



STATE OF CALIFORNIA
Franchise Tax Board

2018 Filing Season Update



Tom Bielawski, Accounts Receivable Management Division
Jamie Gillette, Filing Division

June 5, 2018

Agenda

- 2018 Filing Season Numbers Video
- Extended Final Filing Date
- Customer Service
- Refund Processing

2018 Filing Season Statistics Video



Extended Final Filing Date

- IRS challenges lead to extended due date
- FTB reacted quickly to the change
 - 480,000 PIT returns were e-filed on April 18th

Customer Service

- Award winning Customer Service Dashboard
- Level of Access

Call Center	2017	2018	Change
Calls Answered	344,000	390,000	+ 46,000
Level of Access	65%	77%	+ 12%

Customer Service

- Self-Service Options:
 - Installment Agreements
 - Skip Payment
 - Bill Delay

Refund Processing

- Impact of EDR and the “Magical 3rd year” closing
- Refund Processing Times

Refund Received	2017	2018	Change
Within 14 Days	86%	92%	+ 6%
Within 30 Days	96%	99%	+ 3%

Questions?