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CERTIFIED PUBLIC ACCOUNTANT

May 4, 2021

Intuit
2632 Marine Way
Mountain View, CA 94043

To Whom it May Concern:

I would like to file a complaint. I enrolled client for Direct Deposit and we made our first attempt at directly depositing payroll on April 28, 2021 to be withdrawn from the account on April 30, 2021.

I did not receive notification that the account had been put on hold or that there were additional items needed before the payroll could be processed and so the DD was rejected and the employees were not paid on April 30. On Saturday, May 1 I tried to contact Intuit to determine what happened but no support on weekends.

Monday morning, May 3, I started the process of trying to figure out what went wrong. I went to QB help to generate a support call and spoke to Louie. He did not hear my concern. He was clearly reading from a script and he said there was a "situation" with QB last week but the checks should have been posted by 5pm on Friday, April 30. HE READ ME THIS SCRIPT THREE TIMES. I had to YELL and tell him to listen to what I was saying.....the checks DID NOT POST and I needed help. I asked to speak to his supervisor. I was on the phone with him for about an hour, he told me the supervisor was assisting other customers and would call be back within 15 minutes.

An hour later I called again, went through the whole story and was told Jake, the supervisor was assisting other customers and would call be back within 30 minutes. No call back.

This went on ALL DAY. I spoke to Louie, Jomar, Bright, Julius, May and C.J. Every single one of the agents read the same script. Jake is assisting other customers, he will call you back in an hour. It was infuriating. Jake did not call me back until 5:30pm. He, also reading from some script, patronized me by saying "I understand your frustration....." and I informed him that he did NOT understand my frustration. I am in jeopardy of losing a huge client because Intuit rejected the direct deposit without notifying me and 9 employees weren't paid who depend on their paycheck to pay their mortgage and buy food for their families. He said there were additional documents needed. I asked him (and also each agent before him) to send me the email requesting the additional documentation. It took 9 hours to get this information. Why did it take so long for someone to send me the list of what was needed to get the account up and running?

I asked Jake to speak to his supervisor and he PROMISED me that his supervisor would call me at 9:00am this morning, May 4. At 10:00am, still no call, so I went back online to initiate a support call and spoke to Hedi. She, interestingly enough, told me Jake was helping other customers and would call me back. Ha ha ha.

Why wasn't I notified that the account was placed on hold? I would think that Intuit would have some sort of notification if a payroll was rejected, but I never received that notification.

Have you tried to contact the support line? I would encourage you to attempt to contact QB. I think you will be sorely disappointed. First, trying to figure out HOW to contact QB—I used to just call the number, now you have to open QB and initiate a callback. Then, the person who calls you back is CLEARLY in a third-world country. There are roosters crowing and dogs barking and the agents that I have spoken to are not fluent in the English language. I would also encourage you to LISTEN to some of these calls.

Thank you for your time, I would very much appreciate a call or an email. I have been financially harmed and would like to reach a resolution without legal proceedings. My email is: brendacpa99@gmail.com.



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