

**Hit the Wall**  
trying to solve  
**Your**  
**Tax Problem?**

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**We can Help!**

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**tra**  
Taxpayers' Rights Advocate



In January 1989, the California Legislature adopted the Taxpayers' Bill of Rights.

It established a Taxpayers' Rights Advocate to defend your rights as a California taxpayer.



**The Taxpayers' Rights Advocate can help.**

Keep running into brick walls trying to resolve your tax issue?

The Taxpayers' Rights Advocate is on your side when normal channels don't work.

At no charge to you, we can break through those barriers and resolve your tax problem or complaint.

Our mission is to protect your rights, privacy, and property during the assessment and collection of taxes.

**Call to get a personal Taxpayer Advocate assigned to your case. Our services are free.**

Taxpayers' Rights Advocate Office  
Call: 1-888-324-2798, Fax: 1-916-323-3319

## What will the Taxpayers' Rights Advocate do for you?

As your advocate we:

- Facilitate the resolution of your tax problems and complaints
- Protect your right to confidentiality
- Guarantee that you have a clear understanding of your rights and responsibilities
- Ensure you receive courteous treatment
- May suspend California Department of Tax and Fee Administration collection action, when appropriate, while your case is in review

We are independent of all tax and fee divisions at the California Department of Tax and Fee Administration and report to the highest level of authority within the agency as we help you with business taxes problems.



**We're here to help when you have unresolved issues.**

**Call us!  
1-888-324-2798**

## Here is how we have helped taxpayers in the past.

*"I listened to a taxpayer who needed me."*



A grieving man whose wife had passed away months prior to contacting TRA was overwhelmed by his unsuccessful efforts to work out a payment agreement for overdue business taxes.

The tax agency's payment plan was going to put him out of the business he and his wife had built and operated for many years.

My willingness to listen to this taxpayer helped me as his advocate to persuade the agency to develop a fair and equitable payment plan, thereby saving his family business as well as assisting him at a very difficult time.



*"I felt the gravity of a family's crisis."*

A family of five was enduring an extreme financial hardship. The tax agency had placed a garnishment on mom's paycheck, an action that was especially difficult because she was the sole wage earner for the entire family. Complicating matters, they had recently filed for bankruptcy, lost their home, and now because of the garnishment were behind in their rent. The husband claimed the tax agency never notified his wife that it intended to take her paycheck.



Through my investigation, I discovered the notice of pending action had been sent to an old mailing address. Fortunately, I was able to stop the garnishment, return all of the seized funds and give the family time to work out an affordable solution. They are very grateful I took the time to listen and act on their behalf.

*"I could hear the frustration in his voice."*



A person who had moved to California, due to new employment, had purchased a vehicle in Connecticut and paid Connecticut sales tax upon purchase. He was asked to pay additional tax in California to register the vehicle.

The tax agency informed him he would receive credit for the tax he paid in Connecticut but California has a higher rate and he owes the difference.

In analyzing the facts, I discovered this person should not be held liable for California tax because of his job transfer. He was very relieved someone told him about our office.

**Contact Us!**  
**1-888-324-2798**



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Tax and Fee Administration  
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**Learn more: *www.cdtfa.ca.gov/tra***

