



STATE OF CALIFORNIA
TAXPAYERS' RIGHTS ADVOCATE'S OFFICE MS F280
FRANCHISE TAX BOARD
PO BOX 1468
SACRAMENTO CA 95812-1468

01.25.2019

ETIENNE SUNG

Dear Mr. Sung,

Thank you for your Taxpayers' Bill of Rights hearing proposal last December. As the Taxpayers' Rights Advocate, your concerns are important to me. I am always interested in hearing your concerns and partnering with you to help resolve them. Please note the Department's response below to your proposal:

1. FTB Should Stop Intercepting for Parking Tickets and Toll Debts without Verifying Appeals

Government Code Sections 12419.2-3, 12419.5, and 12419.7-12 provide general authority for the Interagency Intercept Collection (IIC) program, establish debt priorities and identify authorized debts, payments and participating agencies.

Because of concerns such as yours, during the last twelve months, the following changes were implemented:

- Changed our procedures to allow FTB to return funds intercepted in error. This resulted in a reduced time frame for refunds from four to six weeks down to fifteen days.
- Included the IIC Contact Center phone number on the Notice of Intercepted Funds (FTB 4141A) to provide taxpayers a direct contact to resolve disputed offsets when:
 - They have already resolved the debt with the offsetting agency
 - The debt does not belong to the taxpayer but the taxpayer's refund was offset
 - They are experiencing a hardship, or their refund was erroneously offset and the offsetting agency has stated that a refund will take eight to twelve weeks
 - They were unaware of owing a debt to the offsetting agency

Sincerely,

Susan Maples
Taxpayers' Rights Advocate

cc: Yvette M. Stowers
Jacqueline Wong-Hernandez
Irena Asmundson
Val Davidson