

Q: Where is my W-2 or 1099 being sent?

A: W-2s are being released via [PaperlessEmployee](#) and mailed per standard timelines (postmarked by 1/31). It will also be sent through your Acumen portal messaging module. Use the mobile app or the web portal to find the message.

Q: When is the W-2 or 1099 being sent?

A: W-2/1099s will be sent soon and postmarked by 1/31.

Q: Who will receive the W-2 or 1099?

A: The Employee/Vendor (main vendor profile) will receive this message.

Q: What do I do if I did not get my W-2 or 1099?

A: A copy can be requested no earlier than 2/23/26.

Q: Can I sign up for paperless delivery for my 2025 W-2?

A: The deadline to sign up was January 10th, but you can sign up now for the 2026 W-2 to be delivered paperless: <https://www.paperlessemployee.com/afa>

Q: Is my W-2 also being physically mailed to me?

A: Yes. It will be postmarked by 1/31.

Q: If something is incorrect or if I have a question about my W-2, who do I contact?

A: This will need to be escalated directly to the Tax Department (missing employer, incorrect wages) via Zendesk/IssueTrak.

Q: What if I did not receive a W-2?

A: Only employees who made over \$600 will receive a W-2.

Q: What do I need to do to update my address?

A: To update your demographic information, employees must complete a new Employee Change of Information form. This can be found on your state's page at acumenfiscalagent.com/state.

Q: How can I verify what address you have on file to ensure timely W-2 delivery?

A: Log into your DCI portal. In the top right corner, click your username, then select your name from the dropdown. Your profile demographics will appear—confirm this is the correct physical address for W-2 delivery.

Q: Who do we reach out to if we have a tax question?

A:

- Data error issues: Escalate to the Tax Department through your Acumen Agent.
- General filing questions: Reach out to your Acumen Agent or Customer Service Department.

Q: When are both the W-2 Doc and Relationship W-2 applicable?

A: When both are applicable, the W-2 is blank other than Box 12 with code II.