



STATE OF CALIFORNIA  
**FRANCHISE TAX BOARD**  
PO BOX 942867  
SACRAMENTO CA 94267-1234

Your CSN is:

### Free Online Services From the Franchise Tax Board

The Franchise Tax Board offers **ReadyReturn** and **CalFile**; two free programs to e-file your California income tax return. These programs are safe, secure, and easy to use. Most taxpayers can complete their income tax return in less than 30 minutes using these programs. If you already filed your 2009 state income tax return, turn to SIDE 2 to learn about other free services that we provide.

## ReadyReturn

**ReadyReturn** uses information from your last tax return and wage information received from your W-2 to pre-fill your tax return for you. You review your **ReadyReturn** and make any needed changes. After you review and approve your return, e-file it directly to us for free.

Use the Customer Service Number (CSN) printed on the top of this letter to access your **ReadyReturn** at [ftb.ca.gov](http://ftb.ca.gov).

## CalFile

**CalFile** guides you as you answer basic questions to complete your tax return. You provide the information and **CalFile** does the calculations. When you submit your **CalFile** return, you get an instant confirmation from us so you know that we received your tax return.

If you are interested in using **ReadyReturn** or **CalFile**, or you want to learn more:

1. Go to [ftb.ca.gov](http://ftb.ca.gov).
2. Select **ReadyReturn** or **CalFile** from the homepage.
3. Follow the simple steps to **e-file your tax return**.

These programs are voluntary. You are not required to use **ReadyReturn** or **CalFile** to file your California income tax return.

## Other Free Online Services

- **Check your Refund Status**
  - ▶ Use information from your tax return to find out when we authorized your refund.
  - ▶ Provided in English and Spanish.
- **MyFTB Account**
  - ▶ View **payments** you've made.
  - ▶ Check your total **balance due**.
  - ▶ Check **wage and withholding** information.
  - ▶ Review **FTB-issued 1099s** and much more.
- **Payment Options**
  - ▶ Pay online with confidence. It's safe and secure.
  - ▶ Use **Web Pay** to pay your balance due and schedule payments up to one year in advance.
  - ▶ Pay by **credit card**.
  - ▶ Apply to make **monthly installment payments**, if you can't pay the amount you owe.
- **Other Filing Options and Additional Help**
  - ▶ Get a list of **authorized e-file providers** near you.
  - ▶ Access **approved commercial e-file websites** - some provide free offers.
  - ▶ Find **Volunteer Income Tax Assistance (VITA)** locations.
  - ▶ Access all **tax forms, instructions, and booklets**.
  - ▶ Review **frequently asked questions**.
  - ▶ **Contact us** by email.

## Important Reminders

- File your return by **April 15, 2010**.
- If you rented your primary residence in 2009, you may qualify for the nonrefundable **renter's credit**. Be sure to look for this credit when you are filing your tax return.
- Get your refund faster with **direct deposit**.
- If you qualify, file your federal tax return and claim the **federal earned income tax credit (EITC)** up to \$5,657. For more information, go to **irs.gov** and search for **EITC** or call IRS at 800.829.4477.
- The American Recovery and Reinvestment Act of 2009 allows several **new tax credits** for individuals. Go to **irs.gov** to see if you qualify.
- **ReadyReturn** and **CalFile** are voluntary programs. Try one, or file another way.

Website: **ftb.ca.gov**

Toll-Free: **800.338.0505**

Email: **ca.taxhelp@ftb.ca.gov**

TTY/TDD: **800.822.6268**