



chair **John Chiang**
member **Betty T. Yee**
member **Michael C. Genest**

State of California
Franchise Tax Board

12.21.2007

Henry Veit
Lerner & Veit
744 Montgomery Street, 5th Floor
San Francisco, CA 94111

Dear Mr. Veit:

Thank you for your presentation at the Taxpayers' Bill of Rights Hearing held on 11.28.2007. I am responding to the issues you raised at the hearing.

Payments with a Receipt

You suggested that it become the Franchise Tax Board's standard operating procedure to issue a receipt for payments we receive when a taxpayer requests a receipt.

I am happy to tell you that this is our current business practice. I would also like to let you know that taxpayers have access to their own account information, which includes all of the payments we have received. This information is available online at our Website, ftb.ca.gov.

Correspondence with a Receipt

You suggested that the Franchise Tax Board acknowledge receipt of all correspondence relating to tax matters.

This is our current business practice in some areas of the department. Annually, we receive over 800,000 pieces of correspondence. The cost to acknowledge each piece of correspondence is just over \$200,000 in postage alone. Unfortunately at this time, it is cost prohibitive to adopt this as a standard business practice. However, just as with payments, if taxpayers request a receipt we will certainly provide one.

We are exploring options for the future, which would allow taxpayers to correspond with us electronically and would eliminate the need for any type of receipt.

Toll-free number to contact staff

You suggested that the Franchise Tax Board provide a toll-free number for taxpayers to contact specific staff.

We are exploring this idea and believe it is feasible at little or no cost to the department. We will complete our analysis by 02.01.2008, and if it is not cost prohibitive we will implement your suggestion and advertise it appropriately.

If you have any questions about the status of your issues, feel free to contact me.

Sincerely,

Selvi Stanislaus
Executive Officer

cc: Hon. John Chiang, Chair
Hon. Betty T. Yee, Member
Hon. Michael C. Genest, Member