



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



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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. The County Service Center (CSC) is closed to the public, what are my payment options?

**Answer:** Although we are not currently accepting in-person payments as the CSC was closed to slow 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. What if I am unable to make a timely payment by April 10, 2020 due to illness from COVID-19 or due to changed financial circumstances? Can I request a penalty cancellation?

**Answer:** The Treasurer-Tax Collector is legally authorized under State law to cancel penalties, costs and other charges when a taxpayer is unable to deliver the tax payment by April 10 due to reasonable cause and circumstances beyond the taxpayer’s control, with certain conditions as required by law. If you are unable to deliver your timely payment due to hospitalization or illness from COVID-19 on April 10, you are encouraged to submit the [Penalty Cancellation Request Form](#) along with a check for the base tax payment and documents supporting the reason. The law does not allow for cancellations based on financial circumstances alone. All requests will be reviewed on a case-to-case-basis.

### 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 just before April 10.

**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)  
 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 DOS AND DON'TS FOR SECURED PROPERTY TAX BILLS	
DO	DON'T
<p>1. PAY ONLINE OR BY CHECK/DEBIT CARD</p> <p>• Always have an account for automatic bill payment set up to pay on the date of payment due to avoid penalties and late fees.</p> <p>• If you are unable to pay online, call the Treasurer-Tax Collector's office for assistance.</p>	<p>2. MAIL PAYMENTS TO THE TREATY COLLECTOR</p> <p>• Always use the correct address for the Treasurer-Tax Collector's office.</p> <p>• Always use the correct amount for the payment.</p> <p>• Always use the correct date for the payment.</p>
<p>3. VERIFY THE TAX BILLS INFORMATION</p> <p>• Check the amount of the bill.</p> <p>• Check the date of the bill.</p> <p>• Check the name of the property owner.</p> <p>• Check the address of the property.</p>	<p>4. INCLUDE PAYMENTS WITH OTHER BILLS</p> <p>• Do not include payments with other bills.</p> <p>• Do not include payments with other bills.</p> <p>• Do not include payments with other bills.</p>
<p>5. CHECK ONLINE FOR THE BILLS PAYMENT STATUS</p> <p>• Check the status of the bill online.</p> <p>• Check the status of the bill online.</p> <p>• Check the status of the bill online.</p>	<p>6. CALL US IF YOU HAVE AN UNPAID ACCOUNT</p> <p>• Call us if you have an unpaid account.</p> <p>• Call us if you have an unpaid account.</p> <p>• Call us if you have an unpaid account.</p>
<p>7. UNDERSTAND THE NEW LIMITED BILLS FOR UNPAID PROPERTY TAX BILLS</p> <p>• Understand the new limited bills for unpaid property tax bills.</p> <p>• Understand the new limited bills for unpaid property tax bills.</p> <p>• Understand the new limited bills for unpaid property tax bills.</p>	<p>8. GO INTO THE COUNTY OFFICE TO PAY</p> <p>• Do not go into the county office to pay.</p> <p>• Do not go into the county office to pay.</p> <p>• Do not go into the county office to pay.</p>
<p>9. CONTACT THE OFFICE OF THE ASSESSOR</p> <p>• Contact the office of the assessor.</p> <p>• Contact the office of the assessor.</p> <p>• Contact the office of the assessor.</p>	<p>10. MAKE THE TAX COLLECTOR PAYMENTS LATE</p> <p>• Do not make the tax collector payments late.</p> <p>• Do not make the tax collector payments late.</p> <p>• Do not make the tax collector payments late.</p>

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

