



December 26, 2025

**VIA EMAIL ONLY**  
**ATTN: CHRISTINE GRAB**

RE: Public Records Act Request

Dear Ms. Grab:

We are responding to your correspondence (copy enclosed), received December 18, 2025, under the California Public Records Act, Government Code section 7920.000, et seq.

You requested the following information:

1. **At 20:55 in the video above, Roger Lackey stated "...other accomplishments, making sure that our filing enforcement program, we weren't actually sending notices to people that we shouldn't. A lot of work that's gone into that to make it so we notice the right people. There's a lot of history back behind that."**

**I am requesting documentation of all changes made in policy, procedure, and system software programming which ensured that people who don't owe money are not noticed. Please make sure to include the dates that these new policies/procedures/progamming went into effect, and any other pertinent information regarding FTB's efforts to correct its noticing.**

2. **At 30:45, Etta SoRelle put up a slide showing the average call center wait time over the last few years.**

**Please provide the documentation from which these numbers were derived.**

3. **At 1:06:19, Angela Jones stated "The new system requires submitters to securely provide identifying information such as a social security number or FTB ID number..."**

**What is a FTB ID number?**

4. **At 1:26:00, Selvi Stanislaus stated that "...over 14.8 million refunds have been issued with refund amounts averaging \$1,562..."**

**Are these refund numbers only for when FTB sends the overpayment back to the taxpayer, or do these numbers also include refunds which are issued as credit elects for the next year?**

Regarding item 3 of your request, the Franchise Tax Board (FTB) responds as follows:

3. **What is a FTB ID number?**

To comply with Senate Bill 25, FTB systems assign a ten-digit identification number called an FTB-ID to replace the Social Security Number in any documents mailed to a taxpayer.

Regarding items 1, 2, and 4 of your request, we are searching our records for responsive documents. We will send our next response by January 26, 2026. Our response may be in phases.

FTB reserves the right to claim any exemptions that may apply and does not waive these exemptions by not claiming them at this time.

If we can be of further assistance, you may contact me at (916) 845-7634 or email [FTBDisclosureOffice@ftb.ca.gov](mailto:FTBDisclosureOffice@ftb.ca.gov).

Sincerely,

Jarrold Reiser  
Lead Disclosure Specialist

Enclosures