

# WE'RE HERE FOR YOU

## **CALIFORNIA TAXPAYER ADVOCATES**

California Department of  
Tax and Fee Administration

Employment Development Department

Franchise Tax Board

Governor's Office of Business and  
Economic Development

Internal Revenue Service



# HOW TO CONTACT US

California Tax Service Center:  
[www.taxes.ca.gov](http://www.taxes.ca.gov)

We're here for you.

# California Department of Tax and Fee Administration (CDTFA)

## **TYPE OF HELP:**

- Sales and Use Taxes
- Special Taxes and Fees

## **VISIT OUR WEBSITE:**

- CDTFA—Advocate  
[www.cdtfa.ca.gov/tra](http://www.cdtfa.ca.gov/tra)
- CDTFA—General  
[www.cdtfa.ca.gov](http://www.cdtfa.ca.gov)

## **TELEPHONE OR FAX:**

- Advocate Office  
1-888-324-2798  
Fax  
1-916-323-3319
- CDTFA Customer Service  
1-800-400-7115  
(TTY:711)

## **SEND CORRESPONDENCE TO:**

- Taxpayers' Rights Advocate  
Office, MIC:70  
PO Box 942879  
Sacramento, CA 94279-0070
- California Department of  
Tax and Fee Administration  
PO Box 942879  
Sacramento, CA 94279-0001

# Employment Development Department (EDD)

## **TYPE OF HELP:**

- Employment Taxes
- Unemployment Insurance
- Employment Training Tax
- State Disability Insurance
- State Personal Income Tax Withholding

## **VISIT OUR WEBSITE:**

- EDD—Advocate  
[www.edd.ca.gov/Payroll\\_Taxes/  
Taxpayer\\_Advocate.htm](http://www.edd.ca.gov/Payroll_Taxes/Taxpayer_Advocate.htm)
- EDD—General  
[www.edd.ca.gov](http://www.edd.ca.gov)

## **TELEPHONE OR FAX:**

- Advocate Office  
1-866-594-4177  
Fax  
1-916-654-6969
- EDD Customer Service  
1-888-745-3886

## **SEND CORRESPONDENCE TO:**

- Taxpayer Advocate Office  
PO Box 826880, MIC:93  
Sacramento, CA 94280-0001
- Employment Development Department  
PO Box 2068  
Rancho Cordova, CA 95741-2068

# Franchise Tax Board (FTB)

## **TYPE OF HELP:**

- Personal Income Taxes
- Franchise Taxes
- Bank Taxes
- Corporation Taxes

## **VISIT OUR WEBSITE:**

- FTB—Advocate  
[www.ftb.ca.gov/aboutFTB/  
Taxpayer\\_Advocate/index.shtml](http://www.ftb.ca.gov/aboutFTB/Taxpayer_Advocate/index.shtml)
- FTB—General  
[www.ftb.ca.gov](http://www.ftb.ca.gov)

## **TELEPHONE OR FAX:**

- Advocate Hotline  
1-800-883-5910  
Fax  
1-916-843-6022
- FTB Customer Service  
1-800-852-5711

## **SEND CORRESPONDENCE TO:**

- Executive and Advocate Services,  
MS A381  
PO Box 157  
Rancho Cordova, CA 95741-0157
- Franchise Tax Board  
PO Box 942840  
Sacramento, CA 94240-0040

# Governor's Office of Business and Economic Development (GO-Biz)

## **TYPE OF HELP:**

- Business Development
- Permit Streamlining
- Small Business Assistance
- Innovation and Entrepreneurship
- International Affairs and Business Development

## **VISIT OUR WEBSITE:**

- Small Business Advocate  
[www.business.ca.gov](http://www.business.ca.gov)  
[www.businessportal.ca.gov](http://www.businessportal.ca.gov)

## **TELEPHONE OR FAX:**

- Governor's Office of Business and Economic Development  
1-916-322-0694  
1-877-345-4633

## **SEND CORRESPONDENCE TO:**

- Governor's Office of Business and Economic Development  
1325 J St., Suite 1800  
Sacramento, CA 95814

# Internal Revenue Service (IRS)

## **TYPE OF HELP:**

- Income Taxes
- Employment Taxes
- Corporate Taxes
- Estate Taxes
- Nonprofit and Charitable Organization Taxes

## **VISIT OUR WEBSITE:**

- IRS—Advocate  
[www.irs.gov/advocate](http://www.irs.gov/advocate)
- IRS—General  
[www.irs.gov](http://www.irs.gov)

## **SEND CORRESPONDENCE TO:**

- Please call the local office nearest you or visit the IRS website at [www.irs.gov/advocate](http://www.irs.gov/advocate) for locations in California.

## **TELEPHONE OR FAX:**

- **National Taxpayer Advocate**  
1-877-777-4778



## **CALL/FAX US LOCALLY:**

- Fresno  
1-559-442-6400  
Fax  
1-855-820-7112
- Laguna Niguel  
1-949-389-4804  
Fax  
1-855-819-5026
- Los Angeles  
1-213-576-3140  
Fax  
1-213-372-4769  
eFax  
1-855-820-5133
- Oakland  
1-510-907-5269  
Fax  
1-855-820-5137
- Sacramento  
1-916-974-5007  
Fax  
1-855-820-7111
- San Diego  
1-619-744-7156  
Fax  
1-855-890-0089
- San Jose  
1-408-283-1500  
Fax  
1-855-820-7109
- IRS Customer Service  
1-800-829-1040

# Common Taxpayer Advocate Responsibilities (CDTFA, FTB, EDD, IRS)

- Resolve problems when normal channels don't work
- Maintain independent status
- Provide independent review
- Protect taxpayers' rights
- Adhere to agency tax laws
- Identify trends and issues
- Identify inequities and propose law or policy changes
- Ensure courteous treatment of the public
- Determine whether to suspend collections while case is in review
- Encourage public suggestions
- Promote understandable and simple
  - Tax laws
  - Regulations
  - Policies
  - Procedures
  - Publications

# Small Business Advocate Responsibilities (GO-Biz)

- Work with state policymakers on issues facing small businesses
- Coordinate educational events on wide-ranging topics important to small businesses
- Promote information sharing and coordinate outreach efforts among state agencies
- Provide or locate assistance to resolve issues such as permits or starting a business

Additional copies of this publication may be ordered by telephone at 1-800-400-7115 (TTY:711).



CDTFA Publication 145  
August 2017