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**To:** eleanorcpa@aol.com,  
**Subject:** CAMICO eAlert: CCH Outage  
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## CAMICO eAlert: CCH Outage

September 22, 2020

On Tuesday, September 15th, CCH experienced technical issues that caused a disruption of the company's electronic filing system. As a result, CCH customers were unable to upload and timely file returns through the e-filing system ("ELF") for much of that day. CCH reported that ELF was functioning normally as of 7 a.m. CDT September 16th.

CCH has expressed their commitment to work with customers affected by the outage to address any potential impact from related fees or penalties. In a communication to their customers on Thursday, September 17th, CCH noted that they have been in contact with the IRS regarding the situation and have been informed that the nature of the CCH electronic filing system disruption is "reasonable cause" for not filing returns due September 15th until September 16th. Those returns impacted by the outage should be considered filed timely except for the running of interest on any tax payments that were due September 15th. CCH further clarified that in the event that taxpayers impacted by the outage receive a late filing notice, CCH is prepared to provide a letter supporting the reasonable cause for late filing. CCH customers may request such a letter pursuant to the following CCH abatement process:

1. Send an email request to: [abatement@cch.com](mailto:abatement@cch.com)
2. Insert *Firm Name / Abatement* in the subject line

CCH also has confirmed that they are in the process of sending specific requests to all impacted jurisdictions and will provide customers with additional guidance as the information is received.

## Action Required

Firms impacted by the outage should frequently look for CCH updates regarding status of their resolution efforts, as well as for any changes to the required abatement process.

Policyholders impacted by the outage are encouraged to report this matter to CAMICO and provide a list of clients whose returns were late filed because of this disruption. Although CCH has accepted responsibility for the outage and appears committed to taking actions necessary to expeditiously resolve this matter with the IRS and other jurisdictions, there may be some potential exposure on the firm if CCH is not fully successful with their efforts.

Some firms have inquired about the merits of sending a communication to their impacted clients. CAMICO encourages firms to inform their clients of the situation and to provide them with guidance regarding appropriate steps to take should the client receive a late notice from a taxing authority as a result of the one-day filing delay caused by the CCH outage. CAMICO has developed a client notification template for this purpose that can be tailored as you see fit. [Click here to access the letter.](#)

If you have any questions regarding this communication or if you need to report the CCH outage to CAMICO, please call 1.800.652.1772 or email the Claims Department directly at [claims@camico.com](mailto:claims@camico.com).



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