

From: Christi Grab [REDACTED]

Subject: I do expect a response to my public comment about how FTB is going to fix its problem with hanging up on callers.

Date: December 11, 2025 at 7:11 AM

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Since Ms. Cohen did not verbally acknowledge the Public Comment that I had made, I want to make sure everyone is aware that I do expect a response.

In FTB's modernization of its platform, how is FTB going to ensure that callers are no longer hung up on? Also, how is FTB going to even out the wait times for calls between the different departments? It is unacceptable that business collections is almost always a 2+ hour wait — more often than not 3-hours — while personal collections is often half the wait time or less. As I stated in the public comment, on Monday the 8th in the morning, it was 3-hours for business collections and 6-minutes for personal collections.

Also, the business collection number is usually red, which I believe means that the lines are full and people trying to call can't even get into to the queue in the first place.

It appears that FTB is intentionally trying to destroy small businesses by making it impossible for small businesses to resolve issues — the processing time on correspondence is 142 days via myFTB and 241 days via mail or fax. By the time responses are processed, FTB has long since unlawfully raided their bank accounts and stolen all their money.

Small businesses often can't call in at all because FTB's lines are full. If they do manage to get into the queue, it is a 3-hour wait time, with a 25% chance that at the end of that very long wait, they will be disconnected while being transferred to a human being.

I have been asking FTB to fix its problem with hanging up on callers for the last 9 years. Is FTB going to finally fix this serious systemic problem, or is FTB going to continue to use "gross incompetence" as a cover for its *bona fide* criminal schemes that are clearly intended to put small businesses out of business?

Regards,

Christine Grab