



STATE OF CALIFORNIA

STATE BOARD OF EQUALIZATION

TAXPAYERS' RIGHTS ADVOCATE OFFICE MIC: 70
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Fourth District, Los Angeles

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State Controller

CYNTHIA BRIDGES
Executive Director

August 8, 2013

Mr. Rafael Delgado

Dear Mr. Delgado:

Thank you for your participation in the July 17, 2013, Taxpayers' Bill of Rights Hearings held in Culver City. I appreciate your taking the time to comment on the need for the Board of Equalization (BOE) to provide better assistance to taxpayers.

BOE employees are expected to treat all taxpayers with courtesy, dignity, fairness and concern, while meeting their obligation to collect all taxes that are legally due. In addition, each employee is responsible for ensuring your rights are protected every time they interact with you. However, if you have a problem you are not able to resolve through normal channels, for example by speaking to a supervisor, I encourage you to contact the Taxpayers' Rights Advocate Office for assistance.

Thank you again for sharing your ideas and concerns as part of the annual hearing process. Your comments were a reminder of the importance of striving for the highest quality customer service. If you have any further questions regarding this matter, please do not hesitate to contact me at 916-324-2798. You may also contact Ms. Lauren Simpson of my staff at 916-445-0218.

Sincerely,

Todd C. Gilman
Chief, Taxpayers' Rights and
Equal Employment Opportunity Division

TCG:ls

Delgado thank you 080813.docx

cc: Honorable Jerome E. Horton, Chairman
Honorable Michelle Steel, Vice Chair
Honorable Betty T. Yee, Board Member, First District
Senator George Runner, Board Member, Second District
Honorable John Chiang, State Controller
Ms. Marcy Jo Mandel, Deputy State Controller
Ms. Cynthia Bridges, Executive Director, MIC 73
Mr. Randy Ferris, Chief Counsel, MIC 83
Mr. Robert Tucker, Assistant Chief Counsel, Tax and Fee Programs Division, MIC 82
Mr. Jeffrey McGuire, Deputy Director, Sales and Use Tax Department, MIC 43
Mr. David Gau, Deputy Director, Property and Special Taxes Department, MIC 63
Ms. Susanne Buehler, Chief, Tax Policy Division, MIC 92
Ms. Lauren Simpson, Taxpayers' Rights Advocate Office, MIC 70