



# H&R Block's System Crash on Tax Day Irritates Procrastinating Taxpayers

## Description

In recent news, H&R Block, a popular tax preparation company, faced technical difficulties this Monday. This issue temporarily stopped thousands of people from submitting their tax returns just before the deadline. The problem began on Sunday night and persisted throughout Monday. However, by 4 p.m. that day, H&R Block announced they had resolved the issue. They informed their customers through a message in the product and reassured those who called customer service that they could now electronically file their returns.

H&R Block suggested to those affected to manually print and mail their tax forms to the IRS. Despite this hiccup, over 20 million taxpayers used H&R Block's services last year, showcasing its popularity.

Additionally, the U.S. Treasury Department successfully reached its goal with over 100,000 taxpayers participating in the Direct File pilot program, with more than 50,000 people filing in just the last week.

This news highlights the importance of technological reliability, especially during critical filing periods, and showcases the ongoing efforts to make tax filing as seamless as possible for Americans.

## Vocabulary List:

1. **Technical difficulties** // (noun): Challenges or problems related to technology or technical aspects.
2. **Deadline** // (noun): The latest time or date by which something should be completed.
3. **Resolved** // (verb): To find a solution to a problem or dispute.
4. **Reassured** // (verb): To give confidence or remove doubts or fears.
5. **Manually** // (adverb): By hand or using physical effort not automatically.
6. **Taxpayers** // (noun): Individuals or entities who are subject to the payment of taxes.

## Vocabulary quizzes

### Multiple Choice ( Select the Correct answer for each question. )

1. What is a key feature of making a website user-friendly?

Option: Artificial Intelligence

Option: Taxpayers

Option: Accessible



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Option: Deadline

2. Which mental health condition is characterized by persistent sadness and loss of interest?

Option: Interact

Option: Depression

Option: Inappropriate

Option: Secure

3. What is a game of chance in which players can win prizes based on random numbers?

Option: Store

Option: Cash

Option: Lottery

Option: Meta

4. Who are individuals that attempt to deceive and defraud others for personal gain?

Option: Teenagers

Option: Winners

Option: Scammers

Option: Features

5. What term describes when a problem or conflict has been successfully sorted out?

Option: Judges

Option: Resolved

Option: Manually

Option: Taxpayers

6. What may disrupt the smooth operation of an online service or system?

Option: Search Engine

Option: Technical difficulties

Option: Deadline

Option: Harm

7. What term describes information that is not precise or correct?

Option: Winner

Option: Ticket

Option: Inaccurate

Option: Access

8. Which profession involves investigating and reporting events and issues to the public?



- Option: Resolved
- Option: Reassured
- Option: Journalism
- Option: Vital

9. What form of payment typically involves physical currency?

- Option: Lottery
- Option: Tax
- Option: Cash
- Option: Meta

10. What is a mandatory financial charge imposed by the government on individuals or businesses?

- Option: Scammers
- Option: Secure
- Option: Tax
- Option: Features

**Gap-Fill ( Fill in the blanks with the correct word from the vocabulary list. )**

11. Data entry can be done \_\_\_\_\_ or using automated methods.

12. The project must be completed by tomorrow; we are running out of time and the \_\_\_\_\_ is approaching.

13. The \_\_\_\_\_ of the singing competition received a recording contract.

14. The government depends on the contribution of \_\_\_\_\_ to fund public services.

15. The museum saw a significant increase in \_\_\_\_\_ after the new exhibit opened.

16. It is crucial to ensure that products are safe and do not cause \_\_\_\_\_ to consumers.

17. The latest smartphone boasts advanced \_\_\_\_\_ such as facial recognition and augmented reality.

18. \_\_\_\_\_ are typically known for their rebellious behavior and desire for independence.

19. In a competition the \_\_\_\_\_ evaluate the performances and determine the winners.



20. The team worked together and \_\_\_\_\_ the issue before the deadline.

**Matching Sentences ( Match each definition to the correct word from the vocabulary list. )**

21. Systems exhibiting human-like intelligence and decision-making capabilities often used in technology.
22. Extremely important or necessary for the functioning or success of something.
23. Refers to information or data that provides insights about other data.
24. The person or team that emerges victorious in a competition or contest.
25. A place where goods or products are kept for future use or sale.
26. Physical currency in the form of coins or banknotes.
27. Protected against unauthorized access or potential harm.
28. Individuals in the age group between childhood and adulthood.
29. Involving communication or action between a user and a system or device.
30. People who deceive others by posing as legitimate entities for fraudulent purposes.

## Answer

**Multiple Choice:** 1. Accessible 2. Depression 3. Lottery 4. Scammers 5. Resolved 6. Technical difficulties  
7. Inaccurate 8. Journalism 9. Cash 10. Tax

**Gap-Fill:** 11. Manually 12. Deadline 13. Winner 14. Taxpayers 15. Visitors 16. Harm 17. Features 18.  
Teenagers 19. Judges 20. Resolved

**Matching sentence:** 1. Artificial Intelligence 2. Vital 3. Meta 4. Winner 5. Store 6. Cash 7. Secure 8. Teenagers  
9. Interactive 10. Scammers

## CATEGORY

1. Business - LEVEL1

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