



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR



Serving Palm Beach County, *Serving You.*

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The 2017 Property Tax season is officially underway! This month I'm sharing helpful tips designed to ensure your payment is processed quickly, saving you time and money in the process. Don't forget to take advantage of the 4% discount in November! If paying your property tax in one lump sum is hard on your budget, please consider enrolling in our Installment Payment Plan. We are accepting applications now through April 30 for 2018 property taxes.

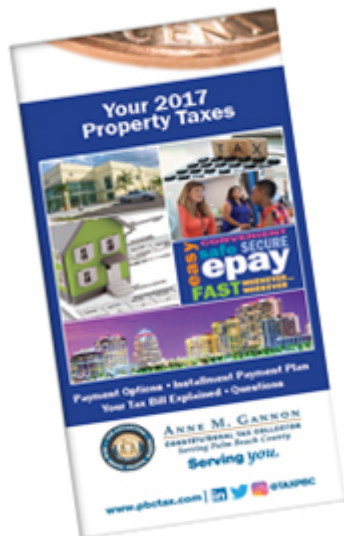
Don't forget – our offices will be closed Friday, November 10 in observance of Veterans Day and November 23-24 for Thanksgiving. Our website is available 24/7 to serve you!

Have a wonderful Thanksgiving,

Anne M. Gannon

Your 2017 Property Taxes & Bill Inserts

Your tax bill is sent with our "Your 2017 Property Taxes" brochure. This guide provides payment options, a sample tax bill explained and contact information to get additional questions answered quickly.



It also includes the 2018 Installment Payment Plan (IPP) Application. The plan gives you the flexibility of making four quarterly payments instead of one lump sum annual payment. Sign up for the 2018 IPP online by April 30, 2018.

If you filed a petition with the Value Adjustment Board (VAB), be sure to read the VAB insert. There are two VAB payment options, 100% or 75%. Please pay by the March 31 tax deadline or the petition is automatically denied.

Spotlight on Giving: Supporting the Palm Beach County Food Bank

Last month I was honored to present a donation in the amount of \$1883.50 on behalf of agency employees to the Palm Beach County Food Bank. Employees recognized the increased need in our county following Hurricane Irma and wanted to assist.



Agency employees conducted bake sales on Friday, October 6 to raise funds. All proceeds were donated to assist the food bank with replenishing supplies lost during Hurricane Irma.

Donations from my agency are not funded by taxpayer dollars. All donations are completely funded by employees who raise money through activities such as bake sales. They can also choose to participate in "Dress Down for Charity" which gives them the ability to pay for the opportunity to dress down on Fridays.

I am proud of our employees' generous spirit! We are here to serve the people of Palm Beach County and this donation was another way for us to serve.

Top 5 Property Tax Season Tips

- ✓ **Didn't receive your bill?** You must still pay by the March 31, 2018, deadline. Visit www.pbctax.com to search, view, and pay online. You can also print a duplicate tax bill for your records.
- ✓ **Save money by paying early!** Discounts are: November 4%, December 3%, January 2% and February 1%. There is no discount in March.
- ✓ **Property taxes are due by March 31, 2018.** Taxes are delinquent on April 1.
- ✓ **Installment Payment Plan members make four quarterly payments.** Apply now for the 2018 Property Tax Season.
- ✓ **Mailing your payment?** Please remember:
 - Don't staple, tape, fold or paper clip your payment! Our high speed processing equipment will reject your payment and require extra processing time.
 - Write your Property Control Number (PCN) on your payment.
 - Do not write on the payment stub and use the enclosed return envelope.
- ✓ **Avoid a trip to a service center and pay your taxes online.** Use eCheck (it's free!) or a credit card. We accept Visa, MasterCard, American Express and Discover. A 2.5% convenience fee applies and is collected by the credit card vendor. Convenience fees are not retained by the Tax Collector's office.

Payment Pointers

Tax Processing Times:

Online Payments

1 to 3 business days

Mail Payments

10 to 12 business days

(November – March)

3 to 5 business days

(April – October)

Processing time does not include U.S. Postal Service handling and delivery.

Serving You by the Numbers

	JULY	AUG	SEPT	OCT
Clients Served	75,144	94,742	56,696	74,232
Average Wait Time	53 minutes	46 minutes	39 minutes	46 minutes
Average Help Call Hold Time	2 minutes	2 minutes	3 minutes	5 minutes

November Dates and Reminders

- 11/1 2017 Property Taxes open for collection
- 11/5 Daylight Saving Time ends
- 11/10 Veterans Day Observed - Tax Collector Offices closed
- 11/20 Tourist Development Tax due
- 11/23 Thanksgiving Day – Tax Collector Offices closed
- 11/24 Thanksgiving Holiday – Tax Collector Offices closed
- 11/30 Last Day to receive 4% discount on property taxes, Hurricane Season ends

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!

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