3/11/24 – Spoke w/ C. Gutierrez. Went over all documents needed to be put on a payment plan. Discussed missing 940 2019. Need to pay 2013 940, agreed to pay by 3/p18/24 ($389.32)

3/15/24 – C. Gutierrez and 2 other women came to the house to “Look around” also was reminded of the 940 2013 and payment.

3/18/24 – Called Gutierrez and told him I wasn’t able to pay the $389.32 yet. Needed a few days

3/19 or 20/24 – Couldn’t get into the online payment. Called and told Gutierrez, he said to mail it to him at the Bakersfield office.

3/21/24 – Got a cashier’s check and certify w/ return receipt to him

4/5/24 – Got new pin and ID# from EFTPS and tried to make an account. Says EIN# doesn’t exist.

4/9/24 – Called Gutierrez left a message asking how to fax document to him (all document from the 9297 A). Instructions like “do I need to put EIN on all page” etc…

4/10/24 – Gutierrez called at 1:30 and said to fax, it goes straight to him. I attempted to fax 5 or 6 times and it was busy on the other end. I called him again and he said just mail it.

4/11/24 – Mailed documents priority mail will arrive in Bakersfield Saturday 4/23/24. Called and left a message that it was mailed and that the package included the 940 for 2019 (unfiled). Mailed direct to him.

4/26/24 – Gutierrez called at 9:14 am left a message for me to call him. I called back at 9:15am and he didn’t answer so I left a message. He called back and said he sent me the wrong form (433-b) and that he needed to collect information to fill out the 433-A. We went over all that for the next hour.

4/26/24 – Gutierrez called around lunch time and said he figured out the 433-A and the payment would be $1400+ (was in car don’t have exact number) but that would only be a partial payment and that I would have to pay $2900+ (again in car don’t have exact amount) on payment plan. I told him okay and he said he was sending the form to me to sign and send back.

5/8/24 – Returned 433-A w/ signature. Called to tell him it was sent. His message said he would be out of the office until 5/13/24.

5/2/24 – Called Gutierrez because I hadn’t received a call back. Now the message is generic. I left another message

5/22/24 – Called Bakersfield main number. It says they do not provide live telephone assistance.

5/22/24 – Gutierrez called back and says he has 68 cases and will get to mine and will do a follow up. I asked about a “Notice of Intent to Levy and Notice of Your Rights to a Hearing” because the 5/26/24 date is almost here and I didn’t want to miss the deadline. He said to me that the notice was just a routine notice that goes out. He will not follow up on it because we are working together on it. So just waiting for payment paperwork.

6/25/24 – Received a levy notice for Pacific Premier Bank and they levied $1258.06 from the account. Called Gutierrez @ 8:15am left a message wanting to know why they took money. Called again @ 8:30am wanting a call back.

6/25/24 – Gutierrez finally called back and said, I didn’t make any voluntary payments as noted on the 9297-A and there would be no payment plan as long as we have equity in the house also told me to send proof of hardship to get money returned.

6/26/24 - I faxed my house payment statement as proof of hardship. Called him at 8:18am and left message telling him I sent the hardship paperwork and am working on new loan.

6/27/24 – Spoke w/Gutierrez. He wants a copy of application and denial letter to prove that I tried to borrow against the house to pay the IRS. He said the Levy was a one time grab and that the Levy will stand and he will not release the money back to us. 9297 voluntary payments were not made. Agreed to pay $1000.00 by July 10, 2024 and sent to the Bakersfield office attn.: C. Gutierrez RO. He said, we need to address the equity in the home and show proof that we were denied in order to go to the next step. I asked what the next step was and he said, payment plan. He said I haven’t made and voluntary payments to prove that payments can be made. Then asked if I understood this time (I told him that I must have misunderstood the 4/26/24 conversation because I thought he was sending the payment paperwork out to us. He will not return the $1258.06 that was taken from our account and kept saying that he didn’t Levy our personal account so we should have money (we had 12.00 in that account).

7/3/24 – Called Gutierrez and left a message that I didn’t have the loan paperwork yet but would be faxing it to him today or tomorrow. (didn’t think about it being 4th of July)

7/5/24 – Faxed all loan documents and denial letter.

7/8/24 – Mailed certified w/return receipt check for $1000.00 attn: C. Gutierrez to Bakersfield office.