## **HOW TO MAKE PEOPLE UNDERSTAND TAX?**

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Task: Create a new digital tax return

**Intention:** Save the taxpayers and the tax administration time and money with a digital, dialog-based, easy to understand and user-friendly tax return

Target Group: 4.9 million taxpayers

## Do's



Hire a UX-writer



Make yourself heard



Test, test, test



Work with UX-designers



Involve the right people



Always ask why

## Don'ts



Don't assume programmers/jurists/management understand why plain language is crucial.



Don't forget who you are actually working for.

