

Hit the Wall
trying to solve
Your
Tax Problem?

We can Help!

tra

Taxpayers' Rights Advocate



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

It established a Taxpayers' Rights Advocate at the Board of Equalization 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 Board of Equalization collection action, when appropriate, while your case is in review

We are independent of all tax and fee departments at the Board of Equalization and report to the highest level of authority in the agency as we help you with business taxes problems. We also work closely with county officials on resolving your property tax concerns.



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 Board of Equalization 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.

Contact Us!
1-888-324-2798



“I helped a young couple who purchased a new home avoid a financial crisis.”



A couple purchased a home well below what the seller had paid for it. The loan company required an impound account to pay for property taxes. However, those taxes were based on the previous high value of the home. Complications occurred when this family realized they had to pay the huge amount each month while they waited for the adjustment to post on their next property tax bill.

On behalf of this couple, I was able to expedite the adjustment for the taxes and they received a refund of the overage they had paid.

Too many times people think there is nothing they can do. This family is so relieved someone told them about our office.





Sen. George Runner (RET.)
First District



Fiona Ma, CPA
Second District



Jerome E. Horton
Third District



Diane L. Harkey
Fourth District



Betty T. Yee
State Controller

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Email: www.boe.ca.gov/info/emailtra.htm

Learn more: www.boe.ca.gov/tra/tra.htm

