



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR



Serving Palm Beach County, *Serving You.*

www.pbctax.com

December 2016 | Volume 10, Issue 12

Dear Friends,

Happy Holidays! This is one of my most favorite times of the year. While the seasonal hustle and bustle is something we all enjoy, our agency hopes to minimize the time you spend with us. In this edition of Tax Talk you'll get helpful information about ePay payment options, how to take a break from lump sum tax payments and how our employees make the holidays a little happier and more comfortable for the homeless.

Wishing you and your family peace and contentment this holiday season,

Anne M. Gannon
Constitutional Tax Collector

SIGN UP FOR OUR E-NEWSLETTER

Sign up to receive your copy of Tax Talk via email at www.pbctax.com/TaxTalk



EASY WAYS TO PAY

Property tax collection is in full swing! That means more clients and longer wait times at all service centers.

We know you're busy. Our ePay system offers a variety of online payment options. We've made it easier than ever to pay online by credit card and eCheck. Echeck is not only easy but FREE! If you pay by credit card, please note that there is a 2.5% convenience fee (\$2.00 minimum) applied to each transaction. This convenience fee is collected by the vendor and not retained by our office. All transactions are safe and secure. Paying for multiple properties has never been easier.

Another option – let your bank write the check. Take advantage of your bank's online bill pay services. It's easy! Designate the amount and date to make payment. Make sure to include your Property Control Number (PCN) in the memo. The bill pay may take 5 to 7 days for the mailed check to reach us. We recommend contacting your bank for instructions if you are new to bank bill pay. You can also wire the payment. Contact us at wires@pbctax.com for special instructions.

BREAK IT UP

Why not pay your 2017 property taxes in installments? Applications for the 2017 Installment Payment Plan are now available. To apply you can submit the completed application online, in person or by mail. For more information, apply online or download your application visit our website at www.pbctax.com/installment-payment-plan.

The Installment Payment Plan gives the flexibility of four quarterly payments instead of one lump sum. Payments are due in June, September, December and March. The discount is slightly under 4%. To qualify:

- Property taxes must be more than \$100
- Application deadline is 5:00 p.m., April 30, 2017
- Pay the first installment by June 30



ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR
Serving Palm Beach County

Serving you.

Tax Collector Gannon invites you to contact our office with questions at (561) 355-2264 or ClientAdvocate@taxcollectorpbc.com

DIGITAL EXCELLENCE

I am very pleased to announce our agency's selection as a 2016 "W3" national award winner for our social media communications! The W3 competition honors creative excellence on the web and the marketing professionals behind award winning website, videos, and marketing programs. The award recognized the creative use of Twitter to help improve the driver license test pass rates with first time drivers.



The W3 award competition is judged by the Academy of Interactive and Visual Arts (AIVA). AIVA members include executives from organizations such as AgencyNest, Avatar Labs, BigSpaceships, Block Media, Conde Last, Disney, The Ellen DeGeneres Show, Microsoft, MTV Networks, Polo Ralph Lauren, Yahoo! and many more.

A SEASON FOR GIVING

Giving back to our community is important to all of us at the Tax Collector's Office. This month, employees donated items to The Lord's Place's Operation Home Ready. Operation Home Ready is a housing program for those who experience chronic homelessness. These individuals have documented disability and spent a significant amount of time homeless throughout their lives.



The "Angel Tree" gift requests include everyday items like can openers, utensils, pots/pans, trash cans, garbage bags, paper towels, etc. We'll also supply household cleaning supplies and hygiene products for both men and women such as, shaving cream, disposable razors, laundry detergent, dish soap, all-purpose cleaners and sponges. These small gifts will make a big difference in lives of those Palm Beach County Residents who participate in the program. To learn more about The Lord's Place visit them online at <http://support.thelordsplace.org>.

SERVING YOU BY THE NUMBERS

	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER
Clients Served	71,122	70,688	57,872	83,037
Average Wait Time	39 minutes	45 minutes	52 minutes	56 minutes
Average Help Call Hold Time	1 minute	1 minute	3 minutes	5 minutes

JOIN US

You can find us at these Palm Beach County events in January:

- ◆ **January 4:** Alliance of Delray
- ◆ **January 6:** United Citizens Organization
- ◆ **January 9:** Century Village of Boca Raton
- ◆ **January 11:** Valencia Shores Health & Wellness Expo
- ◆ **January 12:** Golden Lakes Democratic Club
- ◆ **January 17:** Century Village of West Palm Beach Health & Wellness Expo
- ◆ **January 18:** COBWRA (Indian Spring, Boynton Beach)
- ◆ **January 19:** Century Village of West Palm Beach Democratic Club
- ◆ **January 24:** North County Neighborhood Coalition
- ◆ **January 26:** Gleneagles County Club

IMPORTANT DECEMBER DATES

- Dec. 23** Winter Holiday-Offices Closed
- Dec. 26** Winter Holiday-Offices Closed
- Dec. 31** Last to receive 3% discount on 2016 Property Tax Payments
- Dec. 31** Last day to make third 2016 Property Tax Installment Payment
- Dec. 31** Last day to renew mobile home registrations

REMINDERS

- Privately owned vehicle registrations expire at midnight of the first registered owners birthday
- ePay at www.pbctax.com