NEXT MEETING Wed, May 15, 2013
Place:  **DUBLIN Holiday Inn (ex-Radisson)**  
(go to http://www.holidayinn.com/hotels/us/en/dublin/dubrm/hoteldetail#Directions)  **or take BART!**
4:30 Board Meeting
6:15 Networking
6:45 Dinner Buffet
7:30 Program:  **“Tax Fraud”**
Cost:  $35.00 with reservation by Friday May 10  
$45.00 with reservation after deadline

Sign up online at:  
(please print out your confirmation to ensure that you clicked all the right buttons to register)  
Questions: email  
[ebaea@ebaea.org](mailto:ebaea@ebaea.org)  (preferred) or call 800-617-1040.

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**May Topic: “Tax Fraud”**
**Speaker:**  Nicholas Connors, IRS  
*by Peggy Hall, EA  Program Chair*

This month’s presentation is a review of the Special Enforcement Program of the IRS “Fraud Group” including what constitutes fraud. Review typical audits including Suspicious Activity Reports, assistance with Criminal Investigation cases and DOJ. Review field exam audit process including selection of returns, typical audit required steps and taxpayer rights, mutual responsibilities vis a vis the IRS and the taxpayer, and the conclusion of the audit. Various closing scenarios will be discussed.

Nicholas Connors, Special Enforcement Program (SEP) Revenue Agent, began his career with the IRS in 2001 as an SBSE general program Revenue Agent in San Jose. While there he audited sole proprietors, C corporations and flow through entities including partnerships, S-corporations and trusts. In 2006, he moved to Special Enforcement, a small national program that targets unscrupulous individuals involved in both legal and illegal-sourced businesses. He investigated activities including political corruption, narcotics, racketeering, organized crime and high-profile white-collar criminals. While in SEP, Mr. Connors has been qualified as an expert witness and provided testimony in criminal tax cases in the 9th District, as well as civil tax cases in Tax Court. Currently he is on a long-term acting Group Manager assignment. Mr. Connors is a CPA and a Certified Fraud Examiner.

**PRESIDENT’S MESSAGE**  
*by Andrew Rogers, EA*

We’ve accomplished much this last year. We’ve provided education for our members, advocated for taxpayers and tax preparers, advocated for the profession, and provided the public with needed tax information. Thanks to the volunteers working in our chapter and elsewhere to make my year as President an enjoyable one.

I am pleased CSEA is advocating paying Secretary of State filing fees for corporations and LLC’s with the state tax returns.

There is more to be done.  
I’ve noticed when doing tax filings that I can efile my California payroll tax online with the EDD ([www.ca.edd.gov](http://www.ca.edd.gov)) and my sales tax filings must be done online ([www.boe.ca.gov](http://www.boe.ca.gov)) but when I want to efile my Forms 940 or 941, I must pay an outside service a fee, or file on paper. I suspect I’m not the only one. While we’re at it, how about filing Forms 1099 electronically for free? I suspect if we were to file 1099s electronically, the IRS might be able to process the 1099-B letters more quickly – you know, those letters where the IRS tells the taxpayer the name and TIN don’t match.

When we get 1099-B Notice letters in October, it may be for some benign reason. The first step the 1099-B Notice advises is verifying the data we mailed is the same as what the IRS has recorded. I imagine a person in a windowless room keying in the 1099 info from the paper returns from March through September has made a
data entry error. Now I don’t want to put people working in windowless rooms out of work, but I’d rather have a computer do these comparisons and not have the data entered twice, once by me when I’m producing the 1099s, and again by the IRS. I’m the one ultimately paying for the double data entry by the IRS, as are my clients.

Then again, those TIN mismatch notices may be a result of a nefarious reason, like the vendor did not provide the correct TIN in order to evade taxes. In that event, I’d like to get the 1099-B notices more quickly, so if I’m still paying that vendor I can either get a correct tax ID number, or start backup withholding. (See http://www.irs.gov/pub/irs-pdf/i945.pdf or http://www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Backup-Withholding.“B”-Processes for more info about backup withholding.)

The Forms 941 should be very simple to add to the EFTPS system. I’ve already verified that I’m the correct person since I’m logged in to make a payment out of my client’s bank account for payroll taxes (and/or other taxes), why can’t I fill in the seven fields a basic 941 contains and be done with it? Again, I’m currently filing these on paper rather than pay a service, and that data has to be reentered by the IRS at a cost to me and my clients, including the cost of entry or scanning errors (windowless room down the hall from the 1099 room?).

I’d like this national issue to be next on our list, and I’ll be working this next year on this topic. I invite you to join me, on this, and other things we need to do.

CALENDAR CHANGE

The May Board Meeting is rescheduled from Wednesday 5/15 to Friday 5/17 at the Chapter Office Conference Room, 30100 Mission Blvd Hayward CA from 10:00 am to 2:00 pm for the Board to meet and discuss the ‘13-14 budget. We hope to have lunch, and chapter members are encouraged to attend if you’d like some input on the programs we will have for next year. Did I mention lunch?

DINNER MEETING CE INFORMATION
• IRS Program Number: WZA09-T-00081-13-I
• Qualifies for 1 Hour Federal Tax Law Topics
• CTEC Course # 1001-CE-0152 Federal 1 Hour
• Enrolled Agents – NAEA/CSEA 1 Hour
• Target Audience: Enrolled Agents, Attorneys, CPAs, Unenrolled Preparers
• Learning Level: Level 2 (Intended to expand the working knowledge of the practitioner and exposes them to specialized areas of taxation and tax management. This level explores the details about more unusual tax situations or consequences and gives the practitioner the tools to assist clients in these areas).

EBAEA ANNUAL MEETING NOTICE
by Andy Rogers, President, EBAEA

The Annual Meeting of the East Bay Association of Enrolled Agents (EBAEA) will be held at the May EBAEA Monthly Dinner Meeting on May 15th, 2013 at 6:45 pm at the Dublin Holliday Inn. The business of the Annual Meeting will include consideration of the following motion:

The Board of Directors of the EBAEA proposes that the action taken by the EBAEAs to suspend the rule at Article 5.02 and to allow Marjorie Williams-Jones to serve a third consecutive term as Treasurer of the Association for the 2012-2013 Association year is ratified.

Background – At the 2012 Annual Meeting of EBAEA Marjorie Williams-Jones was elected Treasurer for a thirds consecutive term. It was subsequently discovered that EBAEA Bylaws Article 5.02 limited officers of the Association to serve no more than two consecutive terms in one office. Accordingly, after consideration of several alternatives the EBAEA Board of Directors voted to suspend the rule at Article 5.02 and to ask the membership to ratify that action at the 2013 Annual Meeting.

Additionally, the EBAEA Nominating Committee has proposed the following slate of candidates for our 2013-2014 fiscal year:

President: Gail Nanbu, EA
1st VP: Al Wise, EA
2nd VP: Aida Torres, EA
Treasurer: Tim Hintzoglou, EA
Secretary: Carrie Kroeger, EA
Immediate Past President: Andy Rogers, EA
Director 2013-2015:
Sal Romo, EA
Mark Bole, EA
open
Director 2012-2014:
Clare Ashby, EA
Jan Bridges, EA
Patty Pringle, EA (to fill Al Wise, EA term)

CSEA Director: Al Wise, EA

The EBAEA Bylaws provide that eligible members can run from the floor with no advance notice. However, as a courtesy to those planning the meeting (which is already under a very tight timetable), it is requested that any floor candidate provide advance notice to the Nominating Committee through its Chair, Patty Pringle at (925) 320-7800.

STUCK ON A TAX QUESTION? CALL JOE!

Check out CSEA’s Tax Research Service. You can rely on the knowledge and expertise provided by Joe Calderaro, EA, CSEA’s Tax Resource Specialist, to help you with the most complicated tax questions. Joe has more than 40 years of IRS examination, collection, and
thank you for being my friends.
you won and generally carry on as in the past.
can swap California nutjob and Texas longhorn jokes,
be lonely, oh so lonely, like a co
at least a few of you once in a while. Outside of that, I'll
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graphic area the size of the entire Bay Area.
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A SAD FAREWELL
In 1996 I was a newly-minted EA attending my
first SuperSeminar. I was amazed by all that CSEA of-
fered, and I met some nice folks from EBAEA. The
next month, I attended my first EBAEA dinner meeting,
and I found my professional home. Over the last 17
years, my activity level has waxed and waned, I have
been to places and met people and experienced things
and learned so much more than I ever could have imagined back when the ink was barely dry on my T-card.
Throughout it all, there has been one constant, one an-
chor I could always rely on whenever things got too
weird or scary.

You. The members of EBAEA have always
been friendly, understanding, caring, and willing to put
personal interest and egos aside to help out a fellow
member. As much as I have learned about tax law and
practice, I have learned even more about people, leader-
ship, and myself. For everything I have given, I have
received more in return.

In thinking over who I especially wished to
thank, I quickly realized that the list would take pages. I
would include not just the “usual suspects” we see fre-
fently, but many of our newer and casual members.
and sadly too many members who are no longer with us.
I will miss you all.

Today, it’s official. My wife was transferred.
We are in contract on a house in Texas, and will be mov-
ing in June or July. My last dinner meeting will be on
May 15, and my last EBAEA function will be my min-
iseminar on June 10. I will be keeping my old email
address and the phone company assures me that I can
have my old phone number forwarded to Texas without
any problems. We’ll see about that. Meanwhile, the
Texas EA society appears to have about 5% of the total
membership of CSEA, with about 40 of us in a geo-
graphic area the size of the entire Bay Area. So much
for the dinner meetings and breakfast groups I’m used
to, but it opens the opportunity to meet new EAs and
share new ideas. It looks like my CE needs will be met
by SuperSeminars for the foreseeable future, so I’ll see
at least a few of you once in a while. Outside of that, I’ll
be lonely, oh so lonely, like a cowboy on the prairie…

So please keep calling and emailing me! We
can swap California nutjob and Texas longhorn jokes,
and generally carry on as in the past. I may be gone, but
you won’t be forgotten.

And finally, from the bottom of my heart, I
thank you for being my friends. – Duncan Sandiland

BULLETIN ADVERTISING POLICY
by Duncan Sandiland, Bulletin Editor
To encourage more Members to use the Bulletin
to fill their needs, we present the Bulletin advertising
policy:
1) All Bulletin notices are run for a maximum of three
months. If you wish to run a notice for a longer period,
you must resubmit the notice.
2) Maximum notice size is 1.5 column inches. This
equals a space one and one-half inches high by one col-
umn (3.5 inches) wide. The standard Bulletin font is
Times New Roman 11 point.
3) The Bulletin Editor reserves the right to edit any no-
tice for style, content and length.
4) All notices must be submitted (and payment re-
ceived) by the 25th of the month prior to initial publica-
tion. Send the desired text to: bulletin@ebaea.org
5) Member notices seeking or offering employment,
clients or EA-practice-related matters are run at no
charge as a Member benefit. This includes an ad run by
a firm which employs a Member. Member notices offer-
ning other services or products, and all non-Member no-
tices are run at the standard fee of $150 for the three-
month insertion. The Bulletin Editor reserves the right
to modify or reject any notice which, in the sole opinion
of the Editor, violates any of the principles of EBAEA.

GORGEOUS OFFICE AVAILABLE
Class A building with two professional offices,
work area, kitchen/storage room and lobby area. Second
story suite with elevator close by. Floor-to-ceiling win-
dows overlook park. Twenty restaurants and Star-
bucks and Peets, all within a five minute walk. Two blocks
from I-680 freeway exit in downtown Pleasant Hill. At
least one other EA is interested in sharing this office,
might you be the missing partner? Call Duncan at (925)
691-1040.

EBAEA EMAIL LISTS
EBAEA sends news to Members via two one-way
(send-only) email distribution lists. Subscription is free
and completely voluntary, and you can subscribe or un-
subscribe to either list any time you wish. For more in-
formation and to manage your subscription, visit:
http://ebaea.org/cgi-bin/dada/mail.cgi

MEMBERS SPEAK
For EBAEA members to list speaking engagements next
month, please email details to Andy@TaxBuddha.com

June 4: “Basic Payroll” in San Francisco, 9am-3pm,
Andy Rogers EA, Andy@TaxBuddha.com
Two gas company servicemen, a senior training supervisor and a young trainee, were out checking meters in a suburban neighborhood. They parked their truck at the end of the alley and worked their way to the other end. At the last house a woman looking out her kitchen window watched the two men as they checked her gas meter. Finishing the meter check, the senior supervisor challenged his younger coworker to a foot race down the alley back to the truck to prove that an older guy could outrun a younger one. As they came running up to the truck, they realized the lady from that last house was huffing and puffing right behind them. They stopped and asked her what was wrong. Gasping for breath, she replied, “When I see two gas men running as hard as you two were, I figured I’d better run too!”

“Judging by the looks of you, I don’t think I’m going to win,” said the veteran, “I’m not even sure you’ll catch me!”

“Yeah, you’re going to beat me!” the young man, with pride in his voice, said. “I’ll run as long as you do.”

Once they reached the truck, the senior supervisor turned back to the woman. “Are you all right? You look like you might be coming down with something,” he said.

“I’m fine, thank you,” she said, “but you have got to teach me how to run like that! I want to be able to outrun a younger guy like you!”

“Sure, I will,” said the veteran, “and it’s simple. You just need to take your time, keep your breath even, and don’t panic.”

The young man turned to the woman. “She doesn’t mean what she said,” he said. “She just wants to run with us.”

The senior supervisor smiled and said: “I think she means what she said. She’s coming to terms with the fact that she’s getting older and her body isn’t what it used to be. She wants to stay active and keep up with the younger people.”

The young man turned back to the senior supervisor. “Can I run with you?” he asked.

“Of course,” said the senior supervisor, “I’ll teach you everything I know.”

The two men started running together, with the senior supervisor teaching the young man how to run. The woman watched them, smiling, as they ran. She knew that she had found her new running partner.
# 2012 - 2013 Board of Directors and Committee Chairs

**Web Page** [http://www.ebaea.org](http://www.ebaea.org)  
**Bulletin editor:** bulletin@ebaea.org (Duncan Sandiland EA)

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**EAST BAY ASSOCIATION OF ENROLLED AGENTS**  
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email: ebaea@ebaea.org
The following article was printed in a recent issue of CSEA’s California Enrolled Agent magazine. Authored by East Bay’s own Gail Nanbu EA, it provides a warm reminder of how we’re all in this together.

What Does My CSEA Membership Mean to Me?

WIIFM?

The value of membership is a continuously evolving, never-ending journey. The reason why one initially joins an organization is oftentimes vastly different than why one remains or why one expands on that membership. WIIFM or “What’s in It for Me” is the reason members join, remain, develop or leave. This acronym came to light when the Membership Group of the September 2012 Board of Directors Strategic Discussion session tried to fathom exactly this - what DOES membership in CSEA mean to our general membership. WIIFM is not as selfish as it sounds. What one gets out of a membership is often the same thing one puts back into that same organization. However, for me, my “investment” has yielded extraordinary tangible and intangible “returns” for a yearly monetary investment ($370 in 2012).

The Beginning – Joining: As is the usual course, I was approached by and joined at the local Chapter level. I took the EA examination at a time when one tested with paper and pencil once a year. There were two tables in the exam hall foyer. One was the CSEA table manned by a member of East Bay Associated of Enrolled Agents. That was my first introduction to this Society; and it must have made an impression because I cannot remember who was at the other table. CSEA was well represented, and the volunteer gave me materials including an application. Subsequently, the Chapter invited me to their Orientation and a dinner meeting. I also initially attended Super Seminars because of the discounted fee for members. Education only was what membership meant to me for a time – a once-in-awhile CPE dinner meeting and Super Seminars.

Remaining in the Fold – Networking: Over the next few years, however, I discovered what CSEA can offer beyond a membership card, a dinner meeting, a seminar or two. In my typically one-person business, expanded knowledge beyond one-day classes, three-day seminars, and an occasional webinar has to somehow be excavated. Where do go and what do you do? There really is no better place than the local CSEA Chapter to meet experienced, knowledgeable EAs with the words, “How can I help you?” on the tips of their tongues. At the East Bay Chapter, much of this is accomplished at small group meetings at various local venues where EAs can get together to discuss difficult tax, representation, and practice management issues. What a great way to meet other EAs and learn who they are and what they are about. This is a two-way street. Shyness, I quickly learned, doesn’t count, is not an excuse, and gets one nowhere quickly. A quick attitude adjustment and my membership escalated to a point where I was invited to be on the Chapter’s Board of Directors. It was then a long, but very quick step to the CSEA Board of Directors. Now, I find I am networking with the EA “giants” in California.

However, one of the real rewards of networking is not to just know someone to whom you can turn in a moment of panic. The reward is the value of identifying with such ethical, knowledgeable EAs who are enthusiastic about imparting nuggets of information to improve practice management and enhance client relationships. You just never know when one of these valuable nuggets will fall your way. Access to other EAs is inestimable. What is the worth of such guidance to you if your client had to pay additional taxes because you didn’t have that one little piece of knowledge or the ability to access another EA’s expertise? What is the worth of this access versus years of CPE for knowledge that might have saved you and your client? For $370 a year, I get back at the very least $1,000 worth of saved research time for complex issues. I save hours in unbillable research time because I can discuss those issues with other EAs. Perhaps I can get an answer or the beginning point to an answer right away instead of having to
spend at least a couple of hours on a client’s $300 tax return issue for which I cannot bill the $400 of research.

The Eye-Opener – Advocacy: It took a while to understand what CSEA and NAEA really do to enhance the value of the EA. Networking introduces you to those EAs who are passionate and articulate about their EA designation. You begin to understand why it is so important to promote and safe-guard that designation. I learned that there isn’t any other association or society that truly advocates specifically for the EA. I cannot now imagine what it would be like without CSEA representation at the state level and NAEA representation at the national level. I know the dollar price I pay for CSEA/NAEA memberships may be more than for other tax practitioner organizations, but I would pay more than I do for an organization that advocates exclusively and continuously for EAs – for me!

In It Forever – Volunteering: At EBAEA, I was taken under the wings of a mentor who introduced me to the fun of networking and volunteering. I watched as she offered her time and talents, and did what all passionate EAs do – include and encourage other EAs in the work of EBAEA and educate the public about EAs. I thought it was wonderful of her and that perhaps I could do just a little bit where she and others have done so much. Mentoring is so valuable, both for the mentor and the person mentored. I didn’t have just one mentor as there were so many Chapter members who encouraged me and enriched my EA life. Last year, a student in our SEE class passed her EA examination. We both reached out and created an environment of mutual learning. This year, she is a dinner meeting regular and a Chapter Membership Committee member, as well as a proud EA who has contributed much in her short time as a member EA. Next year, I hope she will consent to join the Chapter BOD. Volunteering has provided warm friendships and professional associations that have and will benefit me, my Chapter and CSEA into the future.

WIIFM: The benefit of belonging to CSEA goes beyond a dollar value. It includes friendship, advocacy, networking, education, life-learning experiences and so much more. Find your WIIFM and give CSEA the best you can at whatever point in your EA journey you find yourself. Your return will far outweigh your investment.

Patricia Gail Nanbu, EA
CSEA Board of Directors
EBAEA Vice President and Membership Committee Co-Chair
Sole-Proprietor EA since 2005
Mark Your Calendars

CSEA Annual Meeting Comes to the East Bay

Chairperson for East Bay Chapter: Patty Pringle, EA

It’s time to mix business with pleasure. This year the CSEA Annual Meeting will be held in the East Bay at the Four Points by Sheraton Pleasanton. The East Bay Association of Enrolled Agents and the Big Valley Association of Enrolled Agents are joining forces to host the 37th Annual Meeting “Bits to Bytes”.

Events are kicked off on Wednesday, July 10th at The Jim Reed Memorial Golf Tournament at Las Positas Golf Course followed by followed by Bocce Ball at Campo de Bocce and then we close the day with a Classic Car Show. If you want to show your “cool side” and are interested in showing off your classic car email Jamie Peterson at Jamie@flavinea.com by July 1st.

Thursday, July 11th we get down to some serious business at the General Session where CSEA Members elect next year’s Officers and vote on Bylaws changes, followed by the Town Hall Meeting. Then it’s time to get all glammed and glitzed up for the Grand Banquet. The installation of Officers and Awards Ceremony are followed by a night of dinner and dancing. This year we have a great band so dust off the dancing shoes.

Friday, July 12th events include The President’s Workshop, Directors Orientation, Executive Committee Meeting and the Chairs Council. Friday afternoon features a fundraiser for the CSEA Education Foundation. We are hosting an e-waste event. This is a great opportunity to get rid of those old items you longer need (computers, cell phones, copiers, monitors etc.). Proceeds from this event will be donated to the foundation. We can also arrange to pick up items if needed. Please contact Patty Pringle, EA capattypringle@sbcglobal.net for East Bay donations or Connie Flavin, EA connie@FlavinEA.com for other areas.

More great fun on the evening of Saturday, July 13th. Come join in on the fun by attending the Member Dinner featuring Family Feud. Groups of EAs team up for a competition sure to be fun and entertaining. Those planning to participate should form “families” of four tEAm members with a theme and common attire, and be ready to answer questions about the EA profession. For additional information or to submit your tEAm name email Peggy Hall, EA halloftaxes@gmail.com by May 29.

This is also a great opportunity to attend a CSEA Board of Directors Meeting and CSEA Committee Meetings. This is your chance to see what goes on behind the scenes and meet your newly elected Officers.

Thank you to the following members of the East Bay Chapter for the wonderful volunteer work they are doing to help make this a successful even: Dagmar Bedard, EA Grand Banquet; JoAnne Anderson, EA Registration; Peggy Hall, EA Membership Dinner; and Sal Romo, EA Jim Reed Memorial Golf Tournament. If you are interested in volunteering please contact one of us.

Stay tuned for more information from the CSEA Magazine and CSEA e-blasts.
What did you do on April 17<sup>th</sup>?

Some EAs said “Thank goodness that’s over for another year. Only ___ more seasons until I can retire!” - if this is you, skip this and head for the jokes on the last page.

Some EAs said “There were some rough spots this year. What can I do to make things easier for me before next tax season?” - if this is you, read on...

Think about all those clients you try to teach, and how few of them actually learn. Think of all the practice management tips you’ve learned, and never worked out for you.

Would you like to listen to even more ideas that probably won’t work for you… or...

Would you like to learn WHY and HOW you’ve been subconsciously sabotaging your practice?

Seven years ago, Duncan Sandiland cut his tax practice in half without hurting his profits. Fewer clients + Same profits = Less stress + Lots more family time

Four years ago, a lucky group of EAs got to see how he did it. “In my 24 years in practice, this was the best seminar ever” – previous student

Now, you have ONE CHANCE to learn those lessons – And this is your ONLY CHANCE because Duncan is moving to Texas very soon. THIS SEMINAR WILL NOT BE REPEATED!

“How to Manage Your Practice Instead of Your Practice Managing You”

This is a full day, 9:30am til 5pm seminar. Earn 7 hours of NAEA (no IRS) CE.

**WHEN:** June 10, 2013  
**WHERE:** Concord Crowne Plaza Hotel, 45 John Glenn Drive, Concord  
(3 blocks east of I-680 at Concord Ave/Burnett exit)  
**PRICE:** $349 by June 5, $379 thereafter (lunch included)  
(that’s just one tax return fee – isn’t improving your practice worth that much to you?)

**REGISTER at:** [https://www.123signup.com/calendar?Org=ebaea](https://www.123signup.com/calendar?Org=ebaea)

This seminar is sponsored by the East Bay Association of Enrolled Agents. EBAEA receives a portion of the proceeds of this seminar.
FOR THOSE OF US WHO REMEMBER…..

Hollywood Squares:
These great questions and answers are from the days when the Hollywood Squares game show responses were spontaneous, not scripted, as they are now. Peter Marshall was the host asking the questions, of course.

Q. If you were pregnant for two years, what would you give birth to?
A. Paul Lynde: Whatever it is, it would never be afraid of the dark.

Q. According to Ann Landers, is there anything wrong with getting into the habit of kissing a lot of people?
A. Charley Weaver: It got me out of the army.

Q. It is the most abused and neglected part of your body, what is it?
A. Paul Lynde: Mine may be abused, but it certainly isn't neglected.

Q. Back in the old days, when Great Grandpa put horseradish on his head, what was he trying to do?
A. George Gobel: Get it in his mouth.

Q. Who stays pregnant for a longer period of time, your wife or your elephant?
A. Paul Lynde: Who told you about my elephant?

Q. When a couple has a baby, who is responsible for its sex?
A. Charley Weaver: I'll lend him the car, the rest is up to him.

Q. Jackie Gleason recently revealed that he firmly believes in them and has actually seen them on at least two occasions. What are they?
A. Charley Weaver: His feet.

Q. According to Ann Landers, what are two things you should never do in bed?
A. Paul Lynde: Point and laugh.