



# California Franchise Tax Board Information Directory

## Members of the Board

Chair . . . . . Betty T. Yee, State Controller  
Member . . . . . Diane L. Harkey, Chair, State Board of Equalization  
Member . . . . . Michael Cohen, Director of Finance

**Executive Officer** . . . . . Selvi Stanislaus

**Website** . . . . . [ftb.ca.gov](http://ftb.ca.gov)

## Automated Telephone Service

FTB's automated telephone system provides services in both English and Spanish to callers with touch-tone telephones. Callers may listen to recorded answers to frequently asked questions about state income taxes, 24 hours a day, seven days a week. Callers may order personal income tax forms, verify the status of their personal income tax refund, check their balance due, and confirm recent payment amounts and dates, 24 hours a day, except 9:45 p.m. Sunday to 12:15 a.m. Monday. Callers may order business entity tax forms 6 a.m. to 10 p.m. weekdays, 6 a.m. to 4:30 p.m. Saturdays.

From within the United States . . . . . 800.338.0505  
From outside the United States . . . . . 916.845.6500

## General Telephone Service (Taxpayer Services Center)

Telephone assistance is available year-round from 7 a.m. to 5 p.m. weekdays, except state holidays. We may modify these hours without notice to meet operational needs.

From within the United States . . . . . 800.852.5711  
From outside the United States . . . . . 916.845.6500

## Tax Assistance for Persons with Hearing or Speech Impairments

Persons with hearing or speech impairments:

TTY/TDD . . . . . 800.822.6268

## Tax Practitioner Services

✓ Hotline . . . . . 916.845.7057  
✓ Hotline (fax) . . . . . 916.845.9300  
✓ e-file . . . . . 916.845.0353

# Where to Call or Write

## If an address is not shown, use:

Unit Name  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

## A

Accounting Period/Method Change . . .800.852.5711  
Change of Accounting Method/Period  
Franchise Tax Board  
PO Box 1998  
Rancho Cordova CA 95741-1998  
Application for Revivor . . . . .916.845.7033  
Audit Division  
Go to **ftb.ca.gov** and search for **management team directory**

## B

Bankruptcy, Personal Income Tax. . . . .916.845.4750  
Fax . . . . .916.845.9799  
(Personal Income Tax - Chapters 7, 11, and 13)  
Bankruptcy PIT MS A340  
Franchise Tax Board  
PO Box 2952  
Sacramento CA 95812-2952  
Bankruptcy, Business Entities Tax . . . . .916.845.4750  
Fax . . . . .916.845.9799  
(Business Entities - Chapters 7 and 11)  
Bankruptcy BE MS A345  
Franchise Tax Board  
PO Box 2952  
Sacramento CA 95812-2952  
Business Entities . . . . .800.478.7194

## C

City Business Tax Program - Data Exchange  
Email: LocalGovtLiaison@ftb.ca.gov  
ACD . . . . .916.845.6304  
Claims for Refund. . . . .800.852.5711  
Collections  
Business Entities Tax . . . . .888.635.0494  
Collection Contact Center . . . . .888.635.0494  
**or**  
Corporations  
Exempt Corporations  
Partnerships  
Limited Liability Corporations (LLC)

Personal Income Tax  
Practitioner Hotline . . . . .916.845.7057  
Hotline Fax . . . . .916.845.9300  
Collection Contact Center . . . . .800.689.4776  
916.845.4470

Account Recovery and Resolution Team (ARRT)  
ACD. . . . .916.845.7065 or 888.382.3707  
Fax . . . . .916.843.2425

ARRT MS A411  
Franchise Tax Board  
PO Box 2952  
Sacramento CA 95812-2952

Court-Ordered Debt Collections . . . . .916.845.4064  
Court-Ordered Debt Collections MS A113  
Franchise Tax Board  
PO Box 1328  
Rancho Cordova CA 95741-1328

Vehicle Registration Debt  
Collections (DMV). . . . .888.355.6872  
916.845.6872

Vehicle Registration Collections MS A113  
Franchise Tax Board  
PO Box 419001  
Rancho Cordova CA 95741-9001

Computerized Tax Processors (CTP)  
Program . . . . .916.845.5585  
Email: substituteforms@ftb.ca.gov

Criminal Investigation . . . . .916.227.3203  
Fax . . . . .916.227.2798  
Criminal Investigation Bureau MS L9-3  
Franchise Tax Board  
PO Box 219  
Rancho Cordova CA 95741-0219

## D

Data Exchange Production Services . . .916.845.3778  
Decedent and Probate Program. . . . .916.845.3048  
Fax . . . . .916.845.0479  
Decedent and Probate Program MS A454  
Franchise Tax Board  
PO Box 2952  
Rancho Cordova CA 95812-2952

Deductible Dividends, Percent of . . . . .916.845.4138  
Disclosure Section . . . . .916.845.3226  
Disclosure Section MS A181  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

Dishonored Checks, Status of . . . . .800.852.5711

# Where to Call or Write

## E

### Economic and Statistical Research

Bureau . . . . .916.845.3375  
Revenue Analysis Section . . . . .916.845.5125  
Statistical Research and  
Modeling Section . . . . .916.845.3362  
Tax Policy Section . . . . .916.845.7103  
Fax . . . . .916.845.5472

Education and Outreach . . . . .916.845.5424  
e-Programs Customer Service . . . . .916.845.0353  
Email: e-file@ftb.ca.gov

e-file . . . . .916.845.0353  
EFT . . . . .916.845.4025  
Fax . . . . .916.855.5556  
e-Programs Customer Service MS F284  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

Equal Employment Opportunity . . . . .916.845.3651

Estates, General Information . . . . .800.852.5711

Exempt Organizations/Nonprofits and  
Charities . . . . .916.845.4171  
Exempt Organizations Unit MS F120  
Franchise Tax Board  
PO Box 1286  
Rancho Cordova CA 95741-1286

## F

Federal Treasury Offset Program . . . . .916.845.2867

Filing Compliance Agreement Program 916.845.4476

Mail Completed FTB 5841, *Request for Filing  
Compliance Agreement*, to:  
(U.S. Mail)

Filing Compliance Agreement Program MS F180  
Complex Filing Enforcement Unit  
Franchise Tax Board  
PO Box 1779  
Rancho Cordova CA 95741-1779

(private express mail carriers such as FedEx,  
UPS, DHL)

Filing Compliance Agreement Program MS F180  
Franchise Tax Board  
9646 Butterfield Way  
Sacramento CA 95827

Filing Enforcement Notice Information

Email: filing.enforcement@ftb.ca.gov  
Personal Income Tax . . . . .866.204.7902  
Fax . . . . .916.855.5646  
Business Entities Tax . . . . .866.204.7902  
Fax . . . . .916.843.6169

Financial Institution Data Match . . . . .916.845.6304  
FIDM MS A181  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

Financial Institution Record Match (FIRM)

Email: FTBFIRMHELP@ftb.ca.gov  
Phone . . . . .916.845.5781  
Fax . . . . .916.843.0267  
FIRM MS A243  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

Go to **ftb.ca.gov** and search **FIRM**

FIRM Administrator: Informatix, Inc . . .866.576.5986

Email: CATAX@informatixinc.com  
Phone . . . . .866.576.5986  
Fax . . . . .517.318.4696  
Corp Office  
Informatix, Inc  
2485 Natomas Park Drive Suite 430  
Sacramento CA 95833

Fraud (to report tax fraud)

Tax Informant Hotline . . . . .800.540.3453  
Go to **ftb.ca.gov** and search for **fraud**.

## H

Human Resources . . . . .916.845.3650

## I

Identity Theft Hotline . . . . .916.845.7088

Fax . . . . .916.843.0561  
Identity Theft Team MS A421  
Franchise Tax Board  
PO Box 2952  
Sacramento CA 95812-2952

Information Returns . . . . .916.845.6304

Innocent Spouse Program . . . . .916.845.7072

Innocent Joint Filer Program MS A452  
Franchise Tax Board  
PO Box 2966  
Rancho Cordova CA 95741-2966

Installment Agreements . . . . .800.689.4776

Personal Income Tax . . . . .800.689.4776  
916.845.4470

Business Entities Tax . . . . .888.635.0494  
916.845.7033

Interagency Intercept

From within the United States . . .800.852.5711  
From outside the United States . .916.845.6500

Involuntary Conversions, Ext./Time . . .800.852.5711

IRS Reporting/Tax Examination Change

Fax . . . . .916.843.2269

# Where to Call or Write

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## L

Legal Rulings/Notices (requests for) . . .916.845.3190

Go to **ftb.ca.gov** and search for  
**legal documents.**

Legal Division MS A260  
Franchise Tax Board  
PO Box 1720  
Rancho Cordova CA 95741-1720

Legislation, Obtain a Specific Bill

**leginfo.ca.gov**

Legislative Bill Room  
State Capitol Rm B-32  
Sacramento CA 95814

Legislation, Policy/Administrative

Issues . . . . .916.845.4326

Letter of Good Standing (request for) .800.852.5711

Lien Program . . . . .916.845.4350

Fax . . . . .916.845.4389  
Lien Program MS A456  
Franchise Tax Board  
PO Box 2952  
Sacramento CA 95812-2952

## M

Mortgage Interest Filing Enforcement .866.204.7902

Multilingual Communications

Email: [MultilingualCommunications@ftb.ca.gov](mailto:MultilingualCommunications@ftb.ca.gov)  
Program . . . . .916.845.3976

## N

New Employment Credit . . . . .916.845.3464

News Media . . . . .916.845.4800

## O

Offers in Compromise . . . . .916.845.4787

Offer in Compromise Group MS A453  
Franchise Tax Board  
PO Box 2966  
Rancho Cordova CA 95741-2966

Outbound Contact

Personal Income Tax . . . . .866.267.6282  
888.895.8125  
Business Entities Tax . . . . .866.750.7571  
888.426.9107

## P

Personal Income Taxes . . . . .800.852.5711

Political Reform Audit . . . . .916.845.4834

Power of Attorney (POA) (fax) . . . . .916.843.5440

Power of Attorney MS F283  
Franchise Tax Board  
PO Box 2828  
Rancho Cordova CA 95741-2828

POA Revocation

Fax . . . . .916.845.9144

Procurement (for questions on data exchanges or to  
initiate an interagency agreement)

Email: [DRSIA@ftb.ca.gov](mailto:DRSIA@ftb.ca.gov)  
Data Resources and Services Unit .916.845.6304

Protest Section (fax) . . . . .916.364.2754

Protest Control Desk MS F380  
Franchise Tax Board  
PO Box 1286  
Rancho Cordova CA 95741-1286

Public Records Act . . . . .916.845.3226

Disclosure Office MS A181  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

## R

Regulations

Administration/Status . . . . .916.845.6080

Research, Economic and Statistical – See Economic

Returns, Request for Copies (prior years)

Personal Income Tax . . . . .916.845.5375

Business Entities Tax . . . . .916.845.5116

Data Storage MS D110  
Franchise Tax Board  
PO Box 1570  
Rancho Cordova CA 95741-1570

Revivor/Restoration . . . . .916.845.7033

## S

S Corporation – Termination of

S Corporation Election . . . . .800.852.5711

Franchise Tax Board  
PO Box 942857  
Sacramento CA 94257-0540

Secretary of State

**sos.ca.gov**

Corporation Status . . . . .916.657.5448  
Corporate Name Availability . . . . .916.657.5448  
Corporate Officers . . . . .916.657.5448  
Secretary of State  
1500 11th Street  
Sacramento CA 95814

# Where to Call or Write

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Settlement Bureau (fax) . . . . .916.845.4747  
Settlement Bureau MS A270  
Franchise Tax Board  
PO Box 3070  
Rancho Cordova CA 95741-3070

Small Business Liaison. . . . .916.845.4669

Speakers' Bureau  
Email: [speakersbureau@ftb.ca.gov](mailto:speakersbureau@ftb.ca.gov)  
Requests for speakers . . . . .916.845.4669  
Speakers' Bureau MS F280  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

Suspended Corporation . . . . .916.845.7033

## T

### Tax Forms

Download forms at [ftb.ca.gov](http://ftb.ca.gov)  
Order forms by phone: . . . . .800.338.0505  
Mail: Tax Forms Request MS D120  
Franchise Tax Board  
PO Box 307  
Rancho Cordova CA 95741-0307

Tax Informant Hotline . . . . .800.540.3453

Go to [ftb.ca.gov](http://ftb.ca.gov) and search for **fraud**.

### Tax News

Email: [taxnews@ftb.ca.gov](mailto:taxnews@ftb.ca.gov)  
Tax News Editor MS F280  
Franchise Tax Board  
PO Box 1468  
Sacramento CA 95812-1468

Tax Practitioner Hotline. . . . .916.845.7057

Fax . . . . .916.845.9300

Tax Shelter Hotline . . . . .916.845.4300

Email: [taxshelter@ftb.ca.gov](mailto:taxshelter@ftb.ca.gov)  
Go to [ftb.ca.gov](http://ftb.ca.gov) and search for **Shelter Hotline**.

### Taxpayers' Rights Advocate

Advocate Hotline. . . . .800.883.5910  
Fax . . . . .916.843.6022  
Executive and Advocate Services MS A381  
Franchise Tax Board  
PO Box 157  
Rancho Cordova CA 95741-0157

### Top 500

Personal Income Tax . . . . .888.426.8555  
Business Entities Tax . . . . .888.426.8751  
Franchise Tax Board  
PO Box 3065  
Rancho Cordova CA 95741-3065

Trusts, General Information . . . . .800.852.5711

## V

Voluntary Disclosure Program . . . . .916.845.4476

Mail application to:

(U.S. Mail)

Voluntary Disclosure Program MS F180  
Franchise Tax Board  
PO Box 1779

Rancho Cordova CA 95741-1779

(private express mail carriers such as FedEx,  
UPS, DHL)

Voluntary Disclosure Program MS F180

Franchise Tax Board  
9646 Butterfield Way  
Sacramento CA 95827

Volunteer Income Tax Assistance/Tax Counseling for  
the Elderly (VITA/TCE) - volunteers only

Email: [volunteercoordinator@ftb.ca.gov](mailto:volunteercoordinator@ftb.ca.gov)

## W

Water's-Edge . . . . .916.845.5568

PO Box 1779

Rancho Cordova CA 95741-1779

Water's-Edge Elections/Termination. . .916.845.5568

PO Box 1779

Rancho Cordova CA 95741-1779

Withholding Services and Compliance  
(nonresident, real estate, or backup withholding  
information and questions)

Email: [wscs.gen@ftb.ca.gov](mailto:wscs.gen@ftb.ca.gov)

From within the United States. . . . **888**.792.4900

From outside the United States . . .916.845.4900

Withholding Services and Compliance MS F182

Franchise Tax Board

PO Box 942867

Sacramento CA 94267-0651

### Withholding Voluntary Compliance

Program. . . . .**888**.792.4900

Fax . . . . .916.843.0489

Mail Completed FTB 4827, *Withholding Voluntary  
Compliance Program Application*, to:

(U.S. Mail)

WVCP Application

Franchise Tax Board

PO Box 942867

Sacramento CA 94267-8888

(private express mail carriers such as FedEx,  
UPS, DHL)

Withholding Voluntary Compliance Program MS F182

Franchise Tax Board

9646 Butterfield Way

Sacramento CA 95827