



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR

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March has arrived and spring is in the air! It is always one of our busiest months due to the property tax deadline on March 31. This month I am sharing my top tips to help make paying your property taxes easy and efficient.

I am also pleased to share important information about our new and improved client feedback survey. Implemented last month, the new survey was developed in partnership with Beyond Feedback, a third-party vendor specializing in client satisfaction insight and analysis. If you receive a survey request from Beyond Feedback, please take a minute to share your valuable feedback with me.

Warm regards,

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

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We serve Palm Beach County residents only.
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at www.pbctax.com.



TOP TIPS FOR PAYING PROPERTY TAX IN MARCH

The weeks leading up to the March 31 property tax deadline are traditionally some of the busiest for our office. Clients should expect longer-than-normal wait times, even with appointments. Call volumes at our call center also rise sharply in March.

There is good news! Follow these tips to make paying property tax easy and efficient this month:

Tip #1: Don't wait until the last minute.

Paying taxes can be stressful and waiting until the last minute doesn't help. Avoid a trip to our office by paying online in March at www.pbctax.com. Property taxes become delinquent on April 1 and cannot be paid online.

Tip #2: Pay smart. Pay online.

Whether you are paying property taxes or renewing a vehicle registration, paying online is the fastest, most efficient way to pay. Processing times are quick – usually 1 to 3 business days. We offer several payment methods including eCheck which is free!



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



Tip #3: Find answers to your questions on our website.

Want to know how your property tax is calculated? Not sure what to do if your property tax payment is late? Visit www.pbctax.com before calling us. You will find helpful information including a set of Frequently Asked Questions. If you still can't find the answer, email ClientAdvocate@pbctax.com and a client service specialist will respond.

Tip #4: Use our secure drop box.

Avoid mail delays by using our secure drop boxes located in the lobby of every tax collector office. You can drop off your payment during regular business hours, Monday through Friday from 8:15 a.m. to 5:00 p.m. To help us process your payment efficiently, remember to write your Property Control Number (PCN) on your payment and include the payment stub. Do not fold, staple, paper clip or tape your payment.

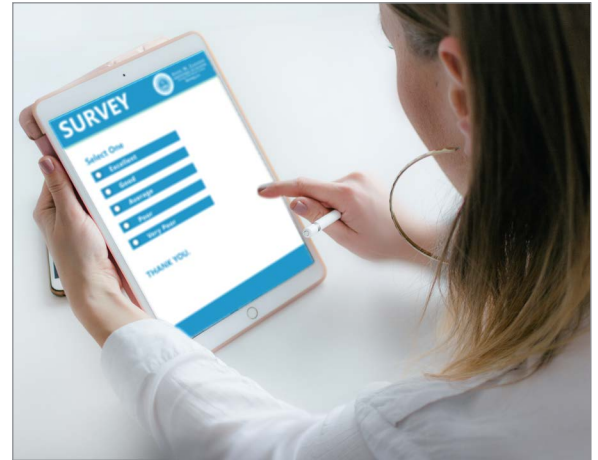
TELL US ABOUT YOUR EXPERIENCE WITH US

Earlier this year I implemented an improved client feedback survey to help us improve our level of service to you. Developed in partnership with Beyond Feedback, a nationally-recognized leader in client satisfaction insight and analysis, the new survey asks more specific questions about your recent transaction with our office.

In the past, we kindly asked clients to visit our website to complete a survey to rate our service. As you can imagine, this method was hit or miss and somewhat inconvenient for our clients. Now, thanks to improved technology, Beyond Feedback, on behalf of the Palm Beach County Tax Collector's Office, sends an email and text message to clients after every transaction. A simple click on the link contained in the email and text message will take clients directly to the survey. It only takes a minute to complete the handful of questions.

Besides the improved delivery method, the new survey asks more insightful questions that are specific to the client's transaction. By gathering client feedback immediately following a transaction, we now gather more precise information that aligns directly with our operational processes.

In the weeks ahead, we will continue to improve our methods for gathering client feedback to ensure we have the valuable insights needed to improve our service.



IMPORTANT DATES & DEADLINES

- Mar. 14** Daylight saving time begins
- Mar. 31** 2020 property taxes due
- Mar. 31** Fourth installment payment for 2020 property taxes due
- Apr. 1** 2020 property taxes become delinquent



Do you have a birthday in May?
Your registration expires at midnight on your birthday.
Don't wait! Renew your registration up to 90 days in advance at www.pbctax.com.

REAL★ID Deadline

Oct. 1, 2021

Don't wait. Make your appointment NOW!

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