



TREASURER-TAX COLLECTOR
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Frequently Asked Questions (FAQs) – Secured Property Taxes December 2020

1. **Can you extend the December 10, 2020 deadline for the first installment?**

Answer: No. The Orange County Treasurer does not have the authority under State law to extend or postpone the last timely payment deadline for the first installment secured property taxes.

2. **If I do not want to make a payment in person, what are my options?**

Answer: To stop the spread of COVID-19, we encourage taxpayers to “Stay Home and Pay Online” by eCheck, using your bank account on our no-cost secure website at ocgov.com/octaxbill or by using a credit/debit card (2.29 percent service fee applies). You will receive same day credit and a receipt (email, printed or take a picture).

Other payment options include paying by credit/debit card 24/7 on the automated phone system at (714) 834-3411 (2.29 percent service fee applies), using our easily accessible drop box located on the side of the County Administration South building at 601 N. Ross St. with adjacent parking (checks, money orders, no cash), or mailing your payment to County of Orange, Attn. Treasurer-Tax Collector, P.O. Box 1438, Santa Ana, CA 92702-1438.

3. **I will not be able to make a timely payment by December 10, 2020 due to economic hardship from COVID-19. How can I request a penalty cancellation?**

Answer: You can submit a completed COVID-19 [Penalty Cancellation Request Form](#) and include a check for the base property taxes when funds are available. All requests will be reviewed on a case-by-case basis to determine if they meet the limited basis for penalty cancellations under the criteria of the Governor’s Executive Order. A written or emailed response will be sent within 4-6 weeks of the request.

4. **Can the County waive the service fee of 2.29 percent for credit/debit card payments online and over the telephone?**

Answer: No. The Treasurer-Tax Collector can’t waive the service fee of 2.29 percent for credit/debit card transactions. The fees are charged by the third party card payment processor to facilitate the transaction. As a reminder, there is no cost for eCheck payments online (using your bank account) at ocgov.com/octaxbill.

5. **Will property tax amounts be reduced due to economic impact of COVID-19?**

Answer: No. Property tax amounts are established on the lien date of January 1 of each year. Should you have questions related to assessed valuations, please contact the Office of the Assessor at (714) 834-2727 or view details at ocgov.com/assessor.

6. If I drop off my payment at my local post office, how to I make sure you receive it in time?

Answer: We encourage taxpayers to obtain a [hand-cancelled postmark](#) from the U.S. Postal Service if mailing your payment on or before December 10. Please visit www.ttc.ocgov.com/proptax/postmark_information for more information on mailed payments.

7. I mailed in my property tax payment, however the website is not showing my taxes as paid. What should I do?

Answer: The Treasurer-Tax Collector processes all mailed payments as we receive them so if it has been longer than a week, please call us at (714) 834-3411.

8. Property Tax Resources

Web: ttc.ocgov.com,
ocgov.com/octaxbill, (View/print/pay property tax bills)
ocgov.com/octaxreminder (Sign up for property tax info)
ocgov.com/ocfinancialtips (Sign up for weekly financial tips)

Email: ttcinfo@ttc.ocgov.com
Phone: 714-834-3411 (9 a.m. to 5 p.m.), IVR: 714-834-3411 (24/7)
Penalty Cancellation Form: ttc.ocgov.com/proptax/infofaq/penalties

9. Top Five Dos and Don'ts



For the latest official County information about the COVID-19, please visit occovid19.ochealthinfo.com. Taxpayers can also sign up to receive text message updates related to COVID-19. To opt-in for this service, text **OCCOVID19** to 888777.

