
	3534	2022-04-12 04:51:48	TurboTax Live Deluxe	2	Pricy	For people that offer free services it costs a lot
	3535	2022-04-12 13:16:13	TurboTax Online Deluxe	2	Turbotax is a ripoff!	Turbotax pulls you in to using their service by saying it's free to file through them Then they put in all these identity theft and bank processing fees taking a big piece of your refund When in fact the tax payer is the one processing his or her tax information False advertisement next tax season I'll be using the free IRS tax e-file
	3536	2022-04-12 15:04:34	TurboTax Online Deluxe	2	I was forced to upgrade	I was forced to upgrade It was supposed to be free Lies
	3537	2022-04-12 16:49:39	TurboTax Live Full Service Premier	1	bait and switch	Was offered a free simple tax retrn that turned into a \$400 tax return at the VERY end
	3538	2022-04-12 17:42:56	TurboTax Live Deluxe	4	review	i dont like that it says free then before you file it say you have to upgrade
	3539	2022-04-12 19:24:19	TurboTax Live Self-Employed	1	Disappointed	I've used this service for years It seems it's never really free everything works like a dream until the payment section I was charged \$199 because it was unclear to me that my account was settee a self employed version
	3540	2022-04-12 19:55:48	TurboTax Live Premier	1	Turbo tax is scam but a necessity	Our tax system is ridiculously a complicated clusterfuck nightmare, which makes services like these necessary. I tried to file for free and someone got stuck with paying for a 160\$ option with no way of changing I don't have the time to start over so take my money and use it to lobby for further corruption of the longest document in existence(us tax code)
	3541	2022-04-12 20 08 01	TurboTax Online Deluxe	1	free is a scam	at no point did it offer me the free option advertised and every other page is them trying to add another 20 50 fee onto a service that offers nothing but extra debt at no point is this service helpful or free dont bother using this its a waste of time
	3542	2022-04-12 20:16:08	TurboTax Live Full Service Deluxe	5	Good job	Very precise, and they do great service Just poor advertisement for filing free
	3543	2022-04-12 21:13:49	TurboTax Online Deluxe	2	turbo Tax lies	it tells you that you can file for free but you can't it cost a minumun of 98 dollars
	3544	2022-04-12 21:14:15	TurboTax Online Self Employed	4	Not Free for all	My daughter did Shipt so she is considered self employed, the cost was \$168 to file Federal and State - Not Free
	3545	2022-04-12 21:37:14	TurboTax Online Deluxe	2	A bit of a letdown	Turbotax is meant to be free and it was free the last two times I used this service to complete my taxes For some reason which was not properly explained TurboTax would not let me complete my return without paying \$100 for some service that I don't believe I had any need for Due to this, I most definitely will not be using TurboTax again in the future
	3546	2022-04-12 23:32:36	TurboTax Online Deluxe	3	turbo tax is easy	it forced me to pay even though i wanted the file free used a w2 and nothing outside of that
	3547	2022-04-13 00:05:16	TurboTax Online Deluxe	2	over charge	you said free, when i had a 1099 , i had to pay deluxe- and than you charged a fee on direct deposit- just be upfront
	3548	2022-04-13 00:21:24	TurboTax Online Premier	2	tricked me into paying \$177	This looked like it was going to be free My return was very simple and I ended up just using the standard deductions I got hit with a \$177 charge to submit my taxes That seems like false advertising I wish it could have just told me up front that it wasn't really free!
	3549	2022-04-13 00:23:27	TurboTax Online Deluxe	5	Using Turbo Tax for many years and it is the best	Very easy user friendly set up for idiots like me Walks you through every line item and warns about potential errors Its not free like many others but worth it and you get what you pay for
	3550	2022-04-13 01:04:33	TurboTax Online Deluxe	1	taxes	Very disappointed said it was free the whole way through and then said they couldn't process without paying for it I get my very simple taxes done for free every year and unfortunately they filled up and couldn't take mine This seems like a very shady operation, the old bate and switch I hope more people make a complaint and I will be sure to tell people I know how this works
	3551	2022-04-13 01:15:39	TurboTax Online Deluxe	1	FREE ISNT FREE, IS IT??	Get all the way through the taxes and then told because of a child tax form (which MOST people have) we can't use the free form Turbo Tax deserves to lose the lawsuit against it
	3552	2022-04-13 03 04:16	TurboTax Online Deluxe	1	TurboTrash	Compared to my parents' tax form, mine was significantly simpler, but I was still forced to pay \$59 to file my taxes for "free free free free free free free free " Total waste of money, and an absolute scam
	3553	2022-04-13 03 05:33	TurboTax Online Deluxe	1	i will never use turbo tax ever again	turbo tax used to be completely free it is no longer free false advertising
	3554	2022-04-13 03:11:24	TurboTax Online Deluxe	2	Another year of scammy tactics	Another tax year, another year of Turbo Tax adding charges throughout the process that you can't revert "Free" is a complete lie They make the excuse that they only do "free" for the "most basic" I ensure you my tax returns are literally the most basic they come No dependents, no children, no donations, etc At this point I just use it because it's what I have always done and not because it offers any value Don't use this service if you have other options If you accidentally miss that they auto check an upgrade price box for you it cannot be taken back

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3555	206720694	2022-04-13 09:06:19	TurboTax Live Deluxe	3	Turbo Tax is okay	You have great products but deceptive practices You pair up with USAA, having us think it's a great deal Only to get informed afterward, there is an additional \$39 charge on top of the upcharge from free to get credits, the federal government is giving us for free! You stop the free program for us that don't make much (under 40K) So, yeah, do better!
3556	206726854	2022-04-13 13:40:59	TurboTax Online Premier	1	If you file anything BESIDES a W2, go elsewhere	Turbo tax is awesome when all I had was a W2, the free version was super useful in helping me file federal and state taxes with ease But man I am so frustrated with the fees associated with doing other simple things within a tax return I traded all of 3 stocks in 2021, which meant I needed to fill out a new tax form to the IRS TurboTax knows this, and will charge you for "Premium Services" (which are total bs, didn't help me save anything and in fact cost me my whole state tax return providing these upgraded "services") So now, I cannot file at all without upgrading to TurboTax premium which should cost me about \$150 off my federal and state returns TurboTax premium is probably great if you are itemizing your deductions, since it uses it's database to find you savings there However, if you take the standard deduction "Premium" is pretty much useless So basically, they charged me \$150 off my return to provide me with the forms I legally needed to file my taxes So much for "free" services Just ridiculous I'm sure if you have a mortgage, that 1098 form will cost you around \$100 just to fill it out I always wondered how services like this made money, now I know It's pilling useless fees upon a middle class tax filer that absolutely needs the forms to file their taxes correctly They're using your needs to take money out of your tax return
3557	206728634	2022-04-13 14:21:43	TurboTax Live Self-Employed	4	It is my go to	After all the commercials for "free, free, free, free!" The 300 I spent was disappointing However, e-filing is done and I am relieved
3558	206733717	2022-04-13 16:05:28	TurboTax Online Deluxe	1	No Free filing	The offer was a free state and federal filing for simple taxes, that is not the case I was charged \$110 for filing the most simplest of information
3559	206736313	2022-04-13 16:56:56	TurboTax Online Deluxe	1	Offered free return charged \$59	It is a scam, the offer is for a free return for easy taxes, I had only a W2 and they charged me \$59 to file after I filled out all the documents
3560	206739993	2022-04-13 18:12:10	TurboTax Online Deluxe	3	Useful but Expensive	Overall resourceful and easy to use However, filing fees are high and increases even more the closer you get to tax deadline Their \$0 advertised filing fees is only if you're single, no dependents, no deductible nor itemizing anything
3561	206741481	2022-04-13 18:39:40	TurboTax Online Premier	4	Charges start to stack up higher and higher yearly	It's frustrating that this organization is turning into a high pressure sales pitch of services and upgrades TurboTax is advertised as "Free" but, try as I might, I can't find any possibility of using this service for free The organization does a good job and is very convenient I think it has a good reputation outside of all the upcharges Take into consideration the business to customer relationship and take it easy on all the charges I'm happy to pay for the service but the charges start to stack up as I progress through my taxes Other than that, thanks for what you offer
3562	206741489	2022-04-13 18:39:53	TurboTax Online Deluxe	2	Easy to Use but Misleading on Price	This product is pretty easy to use As for the price, very misleading Expected to do this for free since my taxes are easy to do, but was charged a whopping \$108 Right in the middle of doing my taxes I get a pop up telling me if I want to continue filing I need the deluxe version of turbotax!!! I am considered low income If I would have known from the very beginning how much I was going to have to pay to file my taxes, this is DEFINITELY not the route I would have taken I am extremely disappointed with turbotax! Next year I will not make this mistake and will NOT use or recommend turbotax
3563	206742084	2022-04-13 18:51:37	TurboTax Live Basic	1	trash	had a simple return and was charged \$162 for getting absolutely no help whatsoever????? I thought this was a free service for simple returns Will not return
3564	206751399	2022-04-13 21:31:01	TurboTax Online Deluxe	1	Turbo Tax Are LIARS!!!	We have been using Turbo Tax for several years and this year was a NIGHTMARE! This year you had my husbands pension info down as RailRoad instead of Automotive workers Union as it has been from the beginning, THEN it was put in TWICE!! SO I had to erase all of the other one and that was a bad dream! Trying to get help from you people is a joke!! BUT, the icing on the cake was being LIED TO all we have as you well know is SSI and a small pension so when Turbo Tax advertises that they do federal income tax for FREE we deeply appreciate that BUT then the question came up asking about insurance and I answered yes, I receive it through the Health care gov because I am Disabled and I filled out all the information MYSELF and to my surprise and joy our refund was more and that is great UNTIL we are told JUST BECAUSE I HAVE HEALTH CARE we are charged 54 00 + TAX, THAT IS NOT FREE, FREE, FREE!!! We were NOT told that UNTIL it was TOTALLY FINISHED!!! We will NEVER use you again and will tell ANYONE and EVERYONE that will listen how we were treated I guess lying is just the norm for you big companies, very sad
3565	206752310	2022-04-13 21:48:14	TurboTax Online Premier	1	Free file is not free	Disappointed that I had to pay to file my taxes, and even though it said "free file", there was not a free file option
3566	206760527	2022-04-13 23:11:38	TurboTax Online Deluxe	5	I've been using Turbo Tax since 1984!	Always easy, always accurate, always not free free!
3567	206771319	2022-04-14 02:36:27	TurboTax Online Self Employed	1	Money Hungry Tricksters	I hate using turbo tax bc every step of the way is asking for more money or telling you to upgrade otherwise you can't continue Once you've spent hours on the forms and they say hey, its another \$100 to do it correctly, you really have no choice but to continue The fact that it still comes up as a free service feels like a bait and switch to me, but I have no choice bc the IRS website doesnt work to show you any other ways to file for free They lock me into using it bc they have all my previous years info

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3568	206777543	2022-04-14 07:02:40	TurboTax Online Premier	1	Turbo tax is garbage	Claimed it would be free just to charge money and keep coercing you to upgrade It was clear false advertisement and on top of that i had to give confirmation to have my information given to BANK and SBTPG which i read online they are just as bad as turbo tax Definitely the last time I'm using turbo tax
3569	206780744	2022-04-14 11:54:33	TurboTax Live Deluxe	3	Expensive for what is advertised as free	Easy enough, just fill in the boxes It's just expensive for something advertised as a free service
3570	206788258	2022-04-14 15:19:02	TurboTax Online Deluxe	1	MOST UNPLEASANT EXPERIENCE IN 30+ YRS FILING TAXES	I AM VERY UNHAPPY!!! I'VE WASN'T ABLE TO FILE FOR FREE AS I DID LAST YEAR AND NOTHING IN MY LIFE HAS CHANGED I BELIEVED I WAS FILING FOR FREE UNTIL THE END WHEN ALL THE HIDDEN FEES WERE FINALLY MADE OBVIOUS THEN TOLD I WOULD NEED TO START OVER TO FILE FOR FREE VERY MISLEADING!!! FEES FOR PAYMENT METHOD ALSO HIDDEN TURBO TAX WANTED TO CHARGE ANOTHER \$39 FOR THE PAYMENT METHOD I ORIGINALLY CHOOSE, I WAS SUCCESSFUL IN GETTING RID OF THAT FEE AFTER WASTING 30 MINUTES BACKTRACKING! I WILL NEVER USE TURBO TAX AGAIN!!! WOULD GIVE 0 STARS IF IT WAS AN OPTION!!!
3571	206793790	2022-04-14 17:13:23	TurboTax Online Deluxe	1	Hustlers	I WILL NEVER use turbo tax again They lure you in with promises of free filing and all the tax help u need But what they don't tell you is everything done costs and in the end there is no discount on nothing And never any help without paying extra 50 bucks Rediculous
3572	206797170	2022-04-14 18:22:20	TurboTax Online Deluxe	1	tricky fees are terrible	Forcing unemployment recipients \$59 and not be able to use free version is reprehensible The unadvertised additional\$39 to pay out of Fed refund is as well
3573	206797831	2022-04-14 18:37:50	TurboTax Online Deluxe	1	Terrible service	Filing is easy sure, but they want to shove extra fees and services down our throat constantly, and just when you think you're done, they charge you 40 extra dollars for a service they offered for free???? DO NOT pay turbo tax with your refund, they WILL charge you for it at the end, without consent, and no way to back out of it????
3574	206800094	2022-04-14 19:21:35	TurboTax Online Deluxe	4	Turbo Tax was convenient to use	I had trouble getting my W-2's So I was filing April 14, 2022 I used turbo tax and it was easy to use I just didn't like that the fees was added on when I had chose one fee and it kept switching to another fee it wanted me to have I ended up paying \$137 when I thought I was only paying \$98 \$98 was so so for me but \$137 Thats a lot when it advertises on tv as a commercial for free Nothings free in this world
3575	206802455	2022-04-14 20:03:29	TurboTax Online Deluxe	1	You guys suck	I came for the free version and I ended up getting charged more than what I'll get in refunds Sincerely, go frick yourselves Not you specifically, the company I'm going to learn everything about taxes and the lines in between and never file with this company again
3576	206803047	2022-04-14 20:13:52	TurboTax Online Premier	2	Turbo Tax isn't free	Turbo Tax likes to market as free but only applies to a small percentage of people that it would be It is convenient, but very misleading and constantly trying to upgrade you after saying declining multiple times
3577	206803874	2022-04-14 20:26:59	TurboTax Online Premier	1	TurboTax "Free" is a bait and switch	Your services have become too expensive You have raised your basic package ~10\$ every year for the last several years Also, your claim of "free" is a bait-and-switch scheme Only a very small percentage of users qualify for free taxes I am currently looking for other tax prep services to do my taxes in the future
3578	206804178	2022-04-14 20:32:02	TurboTax Online Deluxe	1	Not for regular, simple tax return folks	TurboTax: Misleading, deceptive and cunning TurboTax have been for a while now, they don't need any trick to lure people in like a new Tax site Here is what was pain full and will make me switch next year ( after my 8th return this year on TirboTax): Here is why:- 1) I wish they say clearly what products they have, what is Free means, what are all charges for Federal, what are all charges for State, for simplest return (like mine), and how it will get embalished with additional fee for more and more complicated returns why suddenly the State charges appear at the end ? 2) Once you have started a person on a plan, don't come up with bogus reasons to bump them or cajole them to upgrade, or they are screwed (I was subjected to this for yrs), started with a plan and had to upgrade for some BS reason in the middle (Like this year, some medicare BS, and it was automatically resolved as soon as I upgraded , BS I wish they be transparent about what was the issue and how they resolved it (not just by upgrading it went away on its own) 3) Nothing wrong with being transparent from the beginning about what plan and free edition covers exactly what and does not cover what ? and when you upgrade, say what was done as a result of upgrade 4) If you are confident on your product and your services over the years, you don't need to play these petty tricks to lure people in Have confidence in your products and services
3579	206809762	2022-04-14 22:04:07	TurboTax Online Deluxe	5	Far From Free	Too many commercials claiming it's FREE It's not That said the process gets easier each year, but still beings up questions for me
3580	206813151	2022-04-14 23:00:19	TurboTax Live Full Service Basic	1	TurboTax is false advertising	The tax expert would ask me for documents I already gave them, and couldn't even quote me on the service cost I had filed with them because of their free simple tax return ads I ended up paying more then my tax refund
3581	206813386	2022-04-14 23:04:34	TurboTax Online Deluxe	1	Hidden Fees	Wouldn't recommend using Turbo Tax, the 'Free' version has never been free They add so many hidden costs as you fill out the forms with no way to go back and change it
3582	206814079	2022-04-14 23:17:52	TurboTax Online Self Employed	2	it sucks	i thought i was filing for free and at the end tod me it was 119 it was a rip off

	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3583	206814663	2022-04-14 23:28:33	TurboTax Online Deluxe	1	TurboTax is a fraud	Free? Yeah right They snake in every fee they can \$149 it cost me What a joke
3584	206817483	2022-04-15 00:28:45	TurboTax Online Deluxe	3	TurboTax Sux	They are determined to make you pay, even if you want to file with the free edition
3585	206822945	2022-04-15 02:22:31	TurboTax Online Deluxe	3	FREE? Not exactly but do you want to upgrade?!\$\$	FREE? Not exactly but do you want to upgrade?!\$\$
3586	206823422	2022-04-15 02:32:54	TurboTax Online Deluxe	3	Got them finished	Turbo Tax was easy to use I was just disappointed to see that they say Free, but you still have to pay It is really unexpected at the end
3587	206824659	2022-04-15 03:09:20	TurboTax Online Deluxe	1	Not impressed	It was supposed to be free as a military member and yet they charged me \$98 dollars, if it wasn't for my USAA account I should have paid \$108 they'll always find a way to charge you
3588	206824978	2022-04-15 03:18:41	TurboTax Online Deluxe	4	User Friendly	I like using the product, but I do not like that it is advertised as a free product and then in the end, it charges a silly fee of \$39 00 because, there is an HSA account? smh
3589	206825730	2022-04-15 03:40:55	TurboTax Online Premier	3	Think I got jacked	I previously drove for Uber/Lyft/DoorDash I haven't done so for two years, but I believe TurboTax was trying to include related self-employed forms this year 2021, but I could not delete them Also had to pay a lot for supposed free filing I also must pay to federal for the first time in my life Quite unhappy, though not entirely TurboTax's fault
3590	206828504	2022-04-15 06:08:17	TurboTax Online Deluxe	3	Turbo tax is convenient but they charged more than	It was easy to use and convenient but they kept using the price first it was free than 26 something then 49 then 86 by the time i was finished it was 120 kinda angry and made me feel cheated a bit Nice and easy but they need to be more up front with the costs of using the software
3591	206829123	2022-04-15 07:27:50	TurboTax Online Deluxe	2	Extra Fees for everything	Extra Fees for everything It's like flying a lost cost airline Especially annoying after all the ads about free free free Also annoying that my bank pushes TurboTax, but isn't one that you connect with to load forms (going to bring that up with them, too)
3592	206833225	2022-04-15 12:35:05	TurboTax Online Deluxe	1	Disappointed!!!!!!!!!!!!!!!!!!!!!!	Bait and Swith tactics They promise free filing until you get to the end of the process then hit you with fees RIP OFF!!!!!!!!!!!!!!
3593	206833553	2022-04-15 12:44:47	TurboTax Live Full Service Deluxe	1	First and last time	You advertise free filing, yet I just had to pay over \$300 to file using your services Never again
3594	206834673	2022-04-15 13:17:43	TurboTax Online Deluxe	1	Extremely misleading, would never file with them	This was my first time filing with turbo tax and I was excited to finally be able to have the tools to file my own taxes However, the prices were very misleading, especially for military personnel Everywhere I read it stated it was free for the military to include deluxe, however, when I completed my taxes I still had to pay the full amount for state and federal plus deluxe prices I will never file again through this company I tried reaching out to customer service and received no help
3595	206835657	2022-04-15 13:44:07	TurboTax Online Deluxe	2	Costly	Started filling it all out with free version that's advertised and by the end of it they would not let me continue without giving them \$150 of my return Will not use again
3596	206836507	2022-04-15 14 06:08	TurboTax Live Full Service Deluxe	1	Go to hell, TurboTax	I started out with their TurboTax Live free program and ended up paying over \$300 to have them file my taxes Horribly deceptive and awful company that turns a mandatory awful experience into a profitable hellscape
3597	206837952	2022-04-15 14:35:33	TurboTax Live Premier	1	Overpriced	TurboTax was great last year, it was simple and here for the people I paid one flat rate to file my state and and federal, it included free identity theft protection, and they took the fee right out of my federal taxes at no extra charge! It was great! This year, not so much I feel as though I was nickel and dimed over everything \$200 to file my federal, once I have my state taxes ready to go they then decide to disclose that they want to charge \$55 this year otherwise those will be deleted Ok fine, that's shady TurboTax, I'll pay it but you've lost my respect Next its time to pay, not only did they sneakily include an additional \$50 charge for audit representation and identity theft protection (which was a free benefit last year), they also add in another \$40 charge as a processing fee to take the charges from your federal return, which they took care of with no issue last year Once advertised as the go-to free tax filing solution is now nearly a \$300 ordeal, to do my own taxes, at that price I would rather drop them off to my local tax expert to file for me Stay far away from these crooks
3598	206842810	2022-04-15 16:24:12	TurboTax Online Deluxe	3	More expensive than you think	I like how Turbo Tax walk you through everything, but if you get stuck you just get into a loop with no way out I had no idea how to correct my mistake It was NOT free I didn't know I was being charged until I tried to file Not worth the money as I could have used my military benefit and had someone else file for me for a lot less and would have saved me the headache I was afraid to use the support because I was afraid it was going to charge me even more
3599	206846901	2022-04-15 16:44:20	TurboTax Online Premier	1	Nothing about this is Free Not even close	Kept getting emails about how it would be free Its not free It was never meant to be free The emails were just a way to get me to the website If i had more time i would go somewhere else 50 to fill each state and 90 for federal because i have 2 w2? I dont recommend this service to anyone Go to your local accountant Dont pay intuit They dont want to do you any favors other then take your money I will not be using this service next year and i will make it a point to talk other people to go somewhere else
3600	206852958	2022-04-15 17:20:04	TurboTax Online Deluxe	1	Turbo tax was NOT awesome	This is supposed to be a FREE site for taxes but I ended up paying \$149 after all was said and done This is a scam
3601	206855705	2022-04-15 18:23:07	TurboTax Online Deluxe	1	Overpriced	Turbotax raises it's prices and adds more absurd up-charges every year It's absurd You can either advertise your service as "free" or you charge for the service You can't have it both ways

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3602	206860300	2022-04-15 20:09:02	TurboTax Online Deluxe	1	what a rip off	Not only did we start a free return because of our income, but we had to pay just because we received a stimulus check \$150 for a supposedly free product
3603	206860895	2022-04-15 20:20:15	TurboTax Online Premier	1	False Claims - Poor Support	Took almost a 90 minute phone call (90% of it which i was on hold for) to identify that Turbo Tax has a program error where military members are having to pay for filing fees even though it is still advertised that it is free After asking for the company corporate contact information as well as the companies legal team contact information, i was finally provided a service code to redeem the filing as free This will require a full audit of the company to ensure all other military members filing were not scammed out of money due to this program error
3604	206863836	2022-04-15 21:22:09	TurboTax Online Premier	2	Software glitches!	Overall, fairly easy to use Only had dividends and interest, yet still wasn't free (charged me \$99 - very deceptive) BIG software glitch when checking the numbers - the message was as follows: "Oops! It looks like we hit a snag " I could not file, and Turbo Tax's help desk was totally worthless Next year, I'll try a different software program
3605	206865926	2022-04-15 22:12:48	TurboTax Online Deluxe	3	Great but too much money to file!!	Turbo tax advertises FREE tax returns Last year it was \$29 95 to file state This year I paid \$106 and I'm 87 years old! You should at least have a senior discount
3606	206866066	2022-04-15 22:16:04	TurboTax Online Deluxe	1	TurboTax Free is a scam	While filling out the forms for TurboTax Free it kept pushing add-ons and upgrades, which was annoying But once I got to the end of the "free" tax return it wouldn't let me file unless I upgraded to deluxe This was because it prompted me to input information that was not apart of the "free" filing And when I just wanted to undo the forms it still wouldn't let me go back from deluxe to free So after a lot of frustration I finally decided to use the deluxe version and pay the \$110 67 to file Only I come to find that they wouldn't e-file for me So I essentially paid turbotax for providing a "free" service for anyone else and then got shorted on the "included" services that it said that it would provide after over \$100 in fees I would not recommend this scam of a product for anyone
3607	206868132	2022-04-15 22:55:13	TurboTax Online Deluxe	3	Most Likely will not use next year	I used Turbo Tax because it was free - Now it is charging me \$191 to file
3608	206870417	2022-04-15 23:46:29	TurboTax Online Deluxe	1	TurboTax Scammed Me	This software gave me no other option than to pay for the deluxe version I couldn't figure out how to get around it This is all because I was getting a life long student credit I seriously just wouldn't have claimed the credit but you all didn't let me move past that part I probably would of gained more if I didn't claim that and not paid for this "free software" The software would not let me file if I didn't do this It's a scam It's not free I don't make that much as it is and now my refund is only going to amount to 4 big macs TurboTax just has to be thankful the IRS is so confusing and terrifying or else they would not have a business Thanks Turbo Tax I'll just go to an accountant next time for the same cost and less headache
3609	206873758	2022-04-16 00:52:02	TurboTax Online Deluxe	1	Money Grab	Every step of the way they ask you to upgrade In the beginning they make it seem like you would be able to do all the basics with the free (or even cheapest one) however once you are into it they suddenly inform you that they cannot do that unless you shell out \$50 The only time it makes sense is for filing federal and state because its two different things but to not be able to add a simple form in that most people have now-a-days without having to pay \$50 is robber-baronesque I would much rather file my taxes by hand next year, or find an accountant because honestly it might be cheaper at this point, not to mention that at no point in this process did I feel confident that this was correct However I will not blame turbotax for that, that distrust most likely comes from the US Government and its extremely confusing way of doing taxes, which of course is different and more difficult than the rest of the world This, turbotax, is just a way to prey on people who are hoping to find a cheaper way to file their taxes as they already do not have a lot of money and then scamming them into paying more
3610	206874485	2022-04-16 01:01:22	TurboTax Online Self Employed	1	TurboTax is expensive and complicated	TurboTax is advertised for free, but then once you get into doing the taxes there is fees upon fees to complete them using different tools
3611	206877760	2022-04-16 02:03:50	TurboTax Online Self Employed	1	"Free" Not Don't fall for it	They told me it was free and then freaking charged me and didn't tell me until the very end I had gone through everything and it was too late to go back So I had no choice but to throw away HOURS of work, or just suck it up and pay them Such BS
3612	206878312	2022-04-16 02:17:00	TurboTax Online Deluxe	1	Misleading	I wasted time filling out all my taxes thinking it would be free but realized I had to pay to file I thought I would only have to pay \$59, but then when I got to the end it was almost \$150 with fees I feel swindled and robbed
3613	206878722	2022-04-16 02:29:29	TurboTax Online Deluxe	2	False Advertising	Advertised as "free guaranteed" but is definitely not free My return is simple and I still had to pay for it plus taxes, ironically
3614	206879203	2022-04-16 02:42:51	TurboTax Online Deluxe	1	It's getting worse, instead of better!	I have used TurboTax for several years now, and instead of improving, it is declining It has more glitches The log in is becoming more cumbersome, and when trying to pay, that is also becoming more of an issue It is constantly harassing you Continually trying to push you to the more expensive version The one year I truly only needed a free version, it prevented me from getting the free version It allowed me to go all the way through, but would not allow me to print it out, unless I pay Why advertise free, if your not going to offer a free version? I believe I will try the other brands next year, its not worth the headache Sorry

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3615	206879206	2022-04-16 02:42:58	TurboTax Online Deluxe	1	Military discount didn't work	I'm an enlisted active duty military and had to pay \$59 to file my taxes (Deluxe version) It didn't give me any discount as advertised I don't think I'll use TurboTax next year since they basically lied It's not the money it's the false advertisement
3616	206879589	2022-04-16 02:56:32	TurboTax Online Deluxe	1	poor quality for cost	yeah this is "free" but if you have ANY self-employment you end up paying a small dang FORTUNE to get anything filed correctly and you think "okay, sure, I'll pay the \$50" and then like 5 screens later it's another \$70 for another kind of filing it is ridiculous and so not transparent Not to mention so much of the NY State tax section was worded so unclearly with things around deductions -- nearly impossible to figure out what they're saying if you're filing for only living here for PART of the year And a lot of the student credit options were just sort of randomly presented and I accepted/took the deductions suggested but it's really hard to figure out what is in turbotax's best interest and what is in mine If I could afford to pay to do these I would - but I can't, that's why I'm here Needs to be way more accessible for being the "free", "accessible" tax service it markets itself as
3617	206881490	2022-04-16 03:51:39	TurboTax Online Deluxe	1	It's not free	It's not free The site states it's free but once finished I have to pay
3618	206881776	2022-04-16 03:57:31	TurboTax Online Deluxe	1	Hidden Fees for Low-Income Filers	TurboTax is supposed to be free for any filer with under \$75K in income, but there's hidden fees everywhere that are impossible to avoid or uncheck I am beyond frustrated that because I received a single unemployment benefit payment in 2021, I had to pay \$50 to use TurboTax's "Deluxe" service I made less than half of \$75K in 2021, and the fee for filing the unemployment benefit comprised more than 10% of what the actual payment itself was  The contract issued by the government to TurboTax to provide free services for low income filers is absolute garbage TurboTax got caught hiding freefile in search engine crawlers a few years ago Their new methods of extorting low-income filers are just as sneaky, horrible, and exploitative
3619	206884131	2022-04-16 06:42:25	TurboTax Online Deluxe	1	Deceptive	All of the commercials on TV states that Turbo Tax is Free and I was charged \$59 and then when I complained about them charging me I was offered \$15 off but I still paid so it WAS NOT FREE
3620	206889849	2022-04-16 13:50:31	TurboTax Online Premier	3	why wasn't it free	tons of ads and emails indicating free return but it sure was not!
3621	206889973	2022-04-16 13:53:45	TurboTax Online Premier	1	Increasing Fees ! I'm DONE with TT	When I started with Turbo tax, the fees were reasonable Just like every other company, greed has taken over with TT as well Ads say one price, checking out with TT shows another I HATE DECEPTION Time to move to another tax service
3622	206895046	2022-04-16 16:03:54	TurboTax Online Deluxe	2	Predatory but Useful	Nice user experience with helpful tips However, prompts purchases frequently and waits until you're about to file to tell you one of your credits (no matter how apparently simple) is too complex for the free/lower tier version Oh yeah, and then the state filing costs extra too They seem to be banking on the idea that you spent all this time inputting info so you'll be more likely just to cough up the money I will likely use a different service next time, one that doesn't have legal action taken against them for being so predatory
3623	206897644	2022-04-16 17:05:34	TurboTax Online Deluxe	1	I feel robbed!too many hidden fees!!!	If I had done my taxes at hr block I would of paid 80 dollars Somehow with me only filling out my w2 form I accumulated a \$147 fee I chose all of the free options and somehow I get this surprise fee which is a lot more than free I would not have care if it was a few bucks but 147 is cutting into my pockets Too many hidden fees just go to someone else at least you know what you would be paying for!
3624	206900623	2022-04-16 18:23:56	TurboTax Online Deluxe	4	added fees	Right when you think you're saving money by using the "free" online version, there are "hidden" fees added Still a hair cheaper than other options, but maybe not for long Will definitely shop around a little next year
3625	206902452	2022-04-16 19:12:13	TurboTax Online Premier	1	Free Filing ?	Google "Free taxes" turbo tax pops up #1 You are better off paying a human to do it and actually guarantee max benefits Instead, you are paying someone so you can do everything yourself Regret the past years using them and now I'm going to give my money to someone that does it for me instead of paying someone and doing it myself Won't be returning because of false advertising Remember that nothing is free It should also never be used in advertising
3626	206902681	2022-04-16 19:17:53	TurboTax Online Self Employed	3	Where is the free filing?	You advertise free filing, but where is it? I am willing to pay for the convenience, but stop advertising it is free, when it's not
3627	206903567	2022-04-16 19:39:45	TurboTax Online Premier	1	Turbo Tax sucks	You take advantage of people who have trouble with taxes and hide so many fees You advertise your service to be free and easy I understand some fees might be required but don't advertise it how you do when the total fees of my taxes ended up being almost \$190 You guys are the absolute worst
3628	206905280	2022-04-16 20:23:17	TurboTax Live Deluxe	1	It was advertised as FREE!!!	It said it was free to file Every Commercial said it was free to file Yet I was charged \$1730 00
3629	206908550	2022-04-16 21:44:59	TurboTax Online Deluxe	2	Turbo Tax	It's a fine way to file your taxes if you're really desperate However, it's pretty messed up that turbo tax prides themselves on being "free" and immediately starts the process with a \$50 charge And then another The most messed up part is that they will charge you just for wanting to pay your taxes with your refund That's a charge It's unfortunate that they prey on young people who aren't sure how to do their taxes by making it "simple " A great business plan Thanks a lot

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3630	206908822	2022-04-16 21:51:59	TurboTax Online Premier	3	TurboTax is easy to use, but can be costly	The process was straightforward and did not take too long to complete While I would still recommend this to others, be aware of stocks when completing the return I was halfway through the process when it said I have to pay \$80 to complete the Schedule D (Investments) part of the return, which I was expecting to be free Also, I had to pay an additional \$49 to file federal and state taxes together, otherwise I would have to file my state separately (not through TurboTax)
3631	206908897	2022-04-16 21:53:42	TurboTax Online Deluxe	1	It was not free as advertised	The services are not free as advertised I will not be using this service in the future
3632	206909316	2022-04-16 22:04:51	TurboTax Online Deluxe	3	easy enough to use, but file for free isn't really	I clicked on the option to file for free, as my return is simple Yet the lowest price option I can select is \$59 to file That seems like misrepresentation on the part of Intuit Turbotax
3633	206914672	2022-04-17 00:33:49	TurboTax Online Deluxe	2	hidden fees	says it's free, get done, and says I cant file unless I pay \$110
3634	206917348	2022-04-17 01:46:27	TurboTax Online Federal Free Edition	1	They claim is free and charge for everything	They claim is free and charge for everything Horrible
3635	206921914	2022-04-17 04:37:55	TurboTax Online Deluxe	1	Sneaking in the fees	I finished up the free efile and they said I needed to upgrade to finished I decided to reluctantly because I was getting frustrated, but it said you could take it out of your refund, so I did it I then noticed when checking out, they throw in a \$39 fee for having them take it out of my refund so \$54 upgrade AND \$39 "hidden fee" \$93 They should make sure you know before getting to the end and feel too frustrated to go back
3636	206921919	2022-04-17 04:38:23	TurboTax Online Deluxe	4	a little misleading	I signed up for a free refund at the beginning and at the end I was forced to pay \$59 Then that changed to \$98 This is the second maybe third time that I was not able to activate the free return last year I was told there was a glitch in the system and this year I'm faced with the same issue I would like a refund please
3637	206923402	2022-04-17 06:02:43	TurboTax Live Premier	1	Turbo Tax is a Joke	I am Active Duty I literally went through the Military extension website (where it says that I can file for free) I did my own taxes and they still hit me with a \$167 fee for using premium even though I was not using any part of premium I have had nothing but problems with this company and will not be using them next year
3638	206926773	2022-04-17 12:29:12	TurboTax Online Self Employed	1	FREE????	NOT FREE NOT FREE NOT FREE NOT FREE NOT FREE NOT FREE
3639	206927265	2022-04-17 12:52:19	TurboTax Online Deluxe	2	Very costly and its not FREE	You say its free, but you will not release anything unless I pay
3640	206931153	2022-04-17 14:49:43	TurboTax Live Deluxe	3	Taxes	It sure cost more every year and it sure is not free to file
3641	206931373	2022-04-17 14:56:30	TurboTax Online Self Employed	1	"Free" ahahaha	Turbotax is a bunch of liars who have manipulative advertising After you are done entering all of your information they then charge an outrageous price
3642	206932118	2022-04-17 15:16:31	TurboTax Live Basic	1	Don't Use	I thought this was going to be free Turns out, I had to pay 123 bucks This feels like misleading advertising There should be a point during the process of filing out the forms on the website that the filer is told that the free version is no longer being used
3643	206932371	2022-04-17 15:23:27	TurboTax Online Deluxe	3	Turbo Tax Review	Turbo Tax is very easy to use Only issue is the advertisement of FREE FREE FREE None of it is FREE It never has been
3644	206935250	2022-04-17 16:39:02	TurboTax Online Deluxe	1	Advertise for one price and you pay another	Turbotax focuses all their advertisement as "file for free today," but in reality you are going to spend 100 dollars minimum for federal and state filings Even if you select the free option they will offer additional questions and returns later on but in order for them to file you have to upgrade along the way I would hope they could just be upfront about the cost to file but once you've done the work they hit you with a charge, and at that point you just want it done
3645	206937220	2022-04-17 17:19:53	TurboTax Online Deluxe	3	Good, with concerns	I have a standard and easy tax situation W2 income from one job File federal and state taxes Single After spending about an hour filling out the tax, I realized I was in the Deluxe product which costs \$59 and then you have to pay \$49 for State Looking at the difference between Free and Deluxe, I realize that Free should cover my tax situation But I read that I'd have to start from the beginning again  So, I'm paying \$108 because I was somehow in the Deluxe mode, and I didn't want to start from the beginning Will create a reminder for myself for next year to see how to get into "Free mode" from the start to determine whether that one is good enough for me
3646	206937504	2022-04-17 17:27:44	TurboTax Online Deluxe	3	Helpful	TurboTax is helpful because it explains parts of taxes and walks me through it nicely There were some unexpected fees which were pretty frustrating While not as much as hiring a tax preparer, there didn't really seem to be much reason for the fees since I was working through the sheets Since it explained stuff I don't feel too bad about the fees, but after a while they'll be pretty far in the past costs to the company and should maybe be removed for the supposedly free version
3647	206941000	2022-04-17 18:55:14	TurboTax Online Deluxe	1	not free as advertised	why do you advertise that it's free 'really free' to file when it's not



	Review ID	Submission Date	Product Name	Rating (1-5)	Review Title	Review Text
3648	206942063	2022-04-17 19:19:33	TurboTax Online Federal Free Edition	1	Misleading Representation for Free Filing	I had to complete the return 2 times to avoid forcing an upgrade to deluxe for an additional 50 dollars just to get a \$3 credit That should be optional NOT mandatory The customer should have a right to DECIDE if they want to take the credit and should not be forced to do so It is unethical to prey on customers by doing a bait and switch and hold the customer hostage What you won't do is FORCE me to pay to use your software WHEN I clearly meet the requirements to submit both federal and state returns for free This practice makes me question my relationship with intuit and makes me want to stop paying for subscription service for other intuit products I use Now I see why the Federal government is suing you
3649	206944360	2022-04-17 20:09:59	TurboTax Online Deluxe	3	It cost alot more than I thought	It started at free and ended up costing over \$100 to file (
3650	206946287	2022-04-17 21:00:38	TurboTax Live Deluxe	1	Disappointed this year	Turbo Tax was offered by our credit union It was supposed to be a free filing I ended up paying over \$170 because of one form for the federal return and there was no option to not file the state form electronically so I was charged for that too I had already mailed in my state form and received my refund when I was charged for this I hope my state won't think I'm trying to file twice I'll have to reconsider using Turbo Tax next year
3651	206946977	2022-04-17 21:18:50	TurboTax Online Deluxe	1	Fuq you	It's not free if you make people claim the foreign tax credit and then claim that as the reason for the need to upgrade to Deluxe  Eat my cock and balls
3652	206948691	2022-04-17 22 08:15	TurboTax Online Deluxe	1	Disappointed	Wasn't really happy with no being able to have the choice to use the free version and the higher taxes I seemed to owe in a pandemic, the more turbotax seemed to want to add and suggest fees Payment processing fees, turbo deluxe, turbo max I was already in the red and it kept asking for more money If this is like this next year, I may file a paper return or use another site the whole point is to have a smooth process-as long as you have all your documents and not to have an HR block type of hustled experience
3653	206948947	2022-04-17 22:15:48	TurboTax Online Deluxe	1	Extra fees	They tell you it's a free service but charge you fees
3654	206949026	2022-04-17 22:18:14	TurboTax Online Deluxe	3	Awesome if it was actually free	Was a good experience and easy to follow Just advertised as free and cost \$100+
3655	206950727	2022-04-17 23 03:55	TurboTax Online Premier	3	I love how it's \$89 free!	all went well until the free turned into \$89 and where is the discount coinbase told me about and led me into your site to be taken advantage of?????????
3656	206951621	2022-04-17 23:31:00	TurboTax Online Deluxe	1	LYING PIECES OF CRAP	YOU SAY FILE FOR FREE THEN FORCE CHARGE UPGRADES AT THE END  YOU SUCK!!!!!!!!!!!!!!
3657	206951664	2022-04-17 23:32:11	TurboTax Online Deluxe	1	Never again	Will not use you again Sucked me in with a free offer, which turned out to be bullpoop
3658	206951811	2022-04-17 23:37:00	TurboTax Online Premier	1	TERRIBLE SERVICE	they boast about the service being free and here i am paying an additional 186 to file my taxes, turbo tax is awful and completely misleading
3659	206952570	2022-04-17 23 57:12	TurboTax Online Deluxe	3	TurboTax is aggravating	I used Basic Free version to prepare my taxes, got all the way to the very end, after the review to make everything was correct - at which point I was notified that Basic Free wouldn't maximize my refund, so I decided the \$54 upgrade to Deluxe was worth it After clicking that, they THEN tell me that the to file State was now \$60, having not realized that the \$54 was not actually the fee to upgrade to Deluxe, it technically said "file your federal return for \$54 " AND I could "conveniently" pay for it out of my refund - for another \$39 Very annoyed, I could not figure out for a long time how to go back and decline the Deluxe offer, searched all over and eventually found it in an FAQ - where I learned that to do so I had to CLEAR EVERYTHING and START OVER So I did Got back to the very end - chose NOT to upgrade because of the annoying hidden fees THEN was told I CAN'T file with Basic Free AT ALL because of my tax situation I've used TurboTax for years and loved its ease and simplicity, I don't know what changed about my taxes this time but I was extremely annoyed at TurboTax for the first time, hiding fees and pressuring me into things by making the alternative vastly annoying I abandoned TurboTax in disgust and tried two other online filing services - and to my dismay neither of them produced a refund anywhere near TurboTax claimed I finally crawled back here, entered everything a THIRD time, cursing TurboTax the whole way, and bit the bullet to pay for Deluxe I did at least realize I'd missed the option to avoid the \$39 processing fee by paying now with a credit card - easy to assume it was yet another hidden/persuasive fee, but perhaps I'd just misread it in my haze of frustration the first two times So the overall impression: aggravatingly deceptive when your taxes aren't simple, but I cannot deny they manage to wring the highest refund out of the mess, compared to two other service comparisons I just hope they're not wrong
3660	206953583	2022-04-18 00:22:04	TurboTax Online Deluxe	3	Disappointing as a small business	The amount of fees associated with filing my taxes is awful and cost me almost half of my refund Your guise and advertising of free filing makes it feel a bit wose Using the software is easy and it works, but I find your advertising misleading and the cost of your fees far too high
3661	206954000	2022-04-18 00:30:29	TurboTax Online Deluxe	1	scam services	says its free, requires payments anyways if you decline they delete the progress youve made 0/10 designed by cocaine fueled monkeys who know that more dollars = more cocaine and so choose to scam people out of their dollars in order to acquire more cocaine
3662	206954237	2022-04-18 00:35:30	TurboTax Online Deluxe	1	You advertise FREE but it's never free	You say file for FREE but it's never free It just cost me \$108 00 You lied Wasn't there a class action lawsuit about this?

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3663	206954970	2022-04-18 00:52:58	TurboTax Online Deluxe	2	Won't Use Again	I do not appreciate the nickle and diming If you say free or a set price let's stick with that Also, if you say \$20 off for being with a particular company Then it should be \$20, not \$10 My bad for waiting until the last minute this year
3664	206955046	2022-04-18 00:54:38	TurboTax Online Deluxe	2	Money Hungry	Constantly pushing the upgrade version throughout the whole process even though its advertised as free Then when I finally got to the end it forced me to pay \$108 even though I selected the free version
3665	206955285	2022-04-18 01:00:02	TurboTax Online Deluxe	1	Too many extra fees	I originally tried to file for free and then most of the way through my return turbo tax told me I had to pay for deluxe to claim the American Opportunity Credit for my education expenses I went ahead and got deluxe because I figured the 2000 dollar credit would easily offset the 60 dollars to claim it Turbo tax then told me "don't worry, don't get out your payment methods, pay for deluxe out of your refund " So I did that and then it was 40 extra dollars, and very difficult to go back and change payment method for deluxe Then turbo tax told me it was 50 dollars per state to file my returns, and I had to file for two states So instead of filing for free like it was advertised turbo tax made me pay 200 dollars Very unsatisfied and will never use this software again
3666	206957518	2022-04-18 01:53:42	TurboTax Online Self Employed	1	thought it was free!!!!	it turns out turbo tax is not free but its whatever anybody associated with taxes are crooks
3667	206957671	2022-04-18 01:57:16	TurboTax Live Deluxe	1	Scammers	Your business practice is sh*t You claim your free but I had to pay for deluxe just because of the lifetime learning credit I think is complete that I had to pay just cause of the Lifetime Learning credit You claim the reason of this is because Turbo Tax basic doesn't have the proper forms Then how did I put in info from the 1098 T in the first place? Complete scam never using your site again
3668	206957748	2022-04-18 01:59:03	TurboTax Online Premier	4	It was a good experience but	Product is good and almost as advertised Had no problems entering my information and getting to my taxes My only question is, "Where is the FREE, FREE, FREE, FREE, " I see in all the ads It never was an option, in fact there were several opportunities to spend your money
3669	206958506	2022-04-18 02:19:16	TurboTax Online Self Employed	1	TurboTax Price Gouges and Misrepresents	TurboTax Price Gouges and Misrepresents; you are told you have a free state return, and then you're charged anyway You decline the add-ons, and they add they charge them for you without your consent or your returns are held hostage
3670	206960922	2022-04-18 03:32:51	TurboTax Online Deluxe	1	excessive windows that hide what is going on	too much smoke and mirrors it was supposed to be free its not you lied won't tell me cost up front it could be so much simpler, not a one hour cartoon show you do it to hide what you are going to charge never again!!!!!!
3671	206961716	2022-04-18 04:01:05	TurboTax Online Deluxe	1	It is NEVER free - forced me to buy Deluxe	Turbo Tax is never free and borders on false advertising They forced me to buy the Deluxe version for \$59 (plus the state for \$40 which it never even mentioned) all to receive a \$2 (yes TWO dollar) refund for some IRA I had The only way to correct it I found was to clear EVERYTHING and re-enter all my tax info, only to find even after I purposefully tried to leave the \$2 retirement credit off, it still forced me to buy the Deluxe version I should have been able to use the free one since I did a standard deduction anyway with literally nothing special entered or selected, just basics like income info It's a shameful business practice Then the fact they coax people into paying for these charges from their refund, for a \$39 fee, shows what type of company they are Last time I ever use Turbo Tax
3672	206962098	2022-04-18 04:18:56	TurboTax Online Deluxe	1	charged for a "free file"	I was charged 90 to file a free file, and I didn't have to pay taxes or get any taxes back
3673	206962201	2022-04-18 04:23:08	TurboTax Online Deluxe	1	Scam	Offers free service and charges \$150, absolute scum
3674	206962539	2022-04-18 04:40:54	TurboTax Online Deluxe	3	I didn't appreciate the hidden fees	Because the free turbo tax didn't have a way to file a 1099-NEC form, it stole about half my return Instead of getting all my return, \$199 00, I had to pay \$98 00, so I only get \$101 00 One form shouldn't cost \$98 00 I think I was charged two fees all together I suspect there is no real free TurboTax It's a bait and switch!
3675	206962949	2022-04-18 05:08:00	TurboTax Online Deluxe	2	Disappointed with Services	The commercials, banners, and barrage of advertisements all tell lies that this service is free There are fees associated with areas, never mentioned in the beginning of the processing into the filing Then there are fees added for the simplest of accommodations
3676	206962982	2022-04-18 05:10:22	TurboTax Online Deluxe	1	TurboTax is a scam!	I was told Federal return service was free and CA state return would be about 50 dollars It was 150 dollars before it was over, and no matter how many times I refused the offers for services, they gave it to me regardless, or said I needed to start the process over from the start, at which point they would probably do the "bait and switch" thing again! I had 6 jobs last year and did not have another half of a day to input the information again, so I had to pay these crooks who blatantly took advantage of COVID Pay a real tax advisor if you need it, or do it yourself, but please do not support people who steal money from hard working people like you and me!
3677	206963073	2022-04-18 05:15:41	TurboTax Online Deluxe	3	Misleading	I don't like the fact that Turbo Tax states you can file for FREE when in the end it never is! I do however appreciate the side bar information
3678	206964901	2022-04-18 09:10:04	TurboTax Live Basic	1	No Such Thing as FREE	I didn't get my free return, and when I continues with my military usaa discount, it was not applied and overcharged me to process my return! I will never use this program again!
3679	206971337	2022-04-18 13:47:37	TurboTax Online Deluxe	1	Turbo tax is a fraud!!	I have used for years- but this year is different I'm retired- simple taxes The ads repeat over and over- simple filing is free- well- its not- the forms prods you the entire way to upgrade- and then at the very very end- somehow the bill was over \$100 00 I will NEVER NEVER NEVER US TT AGAIN!!

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3680	206971637	2022-04-18 13:54:09	TurboTax Online Deluxe	1	when it comes down to it, nothing is FREE	Advertised as free for simple returns just have a simple HSA (from having health insurance), and needed to upgrade to the 59 dollar version, then with the 39 dollar fee to take from return, almost half me rebate goes to other parties, was extremely disappointing now I smh when I see a turbo tax add
3681	206973267	2022-04-18 14:25:23	TurboTax Online Premier	1	TurboTax are scum	Force you to pay despite advertising as free all over the place Should be charged with false advertisement \$40 to pay with my return, seriously? Blow me you corporate lobbying arses
3682	206974460	2022-04-18 14:44:15	TurboTax Online Deluxe	1	Horrible Product, Scam!	It is a horrible product and a horrible company, they will offer you a free filing, make you waste your time filling all your information and then force you to upgrade to file If I knew this when I started, then I would have looked for other companies too
3683	206975850	2022-04-18 15:10:08	TurboTax Online Self Employed	3	Pricing	For years now, you promote free services, but you charge over 100 dollars just for me to do all the work Even when you don't use help from an expert, your paying a lot of money
3684	206976062	2022-04-18 15:13:38	TurboTax Online Deluxe	2	they lie about free services	It's not FREE, turbo tax does not make it easy like they say, I guess it's cheaper than a dirty accountant
3685	206977776	2022-04-18 15:43:01	TurboTax Online Deluxe	1	UPSET	During a Pandemic, I was told it was free, then it was 49 00, then it ending up being 139 00, wow and I am a cancer patients struggling throw it and this UGH
3686	206978075	2022-04-18 15:48:39	TurboTax Online Deluxe	1	Turbo tax was supposed to be free	Never again this was supposed to be free and I couldn't go without paying
3687	206978707	2022-04-18 15:59:36	TurboTax Online Self Employed	2	its not free	I see the adds say its free but when you do it it come up that you have to pay
3688	206979961	2022-04-18 16:22:12	TurboTax Online Deluxe	2	Very Sneaky Fees	Turbotax loves to tout free but that is far from the truth It is an easy platform to use but there is zero disclosure that Turbotax processes a \$39 00 Fee for paying them on top of the \$59 00 fee for filing out of the return that comes to the taxpayer Essentially, it is short term loan shark lending against the payment coming back from the IRS to the taxpayer Either pay the piper or use their "preferred credit card partner" so they can get more kickbacks from third parties while the taxpayer has to make the decision to pay a surprise fee that is never disclosed through the whole process until the documents are ready to be filed Very opaque and underhanded way for collecting fees, consumers beware
3689	206980153	2022-04-18 16:25:29	TurboTax Online Deluxe	4	Very quick and easy to use	I like using TurboTax over other methods so far because it's very convenient However, a program that overly advertises itself as free sure does try to charge its users midway through filing for features that seem like it should already be incorporated If the prices and fees were disclosed upfront, maybe it wouldn't feel as scummy when I'm 20 minutes in and the threat of online identity theft is promised to be covered if I cough up another \$40
3690	206981509	2022-04-18 16:49:01	TurboTax Online Deluxe	3	false advertising	I'm beginning not to like turbo tax, because of false advertising I thought it was supposed to be free
3691	206982191	2022-04-18 17:00:28	TurboTax Online Deluxe	3	Functional, but sometimes misleading, unresponsive	I could not e-file this year because TurboTax flagged my W2 for an error (duplicated localities for box 20 in local income tax) The county where I work charges two separate local taxes, both of which are reported on separate w-2s TurboTax would not let me e-file with this completely accurate information I continue to be disappointed by the misleading wording in TurboTax's advertisements, claiming free services when in fact it costs a significant amount of money to complete the process Also, the language on the marketing opt-ins is misleading Nobody wants to be tricked into signing up for an email list
3692	206985367	2022-04-18 17:56:34	TurboTax Online Deluxe	1	its awful	I did my normal taxes and i know for a fact i wasn't supposed to owe anything i also know that i didn't do any of my retirement stuff on my own when i got job they would either auto put my retirement stuff or i wouldn't have it and while filing turbotax would not let me finish my taxes without upgrading because of the retirement stuff that i had no consent to that i lost a lot of my return because they made me upgrade i also couldn't get help through calling or the help chat without upgrading this is not a free tax return website to use it only cares about money and messing with people
3693	206986657	2022-04-18 18:20:37	TurboTax Online Deluxe	1	Charged to file	Charge to file free I'm 21 years old I ended up having to pay for \$59 because of a form I got from an early withdrawal from my IRA because of covid and then after that they charge me \$39 to take it out of my tax refund and I get \$200 thanks TurboTax
3694	206986829	2022-04-18 18:23:33	TurboTax Online Federal Free Edition	2	not enough options	i was charged \$29 before i even was allowed to file even though i clicked on the free edition i did not have old records that was asked of my from the previous year i dont think it should matter to turbo tax about the previous years because i simply paying the website to send off my records, and if there is an problem the IRS is sure to let me know anyway and because im not sure why it was asking me about a form i never told turbotax i had, now my fingers are crossed about it getting to the IRS correctly
3695	206987785	2022-04-18 18:40:29	TurboTax Online Deluxe	1	It's ok	I kept getting emails saying I could file for free but it was \$59
3696	206990738	2022-04-18 19:35:00	TurboTax Online Deluxe	1	TurboTax is overrate and over priced	It is unbelievable how TurboTax is advertised as FREE when in reality it upcharges for everything I had to file as part resident and although I did not owe any taxes in one state I STILL had to pay \$49 LAME
3697	206992012	2022-04-18 19:57:12	TurboTax Online Self Employed	1	Didn't love it one bit!	I found it absolutely outrageous with all of the additional adds on being advertised when this is promoted as a free tax filing service Especially when you HAVE to upgrade to do certain things like adding deductions as a self-employed person I've done my taxes with TurboTax for 5 years now, and if I wasn't an idiot who put off filing to the last minute I would have gone elsewhere Also, when you tell someone a customer service rep is going to call them in 5 minutes, they should actually eventually end up calling that person

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3698	206992291	2022-04-18 20:02:40	TurboTax Live Self-Employed	4	I THOUGHT IT WAS GOING TO BE FREE	I DID NOT NEED ANY HELP FROM A TAX EXPERT AND WAS SURPRISED THAT I HAD TO PAY ALMOST \$200 FOR THE SERVICE I THOUGHT IT WAS FREE
3699	206992839	2022-04-18 20:08:53	TurboTax Online Premier	3	TurboTax is average, and a bit costly	I really don't like the way you word 'FREE' As an enticement It gives people the impression that there's a way to get a less costly way to file their taxes
3700	207013899	2022-04-18 21:00:48	TurboTax Online Deluxe	1	Last time I use Turbo Tax	After the government and state took what little refund I did get after working 40 hrs a week 5 days a week for the last 40 years; Turbo Tax took their fair share with fees when this was supposed to be FREE I almost broke even on my \$343 refund - \$147 Turbo Tax Fees = \$196 which the State of Michigan then took their cut of \$192 For all of my hard work, I received a refund of \$4 What does that say about our country and government these days?
3701	207019192	2022-04-18 22:10:50	TurboTax Online Self Employed	1	You begin at "Free," but end up paying hundreds!	The many up-charges (fees hidden at the beginning) from the initial promised "Free" are staggering Moreover, the interface is--at key points in the process--difficult or impossible to navigate, requiring lots of editing on prior work
3702	207023046	2022-04-18 22:27:49	TurboTax Live Premier	2	Works	Way too overpriced for what it is So much for free huh!
3703	207023656	2022-04-18 22:36:24	TurboTax Online Premier	3	fees and pricing	the way the program goes about suggesting pricing and packages makes an already irritating process more irritating everything is free until its not, and then there's a random charge added additionally and not sure how confidential this review process is if i have to give my email
3704	207025195	2022-04-18 22:45:38	TurboTax Online Self Employed	4	TT is great	Long process But fun I thought it was free I am retired on Social Security Maybe you can have a Senior Discount
3705	207025962	2022-04-18 22:56:10	TurboTax Live Premier	1	You lie that you can do your taxes free	I don't believe I will use this service any mor after this year as you change your price and lie that you can file for free and I don't believe that it is correct I believe that what you do is a criminal act
3706	207026584	2022-04-18 23:05:26	TurboTax Live Self-Employed	1	Turbo Tax is ok	Everything is ok but then they advertise that its free to file when in reality its not I had to pay more than \$300 for this service Turbo tax gives false advertisement
3707	207026621	2022-04-18 23:05:51	TurboTax Live Deluxe	1	RIP OFF	File for free Now pay 114 Now pay 114 +49 Now pay 114+49+54 Now pay an additional 39 for us to pay from your return Oh and now you have to go to your state website and make your payment yourself, after you pay us to file for you
3708	207026708	2022-04-18 23:07:01	TurboTax Online Deluxe	1	False advertisement Told me i could file for free	They told me i could file for free and then charged me almost \$150 on a simple return
3709	207026820	2022-04-18 23:08:49	TurboTax Online Deluxe	1	I'm not a fan	TurboTax always advertises free filing but it always costs me at least \$50 every time
3710	207027210	2022-04-18 23:14:49	TurboTax Online Deluxe	1	would rate 0 stars	They say 100% free until you claim a credit then they add on \$150 to claim the credit
3711	207027232	2022-04-18 23:15:10	TurboTax Online Premier	1	didn't give me the discount they said they would	i was told it was free for military but made me pay on top of that it took me a good 3 day to get to summit my taxes
3712	207027523	2022-04-18 23:19:32	TurboTax Online Deluxe	1	Did not like this year's version!!!!!! 10+ years	At Costco you could get Turbo Tax for \$49 00 with one state free I had to pay \$108 00 - with my CA return being \$49 00 Also, I like to save as I go along and there was no tab to let me save
3713	207027802	2022-04-18 23:23:45	TurboTax Online Deluxe	1	you fuckking suck and you're fuckking misleading	none of this was fuckking free or easy fuckk you you fuckking vultures
3714	207029055	2022-04-18 23:43:11	TurboTax Online Deluxe	1	TurboTax is not awesome!	They use marketing to trick people into paying for services that would usually be free This year I was charged for being self-employed and for filing my state taxes, which in the past I never had to pay for It would have cost less to have a CPA do it for me This is the last year I file with turbo tax
3715	207029275	2022-04-18 23:46:18	TurboTax Live Deluxe	1	worst	says free returns then charges you a ton no help when you request it
3716	207029910	2022-04-18 23:55:37	TurboTax Online Deluxe	2	Tricky tricky TurboTax	They love to wait till the end of filing to tell you that you have been using the paid version and not the free one
3717	207029958	2022-04-18 23:56:16	TurboTax Online Deluxe	1	Super confusing	I google and tried to do the free version this year but no it made me do the turbo deluxe version and ended up charging me \$103 00 at the end and would not allow me to swich to the 'free version' super disapointed and upset My taxes were simple and I did not earned enough money to afford to pay a fee Very deceiving
3718	207030434	2022-04-19 00:03:27	TurboTax Live Deluxe	1	TurboTax is TRASH	They advertise as free, and it never ends up being that False advertising After checking, HR Block is cheaper! Go there! After doing y taxes here I was told that I needed to pay per state Then, right before I filed, I was charged an additional \$109 for "Deluxe" because of some selection they did not tell me about before They try to trick you into just doing it! Go elsewhere
3719	207031189	2022-04-19 00:14:48	TurboTax Online Self Employed	1	turbo tax lies	I dont understand why it says its free and i always have to pay
3720	207031190	2022-04-19 00:14:49	TurboTax Online Deluxe	1	I can't stand these people	Their "free" service is never actually free They always come up with an excuse to upgrade my services, and then they try to sell me every add-on they can think of They're just like car salesmen, only you never see their faces
3721	207031861	2022-04-19 00:24:44	TurboTax Online Deluxe	1	Charges me every time	End up wirth a bogus charge for filing every time I use free version
3722	207032036	2022-04-19 00:27:15	TurboTax Online Deluxe	1	NOT FREE	These con artist lead you to believe its free and then only after an hour of work do they spring it on you that they are liars and it isnt
3723	207032291	2022-04-19 00:30:38	TurboTax Online Deluxe	1	Gave me a headache	Wants to take all of your money for no reason Why advertise as free? I will find a tax person for next year
3724	207032775	2022-04-19 00:37:15	TurboTax Online Premier	2	tricks you to paying   none of it is free \$\$\$	You state that you can process portion of the taxes for free which is not the case
3725	207032853	2022-04-19 00:38:21	TurboTax Online Deluxe	1	terrible, you trick people into thinking its free	terrible, you trick people into thinking its free I will never use Turbotax again!!!!

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3726	207033541	2022-04-19 00:48:27	TurboTax Online Deluxe	2	You can do this for free elsewhere	Just when you think its free they get you to upgrade just when you think the upgrade is reasonable they slam you with fees If it had not been for all the hours I wasted trying to get this done I would have just gone to a different site,
3727	207034054	2022-04-19 00:55:31	TurboTax Online Deluxe	1	not happy	you claim to be free but are not And when I try to go back and delete a form, it does not allow it
3728	207034771	2022-04-19 01:06:09	TurboTax Online Deluxe	1	terrible	Told me I could file for free and the last step gave me no option but to select deluxe when I'm a 20 year old with simple taxes ridiculous
3729	207035258	2022-04-19 01:13:12	TurboTax Online Deluxe	1	No funny	I wanted to use the free, but you changed my order and then I had no option but had to pay for the upgrade That's baiting and switching and wrong
3730	207035561	2022-04-19 01:17:33	TurboTax Online Premier	1	Scam	Lets you go through the whole process pretending to be free then charges you at the last minute for some arbitrary form
3731	207036003	2022-04-19 01:24:05	TurboTax Online Deluxe	1	Scamming in 2022	I've been using turbotax for YEARS and always enjoyed that it was helpful and FREE (as advertised) This year they are charging me TWO HUNDRED DOLLARS to file which is a rip-off and wouldn't let me select the free plan anymore Of course they don't tell you this until the tax deadline so you have no choice but to pay a crazy amount I have used turbotax for years now and have recommended it to everyone I know, but no more Beware!
3732	207036007	2022-04-19 01:24:06	TurboTax Live Self-Employed	1	Absolute Scam of a Company	Absolute scam of a company The FBI should flashbang their headquarters and arrest everyone who has ever worked there for fraud Like what idiot would actually give this scam of a company a good review "FILE FOR FREE" - oh wait, but that costs extra and so does that and so does that Oh wait, you can't file your state and federal for free, oops forgot to include that in the advertisements SCAM SCAM SCAM
3733	207036930	2022-04-19 01:39:01	TurboTax Live Basic	1	LET'S TALK ABOUT FEES	This being the last day to file taxes, and absolutely no other recourse in my perview, of course i decide to go with the same craptastic software i was i was forced into last tax season i am no longer suprised to hear of the growing class action suit against Turbotax, seeing as they just took special care to bend me right over and bang me with a train of lovely, lovely fees, to the tune of \$157 or so i have proper documentation, and will be in touch with those as soon as possible about joining in on the happening litigation free my fat ###
3734	207037286	2022-04-19 01:44:49	TurboTax Online Deluxe	1	TURBOTAX IS TRASH	I KEPT SELECTING FREE VERSION AND ENDED UP PAYING 150 DOLLARS FOR DOING EVERYTHING MYSELF WHY SAY ITS FREE IF YOU STILL TAKE MY MONEY LIARS AND CHEATS
3735	207038042	2022-04-19 01:57:20	TurboTax Online Self Employed	1	Turbo is tricky	No help at all this year from turbo I basically looked everything up in IRS! My self employed turbo was not free as they advertised! Last year I was charged twice! So why did I stay with them this year? Hoping someone there will read this and help!
3736	207038060	2022-04-19 01:57:37	TurboTax Online Deluxe	2	Turbo Tax is Less Awesome Than It Used to Be	Filing with you guys used to be free, now I have to pay You still advertise as being able to file for free But that option is no longer presented Not cool
3737	207038179	2022-04-19 01:59:24	TurboTax Live Basic	1	AIN'T (CUS WORD) FREE!!!	FRIST OF ALL ,AIN'T (CUS WORD) FREE SO PLZ STOP WITH THE FALSE ADVERTISEMENT I'LL BE GLAD ONCE THE MIGHTY U S ADOPTS CANADA WAY OF DOING TAXES WERE THE GOV DOES THE TAXES FOR THE CITIZENS SINCE THE HAVE ALL THE (CUS WORD) INFO ON HAND ALEADY AND CUT OUT THESE BLOOD SUCKING MIDDLEMEN!!
3738	207038192	2022-04-19 01:59:35	TurboTax Online Deluxe	2	fees at the end	great till you add in all the fees at the end so much for free would have been cheaper just to buy it
3739	207038287	2022-04-19 02:01:33	TurboTax Online Federal Free Edition	1	tricking people to thinking it is free	You start out free and then they say you need to upgrade in order to enter a certain form
3740	207038533	2022-04-19 02:06:34	TurboTax Live Self-Employed	4	Turbo tax is good, but costly	Turbo tax is my go to because of ease of use and they have plenty people that help you within a reasonable amount of time But they sure love to nickel and dime you to death with all the added fees and services The turbotax "free" is definitely not free unless you get the absolute no frills version I defintely recommend them for anyone that needs to do their taxes in a crunch, but if the price goes any higher I might have to switch services
3741	207038650	2022-04-19 02:08:32	TurboTax Online Deluxe	1	Fees	I thought TurboTax was free I ended up paying near \$200 in fees Horsepussy
3742	207038710	2022-04-19 02:09:50	TurboTax Online Deluxe	1	TurboTax; same as always	I've used this service in the past and others that don't have all this fancy UI going on Turbo tax is predatory, I thought things has changed when I got numerous emails about their "free" state and federal Ended up paying almost \$200 out of my already very small refund Nothing has changed here, I will continue to use a different service going forward  Also, why are you asking me how I am; this is a tax service not a therapy session Waste of time and resources
3743	207038917	2022-04-19 02:14:18	TurboTax Online Deluxe	2	2021 tax yeAR	t was easy to use but I hate that they charged \$40 to take the \$60 payment for using the extra services RIP OFF Totally free my a\$\$
3744	207039198	2022-04-19 02:19:59	TurboTax Online Deluxe	2	Deceitful practices	If you are a student and try to file for free, which it claims will happen, it will cost you because I had a 1099-q form to complete it charged me \$49 federal and \$49 State For a lousy FORM! Next year, I'll try H&R block
3745	207039462	2022-04-19 02:24:32	TurboTax Online Deluxe	1	worst experience filing tax return	says file for free but at the end makes me pay \$66 and doesnt even use my tax return because i only made \$39 so i had to spend the last 60 in my bank account just so i wouldnt get fined for not filing on time i hope this company burns to the ground terrible customer support the live chat that i ended up paying for couldnt even connect me to a live person i want a refund but i know this stupid company is just gonna give me the run around on why i had to pay so theres no point in trying never using this app again worst expience of filing my taxes ill be switching back to h&r only reason i went through with turbo tax this year is because they already charge my card if i could give 0 stars i would

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3746	207040024	2022-04-19 02:35:02	TurboTax Online Deluxe	1	MISLEADING	They tell you its free, then they tell you its \$59, then another \$47, then at the very end it jumps up to \$147 somehow At that point, your ready to get it over, and they know this So yeah, very misleading
3747	207040323	2022-04-19 02:40:12	TurboTax Online Deluxe	1	TurboSuckTax	They tell you it's free to file ITS NEVER FREE TO FILE
3748	207040635	2022-04-19 02:47:20	TurboTax Online Deluxe	1	This is a scummy business	You should make it very clear what is covered in your free plan before starting HSA accounts are not listed as an item not covered under the free plan Also, you don't advertise that choosing to pay for your services with my refund actually costs an extra fee I didn't know until I was about to finalize
3749	207040969	2022-04-19 02:54:06	TurboTax Online Deluxe	1	Should let you know they'll be charging you	Of course this won't show up on the site LOL but it should be clear before you get so far in you're going cross-eyed that you'll have to pay for a service you thought was free
3750	207041034	2022-04-19 02:55:20	TurboTax Online Deluxe	1	Turbo Tax is NOT free!!!!!!!!!!	I tried from the very beginning to use the free option, and thought I was using the free option, and it still charged me \$160 something to file taxes, which I had to pay in When I tried to speak with an agent to help me file free, it tried to charge me to use that, so I was stuck paying \$160 on top of the \$1600 some odd dollars I had to pay in to the feds I do not recommend This is STUPID!
3751	207041037	2022-04-19 02:55:24	TurboTax Online Deluxe	1	TURBO TAX SUCKS	TURBO TAX ARE NOT HONEST ABOUT THEIR FEES I USED FREE TAX USA LAST YEAR AND THERE WAS NOT FEES I SHOULD HAVE STAYED WITH FREE TAX USA
3752	207041549	2022-04-19 03:07:05	TurboTax Online Deluxe	2	Its ok	Turbo tax is convenient, but advertises for free filing Then has many random fees
3753	207041578	2022-04-19 03:07:41	TurboTax Online Deluxe	1	TurboTax is dishonest and lacks integrity	This was a horrible experience TurboTax gave the impression I would be able to file for free then ended up charging me over \$100 after I filled out all of my information I will not be using TurboTax again I would like a refund
3754	207041970	2022-04-19 03:16:20	TurboTax Online Deluxe	4	Turbo Tax makes it Easy!	All was very clear and helpful, until the end when I had chosen file for free, all of a sudden I had to pay almost 100 bucks to file and since I waited for the last day to file, I had no choice but to pay
3755	207042328	2022-04-19 03:25:59	TurboTax Online Federal Free Edition	2	TurboTax	They are very hard to understand and not usurer friendly Plus it said it was free but It made me pay for some extra stuff that I didn't want or need
3756	207042762	2022-04-19 03:38:06	TurboTax Live Deluxe	1	Software is easy to use but I totally feel duped	It's not free as advertised, it's very deceptive and you constantly have to pay more and more which is dumb I would have been better off spending my money with a CPA, Turbo Tax was no help
3757	207043400	2022-04-19 03:57:43	TurboTax Live Self-Employed	3	turbo tax is over charging	all was well till i had to fill out a simple additional form then we went from free to 253\$ Yes i waited to the last minute to file and i got a refund which except for the additional form would have been the same refund amt But i made 600\$ on the side and that form cost me 253\$ which is a real rip off
3758	207043404	2022-04-19 03:57:55	TurboTax Online Deluxe	1	Finding ways to \$	All free products came with a charge gimmick found ways to charge without prior information
3759	207043985	2022-04-19 04:12:54	TurboTax Online Premier	3	Frustrated that I had to upgrade in order to file	I liked the process and how easy it was to follow the step by step guides but I felt a bit trapped by the way I thought I was going to file for free and then had to upgrade in order to file The IRA I have does some selling of stocks throughout the year and that seems to be the reason Not only did I have to pay for premier at \$89 but also had to pay for state at \$49 If I had more time I would have started over using a different service
3760	207045135	2022-04-19 04:41:19	TurboTax Online Deluxe	1	Turbo tax scam their "free and easy to use" slogan	turbo tax is not free turbo tax took half of my return, which wasn't much because the "free" version doesn't cover the retirement credit i have with the national guard
3761	207045207	2022-04-19 04:44:04	TurboTax Online Deluxe	1	You all are crooks	They have you fill your tax under false pretense that it was free, and at the last second past the point of no return That when they rod you of your money Y'all are nothing but thieves This is the last time I will ever use this service
3762	207045229	2022-04-19 04:45:11	TurboTax Online Deluxe	2	No option to opt out of payment	I did not get an option to opt-out of the extra cost for the deluxe This supposed free service is not free
3763	207045570	2022-04-19 05:00:18	TurboTax Online Deluxe	1	NOT A GOOD SERVICE	MAKES YOU UPGRADE NO FREE SERVICE IF YOUR JOB HAS 401 / 403
3764	207045915	2022-04-19 05:19:03	TurboTax Online Self-Employed	3	Tricky	No free filing, they make you pay for something always even if you don't need it My last year using this program
3765	207045971	2022-04-19 05:23:35	TurboTax Online Deluxe	1	Bait and Switch	After coming to the site that was listed as free, you're constantly bombarded with upgrade in order to complete your taxes Once agreeing to the filing process, then at the very end there is another fee for processing your return Nowhere at the beginning is there any mention of these fees before you start the process of filing your return But ultimately this was my mistake, by filing at the 11th and 1/2 hour
3766	207045998	2022-04-19 05:25:18	TurboTax Live Basic	2	After 16 years I am very disappointed w/ turbotax	After using Turbotax for 16 yrs I will not be using it in future years I started in turbo tax free to then have to choose a plan and then get charged \$125 to e-file federal and state taxes to get back \$ 150 I will use a competitor in the future I hate bait and switch
3767	207047155	2022-04-19 06:52:45	TurboTax Online Deluxe	1	Not So Free!!!	After going over my taxes twice!!! I started my refund with the free edition then when it came to submit I had to pay \$108!! What for? I never had to pay and it did not even give me information as to why I was getting charged All it kept saying is that I need a professional tax associate to review my stuff because of my problem?! So infuriating! Once I paid (didn't want to do it for the 3rd time) they still didn't tell me my problem Here take my money and don't tell me what's wrong!
3768	207048319	2022-04-19 09:32:00	TurboTax Online Deluxe	1	Tricks you into paying	Turbo tax uses deceitful tactics to trick you into paying large amounts at the end after you spend hours working on the answers They call it free and then by the end they are charging me over \$150

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3769	207049420	2022-04-19 11:02:10	TurboTax Online Deluxe	2	FREE - but I was charged \$118 - WHY????	Thought I was using a totally FREE version but when all finished I was charged to file for a simple return of Social Security Benefits and 1 - 1099R A little expensive for a retired person
3770	207057694	2022-04-19 14:34:21	TurboTax Live Deluxe	4	I can't print my 2022 forms	It was good, but I can't print the 2022 tax forms to keep for my records I need them And HR BLOCK charges 9 99 for previous years You guys charge 30 00 I'm going to HR BLOCK next year And your "free" service just cost me \$179 huh
3771	207067521	2022-04-19 17:49:47	TurboTax Online Deluxe	5	Free	Turbo Tax is awesome just not FREE! I bought the deluxe and still did all the work lol
3772	207082765	2022-04-19 22:39:14	TurboTax Online Deluxe	1	Not free	I am unhappy that I clicked the free version and was switched to the Deluxe I had a simple federal return Please explain or advertise the truth about eligibility
3773	207086988	2022-04-19 23:36:02	TurboTax Live Deluxe	1	Turbo tax is sharing your personal info	FORCED TO PAY FOR A FREE SERVICE THEN YOU HAVE TO SHARE INFO
3774	207092717	2022-04-20 01:36:15	TurboTax Live Deluxe	1	Total Ripoff	The free filling went from free to \$59 to \$119 to \$168 faster than you could say bend over and grab your ankles
3775	207105984	2022-04-20 04:42:57	TurboTax Live Basic	1	You're a scam and misleading the public, NOT FREE	Terrible, you charged me over \$100 for a free service I have no kids, no house, it could not be effing simpler, but you charged me more than a third of my return, so I will NOT be returning here next year Your tactics are deceptive and I hope you get a lawsuit
3776	207169882	2022-04-21 12:08:49	TurboTax Online Deluxe	1	it is horrible	first you tell me its free then you tell me it will cost me more than my return Its not easy and it has been rejected twice even tho i followed all the instructions
3777	207184846	2022-04-21 17:44:45	TurboTax Online Deluxe	1	Not impressed	Over all not impressed They advertise as being a free service then you end up paying at least \$108 to file They constantly have pop ups trying to get you to upgrade Why would I need to upgrade if they say the minimum service gives you the best return? It's fishy and I've been getting the same return through turbo tax for several years regardless of pay Not using turbo tax again after this year
3778	207250112	2022-04-22 17:44:09	TurboTax Live Full Service Premier	1	Deceptive and expensive	They string you along in the process so long that by the time you get to the end and they finally give you the REAL amount you'll get back you just say screw it and pull the trigger because it's so annoying to have to go through it again somewhere else It's incredibly deceptive and insanely expensive I'll be directing everyone I know away from this terrible app
3779	207406951	2022-04-26 00:28:26	TurboTax Live Full Service Basic	3	I was told service was free	I was told by my first assigned expert that my services would be free I was then Handed off to another expert who completed my taxes but I was charged for my services
3780	207524011	2022-04-28 04 03:12	TurboTax Online Deluxe	2	Deceiving Service	While filing your taxes from the comfort of your home is very convenient, it does come with a price Turbo Tax advertises themselves as a free service, but nothing about filing your taxes is actually "FREE " Even if you do not use any of their extra services, you will still be charged for something in the end Most returns aren't "simple" returns, which is the only version of Turbo Tax that is free
3781	207537759	2022-04-28 14 54:55	TurboTax Online Deluxe	1	Turbotax is a scam	It always starts out free free free free to get close to following and then they make you upgrade so they shouldn't advertise it as free Initially file for free my returns was rejected I called turbotax customer service and he said I would have to upgrade to refund Which cost me \$114
3782	207581791	2022-04-29 03:26:24	TurboTax Live Deluxe	1	Made me pay for a premium I did not want	Without prior concent, turbo tax made me upgrade my service to a deluxe package I was unaware of this until it was time to file my taxes, when brought to the attention of the agent she said that she knew it upgraded me but chose not to say anything I had to pay almost \$200 extra out of pocket to file my taxes and use their so called "service" when it was originally marketed as free I will never be using turbo tax again
3783	207664577	2022-05-01 04:20:44	TurboTax Online Deluxe	3	Turbo Tax is okay	It's not totally free I should have bought the software
3784	207665647	2022-05-01 05:24:40	TurboTax Online Deluxe	2	Easy to use but they lie about it being free	I choose to file with the "free" version of Turbo Tax, but they would let me file unless I paid increasing amounts of money: first they said \$59, then \$102, then finally it ended up being \$152 They will hold your tax return hostage
3785	207750366	2022-05-03 00:07:13	TurboTax Online Deluxe	1	Turbotax is a horrible company	I find it disgusting how you leach fees off of people trying to pay their taxes *pay money so it's easier for you to pay money* It's ridiculous Your product is subsidized by the government and advertised as free, but the things you charge for as "extras" are basic functions of a tax filing system Want to pay with the refund coming to you? FEE Want to file Fed and State together? FEE Do you have a 1099??? FEE I'm sure it's not the fault of whoever is reading this, but your company should be ashamed
3786	208242160	2022-05-05 01:55:53	TurboTax Live Basic	2	turbo tax is confusing	If you don't pay attention, it can be misleading then you're forced to follow their rules as how to file and if you choose free it is not always free I'm having difficulty filing, been rejected twice already The question is do you want to apply all are some to 2022 refund and if you click yes they say you owe for what I don't know
3787	208439599	2022-05-07 00:29:22	TurboTax Online Deluxe	1	I selected FREE!! They charged me \$147	I'm upset I selected FREE!! Then was charged \$147
3788	208590749	2022-05-09 14:42:34	TurboTax Online Deluxe	2	Isn't actually free	Simple enough to use but I qualify for 401k program through my work and for that reason alone my taxes are considered too complicated for free It's extortion I barely make enough as it is, why must you advertise your services as free if it really isn't?
3789	208659506	2022-05-10 17:17:02	TurboTax Live Self-Employed	4	still like the old way to file'	really did not like the price I was told to use Turbo Taxes cause it was free but I paid \$274 00

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3790	208678029	2022-05-10 20:15:01	TurboTax Live Full Service Basic	3	New to TurboTa	Unexpected information was requested and it took longer to process than expected Also I was expecting to file for FREE but I finally paid \$287
3791	208700684	2022-05-11 01:23:38	TurboTax Online Deluxe	2	I ran into a few problems	I enjoyed the software and it was easy to use However, I ran into a lot of problems when trying to file my taxes When I was finally able to file my taxes I had to pay a fee When I was trying to file my taxes it was free but by the time the system let me file them I had to pay This was very upsetting
3792	208745950	2022-05-11 23:23:48	TurboTax Online Deluxe	1	misleading charges and fees	charged under "free" edition additional processing fee charged if not careful to read over
3793	208864893	2022-05-13 14:50:21	TurboTax Online Self Employed	1	I can see why Intuit is involved in a class action	Turbo Tax software led me to believe I would be e-filing for free At the end I got hit with a prep bill for over \$200 (even with discount) Very disappointed, will be looking for an alternative for 2022 taxes
3794	208956328	2022-05-14 16:06:01	TurboTax Live Basic	1	Bad	I am very disappointed because it says free but then, it charges
3795	209291683	2022-05-20 00:03:29	TurboTax Online Deluxe	4	Easy Program to use	I like the program however if you advertise filing for free you expect to attract those of us who are low income and it makes no sense to charge to be able to claim a tax credit for using healthcare gov for medical coverage
3796	209310344	2022-05-20 13:05:22	TurboTax Online Deluxe	5	Turbo Speed	Turbo Tax is awesome because it is fast and the returns get done and filed in turbo speed The price is worth it It is not free but very affordable
3797	209383517	2022-05-21 22:40:27	TurboTax Online Deluxe	4	Was easy enough	I did great until the end Thats when I found some hidden charges for filing free Turbo Tax isnt free
3798	209518605	2022-05-24 15:24:39	TurboTax Online Deluxe	1	So many fees and upselling	Not free, total bulls**, only used this because I had to \$98 00 for a FREE federal return LMAO
3799	209597979	2022-05-25 20:03:46	TurboTax Online Deluxe	1	NOT FREE- WILL FORCE YOU TO PAY \$60	This is nota freewebsite, I did not add any additional products and was charged \$60 to file If you choose to have the \$60 fee, (which doesn't include anything btw), taken out of your refund it's an additional 39\$
3800	209615792	2022-05-25 22:23:57	TurboTax Online Premier	1	Awful, expensive	They lie and say it's free to file but it cost me \$200
3801	209645883	2022-05-26 05:32:26	TurboTax Live Deluxe	1	"Free" isn't really free	Turbotax has lobbied for years to keep tax filing cumbersome and confusing to navigate The "free" option isn't free and Turbotax got sued by the FTC over it I shouldn't have even had to use a service like this to do my taxes
3802	209707505	2022-05-27 02:15:50	TurboTax Online Deluxe	1	Sneaky hidden fees	You advertised your service as free, but it was expensive, and I had the most basic return, no frills or heavy lifting involved Very frustrated that that wasn't clear and, it was sneaky that they included the premium services charge to pay with the federal refund That should be stated to the consumer right away when they're deciding between the two
3803	209974977	2022-05-30 19:04:17	TurboTax Online Deluxe	1	Super sneaky fees	Did not engage with a live expert I moved and worked in two states In the end, turbotax charged me close to \$200 to file this year, when they advertise it to be a free service I will not be using turbotax again
3804	210319950	2022-06-04 20:59:07	TurboTax Online Deluxe	4	turbo tax: liars??	it says its free and then they make you pay it was efficient which is the best part a tax collector would have charged me less by a lot
3805	210507409	2022-06-08 03:06:45	TurboTax Online Deluxe	1	Disappointed and not planning to use next time	Clearly signed up because "free" but of course as you go through your return and input information they try to sell or upgrade you after every section It's annoying when you clearly signed up for free at the time Then, I was surprised to see a message about having to pay \$59 in order to get my deductions added This is absurd I used to use CreditKarma and it was completely free Now they are owned by cash-app which I do not recommend Turbo tax was my second option, sadly I was disappointed with the nonsense questions about upgrading and a \$39 fee Seriously, I rather pay an accountant at this point I do the work and they charge me for it Hilarious!
3806	210679382	2022-06-10 00:56:46	TurboTax Online Deluxe	1	Not free	It is not free as advertised Simple to use, but fee is ridiculous
3807	210952639	2022-06-15 01:40:23	TurboTax Live Basic	1	not free	was not free, false advertising some questions were very baffling
3808	211105981	2022-06-17 08 06:27	TurboTax Online Deluxe	1	Very misleading advertisement	As a full time college student who works, the fact that turbo tax took half of my return with their fees is horrible I did this because they actively advertise their free filing
3809	211639642	2022-06-24 18:35:06	TurboTax Online Deluxe	2	Not too happy!	Basic returns were free through Credit Karma Says free when you begin then the return is held hostage unless you agree that the fee is deducted from the refund
3810	211712958	2022-06-25 21:43:30	TurboTax Online Deluxe	2	TurboTax needs more work	I really hate that if you need to fix anything you have redo whole sections even though the info is already there and done My other biggest problem is that it would not accept my property ID number In MN the property ID is series of numbers I put that in with no dashes or decimals or anything just the numbers TurboTax states that it should only be letters Now I have to mail the rental form instead of e-file which is fin but feels like TurboTax should just fix that issue as others also had the same issue It is so close to being great but falls short Also its not free
3811	212819587	2022-07-11 19 09:09	TurboTax Online Federal Free Edition	1	Turbotax scammed \$29 dollars from me	I used turbotax free version provided by my USAA bank membership This is a service provided to veterans I am a veteran of a foreign war, hence ability to use the free filing service through my bank Turbotax would not allow me to file until I paid for the plus upgrade even though my filing was 100% accurate and correct This is a scam technique I do not appreciate after service to my country leaving me disabled I am accusing you of fraud in other words I want \$29 dollars back
3812	213875684	2022-07-22 17:24:32	TurboTax Online Deluxe	2	filing taxes	just not happy with service and fee's it's not free



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3813	214417448	2022-07-29 18:29:08	TurboTax Online Deluxe	1	the worst product i ever use	self service on 4/18 taught everything was filed correctly plus turbo tax said free for simple tax however not so, everything to continue there is a fee that wasnt up front! My return was rejected and i was told any error turbo would contact me i received one text and nothing else until i signed back in 7/29 after speaking to an expert for 1hr and 45 minutes only to find out due to payment option changed by turbo tax did not allow my refund to process
3814	214580405	2022-08-01 17:50:04	TurboTax Online Premier	1	just don't	Thinking this was free and got charged over \$100
3815	215962784	2022-08-24 00:17:13	TurboTax Online Deluxe	4	Not bad, I like the way it handles	very easy to use, though read the fine print My tax process was not free which is why I came here aka commercials commercials keep saying free i had to pay 147 which i think is unfair
3816	216142546	2022-08-27 05:34:43	TurboTax Online Deluxe	3	Good program but pricey	I used to buy this program on DVD for \$19 Anything other than a W-2 watch out Free turns into \$150 real fast A health spending account \$50 1099-NEC cost another \$50 Fees deducted from your return, another \$50 If you only have simple return this is the place for you To be fair it works very good I will bump it up to 3 stars Would be 5 stars except for price
3817	216655909	2022-09-03 15:00:23	TurboTax Online Deluxe	1	Bullspit	Turbo Tax lies and says you can file for free Once you get to the end, you'll see that they added fees without your permission Use Credit Karma or the IRS website instead <b>THEY ARE HONEST</b>
3818	217239308	2022-09-14 18:25:53	TurboTax Online Deluxe	2	turbo tax	the experience was a bit confusing it is not "free" as the advertisement states
3819	217249844	2022-09-14 20:17:53	TurboTax Online Deluxe	1	force people to spend money its NOT free	You advertise as free, but if you have more than a simple w2 you are FORCED to upgrade I had unemployment and its straight forward but I had to upgrade Also you charge for both state and federal Most are both total scam , just be honest
3820	217253082	2022-09-14 21:17:15	TurboTax Online Deluxe	3	Not as Awesome as the advertising	I filed more than 6X and could not resolve the issue using the software Very frustrating experience I plugged the info in as I usually do, and for some reason this time it did not go through And I PAID for the it, even though EVERY Ad you had on TV said this -ish was free!
3821	217750805	2022-09-22 17:31:21	TurboTax Live Deluxe	1	Secret up charging	Secret cunning up-charging and they say it's "Free, free, free
3822	218178015	2022-09-24 17:30:48	TurboTax Online Self Employed	1	This Is A Scam	You guys say that filing with you will be free and then i end up getting charged almost 300 I can see why there was a lawsuit against you
3823	219717774	2022-10-12 07:57:45	TurboTax Online Deluxe	1	Always charging extra fees aomewhere	It's very sad that when you say it's free but then end up having to pay almost a \$100 for filing
3824	219736564	2022-10-12 10:18:11	TurboTax Online Deluxe	1	Acts like a scam	Waiting until after all the work has been done to announce that you cannot use the free product is predatory This was advertised as a free way for military members to file taxes, then I was charged for the product anyway Poor form
3825	219783834	2022-10-13 00:18:09	TurboTax Online Deluxe	1	FORCED 2 PAY DELUXE VERSION OR ELSE COULD NOT PROC	HORRIBLE SLOW SERVICE, YOU SAY IT IS FREE BUT NO IT IS NOT I WAS FORCED TO PAY DELUX VERSION BECAUSE IF I DIDNT AGREE TO THAT TURBO TAX WOULD NOT LET ME PROCEED WITH FILING I HAVE TO PAY \$49 FOR MY STATE RETURN, WHY AM I ACCOUNTABLE TO THAT
3826	220354178	2022-10-15 17:42:52	TurboTax Online Premier	1	Hold you hostage then make you pay	You tell us its free Then it costs \$50, then \$75 In the end, you pay \$130 This ENTIRE system is morally bankrupt, and you should be ashamed to scam all Americans out of their hard-earned money SHAME on Turbo Tax!
3827	220412872	2022-10-16 21:47:34	TurboTax Live Basic	1	Money Sucking	Asking us to buy something every other page is tedious Also deceiving is your statement of "Free" federal return - deliberately deceptive
3828	220431473	2022-10-17 03:59:47	TurboTax Online Premier	4	Over charge	I like the product what I don't like is that it flies from a free product to an 85 or more fee
3829	220474029	2022-10-17 19:57:56	TurboTax Online Deluxe	1	Rip off	Rip off! Why am I being charged/forced to pay fees? Was always free Now I'm forced to pay a fee, then they add another fee on top of that
3830	220489822	2022-10-18 00:45:42	TurboTax Online Deluxe	1	Turbotax is great if you like being screwed	no free returns, and basically worthless for taxes
3831	220500612	2022-10-18 07:13:53	TurboTax Online Premier	3	The State Fee Is Sneaky	Even after getting in trouble, they're still using sneaky pricing tactics What does "start for free" mean? You end up paying anyway, and the state fee isn't as apparent as the federal fee Just be transparent upfront You lose customer confidence with the sneaky wording

Source: Customer Review Data, GX 475 INTUIT-FTC-PART3-000490341

**CERTIFICATE OF SERVICE**

I hereby certify that on March 22, 2023, I caused the foregoing document to be filed electronically using the FTC's E-Filing system, which will send notification of such filing to:

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The Honorable D. Michael Chappell  
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Washington, DC 20580

I further certify that on March 22, 2023, I caused the foregoing document to be served via email to:

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*Counsel Supporting the Complaint*

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The Honorable D. Michael Chappell  
Administrative Law Judge  
600 Pennsylvania Ave., NW, Rm. H-110  
Washington, DC 20580

Dated: March 22, 2023

Respectfully submitted,

/s/ Derek Woodman  
Derek Woodman  
*Counsel for Intuit Inc.*