



TAX TALK

WITH ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR

Serving Palm Beach County • Serving you.



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Dear Friends,

Have you ever been running errands or perhaps just having one of those days and you bump into an old friend? At first, it might feel like an inopportune time to chat, but then your friend simply asks, “how are you?” As we all maneuver through these challenging times, we need to remember to stop and ask our friends, colleagues, neighbors, and others, “how are you doing?”

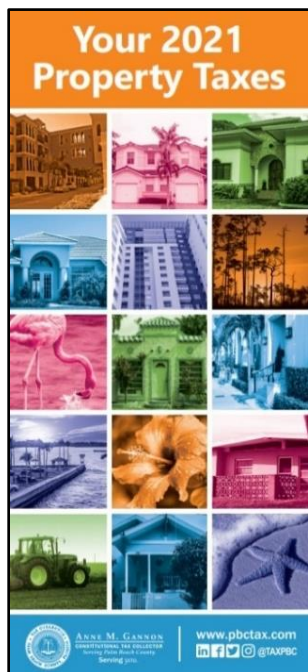
For me and my team, it is just as important for us to ask you: how are we doing? As we strive to deliver unparalleled service to you, our clients, we understand that we can only do that with your help. Your feedback helps us understand what is not working and how we can improve. It also validates when our processes are working well.

So, the next time you have business with our office, you will receive a text message or email stating, “*The Tax Collector wants your feedback.*” It takes fewer than five minutes to complete the survey and the information you share with us is invaluable.

You can also visit our website, www.pbctax.com/survey and participate in our online survey. Simply select the department or service you recently utilized and answer a few short questions to help us serve you better.

Thank you in advance, and I hope you are doing well!

Anne M. Gannon
Constitutional Tax Collector, Serving Palm Beach County



PROPERTY TAX SEASON BEGINS NOVEMBER 1

November 1 marks the start of the busiest time of the year for our team. We mail out over 615,000 property tax bills to owners of property across all 2,386 square miles of Palm Beach County. We are dedicated to ensuring this process goes smoothly for our clients, many of whom may be new to our community and unfamiliar with the discounts and payment options we offer.

Property tax payments can be made beginning November 1. We offer money-saving discounts ranging from 4% to 1% to clients who pay their taxes early (see the chart on the next page). Property taxes fund critical public services throughout our community and must be paid by March 31 to avoid delinquency.

We recommend that you pay online at www.pbctax.com/pay-online for the quickest processing time. You can access our website and payment portal 24/7, from wherever your work or travels take you! You can also pay by e-Check, a free electronic payment option. Be sure to have your bank account and routing numbers handy when paying online with e-Check.

Enclosed with your property tax bill, you'll find information about our Installment Payment Plan (IPP). The plan allows clients to be billed in four payments during the year, with a discount of just under 4%. For the 2021 tax year, the deadline to enroll in the IPP was April 30, 2021. Starting November 1, you can enroll in IPP for the 2022 tax year. For more information about property tax, visit <https://www.pbctax.com/real-estate-property-tax>

Pay Your Property Tax Early to Maximize Your Discount!

NOV 4% Discount	DEC 3% Discount	JAN 2% Discount	FEB 1% Discount	MAR No Discount
Offices closed: Nov. 11 Veterans Day Nov. 25 Thanksgiving Day Nov. 26 Thanksgiving Holiday	Offices closed: Dec. 24 Winter Holiday Dec. 27 Winter Holiday Dec. 31 New Year's Holiday	Offices closed: Jan. 17 Martin Luther King Jr. Day	Offices closed: Feb. 21 Presidents' Day	Unpaid taxes become delinquent on April 1
November – March is our peak season and appointments are in high demand. Please consider paying online at www.pbctax.com or dropping your payment in our secure drop boxes located in the service center lobbies!				

HELP US HELP YOU!

While many clients choose to pay online, some prefer to pay by personal check. Our payment processing center has state-of-the-art equipment that can open, scan and sort thousands of payments every hour. To ensure your payment is processed without delay, please make sure that all information is included on your check, as listed below. Personal checks can be rejected by our processing machines if information is missing, which can lead to delays in processing your payment. Do not enclose paper clips, tape, staples or anything else in the envelope, as these items also delay processing times. Just enclose the payment stub and the check payment as instructed on your bill! **Failure to follow these instructions can result in your payment being returned for correction, and discount ineligibility if the new payment is not received within the discount expiration date.**

Personal Check Payment Check List:

- 1. Include month, day and year.
- 2. Make check payable to **"Tax Collector, PBC."**
- 3. Include total in U.S. dollars and cents.
- 4. Fully write out the dollars and cents.
- 5. Include Property Control Number (PCN) Or Tangible Personal Property Account Number.
- 6. Sign your name.

Mail Your Property Tax Payment:

Use the pre-addressed envelope enclosed with your bill. Do not write anything additional on the envelope or use tape or staples to seal it. Affix correct postage and drop it in the mail!

Drop Off Your Property Tax Payment:

In-Person Drop Off:

Each Tax Collector Service Center has a Drop-Box located in the lobby which is accessible without an appointment, Mon.-Fri., 8:15 a.m.–5:00 p.m., excluding holidays. For the Service Center nearest you, visit: <https://www.pbctax.com/locations>.

IMPORTANT DATES & DEADLINES

- October 1 Tourist Development Tax Due
- October 11 Tax Collector Offices Closed- *Columbus Day*
- October 31 Halloween