

From: Christi Grab [REDACTED]

Subject: Another Agenda Item for Dec. 7

Date: November 27, 2017 at 10:25 PM

To: [REDACTED] FTBAdvocate@ftb.ca.gov, [REDACTED]

CG

Dear Ms. Maples and Ms. Casey,

If we are limited to only one agenda item per taxpayer for the December 7 Bill of Right's Meeting, I would like you to focus on the issue of holding rollover money in suspense instead of applying it to the Taxpayer's Estimated Taxes as indicated on line 95 of the 540. As you know, it is the most important issue to me.

However, if we are allowed more than one item on the agenda, I would like to ask that a policy be put in place that all FTB notices must be sent out with the correct department phone numbers. As I wrote in my 2011 Abatement Request Letter (dated July 2014):

"Of course, this mountain of correspondence only represents a fraction of the time and energy wasted by trying to deal with the FTB instead of ignoring you guys. We wish we could send you recordings of every phone call. Pretty much every phone call goes like this: Dial the number on the notice (for example 800-852-2753). The automated phone system from hell routes you places you don't want to go and sometimes even hangs up on you, so then you have to call back and try to navigate the system again. It takes several minutes of navigating before finally getting to the point where you can hold for a customer service rep. The holds are usually for a long time, with wait times sometimes over an hour. Finally a human comes on the line and tells me that even though we had called the phone number listed on the notice, it was the wrong number and we needed to call a different department (for example 800-689-4776 was given to me a couple times, but the "correct" phone number that I would be given often varied). The least the FTB can do is put a correct phone number on a notice when you want someone to call in. Seriously, it is the very least you can do. Even if you don't care about the consumer's time being wasted, why would you want to waste your employees' time and tie up your own phone lines by directing them to the wrong department?"

"Then we'd call the new number we'd just been given and hear a recorded message say "The phone lines are busy and we can't take your call now" (or something like that) then get hung up on. We'd try that number again a dozen times before finally getting into the phone system from hell, navigating it, then put on a long hold to wait for a person. Then the person who takes our call "accidentally" disconnects us. We've been disconnected from a full 30% of calls we've made – there is obviously a problem on your end with phone transfers.'

"This is how your organization operates on an every-day basis, and quite frankly, it is maddening."

I feel like putting the correct phone number on all notices is a straight-forward issue that should be easy for the FTB to implement. Please let me know if this item can also be added to the agenda for the December 7 meeting. Its a small thing for the FTB to do that would greatly reduce the levels of frustration that taxpayers must endure in dealing with the FTB.

Thank you again for your time and attention to my concerns and frustrations.

Regards,

Christine Grab