

From: Christi Grab [REDACTED]
Subject: Fwd: The two public comments that you stopped me from making... It answers Ms. Lieber's question about why a bigger budget won't fix customer service
Date: June 22, 2026 at 8:17 PM
To: [REDACTED] Jones, AngelaC@FTB [REDACTED] FTB Advocate@FTB FTBAdvocate@ftb.ca.gov

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Begin forwarded message:

From: Christi Grab <[REDACTED]>
Subject: The two public comments that you stopped me from making... It answers Ms. Lieber's question about why a bigger budget won't fix customer service
Date: June 22, 2026 at 5:16:11 PM EDT
To: [REDACTED] "Emran, Hasib" [REDACTED] "Perrault, Michele"
[REDACTED] "Andrianarimanana, Danamona"
Cc: "Stanislaus, Selvi@FTB" [REDACTED] "Hofelin, Shane@FTB"
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Note: I believe that FTB's admission that Collections generates 20 times more than what it costs to operate the Collections department illustrates the perverse incentive that the State has to falsely put people into Collections in order to generate revenue for the state. Given the current revenue crises the State of CA is facing, I believe the giant uptick in calls/live chats indicates that FTB has initiated a giant uptick in attempts to falsely impose tax liabilities and/or penalties, fees and interest. The poor number of calls/live chats answered is a feature that guarantees revenue — if people cannot get through to resolve the "mistake," the person has no recourse as FTB systematically violates our constitutional due process rights. People wake up one day to find they have a wage garnishment and/or all the money was drained out of their bank accounts and there is absolutely nothing they can do about it. This leaves them impoverished.

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Public Comment re: Cal-EITC "education and outreach" program

I'm requesting that instead of giving money to NGOs, that FTB pay professional tax preparers to file returns for people who qualify under VITA guidelines.

I believe that the tax preparers would effectively advertise so that people were aware that they could get their taxes done for free and get cash in hand – and they'd likely do a better job of advertising than the NGOs currently are.

In *Grab v FTB* in San Diego Superior Court, FTB never denied the allegations that my penalties were a result of an embezzlement and racketeering scheme. Failure to deny constitutes admission of truth. While I am not low income, these criminal schemes seem to primarily target people of low socio-economic status.

From my perspective, it appears that FTB is paying NGOs to find them victims. The NGOs send the clients to VITA volunteers at temporary service locations or encourage them to file via FTB's online filing system. When FTB later makes alleged "mistakes" on these taxpayers' accounts, the taxpayer finds it virtually impossible to resolve the matter. Had these people utilized tax professionals, the professionals would help them clear up these alleged "mistakes."

At the March 2023 Board Meeting, FTB admitted it was falsely imposing penalties as a result of customer service failures. FTB's service for individual taxpayers has only gotten worse since then. But the service is

pretty good for tax professionals, making it clear that people who cannot afford a tax preparer are the primary targets of the schemes where FTB uses gross incompetence as a cover for fraudulently imposing penalties.

I also have concerns about the fact that approved NGOs are allowed to subcontract. There are allegations that some of these sub-contractors are predators. FTB should be ensuring that vulnerable people are not sharing their private data with potential predators.

Finally, the primary recipient of the funds has been Golden State Opportunity Foundation. They do not seem to not be a legitimate organization, have extremely questionable bookkeeping, and have chosen subcontractors with allegations of abuse. I believe that they should be immediately defunded and all past years audited. United Way should also be defunded for knowingly subcontracting with alleged sexual predators. Thank you.

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June FTB Board Meeting Public Comment re: Maples

At the April 2025 Board Meeting, Hasib Emran – with Malia Cohen’s tacit blessing -- utilized an underhanded tactic to violate my taxpayer right to comment on Susan Maples retirement. This is my belated comment. Do not violate my right to speak again.

I spoke with Susan Maples on the phone a few times and we exchanged several emails. She seems like a lovely person.

In *Grab v FTB*, it was documented that Susan Maples committed multiple counts of fraud in order to cover up FTB’s embezzlement and racketeering schemes. She also violated my California taxpayer and federal constitutional rights in numerous ways.

Her successor, Chris Smith, stated that Ms. Maples was framed in accordance with FTB’s standard operating procedure whereby the legal department sets up employees in other departments as patsies for crimes perpetrated by the attorneys. There is a reason the attorneys don’t sign documents themselves.

There is no statute of limitations on fraud, so Ms. Maples can be federally prosecuted at any time. I’d like to remind FTB staff that you cannot be legally fired for refusing to allow yourself to be framed.

When I checked Ms. Maples Oath of Allegiance, the disclosure department revealed that she hadn’t signed one. Both the federal and state constitutions require all government employees to have a fully executed oath; anyone working without one is considered a foreign agent and subject to federal prosecution. Because of the lack of oath, she does not qualify for a pension and all monies paid to her are considered pension fraud. But, as we learned with Bill Hilson, FTB and its Board of Directors seem to have no problem committing pension fraud. Thank you.

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