



TREASURER-TAX COLLECTOR
SHARI L. FREIDENRICH
CPA, CCMT, CPFA, ACPFIM



Frequently Asked Questions (FAQs) – Secured Property Tax Payments

- 1. Can you extend the December 10 or April 10 deadlines for the first or second 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 installments of secured property taxes.

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

Answer: 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. 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.

- 4. If I drop off my payment at my local post office, how do 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 the last timely payment date of December 10 or April 10.

Please visit www.ttc.ocgov.com/proptax/postmark_information for more information on mailed payments.

- 5. 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.

6. 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

7. Top Five Dos and Don'ts

Orange County Treasurer-Fax Collector
1000 N. GARDENWAY, SUITE 100
ORANGE, CA 92668
714.834.3411
www.ocgov.com/taxcollector

TOP 5 Payment DOs AND DON'Ts For Secured Property Tax Bills

DO	DON'T
1. Pay on time or early. Pay on time or early to avoid late fees and penalties. If you pay late, you may be subject to late fees and penalties. Pay on time or early to avoid late fees and penalties.	1. Don't wait for the bill to arrive. Don't wait for the bill to arrive. If you wait for the bill to arrive, you may be subject to late fees and penalties. Pay on time or early to avoid late fees and penalties.
2. Don't pay with a check. Don't pay with a check. Checks are subject to delay and may not be cashed. Pay with a credit card or debit card to avoid late fees and penalties.	2. Don't pay with a check. Don't pay with a check. Checks are subject to delay and may not be cashed. Pay with a credit card or debit card to avoid late fees and penalties.
3. Pay the amount on the bill. Pay the amount on the bill. Don't pay less than the amount on the bill. Pay the amount on the bill to avoid late fees and penalties.	3. Don't pay the amount on the bill. Don't pay the amount on the bill. Pay more than the amount on the bill to avoid late fees and penalties.
4. Call your broker and the Tax Collector. Call your broker and the Tax Collector. If you have any questions, call your broker and the Tax Collector. Don't wait for the bill to arrive.	4. Don't ignore the bill. Don't ignore the bill. If you ignore the bill, you may be subject to late fees and penalties. Pay on time or early to avoid late fees and penalties.
5. Don't ignore the bill. Don't ignore the bill. If you ignore the bill, you may be subject to late fees and penalties. Pay on time or early to avoid late fees and penalties.	5. Don't ignore the bill. Don't ignore the bill. If you ignore the bill, you may be subject to late fees and penalties. Pay on time or early to avoid late fees and penalties.

Presented by the Tax Collector
Orange County Treasurer-Fax Collector