



**H&R Block, Inc.**  
**Annual Meeting of Shareholders**

**ANSWERS TO INVESTORS' QUESTIONS**

Below are answers to the written questions we received prior to and during the 2021 Annual Meeting of Shareholders (the "Annual Meeting") of H&R Block, Inc. (the "Company"). The Company's responses to these questions, including any forward-looking statements in this document, reflect management's views as of September 9, 2021. The Company disclaims any obligation to publicly update or revise any forward-looking statement, except as required by law. By their nature, forward-looking statements are subject to risks and uncertainties that could cause actual results to differ materially from those suggested by the forward-looking statements. Factors that might cause such differences include, but are not limited to a variety of economic, competitive, and regulatory factors, many of which are beyond the Company's control, that are described in our Annual Report on Form 10-K for the most recently completed fiscal year in the section entitled "Risk Factors" and additional factors we may describe from time to time in other filings with the Securities and Exchange Commission. You may get such filings for free at our website at <http://investors.hrblock.com>.

**Q: I am a 16 year employee/investor with H&R Block. I am very disappointed that H&R Block approved the issuance of the Emerald Card to its employees and customers without a chip? If we are as good as we say we are, why can't H&R Block mandate that all current and future Emerald Card holders must have up-to-date technology, which includes chip?**

**A:** As Jeff shared in the Annual Meeting, "This is an outstanding question and I really appreciate it. One of our three strategic imperatives for the Company, which is what comprises our Block Horizons strategy, is the future of our financial services portfolio. We currently refer to this product as Block Money, that brand will change as we get ready to launch the product into market in the upcoming tax season. But rest assured that Block Money, which will represent the future of our financial services product, will be a fully featured mobile banking solution with all of the modern technology, from chip in the card to mobile app and a number of other features that we will be announcing at a later time. But excellent question and we really look forward to getting Block Money into the world after the new calendar year."

**Q: COVID 19 has taught everyone some very valuable business practices. Many companies are allowing their employees to work from home or use the hybrid working method. What about H&R Block? Since our last tax season was so successful, why can't some of the brick and mortar stores closed and give tax professionals the options to work from anywhere? I vote YES...let do it.**

**A:** As Jeff shared in the Annual Meeting, "Another great question and I want to take the time to reiterate some things that are currently in place. Number one is our portfolio of truly excellent digital products that allow our customers to work with our tax professionals to get the expertise

that they desire from H&R Block without having to go to an office. The ability to collaborate in MyBlock, use video chat, upload their documents, approve and pay online, etc. Those capabilities are fully deployed and we're excited about tax professionals and consumers who embrace those technologies. We don't see a day where all of our offices disappear, but there's no question that as more consumers and tax pros embrace that technology, it will enable us to continue to work in different ways. Today, tax professionals do have the option to work from anywhere. And so I would encourage any tax professional that's listening to consult with their office leader or their DGM about that capability that exists today to see if it's right for them and their office. And, as many people know, H&R Block is currently working in a hybrid way from its headquarters and we'll announce our plan to return to the office at a later date."

**Q: Will HRB actively partner with professional firms (CPA; Law; Finance;...) in an effort to expand services and reach?**

A: Our strategy for the next phase of H&R Block growth, Block Horizons 2025, focuses on three strategic imperatives: Small Business, Financial Products, and Block Experience. We have confidence in our ability to create shareholder value via this strategy with our current resources and plan. However, we will remain opportunistic about potential partnerships that might make sense for the future.