



TREASURER-TAX COLLECTOR
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Frequently Asked Questions (FAQs) – Secured Property Tax Payments

- 1. Can you extend the December 10 or April 10 deadlines for the first or second installment?**

Answer: No. The Orange County Treasurer does not have the authority under State law to extend or postpone the last timely payment deadline for the installments of secured property taxes.

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

Answer: We encourage taxpayers to “Stay Home and Pay Online” by eCheck, using your bank account on our no-cost secure website at ocgov.com/octaxbill 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). Other payment options include paying by credit/debit card 24/7 on the automated phone system 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. Can the County waive the service fee of 2.29 percent for credit/debit card payments online and over the telephone?**

Answer: No. The Treasurer-Tax Collector can't waive the 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. If I drop off my payment at my local post office, how do I make sure you receive it in time.**

Answer: We encourage taxpayers to obtain a hand-cancelled postmark from the U.S. Postal Service if mailing your payment on or before the last timely payment date of December 10 or April 10.

Please visit www.ttc.ocgov.com/proptax/postmark_information for more information on mailed payments.

- 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)

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

7. Top Five Dos and Don'ts

Orange County Treasurer-Fax Collector
1000 N. GARDENWAY, SUITE 100
ORANGE, CA 92668
714-834-3411
www.ocgov.com/taxcollector

TOP 5 Payment DOs AND DON'Ts For Secured Property Tax Bills

| DO | DON'T |
|---|---|
| 1. Pay on time! Pay on time to avoid penalties and interest charges. If you are unable to pay on time, call the Tax Collector's Office for assistance. | 1. Don't wait until the last day to pay. If you wait until the last day to pay, you may incur penalties and interest charges. |
| 2. Don't pay with a check. Checks are not accepted for payment of secured property tax bills. | 2. Don't pay with a check. Checks are not accepted for payment of secured property tax bills. |
| 3. Pay Electronic Property Tax Bills. Pay your bills electronically to avoid late fees and penalties. | 3. Don't pay your bill without making sure you have the right amount. Make sure you have the right amount to pay. |
| 4. Call your broker and the Tax Collector with any questions. If you have any questions, call your broker or the Tax Collector's Office. | 4. Don't pay your bill without making sure you have the right amount. Make sure you have the right amount to pay. |
| 5. Don't let the Tax Collector know that you are having trouble paying your bill. If you are having trouble paying your bill, call the Tax Collector's Office for assistance. | 5. Don't let the Tax Collector know that you are having trouble paying your bill. If you are having trouble paying your bill, call the Tax Collector's Office for assistance. |

Presented by the Tax Collector's Office
For more information, visit www.ocgov.com/taxcollector