



Dear Friends,

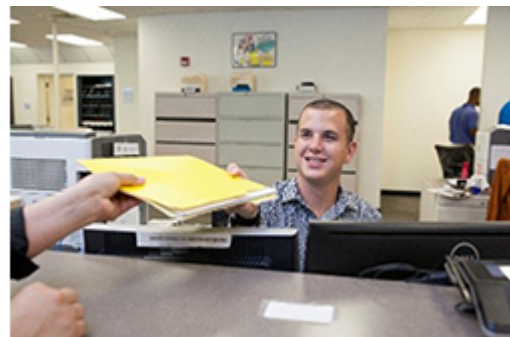
March is here and it is sure to be one of our busiest months. We expect longer-than-normal wait times in our service centers due to the property tax deadline on March 31. We also expect an influx of teenagers who typically come in during Spring Break to get their driver licenses. Please take a few minutes to read the tips I'm sharing this month to make your transaction with us as easy and efficient as possible.

Warm regards,

Anne M. Gannon

Avoid March Madness with These Helpful Tips

March brings its own special version of madness to our service centers. You can expect longer-than-normal wait times as clients rush to pay property taxes before the March 31 deadline. Please consider these tips to make your next transaction with us as easy and efficient as possible.



Tip #1: Pay online.

You can avoid the long wait time by completing your transaction online

at www.pbctax.com. Processing times are quick – usually 1 to 3 business days. We offer several payment methods but don't forget – eCheck is always free!

Tip #2: Don't wait until the last minute.

Paying taxes can be stressful and waiting until the last minute doesn't help. November through March is our peak season. We always see longer lines during Spring Break, holidays and at the end of the month. Lines form as early as 7 a.m. Check in with the receptionist when you arrive and inform our staff if special assistance is required.

Tip #3: Check wait times.

You can check the wait times for each of our service centers on www.pbctax.com or texting 4-1-4-1-1 to WAITPBC. You will see real time data for the number of clients in line and anticipated wait times.

Tip #4: Bring the right stuff!

Homeland Security requires specific documents for a REAL ID-compliant driver license or state ID. Download our REAL ID checklist at www.pbctax.com/driver-licenses/identification-requirements.

Tip #5: Perform a driver license check-up first.

Many clients come in to renew their driver license only to find there is a stop, hold or violation which prevents us from completing the transaction. Don't let this happen to you! Many times clearances can be processed at our service center with the required paperwork. Perform a driver license check-up at <https://services.flhsmv.gov/DLCheck> before you come in.

Tip #6: Make a driver license appointment.

If you are required to visit one of our service centers for a new driver license or renewal, please schedule an appointment on our website. But don't wait! Appointments book quickly. We recommend making your appointment **at least three months in advance** of the credential's expiration date.

Tip #7: Renew your driver license in advance.

The law requires renewal of your driver license by midnight of your birthday. DHSMV may mail you a reminder 40 to 60 days before your license expires. Don't wait! You can actually renew your driver license 18 months before it expires. If you must come into one of our offices, please remember to make a driver license appointment. Appointments book quickly. We recommend making your appointment **at least three months in advance** of the credential's expiration date.

Tip #8: Use our secure drop box.

You don't have to wait in line. Every service center is equipped with a secure drop box inside the facility. Just make sure your payment is correct and contains any required documentation and the payment slip. Don't forget to write your Property Control Number (PCN) on your payment to ensure it is posted efficiently.

Tip #9: Renew for two!

Renew your vehicle registration for two years instead of one.

Property Taxes Due by March 31

March is the last month to pay 2017 property taxes. If you are enrolled in the Installment Payment Plan, your fourth and final payment is also due by March 31. Pay online at www.pbctax.com.



Use eCheck – it's free!

Serving You by the Numbers

	NOV	DEC	JAN	FEB
Clients Served	91,353	74,450	74,150	74,752
Average Wait Time	64 minutes	59 minutes	69 minutes	67 minutes
Average Help Call Hold Time	10 minutes	6 minutes	10 minutes	7 minutes

March Dates & Reminders

- March 11 Daylight Saving Time begins
- March 31 Last day to pay final installment payment for 2017 property taxes
- March 31 Last day to pay 2017 property taxes
- April 1 2017 property taxes are delinquent

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

Don't forget, you can pay delinquent Local Business and Tangible Personal Property Taxes online!

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

www.pbctax.com • clientadvocate@taxcollectorpbc.com

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