



TREASURER-TAX COLLECTOR
SHARI L. FREIDENRICH
CPA, CCMT, CPFA, ACPFIM



Frequently Asked Questions (FAQs) - Property Taxes April 2020

1. 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.

2. I was not able to make a timely payment due to a direct impact from COVID-19. Is it too late to request a penalty cancellation?

Answer: The Treasurer-Tax Collector is cancelling penalties for taxpayers who qualify for relief under the [Governor's Executive Order](#) due to a direct impact from COVID-19. Submit a completed COVID-19 [Penalty Cancellation Request Form](#) along with supporting documentation and a check for the base tax amount as soon as you can pay up by May 6, 2021. Approval or denial of requests will be emailed or mailed within 4-6 weeks of submitting the request. Late taxpayers who do not meet the limited basis for penalty cancellations within the law will be charged all applicable late fees, including a 10 percent penalty and 18 percent annual interest.

3. 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.

4. 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.

5. 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.

6. Property Tax Resources

Web: ttc.ocgov.com,
ocgov.com/octaxbill, (View/print/pay property tax bills)
ocgov.com/octaxreminder (Sign up for property tax info)
ocgov.com/ocfinancialtips (Sign up for weekly financial tips)
ocgov.com/ocfinancialinfo (Financial literacy resources and tips)

Email: tcinfo@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

9. Top Five Dos and Don'ts

TOP FIVE DOS AND DON'TS FOR SECURED PROPERTY TAX BILLS

DO	DON'T
<p>1. PAY ONLINE BY DEBIT/CREDIT CARD</p> <p>Which item on screen the card you use will be reflected on the property tax bill. Online payments are processed immediately in payment terms.</p>	<p>1. MAIL PAYMENT WITHOUT A TRAIL POSTMARK</p> <p>Review the payment reference "Mail or e-mail" on the bill to determine the appropriate mailing date.</p>
<p>2. VERIFY PAY HAS APPLIED TO THE CORRECT ACCOUNT</p> <p>• Double-check the account number on the bill with the bill.</p> <p>• Verify the account number, as well as the amount and date of your payment.</p> <p>• If you do not have a bill, please review your account information.</p>	<p>2. INCLUDE PAYMENTS WITH OTHER DEBT ITEMS</p> <p>• Paying other bills through the county's online payment portal will not apply to your property tax bill.</p>
<p>3. CHECK ONLINE FOR THE BILLS PAYMENT STATUS</p> <p>It is important to verify the payment status on the bill to ensure the bill is being processed. You can check the status of your bill on the bill's payment status page.</p>	<p>3. CALL US IF YOU HAVE AN UNPAID ACCOUNT</p> <p>• Contact us if you have an unpaid account. We will help you determine the appropriate action to take.</p>
<p>4. UNDERSTAND THE APPLICABLE BILLING CYCLE</p> <p>• Review the bill's payment status page to determine the applicable billing cycle.</p>	<p>4. USE OLD TELEPHONE NUMBERS TO VERIFY BILLING INFORMATION</p> <p>• Verify the county's phone numbers on the bill's payment status page.</p>
<p>5. CONTACT THE OFFICE OF THE ASSESSOR</p> <p>• For more information, please contact the Assessor's Office.</p>	<p>5. PREFER THE TAX COLLECTOR'S CONTACTS LIST</p> <p>• Review the county's contact information on the bill's payment status page.</p>

For the latest official County information about the COVID-19, please visit 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.

