

*Statement from Intuit spokesman*

“Intuit’s mission is to power prosperity around the world, including for our customers, Intuit employees and those engaged by vendors.

Intuit routinely engages with vendors that are able to deliver specific expertise such as large volume, flexible support that Intuit doesn't have. Intuit holds vendors responsible for meeting contractually-set holistic customer service levels. Vendors -- not Intuit -- are responsible for ensuring those workers they engage to support Intuit's customers or our account meet those standards.

Intuit regularly surveys customers and tracks customer interactions to assess the quality of the customer experience and to hold vendors accountable for their contractual obligations.”