



Notice of Data Breach - Order to Withhold Notice



Account Number: [REDACTED]



RE: Notice of Data Breach - Order to Withhold Notice

We are sending this notice to inform you of a recent data incident that involved your personal information. This was an inadvertent disclosure and not a breach of FTB's network or systems.

What Happened:

On April 25, 2025, we discovered that due to a programming issue, an Order to Withhold Notice was sent in error to a third-party payor.

What Information Was Involved:

The personal information involved included your first and last name, address and Social Security Number.

What We Are Doing:

Upon discovery, we've taken the appropriate steps to fix the programming issue. In addition, the third-party payor has been instructed to destroy the notice received in error.

We are also reviewing our procedures to implement additional data security measures to protect the security of information in our possession from unauthorized access or disclosure. The protection of your confidential information is and continues to be very important to us.

What You Can Do:

At this time, we are not aware of any actual or attempted misuse of your personal information for the purpose of committing fraud or identity theft. However, we are notifying you about this incident so you can take any precautions you feel are appropriate to protect your identity.

To protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files by following the recommended privacy protection steps in the enclosure "Breach Help: Tips for Consumers" and also available on the State of California Department of Justice, Office of the Attorney General's website: <https://oag.ca.gov/privacy/other-privacy/breach-help-tips-for-consumers>.

In addition, we would like to offer you credit and identity theft monitoring from ID Experts at no cost. If you are interested in this service, please contact us to request an enrollment code. Once you initiate ID Expert's service (within 120 days from the date of issuance), the service is valid for 12 months.

Other Important Information:

Enclosure "Breach Help - Consumer Tips from the California Attorney General".

For More Information:

For more information on identity theft, you may visit the Web site of the California Department of Justice, Privacy

Agency Contact:

If you have any questions or concerns regarding this matter, please contact Anastasia Isborn, Senior Disclosure Specialist, at (916) 845-0222 or Kasia Killgore, Privacy, Disclosure, and Safeguards Manager, at (916) 845-3134. You may also write to us at:

Franchise Tax Board,
Disclosure Office MS A-181
P.O. Box 1468
Sacramento, CA 95812-1468

Please be assured that we will continue to treat this situation diligently and with the utmost concern.

Sincerely,

Kasia Killgore
Privacy, Disclosure, and Safeguards Manager

Connect With Us

Web: ftb.ca.gov
Phone: 800.689.4776 from 8:00 a.m. to 5:00 p.m. weekdays, except state holidays
916.845.6500 from outside the United States
California Relay Service: 711 or 800.735.2929 for persons with hearing or speaking limitations