



# TAX TALK

WITH ANNE M. GANNON  
CONSTITUTIONAL TAX COLLECTOR



Serving Palm Beach County, *Serving You.*

[www.pbctax.com](http://www.pbctax.com)

October 2017, Volume 11, Issue 10

[Payment Center](#)

[Quick Links](#)

[Appointments](#)

[Wait Times](#)

[Disabled Person Parking Permit](#)

The 2017 Property Tax Season officially arrives when the Tax Collector's Office begins accepting payments on November 1. This month I'm sharing helpful tips that can save you money and ensure your property tax payment is processed quickly. I am also proud to share our employees' recent charitable donation to Little Smiles of Florida. This non-profit, located in Palm Beach Gardens, works with professional caregivers to provide comfort to children in local hospitals and other healthcare facilities.

Best regards,

Anne M. Gannon

## Pay Early and Save

Take advantage of these discounts when you pay your property tax early. Discounts are determined by date the payment is received.

- 4% discount when paid November 1 – November 30
- 3% discount when paid December 1 – January 2
- 2% discount when paid January 3 – January 31
- 1% discount when paid February 1 – February 28

Please note there is no discount in March. Taxes are delinquent April 1 and will be subject to substantial interest and fees.

## Pay Online



Avoid a trip to a service center and skip the wait in line!

Visit [www.pbctax.com](http://www.pbctax.com) and enjoy the convenience of paying online. Make your payment using eCheck (it's free!) or a credit card. We accept Visa, MasterCard, American Express and Discover. A 2.5% (\$2.00 minimum) convenience fee will apply. Convenience fees are not retained by the Tax Collector's office.

## Mailing a Payment? Don't Let It Get Rejected!

Every year we process thousands of payments daily using specialized, high-speed equipment. And every year our equipment rejects a significant number of payments, causing posting delays. Don't let this happen to your payment!

Please follow these instructions to ensure your payment is processed quickly.

- ✓ Do not tape, fold, staple or paper clip your payment.
- ✓ Do not write on the payment stub.
- ✓ Always use the enclosed return envelope.
- ✓ Detach the payment stub and return it with your payment.
- ✓ Write the Property Control Number (PCN) on your payment.

Always remember to include enough time for U.S. Postal Service delivery. We anticipate mailed payments will take approximately 10 – 12 business days to process during [Property Tax](#) Season (November – March).

## TCO Employees Generously Support Little Smiles with Pajama and Sock Drive

Employees from across our office went shopping this summer for a good cause. During July and August, employees purchased 190 sets of children's pajamas and 140 packages of socks, which we donated to [Little Smiles of Florida](#). This local nonprofit organization helps professional caregivers provide critical support to kids facing terminal illness, abandonment and other trauma. Little Smiles also fulfills special requests from nurses and social workers for pizza parties, sweet treats and movie nights.



Employees delivered the pajamas and socks to Little Smiles Executive Director Greta von Unruh and Program Manager Ashlee Varnee on August 18, 2017. Presented in elaborate gift boxes designed by our employees, the donation is valued at more than \$3,500.

Little Smiles is one of two charities supported by employees in 2017-2018 with all funding coming solely from employee contributions.

### Friendly Voices Serving You

Our team of Client Service Specialists in our Call Center are ready to serve you! Located in the Central Service Center, this team answers over 31,000 calls each month. Here are some helpful tips that can decrease your call wait time.



- Monday is the busiest day for our Call Center. For shorter hold times, please try to call Tuesday – Friday between 8:15 a.m. and 10:30 a.m.
- Please have your documents available when you call. This will help shorten your call time.
- Many questions can be answered by visiting [www.pbctax.com](http://www.pbctax.com). Check the online **Help & Resource Center**, which may contain the information you seek. The **Ask Anne** section of our website is a collection of clients' most frequently asked questions.
- We also recommend using the **Search** feature located at the top of every page.

### Serving You by the Numbers

	JUNE	JULY	AUG	SEPT
Clients Served	73,888	75,144	94,742	56,696
Average Wait Time	38 minutes	53 minutes	46 minutes	39 minutes
Average Help Call Hold Time	3 minutes	2 minutes	2 minutes	3 minutes

### October Dates and Reminders

- Oct. 1 Unpaid Local Businesses Taxes are delinquent – pay online
- Oct. 1 Mobile home registration renewable through December
- Oct. 20 Tourist Development Taxes due
- Oct. 2017 Property Tax bills mailed
- 31

Privately-owned vehicle registrations expire at midnight on the first owner's birthday.

EPay delinquent Local Business and Tangible Personal Property Taxes online.

**[NEVER MISS A DEADLINE - Sign up to receive Tax Talk!](#)**

[www.pbctax.com](http://www.pbctax.com) • [clientadvocate@taxcollectorpbcc.com](mailto:clientadvocate@taxcollectorpbcc.com)

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

