

From: Christi Grab [REDACTED]

Subject: Request #3 for December 7

Date: November 28, 2017 at 7:24 AM

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



Hi Ms. Maples and Ms. Casey,

Once again, if I can only have one item listed, I would like it to be the "suspense" issue as it is the most important to me. However, if we are allowed unlimited, I am going to flood you with suggestions. The FTB has made my life a living hell for the last 6 years, so I have plenty of things that I would like to see changed.

Suggestion #3 for a policy change: Please train the FTB staff to inform people of these annual Taxpayer Bill of Rights Meetings. In all the years of complaining about the FTB, I have never once been informed of these meetings. Every time I complained about the "suspense" policy, I was told if I don't like it, my only option was to complain to my legislators (please note the letters from Ms. Calhoun both said the same thing about contacting legislators and neither mention this annual meeting as an option). Even Lilah in your own office told me that I was unable to participate in the meetings because it was a "policy" meeting and the "suspense" issue was a "law."

I found out about these meetings by sheer luck. Desperate by all the walls that I had hit within the FTB and with my legislators and dismayed at how expensive attorneys can be, I started contacting everyone I could think of for advice on how to proceed with getting things changed at the FTB without an attorney. CalTax is the one who told me about the meetings and told me to send in suggestions to Ms. Maples.

Most people in my shoes would have given up long before I did and not contacted several outside agencies for advice. It is pretty pathetic that I had to learn how to maneuver within the FTB from an agency outside the FTB. Trust me, if the FTB staff informed people of these meetings, you would get way more than four letters per year!

This is another policy that is logical and should be simple to implement.

Thank you for your attention to this matter.

Regards,

Christine Grab