



**TREASURER-TAX COLLECTOR**  
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## Frequently Asked Questions (FAQs) - Property Taxes April 2020

### 1. Can you extend the April 10, 2020 deadline?

**Answer:** No. The Orange County Treasurer does not have the authority under State law to extend or postpone the second installment property tax deadline of April 10, 2020.

### 2. If I do not want to make a payment in person, what are my options?

**Answer:** To stop the spread of COVID-19, we encourage taxpayers to “Stay Home and Pay Online” by eCheck, using your bank account, at no cost or by using a credit/debit card (2.29 percent service fee applies). You will receive same day credit and a receipt (email, printed or take a picture). Check for the secure symbol once you begin inputting your financial information on the third party payment site.

Other payment options include paying by credit/debit card 24/7 at (714) 834-3411 (2.29 percent service fee applies), using our easily accessible drop box located on the side of the County Administration South building at 601 N. Ross St. with adjacent parking (checks, money orders, no cash), or mailing your payment to County of Orange, Attn. Treasurer-Tax Collector, P.O. Box 1438, Santa Ana, CA 92702-1438.

### 3. I was not able to make a timely payment by April 10, 2020 due to a direct impact from COVID-19. Is it too late to request a penalty cancellation?

**Answer:** No. The Treasurer-Tax Collector is cancelling all penalties for taxpayers who didn't pay by April 10 due to a direct impact from COVID-19. Submit a completed COVID-19 [Penalty Cancellation Request Form](#) and include a check for the base property taxes by June 30, 2020. After June 30, late taxpayers who do not meet the limited basis for penalty cancellations within the law will be charged a 10 percent penalty, \$23 delinquent charge and an 18 percent annual interest rate.

### 4. Can the County waive the associated service fees of 2.29 percent for Credit/Debit card payments online and over the telephone?

**Answer:** No. The Treasurer-Tax Collector can't waive the associated service fee of 2.29 percent for credit/debit card transactions. The fees are charged by the third party card payment processor to facilitate the transaction. As a reminder, there is no cost for eCheck payments online (using your bank account) at [ocgov.com/octaxbill](http://ocgov.com/octaxbill).

### 5. Will property tax amounts be reduced due to economic impact of COVID-19?

**Answer:** No. Property tax amounts are established on the lien date of January 1 of each year. Should you have questions related to assessed valuations, please contact the Office of the Assessor at (714) 834-2727 or visit their website at [ocgov.com/assessor](http://ocgov.com/assessor).

**6. I mailed in my property tax payment, however the website is not showing my taxes as paid. What should I do?**

**Answer:** The Treasurer-Tax Collector processes all mailed payments as we receive them so if it has been longer than a week, please call us at (714) 834-3411. We encourage taxpayers to make sure that they obtain a [hand-cancelled stamp](#) from the U.S. Postal Service if mailing your payment on or before June 30.

**7. If using the U.S. Postal Service (USPS) or courier services (FedEx, UPS, etc.) to deliver my property tax payment and County Buildings are closed, how will my payment be received?**

**Answer:** The Treasurer-Tax Collector continues to receive mail from the USPS and courier services. For additional information regarding mailed payments, visit [ttc.ocgov.com/proptax/postmark\\_information](http://ttc.ocgov.com/proptax/postmark_information).

**8. Property Tax Resources**

Web: [ttc.ocgov.com](http://ttc.ocgov.com),  
[ocgov.com/octaxbill](http://ocgov.com/octaxbill), (View/print/pay property tax bills)  
[ocgov.com/octaxreminder](http://ocgov.com/octaxreminder) (Sign up for property tax info)  
[ocgov.com/ocfinancialtips](http://ocgov.com/ocfinancialtips) (Sign up for weekly financial tips)  
 Email: [ttcinfo@ttc.ocgov.com](mailto:ttcinfo@ttc.ocgov.com)  
 Phone: 714 834-3411 (9 a.m. to 5 p.m.), IVR: 714-834-3411 (24/7)  
 Penalty Cancellation Form: [ttc.ocgov.com/proptax/infofaq/penalties](http://ttc.ocgov.com/proptax/infofaq/penalties)

**9. Top Five Dos and Don'ts**

TOP FIVE DO'S AND DON'T'S FOR SECURED PROPERTY TAX BILLS

DO	DON'T
<p>1. PAY ONLINE AT <a href="http://ocgov.com/octaxbill">ocgov.com/octaxbill</a></p> <p>Always have the bill ready to pay and be sure you are using the correct account information. Online payments are processed immediately and a payment receipt is emailed to you.</p>	<p>1. MAIL PAYMENTS WITHOUT A "HAND-CANCELLED" STAMP</p> <p>Remove the payment envelope "fold" or "seal" or any other markings from the envelope. The envelope must be marked "HAND-CANCELLED" to ensure the payment is received.</p>
<p>2. VERIFY YOU'VE RECEIVED ONLINE PAYMENTS</p> <ul style="list-style-type: none"> <li>Check the "My Payments" section on the bill.</li> <li>Check the "My Payments" section on the bill.</li> <li>Check the "My Payments" section on the bill.</li> </ul>	<p>2. INCLUDE PAYMENTS WITH OTHER DEBIT CARDS</p> <p>Do not include other debit cards with your property tax payment. Only the bill amount should be included.</p>
<p>3. CHECK ONLINE FOR YOUR PAYMENT STATUS</p> <p>Go to <a href="http://ocgov.com/octaxbill">ocgov.com/octaxbill</a> to check your payment status. If you have a payment pending, you may need to contact the Treasurer-Tax Collector's Office for assistance.</p>	<p>3. FAIL TO PAY YOUR DEBIT CARD</p> <p>Do not fail to pay your debit card. If you have a payment pending, you may need to contact the Treasurer-Tax Collector's Office for assistance.</p>
<p>4. UNDERSTAND THE PROPERTY TAX BILL</p> <p>Read the bill carefully to understand the amount you owe and the due date. If you have any questions, contact the Treasurer-Tax Collector's Office.</p>	<p>4. FAIL TO FOLLOW UP ON YOUR DEBIT CARD</p> <p>Do not fail to follow up on your debit card. If you have a payment pending, you may need to contact the Treasurer-Tax Collector's Office for assistance.</p>
<p>5. CONTACT THE OFFICE OF THE ASSESSOR</p> <p>For more information, contact the Office of the Assessor at (714) 834-3411. The office is located at 1000 N. Main Street, Suite 100, Orange, CA 92668.</p>	<p>5. FAIL TO FOLLOW UP ON YOUR DEBIT CARD</p> <p>Do not fail to follow up on your debit card. If you have a payment pending, you may need to contact the Treasurer-Tax Collector's Office for assistance.</p>

For the latest official County information about the COVID-19, please visit [ocCOVID19.ochealthinfo.com](http://ocCOVID19.ochealthinfo.com). Taxpayers can also sign up to receive text message updates related to COVID-19. To opt-in for this service, text **OCCOVID19** to 888777.

