

# Frequently Asked Questions

## BEFORE USING GTP

- [What Is My “U.S. Tax Status” and Why Is It Important?](#)

“U.S. Tax Status” is used to determine which tax system applies to an individual – and thus, which tax returns are applicable and how that tax return must be completed. An individual’s U.S. tax status is different from one’s immigration status; however, many of the terms used for immigration issues are similar to those used for tax purposes. For U.S. tax purposes, there are four U.S. Tax Statuses: U.S. Citizen, Permanent Resident Alien, Resident Alien for Tax purposes, and Nonresident Alien for Tax purposes.

- [What is the Difference between a Resident Alien and a Nonresident Alien?](#)

A Resident Alien for Tax purposes is treated in the same manner as a U.S. citizen when filing a tax return and paying taxes. A Nonresident Alien for Tax purposes has a completely different method of having tax withheld, completing tax forms and tax documents, and is eligible for very few and limited deductions and allowances when paying taxes. A Resident Alien for Tax purposes must report ALL income from ALL sources, regardless of whether from the U.S. or foreign payors, whereas, a Nonresident Alien for Tax purposes must only report and pay tax on money that he or she receives from U.S. sources.

- [How Long Will I Be a Nonresident Alien?](#)

The time period for which you are a Nonresident Alien for Tax purposes depends on the results of what is called the “Substantial Presence Test.” **In general**, individuals present in the U.S. under an F, J, M, or Q STUDENT immigration status will be a Nonresident Alien for the first FIVE calendar years they are present in the U.S.; individuals present in the U.S. under a J or Q NON-STUDENT immigration status will be a Nonresident Alien for the first TWO calendar years they are present in the U.S. There are many exceptions to the general rule so further questions must consider the facts and circumstances of the particular individual’s current and past visits to the U.S.

- [I Didn’t Receive Any Money – Do I Have To File a Tax Return?](#)

The requirement to file a federal tax return is based on receiving income from U.S. sources – not on receiving “money.” Income can include, but is not limited to: wages, salary, free housing, travel to/from a conference, scholarship, stipend, per diem, prize, award, gambling winnings – income does not have to be paid to you as a check or cash. Generally, if you did not receive any income from U.S. Sources, you are not required to file a U.S. tax return; however, if you are a Nonresident Alien who is present in the U.S.

under an F, J, M or Q immigration status, you are required to file Form 8843, regardless of whether or not you have received any income.

- [I Received Money From Sources Outside of the U.S. Do I Have to Report It and/or Pay Tax On That Money?](#)

Nonresident Aliens are not required to report or pay tax on money that they received from sources outside the U.S. If you remain in the U.S. long enough to become a Resident Alien for Tax purposes, then income from ALL sources (both U.S. and foreign) must be reported on the U.S. tax return.

- [Am I Required to Have an SSN or ITIN \(a U.S. Tax Identification Number\) To File My Tax Return?](#)

Any individual who works in the U.S. as an employee is required to apply for an SSN; if an individual does not work as an employee, he or she cannot apply for an SSN. Any individual who receives income from U.S. sources must file a tax return and everyone who is required to file a tax return must have either an SSN or ITIN. Individuals who complete a tax return in **GTP** and do not have an SSN or ITIN will be prompted to complete Form W-7 to apply for an ITIN in connection with the filing of the tax return.

- [What Documents and Forms Should I Have Received?](#)

The forms that you are supposed to receive from the institutions that paid you will depend on the facts of your particular situation. In general,

<b>Form</b>	<b>Type of Income</b>	<b>Situation</b>
W-2	Wages or Salary as an Employee	You will receive Form W-2 to report the wages or salary on which you DID NOT claim a tax treaty exemption
1042-S (income code 18, 19, or 20)	Wages or Salary as an Employee	You will receive Form 1042-S with income code 18, 19, or 20 to report wages or salary on which you claimed a tax treaty exemption
1042-S (income code 16)	Scholarship or Fellowship (no services performed)	You will receive Form 1042-S with income code 16 to report scholarship or fellowship regardless of whether tax was deducted or you claimed a tax treaty exemption. Please note that if you received tuition, required fees or a book allowance, these items should NOT be reported to you on any form.
1042-S (income code 17, 42)	Consulting, Performance Fees	You will receive Form 1042-S with income code 17, 42 or 43 to report consulting or performance fees.

Form	Type of Income	Situation
code 17, 42 or 43)		
1042-S (income code 54)	Participant Payments, Prizes/Awards	You will receive Form 1042-S with income code 54 to report prizes, awards, or participant payments.

**In some cases, you may receive a Form 1099 (DIV, G, INT, or MISC). Generally, Nonresident Aliens should not receive such forms; however, if you do, you may use the information on the form to complete GTP – you do not need to request a new form from the payor.**

**NOTE: You should not receive Form 1098-T; however, if you do receive Form 1098-T, simply keep the form and do NOT enter any data from Form 1098-T into GTP.**

- [What Should I Do If I Did Not Receive All of the Forms That Should Have Been Sent to Me?](#)

**DO NOT COMPLETE GTP UNTIL YOU HAVE RECEIVED ALL OF YOUR FORMS.** If you believe that you should have received a Form W-2 or Form 1042-S and you have not yet received such form, do not contact **GTP** Support, you must contact the institution that made payments to you and request the form. Generally, Forms W-2 are issued by the Payroll Department; generally Forms 1042-S are issued by the Tax or Payroll Department. If the form was sent to the wrong address, the institution will provide you with a new copy of the form. You should NOT complete **GTP** until you have ALL of your forms; doing so, may mean that you will file an incomplete and incorrect tax return.

- [I Received a Form 1098-T but GTP Didn't Ask Me to Enter Any Data From That Form - Why Not?](#)

Nonresident Aliens should not receive Form 1098-T; however, some institutions incorrectly provide Form 1098-T to Nonresident Aliens. If you do receive a Form 1098-T, simply keep the form and do NOT enter any data from Form 1098-T into **GTP**. You should not throw away or return the form, simply keep it with your tax files.

- [Will GTP File My State Tax return?](#)

**GTP** may only be used to prepare your U.S. federal income tax return. **GTP** Support cannot assist you with questions regarding the filing of a state tax return. When you have finished your federal tax return, **GTP** will provide you with a link to your state's tax website or the blank state tax return form.

## ENTERING DATA INTO GTP

- [I'm an L-1 and that is not a choice for immigration status?](#)

As an L-1, you should select "Other Immigration Status".

- [Why Didn't GTP ask me about my bank account interest?](#)

For nonresident aliens, interest from a U.S. savings and/or checking account is not considered to be income to you and is therefore not taxable or reportable. If your bank or financial institution did report interest from a savings and/or checking account to you, you may have received a Form 1099-INT. If so, check the Form 1099-INT box and you will be prompted to fill in the Form 1099-INT on the screen. However, if you did not receive a Form 1099-INT (as you should not because you are a nonresident alien), there is nothing to report on your Form 1040NR or 1040NR-EZ. Also, you may have received a Form 1042-S with an Income Code 29. You do not need to input a Form 1042-S with an Income Code 29 into **GTP** because the interest income is not taxable to a nonresident alien.

- [I Received a Form 1098-T but I don't see a checkbox for it. How do I enter my data from my Form 1098-T?](#)

Form 1098-T is not an income form. Form 1098-T is not applicable to a nonresident alien. Nonresident aliens are not supposed to receive Forms 1098-T, however, if you do receive one, it is okay, but it is of no value and has no effect on your U.S. tax return. Please disregard your Form 1098-T, but retain the form in your tax files.

- [I am asked to enter the name of my Program Director – who is that?](#)

Please enter the name, title and address of the person who signed your Form I-20 or DS-2019; this is usually a person in your host institution's Office of International Students.

- [I Received a Form 1095-B or Form 1095-C, but I don't see these forms in GTP. Where do I enter this data?](#)

You may receive a Form 1095-B or Form 1095-C from your insurer about your health insurance coverage. While these forms are required to be provided to you, the forms are generally not applicable to a nonresident alien. Please disregard any of the Forms 1095-B or 1095-C – the forms are provided for your information only; do NOT enter any data from these forms into GTP and do NOT attach the forms to your tax return.

- [I Received a Form 1095-A, but I don't see this form in GTP. Where do I enter this data?](#)

If you enrolled in health insurance through the Marketplace, you should have received a Form 1095-A. Form 1095-A is provided to assist you in determining your premium tax credit under the Affordable Care Act. However, if you are eligible to claim the

premium tax credit and wish to do so, you will need to prepare your tax return manually, outside of GTP.

- [My Form W-2 contains information in box 14 but I can't enter that information into GTP, what should I do?](#)

Box 14 of Form W-2 is generally used by your employer to provide you with additional information you may need regarding payments made to you. If moving expenses were reported in box 14, the amount was likely included in box 1 as well. Box 12, code P is used to report qualified moving expenses paid directly to you and amounts reported properly in box 12 are not generally included in box 1. Box 12, code D are for elective deferrals into a 401K or plan. These amounts are generally not included in box 1. However, if you have any questions about the amounts reported in box 12 or 14 and their impact on your situation, you should contact your employer.

- [My Form W-2 contains a 16-digit Verification Code, but I don't see where to enter this information into GTP, what should I do?](#)

The 16-digit verification code shown on your Form W-2 is required only if your tax return is filed electronically. Because your nonresident alien tax return will not be filed electronically, you do not need to enter this code in GTP; you may ignore the code.

- [Can I Claim a Charitable Contribution?](#)

If you were not asked to enter a charitable contribution in **GTP**, then you are not eligible to deduct charitable contributions.

## RESULTS FROM GTP

- [I Don't Want to Be a Resident Alien - I'd Rather Be a Nonresident Alien - What Should I Do?](#)

U.S. Tax Status is based on the results of the Substantial Presence Test. The Substantial Presence Test is applied by **GTP** based on the information entered. An individual may not “pick and choose” which Tax Status he or she wishes to have.

- [I Don't Want to Be a Nonresident Alien - I'd Rather Be a Resident Alien - What Should I Do?](#)

U.S. Tax Status is based on the results of the Substantial Presence Test. The Substantial Presence Test is applied by **GTP** based on the information entered. An individual may not “pick and choose” which Tax Status he or she wishes to have. In some cases, if you are married to a U.S. Citizen, you may make an election to be treated as a Resident Alien for Tax purposes.

- [My Friend Used GTP and Got a Different Tax Return Than I Did - Why?](#)

Whether you must complete Form 1040NR or Form 1040NR-EZ depends on the particular facts and circumstances of each individual's situation. Based on the information entered into **GTP**, it will determine the most appropriate form for your situation – which may or may not be the same as your friend's tax return.

- [I Think I Should Be Exempt From Tax But GTP Says I Have To Pay Tax - WHY?](#)

Many Nonresident Aliens incorrectly believe that they will not pay ANY tax in the U.S.; however, all individuals who receive income in the U.S., regardless of their U.S. Tax Status, are required to pay tax, unless you qualify for certain deductions, allowances, or exemption based on an income tax treaty. The amount of tax you will owe, if any, depends on your particular situation, the amount of income you receive, and whether or not you qualify for an exemption from tax based on an income tax treaty, or the limited deductions and allowances available to a Nonresident Alien.

- [GTP Says I'm a Resident Alien but I Don't have a Greencard?](#)

A Resident Alien for U.S. tax purposes is NOT the same as a Permanent Resident Alien. A Permanent Resident Alien is an immigration status whereby the individual has been granted permission to live and work in the U.S. for the rest of his or her life. A Resident Alien for U.S. tax purposes simply means that you have been in the U.S. for a long enough period of time that you will be treated in the same manner as a U.S. citizen – it does not confer any immigration privileges, it simply has to do with tax issues.

As a Resident Alien for U.S. tax purposes, you must file your tax return in the same manner as a U.S. citizen; **GTP** is only for use by Nonresident Aliens for U.S. tax purposes.

## WHAT TO DO WHEN FINISHED

- [Do I Need To Send My Documents and Forms With My Tax Return When I Submit It - and What If I Do Not Submit My Forms and Documents?](#)

When you finish the data entry in **GTP**, please refer to the instruction sheet that prints with your tax return or forms. The documents that you must send with your tax return depend on your particular situation. The **GTP** instruction sheet will list each form or document that must be attached and how/where to attach the form or document.

If you do not attach the forms or documents that are required to be attached to your tax return, the IRS will likely reject your entire tax return. In such case, you will then be required to write a letter explaining that you failed to submit the necessary documents with your original tax return and then attaching the documents.

- [My Friend Said to Mail My Forms to a Different Address Than What Is On the GTP Instructions - What Is the Correct Address?](#)

The specific mailing address will depend on your particular situation and which forms are being submitted. When you finish the data entry in **GTP**, please refer to the instruction sheet that prints with your tax return to find the correct mailing address for your specific situation. Please note that individuals who are U.S. Citizens, Permanent Resident Aliens, or Resident Alien for Tax purposes mail their tax returns to locations based on the state in which they live.

- [GTP is an Online System - Why Can't It Just Electronically File My Tax Return For Me?](#)

Nonresident Aliens for Tax Purposes are NOT generally eligible to electronically file their tax documents. As stated in the instruction sheet that prints with your tax return, you must PRINT, REVIEW, SIGN and MAIL your tax documents to the IRS. Do NOT mail your tax return to GTP.

- [My Friends All Filed Their Tax Returns "Online" - Why Can't I Do That With GTP?](#)

Individuals who are U.S. Citizens, Permanent Resident Aliens, or Resident Alien for Tax purposes are eligible to electronically file their tax returns; however, Nonresident Aliens are NOT generally eligible to electronically file their tax documents. As stated in the instruction sheet that prints with your tax return, you must PRINT, REVIEW, SIGN AND MAIL the return to the IRS. If your “friend” is a Nonresident Alien and he or she filed his or her tax return online, you should be a good friend and alert him or her that it sounds as if an incorrect tax return was filed. Filing an incorrect tax return is a very serious issue and will result in a \$205 penalty and possible elimination of all tax deductions, allowances and/or treaty exemptions.

- [When Is Form 1040NR or 1040NR-EZ Due?](#)

The due date for a tax return depends on the type of income you receive. If you receive wages as an employee, you must file by April 15 (or the next business day if April 15 falls on a weekend or holiday). If you did not receive wages as an employee during the tax year, you have until June 15 (or the next business day if June 15 falls on a weekend or holiday) to file your tax return. If you have no income and are only required to file Form 8843, you must file on or before June 15 (or the next business day if June 15 falls on a weekend or holiday). We strongly suggest that you always file by April 15 so that you get your tax documents submitted on time and you don't have to worry about them being late! If your tax documents are late, you'll have a \$205 late filing penalty, plus possible elimination of all tax deductions, allowances and/or treaty exemptions. **File ON TIME!**

- [Do I Have to File A Tax Return For My State?](#)

Please remember that in the U.S., there are federal tax issues, state tax issues, and local tax issues (in addition to many other types of tax such as FICA, sales, property, etc.). Whether or not you must file a STATE tax return will depend on the tax rules of the state in which you lived and/or worked. **GTP** will prepare your FEDERAL tax return (if

applicable to you); **GTP** will not prepare a STATE tax return. You should check the state's website for information about the filing requirements of that particular state. Also note that not all states have a tax return filing requirement. In the U.S., there are 50 states and the District of Columbia – only 43 of the states and District of Columbia have state tax filing requirements.

- [Should I Make A Copy Of My Tax Return?](#)

Always make a copy of any correspondence you send or forms/returns you submit to the IRS or any other U.S. governmental agency, especially an income tax return. You **MUST** keep the copy of your tax return and all attached forms for **THREE CALENDAR YEARS AFTER YOU FILE YOUR TAX RETURN**. You should take the copies of your tax returns with you when you leave the U.S. If you return to the U.S. for a future visit, when you apply for a future visa to the U.S., you may be asked to show that you complied with all U.S. tax laws.

- [Can I File Electronically?](#)

When you complete your tax return in **GTP**, you must print and mail your forms to the Internal Revenue Service; **GTP** will **NOT** electronically file or mail your forms to the IRS for you and you should not mail your forms to **GTP**. Please read and carefully follow the detailed instructions provided by **GTP** with your tax forms.

## **DEPENDENT ISSUES**

- [I Have Children But GTP Did Not Allow Me to Claim an Exemption For Them - Why Not?](#)

The eligibility to claim an exemption for a spouse and/or dependents (children) is very limited for Nonresident Aliens. Only individuals from the following countries in limited situations may claim an exemption for a non-working spouse and/or dependents (children): American Samoa, Canada, Korea, Mexico, and Students from India (F-1, J-1, M-1 or Q-1 Student immigration statuses only).

- [My Spouse Is In the U.S. and Doesn't Work - Why Didn't GTP Allow Me to Claim an Exemption For My Spouse?](#)

The eligibility to claim an exemption for a spouse and/or dependents (children) is very limited for Nonresident Aliens. Only individuals from the following countries in limited situations may claim an exemption for a non-working spouse and/or dependents (children): American Samoa, Canada, Korea, Mexico, and Students from India (F-1, J-1, M-1 or Q-1 Student immigration statuses only).

- [My Spouse Is Also In the U.S. and Works or Receives Income Too. Does He or She Have to File A Separate Tax Return or Can I Just Add Both of Our Incomes Together and File One Tax Return?](#)



Nonresident Aliens are not allowed to claim a “joint” tax return. As such, EACH Nonresident Alien who receives ANY income from U.S. sources must file an income tax return. Therefore, if you have a spouse who works and/or receives any income, he or she must file an income tax return that is separate from you – you may not combine your income on one tax return.

- [Can I Give My Spouse My GTP Access Code So That He or She May Complete a Tax Return?](#)

Each individual who needs to file an income tax return must have a User Account in **GTP**; two people may not share the same User Account. To obtain a new Access Code, you should contact the institution that gave you the Access Code or you may purchase an Access Code from **GTP** at [www.glaciertax.com](http://www.glaciertax.com).

- [My Spouse and/or Children Are Present With Me in the U.S. Do They Need to File Form 8843?](#)

Each individual who is a Nonresident Alien and present in the U.S. under an F, J, M, or Q immigration status (both the “-1” and the “-2”) is required to file a Form 8843 – regardless of the age of the individual or whether any income was received by the individual. For example, if your spouse is present in the U.S. under an F-2 immigration status, he or she must file Form 8843. Likewise, if your son, who is 3 years old, is present in the U.S. under an F-2 immigration status, he must file Form 8843 (or more likely, you must complete the form and sign it on his behalf). IF you have a child who was born in the U.S., Form 8843 should not be filed for that U.S.-born child.

- [Are My Spouse and/or Children Required to Apply for an SSN or ITIN \(a U.S. tax identification number\)?](#)

If you are from one of the following countries and you qualify to claim an exemption for your non-working spouse and/or dependents, each of those individuals must apply for an ITIN: American Samoa, Canada, Korea, Mexico, and Students from India (F-1, J-1, M-1 or Q-1 Student immigration statuses only). In such case, **GTP** will complete a Form W-7 for your spouse (husband or wife) and/or children. Please note that when applying for an ITIN in connection with filing the tax return, appropriate document copies must be attached; please refer to the Form W-7 instruction sheet that prints from **GTP** with the tax return.

If you are not from one of the countries listed above and your spouse and/or dependent does not receive any income from U.S. sources, they are not required to have an SSN or ITIN.

- [Can I Claim My Spouse or Dependent?](#)

Typically nonresident aliens may only claim one personal exemption. However, there are a few exceptions.

- Residents of American Samoa, Canada, Mexico, and the Northern Mariana Islands may claim a personal exemption for a spouse and dependents who do not work or receive income;
- Residents of Korea may claim a personal exemption for a spouse and dependents who does not work and who are present with them in the U.S.;
- Students from India may claim a personal exemption for a spouse who does not work and is present in the U.S., as well as any children who were born in the U.S.

Unless you meet one of the exceptions listed above, you are not eligible to claim your spouse and/or children as dependents.

## **AMENDED AND PRIOR YEAR TAX RETURNS / TAX REFUNDS / IRS NOTICES**

- [What If I Filed the Wrong Tax Return in a Previous Year and Need to File an Amended Tax Return?](#)

If you find out now that in a past tax year you filed the wrong tax return, you must correct the previously filed tax return (that contains incorrect information) by filing an amended tax return. You may not simply lump the incorrect amounts from a previous tax year onto this year's tax return – each tax year must be separate and correct. To file an amended tax return:

1. Go to [www.irs.gov](http://www.irs.gov)
2. Print BOTH a Form 1040-X and a Form 1040NR or 1040NR-EZ for the tax year that you wish to file an amended tax return. Be sure to also get the instructions for the preparation of that year's Forms 1040NR or 1040NR-EZ as the tax rates and exemption amounts may be different for each tax year;
3. Complete a NEW Form 1040NR or Form 1040NR-EZ with the correct information (what you should have put on your original incorrect tax return) and write "AMENDED" on the top of each page of the new tax return;
4. On Form 1040-X simply complete the following:
  1. Enter your name, current address, and social security number (SSN) or IRS individual taxpayer identification number (ITIN) on the front of Form 1040X;
  2. Do not enter any other information on page 1. Also, do not complete Parts I or II on page 2 of Form 1040X;
  3. Do not enter any other information on page 1. Also, do not complete Parts I or II on page 2 of Form 1040X.
  4. Enter in Part III the reason why you are filing Form 1040X.
5. Submit the Form 1040-X, with the new amended Form 1040NR or Form 1040NR-EZ, along with a copy of the original incorrect tax return (marked "Original as Filed". Note that ALL Nonresident Alien tax returns, included amended tax returns, must be sent to the following address:

1. Department of the Treasury, Internal Revenue Service, Austin, TX 73301-021

6. Please allow 16 weeks for Form 1040X to be processed. You may track the status of your amended return at the IRS website. It can take up to 3 weeks from the date you mailed the amended return to show up in the IRS system. Please visit [www.irs.gov](http://www.irs.gov) and click on “Tools” and then on “Where's My Amended Return.” You will need to provide the following information:
1. Your Taxpayer Identification Number (SSN or ITIN);
  2. Your date of birth; and
  3. Your ZIP code.

- [What If I Didn't File A Tax Return in a Previous Year . . . But I Should Have Done So?](#)

If you find out now that in a past tax year you were supposed to file a tax return, but you failed to do so, you must file a late tax return as soon as possible. To do so, go to [www.irs.gov](http://www.irs.gov) and print a Form 1040NR or Form 1040NR-EZ for the tax year that you wish to file a late tax return. Be sure to also get the instructions for the preparation of that year's Forms 1040NR or 1040NR-EZ as the tax rates and exemption amounts may be different for each tax year. You may not simply lump the amounts from a previous tax year onto this year's tax return – each tax year must be separated and correct.

You may purchase an Individual Access Code to prepare a prior year tax return in GLACIER Tax Prep at [www.glaciertax.com](http://www.glaciertax.com). To do so, you will be logged out of GLACIER Tax Prep and taken to our website to purchase the Access Code. You will then receive an email with the Access Code so that when you log back into GLACIER Tax Prep, you will use that new Access Code to prepare your prior year tax return.

- [What If I Decide Not to File a Tax Return?](#)

If you are required to file a tax return and you do not, you are subject to a \$135 penalty and may lose any deductions or tax treaty exemptions that you would have otherwise been eligible to claim. In addition, failure to file a tax return may have an impact on your ability to obtain an entry visa to the U.S. for future visits and/or application for Permanent Resident Alien status. **If you are required to file a tax return the best thing to do is file the tax return on time!**

- [How Long Will It Take to Get My Tax Refund?](#)

If you are due a tax refund, it generally takes up to six months to receive your tax refund.

- [What Should I Do If I Don't Get My Tax Refund?](#)

If you requested that you receive your tax refund via direct deposit, be sure to check your bank statement or online account to ensure that you have not in fact received the refund. If it has been more than 6 months and you have not received your refund, go to the IRS website section entitled “Where's My Refund”

(<https://sa2.www4.irs.gov/irfof/lang/en/irfofgetstatus.jsp>) to check the status of your tax refund. You will need to enter the following information from your tax return:

- SSN or ITIN
- Filing Status
- The amount of your tax refund (only the dollars, not the cents)
- [What Should I Do If My Tax Refund Is Not the Amount GTP Calculated?](#)

The IRS should send you a letter within two weeks of sending the tax refund to explain any difference between the refund amount shown on your tax return and the actual amount refunded to you. You should wait until you receive the letter from the IRS to determine whether the tax refund amount is correct. Please note that if the amount refunded to you is different than that calculated by **GTP**, you should contact the **GTP Support Center** at [support@glaciertax.com](mailto:support@glaciertax.com) – in many cases, the IRS can make a mistake so do not presume that the IRS is correct – **GTP** will assist you in getting the issue resolved.

- [I Received a Letter from the IRS Saying That My Tax Return is Incorrect - What Should I Do?](#)

The letter from the IRS will provide information about what is the issue that they believe to be incorrect. You should review the IRS letter and compare the issue(s) identified in the letter with the tax return completed in **GTP**. You should contact the **GTP Support Center** at [support@glaciertax.com](mailto:support@glaciertax.com) – in many cases, the IRS makes a mistake so do not presume that the IRS is correct – **GTP** will assist you in getting the issue corrected.

- [I Received an Email from the IRS Saying That I Need to Provide More Information Regarding My Tax Return To Them and The Email Instructed Me to Click on a Link or Asked Me To Provide My SSN or ITIN - What Should I Do?](#)

**ATTENTION: The IRS never sends out unsolicited emails, all correspondence from the IRS will come to you via a letter through the U.S. postal service. Under no circumstances will the IRS request credit card information, pin numbers, SSN and/or ITIN through email. If you receive an email claiming to be from the IRS, you should NOT attempt to visit any site contained within the email and should report suspicious emails to the IRS by forwarding the message to [phishing@irs.gov](mailto:phishing@irs.gov). DO NOT click on any link in the email because it may download a virus onto your computer. NEVER include your SSN or ITIN or credit card or banking account information in ANY EMAIL to ANYONE. The **GTP Support Center** will NEVER ask you to send us your **GTP Password**, SSN or ITIN or credit card or banking account information – and PLEASE DO NOT SEND SUCH INFORMATION TO US IN ANY EMAIL.**

## **OTHER ISSUES**

- [Where Can I Get More Information or Assistance?](#)

If you have questions or need assistance, please click on "Help" at the top right of any screen in **GTP**. If you have additional questions, you may send an email to support@glaciertax.com. In your email, please be as specific as possible. Please **DO NOT** include your social security number or ITIN in the email as we do not need that information to assist you. **ALL** support questions are handled by **GTP** Support via email; no phone calls will be accepted.

- [I Prefer to Call and Speak With Someone at GTP Support - Why Can't I Just Call Them?](#)

The reasons that we require all support questions to be sent via email are:

- to ensure that we understand your questions - sometimes there are language or accent issues that may make it difficult to understand your questions over the telephone;
- to ensure that you understand our answers - sometimes there are language or accent issues that may make it difficult for you to understand our answers over the telephone, remember that **GTP** Support Center is in Texas and we like to say "y'all" :);
- to allow you to have the answer in writing so that in the case you forget what we said, you will have an email to review at a later time; and
- to allow us to have a record of the questions that come in so that if we receive the same question several times, we can consider whether we need to make an adjustment in **GTP**.

- [Will GTP File My State Tax Return?](#)

**GTP** may only be used to prepare your U.S. federal income tax return. **GTP** Support cannot assist you with questions regarding the filing of a state tax return. When you have finished your federal tax return, **GTP** will provide you with a link to your state's tax website or the blank state tax return form.

- [GTP said that I'm a Resident Alien so I Want a Refund of my GTP Purchase Price.](#)

As indicated on the Individual Use Sales page, you are asked to enter information about your tax status so that we may determine whether **GTP** is the right product for you. Based on the information you entered, you were determined to be a nonresident alien. It appears that you entered different information from what you provided to us at the time of purchase so we will not provide a refund.

- [What is the Privacy Policy of Arctic International LLC and GTP?](#)

Arctic International LLC ("Arctic") is the owner of **GTP**. Arctic agrees that all data entered into **GTP** and stored on our secure servers is for use only in connection with your use of **GTP**. Arctic will not use, disclose, sell, distribute, or otherwise make available any data related to a user for any purpose except and only as necessary in connection with the operation of **GTP** and the preparation of any applicable federal tax forms. Arctic, however, will respond to any subpoena and will cooperate with any legal or governmental proceeding. Arctic will use reasonable efforts to notify you in the unlikely event of any such subpoena or proceeding. Arctic will take all steps reasonably necessary and possible to ensure the security of your data.

