



November 2016

Special Edition

Dear Friend,

November marks the start of the 2016 Property Tax Season. Be in the know this season for early payment discounts, online payment options, tips to avoid payment processing delays and Installment Payment Plan enrollment for the 2017 tax season.

Skip the Line, Pay Online

Paying property taxes online is easier than ever. Visit our website to view, print and pay your 2016 Property Tax bill. Our online payment center accepts Visa, MasterCard, American Express and electronic checks (eChecks). Convenience fees apply to credit card transactions and are collected by the vendor. eChecks are free!

Drop 'n Go

Drop Boxes are available at all service center locations. This convenient, secure, time saving option allows you to drop your payment and go. Payments made using the Drop Box option are processed within 3 business days. To verify taxes have been paid, visit our website after 3 business days.

Dos and Don'ts of mailed payments

Prefer to mail your property tax payment? If so, here are a few suggestions to ensure a smooth transaction:


- Follow all payment instructions on your tax bill.
- Pay the correct amount. Checks are returned for incorrect amounts. Returns delay payment and, in many cases, an early payment discount is lost.
- Do not use tape, staples, paperclips or stickers on the bill or the return envelope. These payments cannot run through a high speed processing machine and are processed by hand. Hand processing takes much longer to complete.

DROP BOX

➤ **DEPOSIT PAYMENTS FOR:**

- ▶ Motor vehicle registration renewals
- ▶ Vessel registration renewals
- ▶ Parking permit renewals
- ▶ Property tax
- ▶ Local business tax

Receipts for registrations, parking permits, license plates and local business tax will be mailed to you.

 ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR
Serving Palm Beach County
Serving you.
www.pbctax.com

For questions relating to your Property Tax Bill visit our online help center <https://www.pbctax.com/services/property-tax/property-tax-help>.

Avoid payment delays

When can you expect your payment to post? Payment processing times can vary from 3 days to 3 weeks. The quickest and most convenient way to pay your taxes is online at www.pbctax.com. Property taxes paid online are processed within 3 business days. Payments mailed during peak season are usually processed within 12 business days of delivery to our agency.

Some payments have errors such as an incorrect "pay to" name, incorrect amount or are unsigned. We cannot accept checks with these errors and they are returned. It takes up to 3 weeks to process a returned check. That means some tax payers can lose a payment discount. Follow the instructions on your tax bill. Make sure your payment is error-free.

One lump sum too much?

Would you rather pay property taxes in four smaller payments instead of one lump sum? Plan ahead for next year and sign up for our 2017 Property Tax Installment Payment Plan (IPP). Participating in the IPP allows you to make quarterly payments in June, September, December and March with a discount of slightly under 4%. Enrollment is easy. Just complete our short application at www.pbctax.com/installment-payment-plan. The deadline to enroll is April 30. If you are already participating in our 2016 Installment Payment Plan, you do not need to re-enroll.

HOA Partnerships

Does your homeowner or condo association have questions about the 2016 Property Tax Season? Our staff is available to give a short presentation, provide an expo table, handouts and answer questions. If your association has questions or is interested in hosting us at your next event, email your request to ClientAdvocate@taxcollectorpbc.com.

Please note that our offices are closed in observance of Veterans Day on Friday November 11 and November 24 & 25 for the Thanksgiving Holiday.

Best regards,



Anne M. Gannon