



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR



Serving Palm Beach County, *Serving You.*

www.pbctax.com

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Dear Friends,

Happy New Year! At some point during 2017, you are likely to need our services. If you are celebrating a birthday that means you need to renew your motor vehicle registration. Starting a new business? You'll need a business tax receipt to do business in Palm Beach County. A first time driver in your household? See us for the driver license. If you purchase your first home then you'll make a property tax payment. Regardless of the contact, our goal is to provide excellent and responsive service to everyone who does business with our agency.

I wish you and your family health and happiness in 2017!

Best regards,

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



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PEAK SEASON CALLS

Our Call Center handles over 260,000 calls per year. During peak collection season, November through March, call volumes are highest so wait times are longer than usual.

Before you call our office, read the information below. These are the 3 most frequently asked questions this property tax season:

- 1. Did you receive my payment?** Payment processing times vary from 3 days to 3 weeks. The quickest, most convenient way to pay taxes is online. Online payments are processed within 3 business days. Mail payments process within 12 days of delivery to our agency.
- 2. I didn't receive my bill. How can I get one?** Download your tax bill at www.pbctax.com. Always keep a current mailing address on file with the Property Appraiser to ensure proper delivery by mail.
- 3. Can I pay by credit card over the phone?** We do not accept credit card payments by phone. Payments can be made online through our secure system and post within 3 business days.

This year, resolve to spend less time waiting on the phone. Visit the "Help & Resources" section on our website to find the most frequently asked questions about property, business and tourist development taxes, motor vehicle registrations and driver licenses.

REAL ID ENFORCEMENT BEGINS

You may have read that beginning January 2018, the Transportation Security Administration (TSA) starts enforcing REAL ID requirements at airport security checkpoints. This will not affect Florida travelers who use their state-issued driver license/ID card for boarding commercial aircrafts because Florida is a REAL ID compliant state. If you are a licensed Florida driver, you must have a REAL ID by the October 1, 2020 deadline.



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

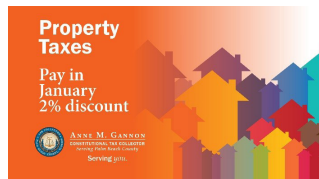
ONLINE CONNECTIONS

Whether you're looking for answers, need assistance with a problem, want a publication or plan to let us know how we're doing, we want to hear from you! We'll help you resolve your issue quickly and easily, and get you back to more important things, like enjoying our sunny Florida weather. Connect with us online:

- From the homepage (www.pbctax.com) click the Contact Us tab. Select a subject from the dropdown menu. Include as much detailed information as you can. This help us respond to your inquiry within a 3-day response time window.
- Title companies only. Email PropertyClosing@pbctax.com for quick property closing payoff amounts (1-day response time).
- Email ClientAdvocate@taxcollectorpb.com (3-day response time).
- Follow us on [Instagram and Twitter @TAXPBC](#)

JANUARY DISCOUNT

This month property owners can receive a 2% discount on 2016 real estate and tangible personal property taxes. Although we're closed two days this month for holidays, our website is open 24/7. Make your payment from the comfort of home! ePay online... it's the easiest and quickest way to pay. We accept eChecks (free) and major credit cards (convenience fee applies).



3 QUICK STEPS TO REGISTER ECI

ECI is a secure system that allows Floridians with a current valid driver license/ID card to register contact information. List up to two friends or family members for immediate notification in the event of an emergency. The information is only accessible by law enforcement and only in the event of an emergency. 65 percent of Palm Beach County residents are registered.

Follow these steps to register your Emergency Contact Information:

1. Visit <http://services.flhsmv.gov/eci/>.
2. Enter current Florida driver license/ID number, date of birth, type authentication code. Click continue.
3. Enter up to two emergency contact names. Required fields are name, relationship, address and phone number. Click save.



SERVING YOU BY THE NUMBERS

	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Clients Served	70,688	57,872	83,037	67,505
Average Wait Time	45 minutes	52 minutes	56 minutes	57 minutes
Average Help Call Hold Time	1 minute	3 minutes	5 minutes	6 minutes

GUIDING YOU THROUGH A NEW YEAR

Complimentary issues of our new *2017 Tax Planner & Services Guide* are available. It's a handy resource guide to Tax Collector services, tax transaction tips, important payment dates and a fillable records summary page. The publication includes a tax planner calendar so you'll never miss another payment deadline.

- Where and how soon can you get a 2017 Tax Planner? The guide will be available at all service center locations beginning January 17. Would you like Tax Planners for your community or organization? Email ClientAdvocate@taxcollectorpb.com to place an order. Be sure to include the name of your Homeowner Association or organization, contact information and number of Tax Planners requested. You can download the 2017 Tax Planner at <https://www.pbctax.com/content/publications>.

ROAD MODELS

Getting a driver license is an important and exciting milestone for teens. A lot of hard work goes into earning that prized possession. Plus, it takes continuous practice with a parent (or other trusted adult) to become an experienced driver. Developing a skill requires lots of practice and driving is no exception. As we take to the road this year, let's all resolve to be good road models.

- Get your teen road ready with our free "In the Driver's Seat" app. Read the handbook, take a practice test and schedule appointments from your phone. Don't forget the fun part. Announce your right of passage by Tweeting #Ipassed or sharing your photo on [Instagram @TAXPBC](#). Download the app today at <http://www.pbctax.mobapp.at/>.
- Always wear your seatbelt.
- Drive defensively, not aggressively.
- Be responsible by focusing on the road. Lessen opportunity for distractions.
- Never drive under the influence of alcohol or drugs.

IMPORTANT DATE REMINDERS

- ALL MONTH** Receive a 2% discount on property tax payments
- January 16** Martin Luther King, Jr. Day - Offices CLOSED
- January 20** Tourist Development Tax Payment Deadline

Have Anne speak at your next event. Submit a Contact Us form at www.pbctax.com and select "Request A Speaker." Be sure to include the name of the organization, contact information and audience details for the event.