



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

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
Bureau916.845.3375
Revenue Analysis Section916.845.5125
Statistical Research and
Modeling Section916.845.3362
Tax Policy Section.916.845.7103
Fax916.845.5472
Education and Outreach.916.845.5424
e-Programs Customer Service916.845.0353
Email: e-file@ftb.ca.gov
e-file916.845.0353
EFT916.845.4025
Fax916.855.5556
e-Programs Customer Service MS F284
Franchise Tax Board
PO Box 1468
Sacramento CA 95812-1468
Equal Employment Opportunity916.845.3651
Estates, General Information800.852.5711
Exempt Organizations/Nonprofits and
Charities916.845.4171
Exempt Organizations Unit MS F120
Franchise Tax Board
PO Box 1286
Rancho Cordova CA 95741-1286

F

Federal Treasury Offset Program916.845.2867
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 Tax866.204.7902
Fax916.855.5646
Business Entities Tax866.204.7902
Fax916.843.6169

Financial Institution Record Match (FIRM)
Email: FTBFIRMHELP@ftb.ca.gov
Phone916.845.5781
Fax916.843.0267
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
Phone866.576.5986
Fax517.318.4696
Corp Office
Informatix, Inc
2485 Natomas Park Drive Suite 430
Sacramento CA 95833
Fraud (to report tax fraud)
Tax Informant Hotline800.540.3453
Go to **ftb.ca.gov** and search for **fraud**.

H

Human Resources916.845.3650

I

Identity Theft Hotline.916.845.7088
Fax916.843.0561
Identity Theft Team MS A421
Franchise Tax Board
PO Box 2952
Sacramento CA 95812-2952
Information Returns916.845.6304
Innocent Spouse Program916.845.7072
Innocent Joint Filer Program MS A452
Franchise Tax Board
PO Box 2966
Rancho Cordova CA 95741-2966
Installment Agreements800.689.4776
Personal Income Tax800.689.4776
916.845.4470
Business Entities Tax888.635.0494
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
Fax916.843.2269

Where to Call or Write

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

Issues916.845.4326

Letter of Good Standing (request for) .800.852.5711

Lien Program916.845.4350

Fax916.845.4389
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
Program916.845.3976

N

New Employment Credit916.845.3464

News Media916.845.4800

O

Offers in Compromise916.845.4787

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

Outbound Contact

Personal Income Tax866.267.6282
888.895.8125
Business Entities Tax866.750.7571
888.426.9107

P

Personal Income Taxes800.852.5711

Political Reform Audit916.845.4834

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

Fax916.845.9144

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

Email: 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 Act916.845.3226

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

R

Regulations

Administration/Status916.845.6080

Research, Economic and Statistical – See Economic

Returns, Request for Copies (prior years)

Personal Income Tax916.845.5375

Business Entities Tax916.845.5116

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

Revivor/Restoration916.845.7033

S

S Corporation – Termination of

S Corporation Election800.852.5711

Franchise Tax Board
PO Box 942857
Sacramento CA 94257-0540

Secretary of State

sos.ca.gov

Corporation Status916.657.5448
Corporate Name Availability916.657.5448
Corporate Officers916.657.5448
Secretary of State
1500 11th Street
Sacramento CA 95814

Where to Call or Write

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
Requests for speakers916.845.4669
Speakers' Bureau MS F280
Franchise Tax Board
PO Box 1468
Sacramento CA 95812-1468

Suspended Corporation916.845.7033

T

Tax Forms

Download forms at 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 Hotline800.540.3453

Go to ftb.ca.gov and search for **fraud**.

Tax News

Email: 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

Fax916.845.9300

Tax Shelter Hotline916.845.4300

Email: taxshelter@ftb.ca.gov
Go to ftb.ca.gov and search for **Shelter Hotline**.

Taxpayers' Rights Advocate

Advocate Hotline.800.883.5910
Fax916.843.6022
Executive and Advocate Services MS A381
Franchise Tax Board
PO Box 157
Rancho Cordova CA 95741-0157

Top 500

Personal Income Tax888.426.8555
Business Entities Tax888.426.8751
Franchise Tax Board
PO Box 3065
Rancho Cordova CA 95741-3065

Trusts, General Information800.852.5711

V

Voluntary Disclosure Program916.845.4476

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

W

Water's-Edge916.845.5568

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

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

Fax916.843.0489

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