

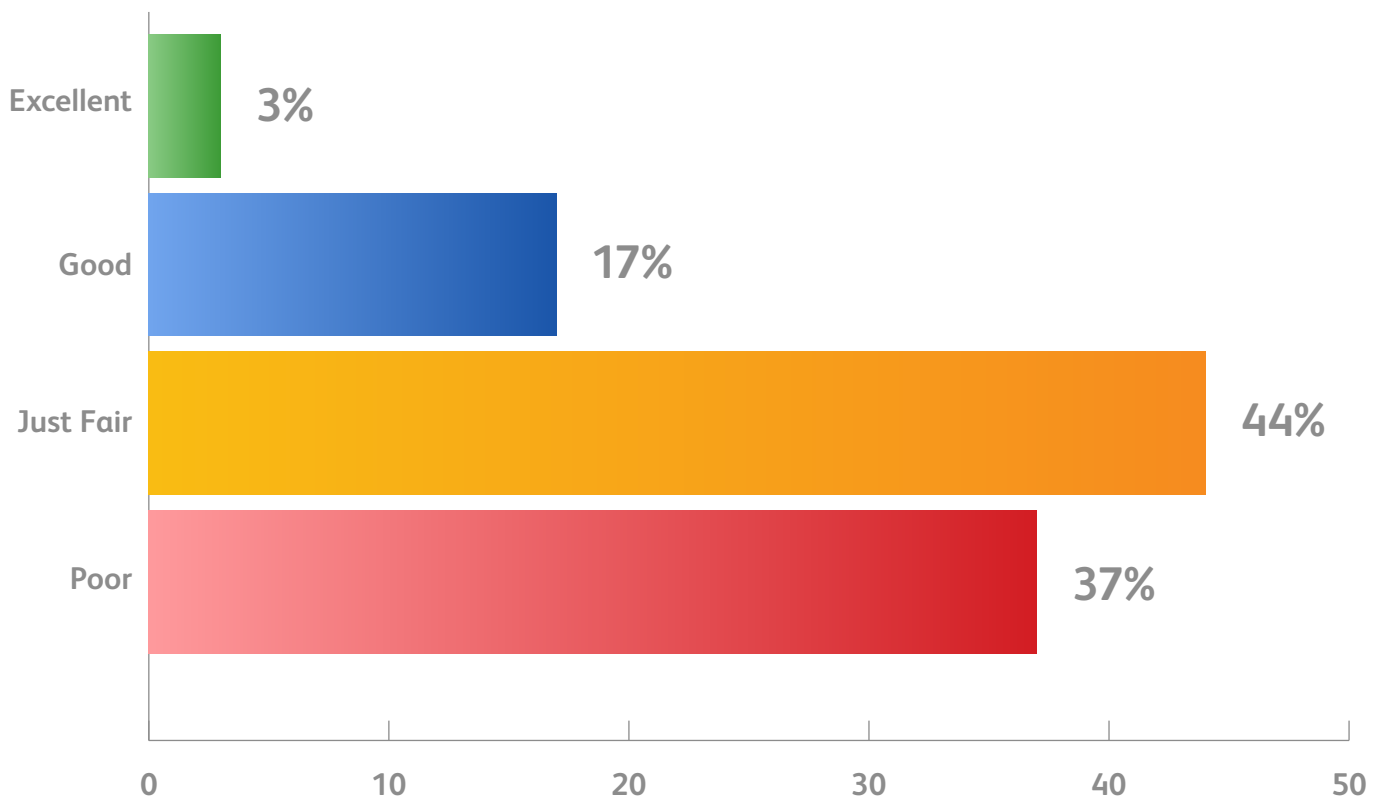
SURVEY OVERVIEW:

The third-quarter 2009 Intuit Payroll Survey was conducted by Global Strategy Group from Sept. 21-30, with 1,004 Intuit Payroll customers who participated in the online survey. The margin of error for this survey at the 95 percent confidence level is plus or minus 3.1 percentage points on the overall sample. The margin of error on sub-samples is greater. More survey findings can be found on the Intuit Payroll Blog at www.intuitpayrollblog.com.

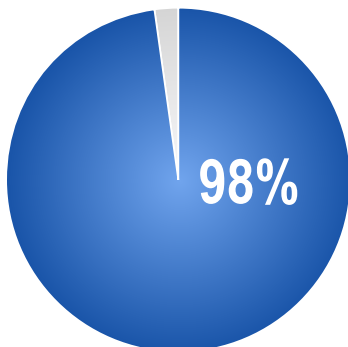
ECONOMIC OUTLOOK FOR SMALL BUSINESS OWNERS:

- 82% say they see opportunities for their business despite the current economic climate.
- 60% expect their business to grow in the next 12 months.
- 60% report that decrease in sales is the biggest impact of the economy on their business, followed by slower customer payments, with 50%.
- 56% of small business owners say the recession will last another two years or more.

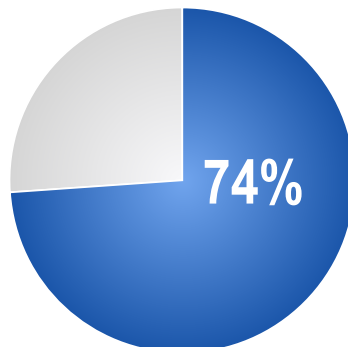
Small business owners' overall opinion of the current business climate for small businesses.



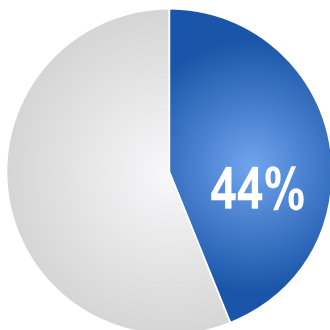
Consistent with the findings of the May 2009 Intuit Payroll survey.

THOUGHTS ON THE STIMULUS PACKAGE:

Have not received any money as a result of the federal economic stimulus plan.

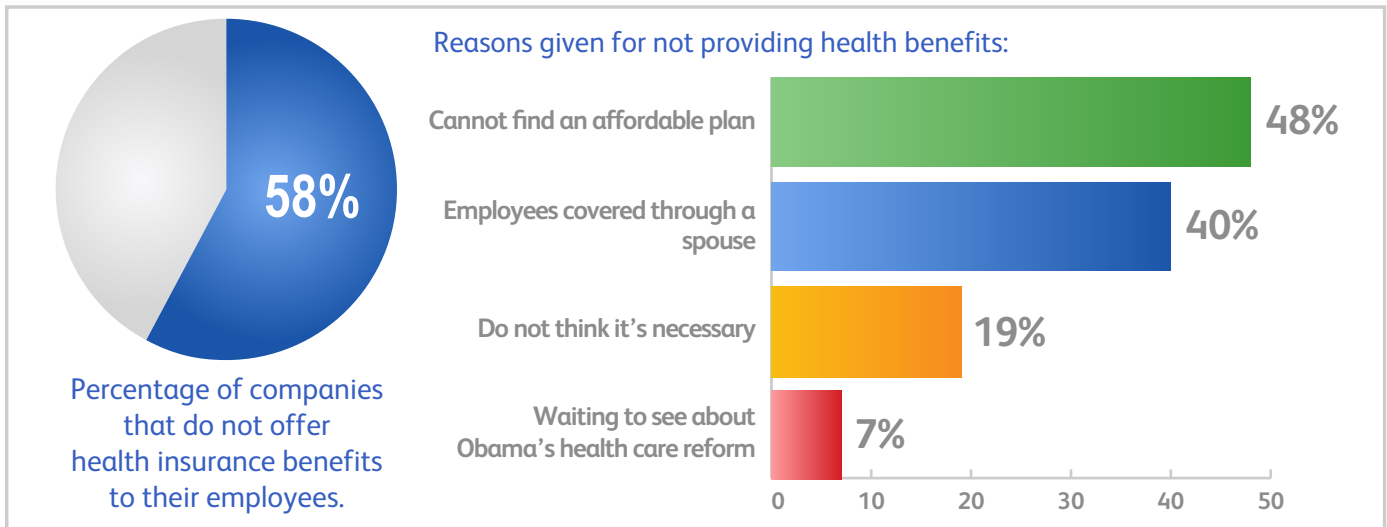


Admit to not taking advantage of all the benefits available to their small business via the federal economic stimulus plan.

THOUGHTS ON HIRING AND MANAGING EMPLOYEES:

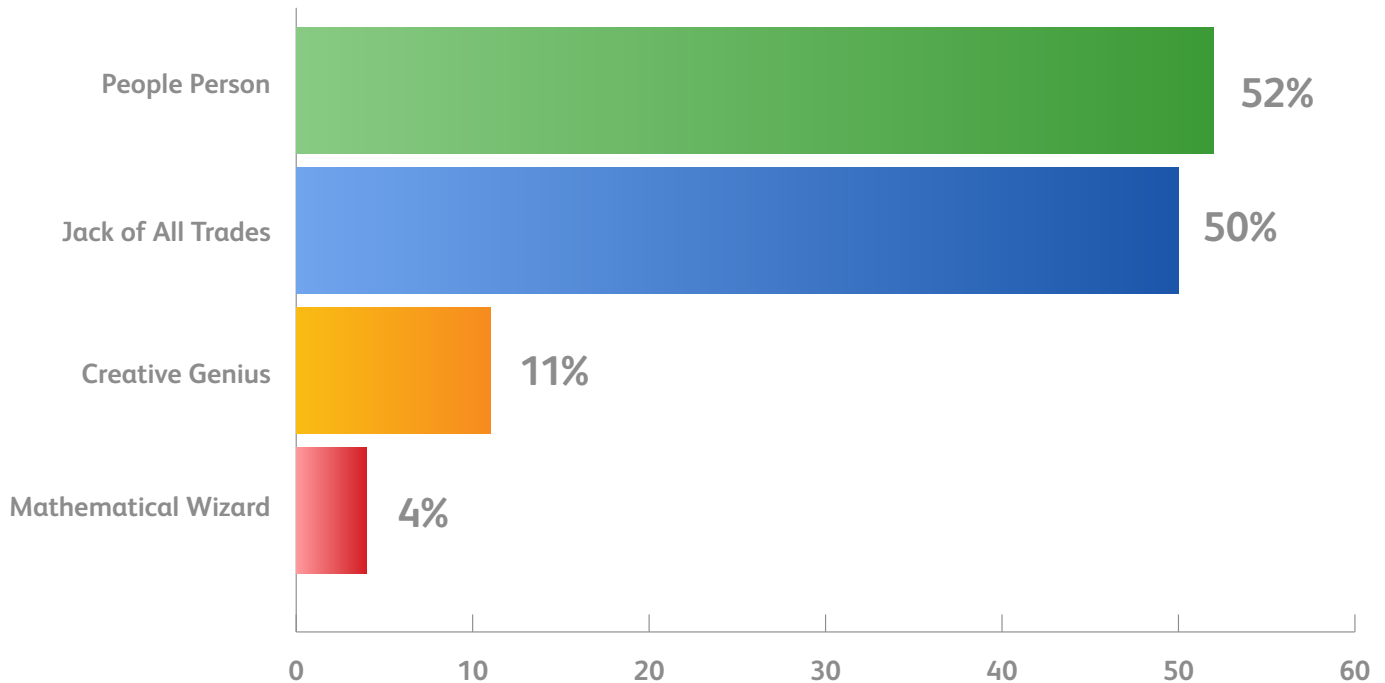
Planning to hire new employees in the next 12 months.

- 86% consider health care the most important benefit to attract and retain good employees, followed by workers' compensation (82%) and retirement benefits (65%).



- 75% do not offer retirement benefits to their employees.
- 43% report that the greatest challenge they faced when hiring their first employee was finding someone with the right experience, followed by finding someone they trusted (32%) and finding the money to pay their salary (12%).
- 75% found their first employee in less than a month.
- 79% have hired a friend or family member to work for them.
 - 54% have hired family members.
 - 25% have hired friends.
- 78% believe their decision to hire friends or a family member was a good decision.

When hiring, which of the following best describes the type of employee(s) you are looking to hire?



THOUGHTS ON MANAGING PAYROLL:

- 43% of the small business respondents started out by writing checks to their employees before using Intuit Payroll. Nearly 20% switched from an outsource provider or another payroll solution.
- 95% are concerned about managing their payroll accurately.
- 96% are concerned with paying payroll taxes and filing payroll tax forms accurately and on time.

To manage payroll, small business owners look for a payroll solution that offers these benefits

	Importance	How well customers rate Intuit Payroll
• Saves time:	99%	97%
• Easy to use:	99%	93%
• Accurate:	98%	97%
• Reduces risk of tax penalties:	97%	94%