



Dear Friends,

This issue of *Tax Talk* is filled with important news about the 2018 property tax season, which began when we opened for collection Nov. 1. I encourage everyone who can to take advantage of the 4 percent early payment discount to save money during the holiday season.

A friendly reminder... Our offices will be closed Monday, Nov. 12 in observance of Veterans Day and Thursday, Nov. 22 and Friday, Nov. 23, for Thanksgiving. I thank our veterans for their service and wish everyone a Happy Thanksgiving!

Best regards,

Anne

Anne M. Gannon

Property Tax Season is Peak Season

Property tax season began on Nov. 1 when we began collecting over \$3 billion in property taxes for Palm Beach County. It continues until Mar. 31, the deadline for paying 2018 property taxes.

As you can imagine, this is our busiest time of year. Last November we served 91,353 clients in our service centers. Regardless of the tax collector service needed, please use these tips to make your transaction hassle-free and efficient.



Tip #1: Plan ahead.

Don't wait until the last minute for tax collector services during peak season. Our offices are busiest around the holidays and during school breaks. Lines form as early as 7:00 a.m. Check in with the receptionist when you arrive. Inform our staff if you have an appointment for driver license service or require special assistance.

Tip #2: Pay online.

You can avoid a trip to our service centers and long wait times by completing your transaction online at www.pbctax.com. Processing times are quick – usually one to three business days. We offer several payment methods but don't forget, eCheck is always free when paying your taxes!

Tip #3: Drop off your payment.

Avoid the line and drop your payment off using our secure drop boxes. These boxes are inside our service centers/lobby areas and are accessible during regular business hours only.

Tip #4: Check wait times.

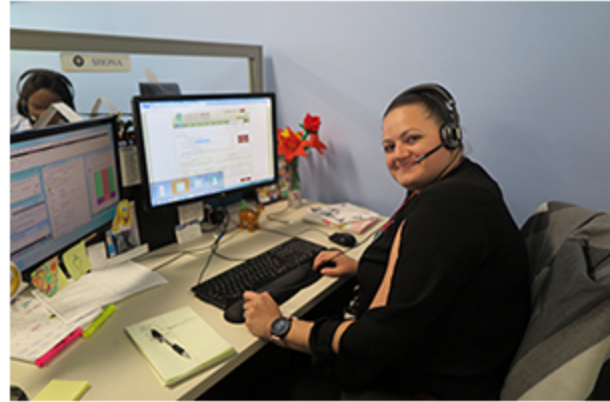
You can check wait times at each of our service centers by visiting our website or texting WAITPBC to 4-1-4-1-1. Please remember wait times may change by the time you arrive at our office.

Tip #5: Make a driver license appointment.

If you must come in for driver license service, always make an appointment! But don't delay. Our appointments are typically booked four to six weeks in advance. You can book an appointment 90 days in advance.

You Have Questions, We Have Answers

Our call center handles over 320,000 calls annually. During peak season, call volumes increase and wait times are longer than normal. Before calling our office, check www.pbctax.com where you will find answers to most questions. Here are the top three questions we hear during property tax season:



I didn't receive my property tax bill.

How can I get a copy? You can view or print your property tax bill

at www.pbctax.com. Always keep your mailing address up to date with the Property Appraiser's Office. This will ensure proper delivery of your tax bill by mail. Under Florida law, a tax bill cannot be forwarded without a forwarding address.

Can I pay by credit card over the phone? We do not accept credit card payments by phone. Payments can be made online at www.pbctax.com and will post within three business days. A 2.5 percent convenience fee is applied to each credit card transaction. Convenience fees are collected by the credit card vendor and not retained by our office.

How long does it take to process my payment? Processing times vary depending on the method of payment. Online payments are processed within three business days. Payments mailed to our office are processed within 12 business days.

Take Advantage of Early Payment Discounts

We know every dollar counts when you are trying to stick to a budget, which is why we strongly encourage taxpayers to take advantage of early payment discounts. Discounts are determined by the date they are postmarked or processed online:

- November — 4 percent
- December — 3 percent
- January — 2 percent
- February — 1 percent



Please remember no discounts apply to March payments. Property taxes are delinquent after March 31.

We Are Here to Help

We know property tax season can be confusing. We're here to help! Service centers are open Monday through Friday, 8:15 a.m. to 5:00 p.m. excluding holidays. Call center representatives are standing by to assist during those same hours. Please call us at 561-355-2264. Need help after regular business hours?

Email clientadvocate@taxcollectorpbcc.com. We respond to property tax questions within two business days.

Helping You Plan Ahead

Nov. 1 2018 property tax season begins
Nov. 6 General Election
Nov. 12 Veterans Day observed – offices are closed
Nov. 20 Tourist Development Taxes due
Nov. 22 Thanksgiving holiday – offices are closed
Nov. 23 Thanksgiving holiday – offices are closed
Nov. 30 Last day to receive 4% discount on property taxes

Do you have a birthday this month? Privately owned vehicle registrations expire at midnight on the first owner's birthday. Renew your motor vehicle, mobile home, motorcycle or vessel registration online. Save time by renewing for two years!

Do you owe delinquent Local Business Tax Receipts or Tangible Personal Property Taxes? You can pay these delinquent taxes online.

NEVER MISS A DEADLINE - Sign up to receive Tax Talk!

www.pbctax.com • clientadvocate@taxcollectorpbcc.com

Constitutional Tax Collector • Serving Palm Beach County • 301 N. Olive Ave, 3rd Floor,
West Palm Beach, FL 33401

