

VITA Frequently Asked Questions



- When do tax appointments start in 2025?
 - NCEC will begin completing tax appointments on 01/27/2025.
- How do I schedule a tax appointment?
 - Online at the following website:
NatcoCU.org/tax-info
- Where is our office located?
 - Appointments are available in Richmond and Connersville.
 - Richmond: 1627 E. Main St. Richmond, Indiana 47374
 - Connersville: 420 W. 24th St. Connersville, Indiana 47331
 - *When you arrive at the Connersville office please park in the back of the building and ring the doorbell. An NCEC staff member will greet you.*
- What are your hours?
 - Hours vary by office and by day of the week to accommodate all taxpayers.
 - NCEC will have extended evening and some Saturdays.
 - When scheduling your appointment, you will be able to choose a date and time that works for you.
- Do I have to come in person to the office for my appointment?
 - Tax appointments can be completed in person or virtually.
 - In Person Appointments are preferred.
 - If you request a virtual appointment, you will need to have the technology to upload documentation to the tax system portal.
 - *Please note that there may be a delay in the processing of virtual appointments due to quality review and signature guidelines.*
- What do I need to bring to my appointment?
 - A list of things to gather before your appointment can be found here:
NatcoCU.org/what-to-bring
- I am self-employed. What do I need to do?
 - Self-employed taxpayers will need to itemize any claimed deductions using this form: NatcoCU.org/self-employment-form
 - NCEC staff will not be able to complete your return without this form being completed.
 - If not using mileage deduction, fuel should be included in the supplies totals.
 - You cannot use both mileage and fuel as a deduction.
 - Repairs and maintenance (brakes, tires, oil change, wiper blades, etc.) for your vehicle being used for self-employment business should be included in repairs and maintenance category total.

- BMV related registration and licenses expenses should be included in taxes and licenses category total.
 - Parking fees and tolls should be Included in commission and fees category total.
 - Auto insurance should be Included in Insurance category total.
- I have additional questions or additional information related to my tax return.
 - You can contact NCEC directly using any of the following methods:
 - Phone: (765) 983-4766
 - Email: ncec@natcocu.org
 - Please note that due to taxpayer privacy and staffing levels, we are not always available to answer the phone. Please leave a detailed voicemail of your question or request. Voicemails are typically returned within 48-72 hours but during tax season can often take longer. Please do not leave multiple voicemails regarding the same request as it will delay processing time.
- How is NCEC Tax Preparation FREE?
 - The Volunteer Income Tax Assistance program is a partnership with the Internal Revenue Service (IRS) and offered to communities across the United States in thousands of sites each year.
 - **We are entirely free, and always will be.** There are absolutely no costs, fees, or any other financial requirements to receive our services. We will prepare and electronically file your tax return, and even assist in setting up direct deposit at no cost to the taxpayer.
- Can anyone have their taxes done by NCEC?
 - All VITA programs have some limits to the type of tax forms they can prepare. If your tax situation is unique, please contact our office to determine if we can assist you. Our volunteers are not permitted to prepare tax returns beyond their certification level.
 - **We are not certified to complete the following tax returns: farm, business, active military, or anyone with rental income.**