

Contact Info

Tax Assistance Phone Numbers

Automated Telephone Service (800) 338-0505.

Get recorded answers to frequently asked tax questions 24 hours a day. During normal business hours you can:

- . order state and federal tax forms,
- . find out about your refund, and
- . verify your balance due and payments made.

You can refer to the back of the tax booklet for instructions on using our automated phone service.

Toll-Free Telephone Service (800) 852-5711.

If you have a more complicated question that cannot be answered through Internet resources or our automated phone service, please call us on our general toll-free tax assistance line.

Available Monday - Friday
7 a.m. — 8 p.m.

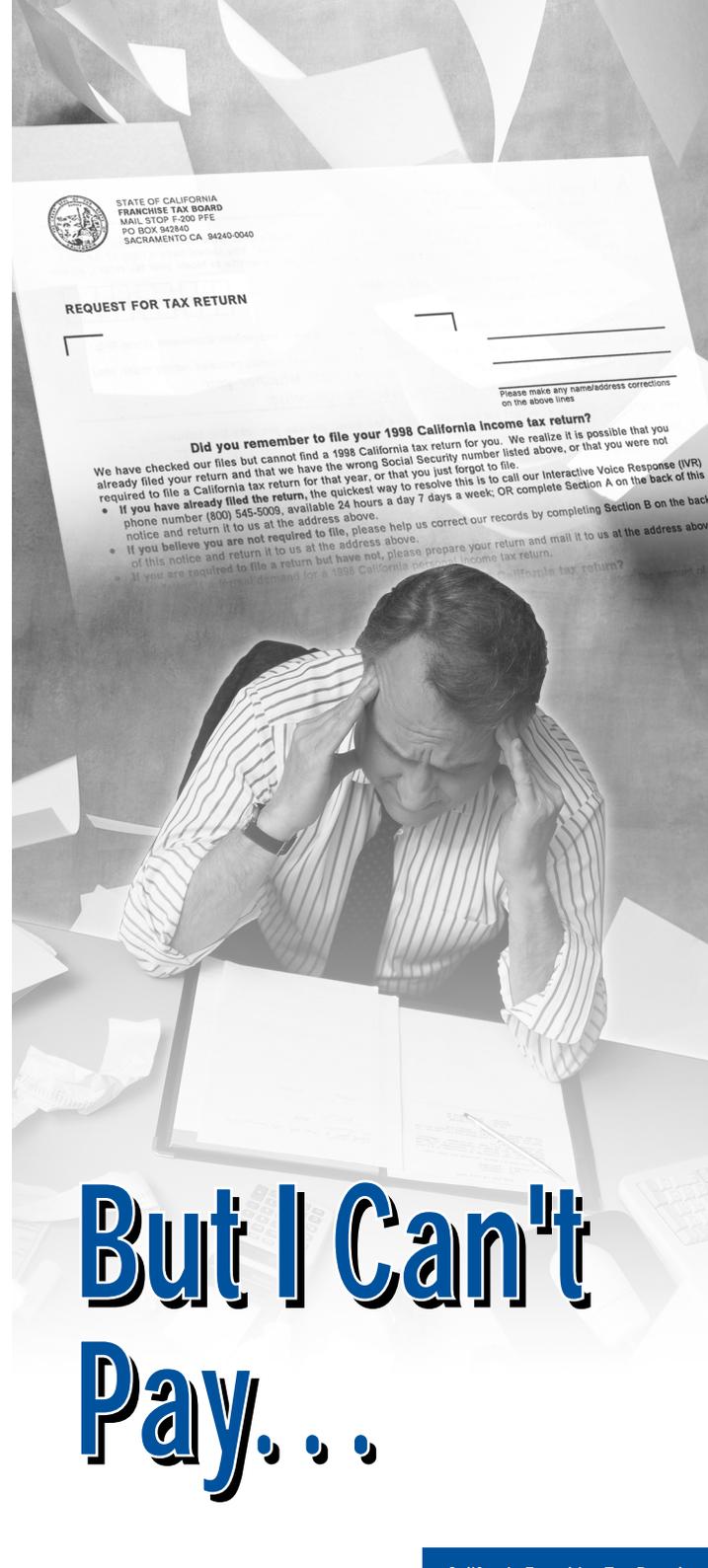
January 2 - April 15, Monday - Friday
6 a.m. — midnight
Saturdays and state holidays
7 a.m. — 4 p.m.



Tax Assistance

Internet Site: www.ftb.ca.gov

- . E-mail service for tax questions
- . Current and prior year tax forms
- . Informational publications
- . Legal rulings and notices
- . News releases
- . Answers to frequently asked tax questions



But I Can't Pay...

FTB 1152 (REV 05-2000)

We are here for you.

We realize that, sometimes, unforeseen events occur that make it impossible for you to pay your taxes on time. And sometimes the fear from being unable to pay stops you from filing the return as well. The first thing you should do if you haven't already, is get the return filed, even if you can't pay. Without that first step, there is little we can do to help you, and you may pile-up additional penalties and interest. With the return filed we can work out a method to resolve the balance due.

If you are having financial problems and can't pay your taxes in full, you can generally arrange with us to pay the balance in monthly payments.

Where can I get an Installment Agreement Request form FTB 3567?

You have several options to request this form:

- You can download it from the Internet at www.ftb.ca.gov.
- You can order it by phone, at (800) 338-0505. (Following the recorded instructions, select personal income tax, then order forms, and then enter code 949 when instructed to do so.)
- You can pick it up in any of our field offices.

Mail it to:
Franchise Tax Board
PO Box 942867
Sacramento CA 94267-0011

You will receive a response from us within 30 days.

Any strings attached?

We ask that you make your monthly payments through electronic funds transfers. This enables you to automatically pay us by a direct transfer of funds from your account to us. It's convenient for you, it reduces the potential for defaults, and it saves us processing time. Also, when you request an installment agreement, you also agree to meet all your future tax liabilities. This means making sure you have enough wage withholding or estimated tax payments to cover your tax liability when you file your tax return.

Do interest and penalties accrue if I am granted a payment arrangement?

Yes, you will still be assessed interest and late payment penalties although you have been granted a payment plan. There is no provision in the law that allows us to forgive interest and penalties. It is always best to file your return on time and pay as much of your tax liability as you can.



What about tax liens?

In most cases, a state tax lien will not be filed. If it is necessary to file a state tax lien we will notify you in advance.

What if I have bad credit?

You may still qualify to make installment payments. We may ask you to send in a financial statement to evaluate whether installment payments can be granted.

How can I learn more about my installment payment agreement?

If you have questions about your installment agreement, please call us at (916) 845-4470. Our Interactive Voice Response (IVR) system allows you to access your current account balance and other important information. If the system does not completely answer your questions, you may speak with a representative Monday through Friday between the hours of 7:30 a.m. and 5:00 p.m.

Payment Plans

Are they for you?