



January 28, 2025

Dear Field Personnel:

This letter represents H&R Block corporate approval for the consulting company Field Services Unlimited (FSU) to enter your office and perform a site survey. FSU will be surveying the HRB offices across the country from now through May 2025.

The bearer of this letter is a Field Services Unlimited Surveyor assigned to survey your office. Please verify the surveyor's identification as a Field Services Unlimited employee. The surveyor will need access to all areas of your office in order to conduct a complete survey of the facility.

The surveyor will be verifying measurements and taking photographs of both the interior and exterior. The field information will be used to purchase and install new furniture, carpet, and paint the interior.

FSU will need to photograph and verify quantity and placement of electrical and data equipment and furniture. In addition, H&R Block is requiring FSU to perform an assessment of our fluorescent lighting in our tax offices. To do so, FSU will need to use a ladder and verify the following detailed information:

1. Fluorescent bulb type – T12 or T8 (will need access to at least one fixture in each row/bank of lights to validate)
2. Number of bulbs not working
3. Number of bulbs in each fixture
4. Coloration of the bulbs with photographs (same hue)
5. Lens type and whether lens are cracked, discolored or not matching

FSU will be required to clean up after opening the light fixture, should any debris or dust fall as a result. FSU Surveyors are fully trained to perform their tasks with minimal to no interaction with your customers and staff. If you have questions, feel free to reach out to me or your DOC/CSM. Thank you.

Regards,

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