

From: TurboTax Support <support@turbotax.com>
Subject: RE: Customer Service (#6565-98874206-9263)
Date: April 7, 2008 9:22:27 PM GMT+10:00
To: lynchiang@yahoo.com
Reply-To: TurboTax Support <support@turbotax.com>

Dear Lynette Chiang ,

Thank you for contacting TurboTax Customer Service & Support.

Lynette, I understand that you have followed a link from our web site to file an extension. And it asked your SSN. Also you received an confirmation email. However you feel that this was not a right one.

Lynette, please do not worry. I will surely help you to resolve your issue. I checked with the order number you have provided and found that you have file an Online federal Extension for 2007. So Please do not worry. The link you have provided is the right one to file an Extension. So I kindly request you not to worry about this.

I am glad that we have resolved your issue today. You may receive a survey from us through e-mail in approximately 24 hours asking you about my performance on today's contact, as well as comments you may have in regards to the TurboTax product. So we can continue with our promise to provide our customers with the best support available, please take a few minutes to complete the survey.

Respectfully,

Geetha

TurboTax Customer Service & Support

Have a great day!

**Please do not reply to this message. This e-mail was sent from a notification-only address that cannot accept incoming e-mail.

Please note:

If you are in further need of Service or Support please visit us here:
<http://turbotax.intuit.com/support/>.

-----Original Message-----

From: lynchiang@yahoo.com
Sent: Apr 7, 2008 4:41:18 PM
Subject: Customer Service

I followed a link from your site to file an extension. It asked me for my social security number. I received a confirmation email but somehow it doesn't look right.

This was the link:

<https://www.turbotax-extension.com/ExtensionExpress/extFiling.html?src=Betelgeuse>

I received an email that looks like the one below, and now I am worried. Is it legit, what shall I do?

Begin forwarded message:

From: "Intuit Customer Service" <_OrderInformation@intuit.com>

Date: April 7, 2008 2:26:37 PM GMT+10:00
To: lynchiang@yahoo.com
Subject: Your Intuit TurboTax Order Confirmation TTEG541638042
Reply-To: customerservice@intuit.com

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Dear LYNETTE CHIANG,

Thank you for placing an order with TurboTax! We are pleased that you chose TurboTax as your tax preparation solution. A summary of your charges are listed below.

Order Details

Order #: TTEG541638042
Order Date: April 06 2008

Quantity	Item	Price
1	TURBOTAX ONLINE FEDERAL E-FILE EXTENSION TY2007	\$0.00

Subtotal: \$0.00
Sales Tax: \$0.00
Total for this Order: \$0.00

Please Note:

Sales tax calculations are estimated; final sales tax calculation will comply with local regulations.

Billing Information

Bill To: LYNETTE CHIANG
1000 MAIN STREET
SAN DIEGO, CA 92131

E-mail Address:
lynchiang@yahoo.com

Payment Type:
Payment not required

Contact us

If you have questions about your order or need additional help, please visit our [Service and Support website](#).

Thanks again for shopping with Intuit,

Intuit Customer Service
www.intuit.com

Please note: This e-mail was sent from an auto-notification system that cannot accept incoming e-mail. Please do not reply to this message.

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