



**TREASURER-TAX COLLECTOR**  
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## Frequently Asked Questions (FAQs) - Property Taxes

**1. 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, at no cost 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). Check for the secure symbol once you begin inputting your financial information on the third party payment site.

Other payment options include paying by credit/debit card 24/7 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.

**2. Can the County waive the associated service fees of 2.29 percent for Credit/Debit card payments online and over the telephone?**

**Answer:** No. The Treasurer-Tax Collector can't waive the associated 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](http://ocgov.com/octaxbill).

**3. 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 visit their website at [ocgov.com/assessor](http://ocgov.com/assessor).

**4. 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.

## 5. Property Tax Resources

Web: [ttc.ocgov.com](http://ttc.ocgov.com),  
[ocgov.com/octaxbill](http://ocgov.com/octaxbill), (View/print/pay property tax bills)  
[ocgov.com/octaxreminder](http://ocgov.com/octaxreminder) (Sign up for property tax info)  
[ocgov.com/ocfinancialtips](http://ocgov.com/ocfinancialtips) (Sign up for weekly financial tip)  
[ocgov.com/ocfinancialinfo](http://ocgov.com/ocfinancialinfo) (Financial literacy resources and tips)

Email: [ttcinfo@ttc.ocgov.com](mailto: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](http://ttc.ocgov.com/proptax/infofaq/penalties)

## 6. Top Five Dos and Don'ts

TOP FIVE DOS AND DON'TS FOR SECURED PROPERTY TAX BILLS

DO	DON'T
<p>1. PAY ONLINE AT <a href="http://ocgov.com/octaxbill">OCGOV.COM/OCTAXBILL</a></p> <p>• Online bills are available 24/7, making it easy to pay your bill at any time. You can also pay your bill by mail or in person at the Tax Collector's Office.</p>	<p>1. MAIL PAYMENT WITHOUT A TRAILER/POSTMARK</p> <p>• Property tax bills are not considered "final" until they are paid. If you mail a payment, you must include a "Trailer" or "Postmark" to indicate the date of payment.</p>
<p>2. CHECK FOR TAX DELINQUENCY</p> <p>• If you are responsible for a property tax bill, you should check for delinquency regularly. You can check for delinquency on the <a href="http://ocgov.com/octaxbill">OCGOV.COM/OCTAXBILL</a> website.</p>	<p>2. IGNORE DELINQUENCY WITH FINANCIAL ADVICE</p> <p>• Ignoring delinquency can result in penalties and interest. You should pay your bill as soon as possible to avoid these penalties.</p>
<p>3. PAY ONLINE AT <a href="http://ocgov.com/octaxbill">OCGOV.COM/OCTAXBILL</a></p> <p>• It is your responsibility to make sure you are paying the correct amount. You should check your bill for accuracy and pay the correct amount.</p>	<p>3. PAY BY THE WRONG ACCOUNT NUMBER</p> <p>• Payments made to the wrong account number will not be applied to your bill. You should always pay to the correct account number.</p>
<p>4. CONTACT THE OFFICE OF THE ASSISTANT TAX COLLECTOR</p> <p>• If you have any questions about your bill, you should contact the Office of the Assistant Tax Collector. You can reach them at <a href="http://ocgov.com/octaxbill">OCGOV.COM/OCTAXBILL</a>.</p>	<p>4. CALL THE ASSISTANT TAX COLLECTOR</p> <p>• Calling the Assistant Tax Collector is not the best way to resolve your questions. You should contact the Office of the Assistant Tax Collector.</p>
<p>5. CONTACT THE OFFICE OF THE ASSISTANT TAX COLLECTOR</p> <p>• If you have any questions about your bill, you should contact the Office of the Assistant Tax Collector. You can reach them at <a href="http://ocgov.com/octaxbill">OCGOV.COM/OCTAXBILL</a>.</p>	<p>5. PAY BY THE WRONG ACCOUNT NUMBER</p> <p>• Payments made to the wrong account number will not be applied to your bill. You should always pay to the correct account number.</p>