

From: Christi Grab [REDACTED]
Subject: Re: Quick Update
Date: December 7, 2017 at 11:42 AM
To: Maples, Susan@FTB [REDACTED]



Hi Ms. Maples:

I understand the need to work with Mr. Calhoun on the missing money issue. I also understand that you are the person to complain to about gross incompetence within the FTB system, so I wanted you to be aware of yet another example. I'll give you an update about the lost money no matter what. I am sure if all goes well that you would be happy to hear about things going right, since you usually only hear about things gone wrong!

Hope the meeting goes well today. Happy holidays!

Christi

On Dec 7, 2017, at 8:36 AM, Maples, Susan@FTB [REDACTED] > wrote:

Good Morning Ms. Grab,

Thank you for the email. You may want to check the address you have on file with us. We send a PIN number to the address on file which is needed to complete the registration process and you mentioned you had moved from the San Diego area to the Bay area recently.

As far as the monetary accounting issue, I had asked Mr. Calhoun to provide you with an accounting in hopes of helping you resolve the issue of the money you thought had gone missing. It is unfortunate that it was not helpful. I am extremely confident that Mr. Calhoun will be able to provide you with an accurate accounting of funds for each tax year when you are ready to discuss it in January. Please work directly with him because I am not able to resolve account issues nor am I as expertly skilled in reading individual account transactions. It would be much more efficient for you to work directly with him and Executive and Advocate Services, rather than have me as a third party intermediary.

Wishing you a wonderful holiday season,

Susan Maples, CPA
Taxpayers' Rights Advocate
[REDACTED] desk [REDACTED] cell

From: Christi Grab [REDACTED]
Sent: Thursday, December 07, 2017 8:13 AM
To: Maples, Susan@FTB [REDACTED] >
Cc: Stowers, Yvette@ SCO [REDACTED]

Subject: Quick Update

Dear Ms. Maples:

I did request an FTB website access code on Nov 28, but I haven't gotten it yet, so I still cannot log on.

Yesterday I got a package from the FTB with all the print outs from 2008 forward. Thank you. I assume it is the same info that is available on the website. I will work on reconciling numbers as soon as I can, but as I said, this is a hectic month so it'll probably be January when you hear from me.

I also got a letter from Mr. Calhoun addressing the missing \$ [REDACTED]. His explanation that I may have counted some penalty money as estimated tax money is plausible; however, one part of this explanation makes no sense. As per the first "policy change suggestion" letter that I sent you for today's meeting:

On January 19, 2016, I mailed a letter containing the following excerpt: "Enclosed is a check for \$ [REDACTED] for my 2013 income tax assessment. I am paying this amount of money under protest. As several people within your organization have confirmed, according to your own records, my husband and I had a large sum of money roll over from our 2012 return to our 2013 return. The sum of money that you are holding for us is significantly larger than the \$ [REDACTED] that you claimed that I owed for the year, and is even larger than the \$ [REDACTED] that you now think I owe with penalties and interest.

So even if I did accidentally count the \$2,668.77 + 28.20 in penalties as income taxes collected, there is still a discrepancy of \$ [REDACTED] that definitely should have been applied to my estimated taxes collected. So by your estimates, only \$ [REDACTED] has vanished into the clear blue sky, as opposed to the \$ [REDACTED] that I believe has vanished. As far as I am concerned, that is still not an acceptable reconciliation.

Mr. Calhoun made no mention of the missing \$ [REDACTED] from 2014.

I just wanted to give you a head's up that Mr. Calhoun's letter has not solved anything.

Thank you for your attention to this matter. I will be in touch in early January about solving it!

Regards,

Christine Grab

CC: Stelvi Stanilaus

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