

**From:** Christi Grab [REDACTED]

**Subject:** Re: Nothing Important

**Date:** November 28, 2017 at 12:24 PM

**To:** Maples, Susan@FTB [REDACTED]



Hi Ms. Maples:

Thank you for the letter. The FTB has "misplaced" \$ [REDACTED] my money. \$ [REDACTED] was lost in 2014 and is still MIA (see my abatement request letter for details). I just got a notice in the mail last month that another \$ [REDACTED] has disappeared.

I need to sign up for my FTB and print out all your records and match them up against all mine before I bother calling in. It'll make it simpler for both of us.

I honestly don't think I'll be able to call in until early January. It takes a few days to get the code, so I can't access the info this week. Next week we go to San Diego for a wedding/family reunion (we have recently moved to the Bay Area from San Diego). The week after is loaded with doctor appointments and other "life chore" stuff. Then my son is out of school for the last two weeks of the month. I can't get anything done when my son is home!

But yes, I will need help. All help will be appreciated!

Christi

On Nov 28, 2017, at 8:46 AM, Maples, Susan@FTB [REDACTED] wrote:

Dear Ms Grab,

I am glad that we were able to spend time to discuss issues important to both of us. Today I am planning to meet with Mr Calhoun and the management of Executive and Advocate services to talk about your case. I did want to ask about some missing money you mentioned during our first conversation yesterday morning. We didn't talk about it when I called you at 11am, so I wanted to make sure that piece also found a resolution. Please let me know if you still need assistance with it.

Also, please know that I am submitting both issues of "suspense" payments and correct numbers on the notice to the department on your behalf for taxpayer bill of rights hearing.

Susan Maples

Sent from VMware Boxer

On November 28, 2017 at 6:59:09 AM PST, Christi Grab [REDACTED] wrote:

Dear Ms. Maples:

Thank you again for taking the time to talk to me and actually look into my matter. I greatly appreciate the help. For the last 6 years, it's been nothing but brick walls, and this is the first hope I've gotten about changing this ludicrous "suspense" policy.

It sounds like you are genuinely interested in improving the FTB's customer service. I know you are busy, but if you can carve out some time, my 2011 Abatement Request Letter (dated July 2014) details many of the frustrations that I experienced in dealing with the FTB. It's a long letter, but you can probably skip the first half as the first half details our personal hardship and the second half talks about our nightmare experience with the FTB. I assure you that things have not gotten any better within the FTB in the 3 years since that was written.

My reply to Mr. Calhoun's initial denial letter, where I accuse the FTB of being a giant racketeering scheme, may also be a worthwhile read for you. It is another long letter, but I feel like the points I made to support the accusation are valid. From an outsider's perspective, it really does look like the FTB deliberately targets the vulnerable. I'm highly educated, don't work outside the home and am extremely tenacious. If it was this hard for someone like me to navigate the system, people who are uneducated, work very long hours, and aren't as driven can't possibly do it.

Once again, I cannot tell you how much I appreciate your looking into these matters.

Regards,

Christine Grab

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