



**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/infogag/penalties](http://ttc.ocgov.com/proptax/infogag/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>40% of bills are payable online. Paying online is the best way to pay your bill. You'll receive a confirmation email and your payment will be processed immediately.</p>	<p>1. MAIL PAYMENT WITHOUT A TRIPLE COPY/REMARK</p> <p>Pay your bill online or by mail. If you mail your bill, you must include a "TRIPLE COPY" and a "REMARK" indicating the amount you are paying. This is to ensure that your payment is properly recorded.</p>
<p>2. CHECK THE PAYMENT INFORMATION</p> <ul style="list-style-type: none"> <li>• Do not pay bills to the wrong address.</li> <li>• Check your account number, account name, and other information on the bill to ensure it is correct.</li> <li>• Do not pay bills to the wrong person.</li> </ul>	<p>2. ASSUME PROPERTIES ARE IN THE SAME COUNTY</p> <p>Assuming that all properties in your area are in the same county can lead to errors. Always verify the county for each property before making a payment.</p>
<p>3. CHECK THE BILL FOR ANY MISTAKES</p> <p>It is your responsibility to verify the accuracy of the information on your bill. If you find any mistakes, contact the assessor's office immediately. Do not assume that the bill is correct.</p>	<p>3. FAIL TO PAY YOUR BILLS ON TIME</p> <p>Failure to pay your bills on time can result in penalties and interest. Always pay your bills by the due date to avoid any late fees.</p>
<p>4. CONTACT THE OFFICE OF THE ASSESSOR</p> <p>If you have any questions or need assistance, contact the Office of the Assessor. They can provide you with the information you need to resolve any issues.</p>	<p>4. FAIL TO PAY YOUR BILLS ON TIME</p> <p>Failure to pay your bills on time can result in penalties and interest. Always pay your bills by the due date to avoid any late fees.</p>
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