



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. 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 was unable to make a timely payment by April 10, 2020 due to a direct impact from COVID-19? Can I request a penalty cancellation?

Answer: Yes. 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 were unable to make payment by April 10 due to a direct impact from COVID-19, you should complete and submit the [Penalty Cancellation Request Form](#) along with a check for the base tax payment, describing the circumstances and attaching available documents supporting the reason. All requests will be reviewed on a case-to-case-basis. All requests must be received between April 11, 2020 and June 30, 2020.

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.

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.

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.

8. 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)
 Email: 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

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 online payments. If you do not have an account, you will need to create one. Online payments are available 24/7.</p>	<p>2. MAIL PAYMENTS TO THE TCC</p> <p>Always mail payments to the Treasurer-Tax Collector (TTC) at the County Administration Center, 1000 N. Main Street, Orange, CA 92668. Do not mail payments to the Assessor's Office.</p>
<p>3. VERIFY THE TAX BILL INFORMATION</p> <p>Check the amount of the bill, the amount of the previous bill, and the amount of the previous year's bill. If you have any questions, contact the TTC at (714) 834-3411.</p>	<p>4. IGNORE PAYMENTS WITH PENDING BILLS</p> <p>Do not ignore payments with pending bills. If you have a pending bill, you must pay it by the due date to avoid penalties and interest.</p>
<p>5. CHECK ONLINE FOR THE LATEST NEWS</p> <p>Check the County website for the latest news and information regarding property taxes. The website is updated regularly with the latest news and information.</p>	<p>6. CALL US IF YOU HAVE AN UNPAID ACCOUNT</p> <p>Do not ignore an unpaid account. If you have an unpaid account, you must pay it by the due date to avoid penalties and interest. Call us at (714) 834-3411 for more information.</p>
<p>7. UNDERSTAND THE USE OF THE BILL</p> <p>Understand the use of the bill. The bill is used to pay property taxes. It is not used to pay other bills. If you have any questions, contact the TTC at (714) 834-3411.</p>	<p>8. USE THE COLLECTION SERVICES</p> <p>Do not use the collection services. The collection services are used to collect property taxes. They are not used to collect other bills. If you have any questions, contact the TTC at (714) 834-3411.</p>
<p>9. CONTACT THE OFFICE OF THE ASSESSOR</p> <p>Contact the Office of the Assessor for more information regarding property taxes. The Office of the Assessor is located at 1000 N. Main Street, Orange, CA 92668. Contact them at (714) 834-2727.</p>	<p>10. MAKE THE TAX COLLECTOR PAYMENTS LATE</p> <p>Do not make the tax collector payments late. If you make payments late, you will incur penalties and interest. Make payments on time to avoid these charges.</p>

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

