



CDTFA
CALIFORNIA DEPARTMENT OF
TAX AND FEE ADMINISTRATION

STATE OF EMERGENCY TAX RELIEF

Emergency tax and fee relief is available from the California Department of Tax and Fee Administration (CDTFA) for taxpayers who have been directly affected by disasters declared as state of emergencies, both within California and nationally. Available services may include the extension of tax return due dates, relief of penalty and interest, or replacement copies of records lost due to disasters.

How to Get Started

You will need your account number.

Obtaining Your Account Number and Limited Access Code

To obtain your account number or limited access code, please contact our Customer Service Center at 1-800-400-7115 (CRS:711) or your local office at www.cdtfa.ca.gov/office-locations.htm.

For security purposes, you will be required to provide ownership information for the account such as a driver license number and/or social security number.

Relief Requests and Filing Extensions

To request relief of penalties and interest please login with your Username and Password at <https://onlineservices.cdtfa.ca.gov> and click the *More* link to *Submit a Relief Request* and choose the option for *Relief from Penalty and Interest due to a Disaster*. You can also mail in the CDTFA-735, *Request for Relief of Penalty, Collection Cost Recovery Fee, and/or Interest* located on our website.

To request a three-month extension to file, with your Username and Password, click on the *Request a Filing Extension* link and choose the extension option for a disaster.

How to Change Your Address

To change an account related address, please contact our Customer Service Center at 1-800-400-7115 (CRS:711) or your local office at www.cdtfa.ca.gov/office-locations.htm. If you have a Username and Password, you can change your mailing and/or books and record address under the *Names and Addresses* tab.

Closing a Business or Location

To close a business or location, please contact our Customer Service Center at 1-800-400-7115 (CRS:711) or your local office at www.cdtfa.ca.gov/office-locations.htm. If you have a Username and Password, you can close a business or location under the *Account Maintenance* link. You can also mail a CDTFA-65, *Notice of Closeout* located on our website at www.cdtfa.ca.gov/formspubs/cdtfa65.pdf.

Re-Opening a Business or Location

To re-open a business or location, please contact our Customer Service Center at 1-800-400-7115 (CRS:711) or your local office at www.cdtfa.ca.gov/office-locations.htm. You can also register for a new business or location at <https://onlineservices.cdtfa.ca.gov> with the Register a *New Business Activity* link or by logging in with your Username and Password under *Account Maintenance*.

Obtaining a Copy of Your Seller's Permit or License

To obtain a copy of your seller's permit or license, please contact our Customer Service Center at 1-800-400-7115 (CRS:711) or your local office at www.cdtfa.ca.gov/office-locations.htm. If you have a Username and Password, you can print a copy of your seller's permit under the *Locations* tab or the *Account Maintenance* link and your license with the *Print Multiple License* link.

Books and Records Lost or Destroyed

If your books and records have been lost or destroyed, please contact our Customer Service Center at 1-800-400-7115 (CRS:711) to obtain copies of your records. These records may include copies of prior tax returns filed with the CDTFA, audits, or permit applications. For more information on obtaining your records, please see our CDTFA-324-GEN, *Annual Privacy Notice*, on our website at www.cdtfa.ca.gov/formspubs/cdtfa324gen.pdf and publication 58A, *How to Inspect and Correct Your Records* at www.cdtfa.ca.gov/formspubs/pub58a.pdf.

Account in Collections

If your account is currently in collections, please contact your local office at www.cdtfa.ca.gov/office-locations.htm to discuss your options.

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For More Information

For more information about emergency tax or fee relief, please see our *State of Emergency Tax Relief Page* on our website at www.cdtfa.ca.gov/services/state-of-emergency-tax-relief.htm.