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Intuit Apologizes to Lacerte, ProSeries and TurboTax Customers

Company Takes Action to Respond to Customers' Experience

MOUNTAIN VIEW, Calif.--(BUSINESS WIRE)--

Intuit Inc. (Nasdaq:INTU) today apologized to Lacerte, ProSeries and TurboTax customers affected by the slowdown in the company's electronic filing system on April 17.

"We deeply regret the frustration and anxiety this caused our customers," said Steve Bennett, president and chief executive officer of Intuit. "This is not the experience customers have come to expect from Intuit. It's not acceptable to us, and we will do right by our customers who were impacted by this delay."

Intuit worked closely with the Internal Revenue Service and appreciates that it has agreed to allow taxpayers who were affected by the delay to file their returns until midnight on Thursday, April 19, without penalty. Intuit will also pay any other penalties that customers incur as a result of the delay, although none are anticipated.

For Lacerte and ProSeries customers, Intuit will work directly with those who were impacted by the slowdown to take the appropriate action based on their situation.

For TurboTax customers, Intuit will automatically refund credit card charges made between the hours of approximately 3 p.m. PDT on Tuesday, April 17 and 4 a.m. PDT on the morning of Wednesday, April 18.

Intuit has found that, while the Lacerte, ProSeries and TurboTax products worked well and the capacity was in place to meet demand, an intermittent database problem in the company's e-filing system caused a serious and painful delay for customers on Tuesday afternoon and evening.

"It is unfortunate that we experienced this database issue during one of our busiest times," Bennett said. "I'm pleased with the way our team and the IRS responded in the moment for customers. We took steps to address the problem right away, the e-filing system is running properly now, and we'll continue to take the necessary steps to ensure it doesn't happen again."

About Intuit Inc.

Intuit Inc. is a leading provider of business and financial management solutions for small and mid-sized businesses; financial institutions, including banks and credit unions; consumers and accounting professionals. Its flagship products and services, including QuickBooks(R), Quicken(R) and TurboTax(R) software, simplify small business management and payroll processing, personal finance, and tax preparation and filing. ProSeries(R) and Lacerte(R)

are Intuit's leading tax preparation software suites for professional accountants. The company's financial institutions division, anchored by Digital Insight, provides on-demand banking services to help banks and credit unions serve businesses and consumers with innovative solutions.

Founded in 1983, Intuit had annual revenue of \$2.3 billion in its fiscal year 2006. The company has more than 8,100 employees with major offices in the United States, Canada, the United Kingdom and other locations. More information can be found at www.intuit.com.

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Source: Intuit Inc.