



Property Matters



with Anne M. Gannon, Constitutional Tax Collector Serving Palm Beach County, Serving You

July 2015

Dear Friend,

The last state-operated DMV office, located at 571 North Military Trail in West Palm Beach, closed on June 26. This was required because the Florida Legislature transferred the issuing of driver licenses to Constitutional Tax Collectors. The DMV office closing brings more people to our service centers. Adding to this increase are students on summer break getting their first driver license. Customers can expect busier offices and longer wait times.

Longer wait times are temporary until construction on our new Central Palm Beach Service Center is complete. We expect to open in mid-November if construction stays on schedule. The new service center consolidates the closed DMV office, our Lake Worth and Lantana Service Centers. Check our website or follow us @TAXPBC for the latest construction updates.

There's an easier and faster way to do business with our agency. The best way to avoid crowded offices is to use our online services at www.pbctax.com. Most payments can be made online:

- Motor vehicle & boat registration renewals
(Nearly 70,000 vehicle owners are due to renew in July. Renew your registration online or by mail)
- Local business tax
(Tax bills are mailed this month. Pay online July 1 – September 30)
- Hunting and fishing licenses
(Mini-Lobster Season begins 12:01 a.m. July 29 through midnight July 30)
- Property tax
(2015 Installment Payment Plan and annual lump sum payments)

And there's more you can do online! You can find our service center locations, check wait times for services and schedule a driver license appointment. You can download helpful toolkits. We have digital kits for new residents, county residents who move, for anyone needing a REAL ID driver license or state ID card and help for all first time drivers.

Fee Changes

Several fee changes are being made that will impact payments both online and in our service centers. **Please note that our agency does not retain any of these fees.**

- On June 1, a 30 cent fee was added to each eCheck transaction for Automated Clearing House (ACH) routing/account number verification. Clients with dishonored payments for invalid routing/account numbers receive an email notification of the eCheck error with instructions for payment re-submission. All payment discount and delinquency deadlines apply.
- On July 1, the credit card vendor increased its convenience fee to 2.5 percent (minimum fee per charge of \$2.50) for all credit card transactions.

Consumer Alerts

- Customers who renew vehicle registrations with private tag agencies will pay extremely high fees and excessive shipping and handling charges for online renewals. People ordering from these companies will pay \$33.90 on top of the Florida registration transaction fee. The best way to avoid overpaying is to renew on our website. The same transaction with our agency costs a total of \$3.70 in fees on top of the Florida registration change. A difference of \$30.20.
- A Boynton Beach man recently learned an expensive lesson. He was pulled over and received a \$168 ticket because of a license plate frame installed by his car dealer. Many drivers are unaware that in Florida it is illegal to alter or cover a license plate. The Palm Beach Post reported that the law was passed to help law enforcement and SunPass toll cameras read auto tags. A new law will allow frames that do not obstruct license plate numbers but it does not take effect until January 2016.

We are working hard to minimize any short-term inconvenience to our customers due to the DMV closing its office. I encourage customers to take advantage of our online services. For extra assistance with online transactions, email our Client Advocate at ClientAdvocate@taxcollectorpbc.com. Thanks for your patience during this transition.

I hope everyone has a great summer.

Best regards,



Anne M. Gannon