



Orange County Treasurer-Tax Collector

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Office Hours: 8:00 a.m. – 5:00 p.m. Monday – Friday

Questions: ttcinfo@tc.ocgov.com Website: ocgov.com/octaxbill



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



1

Pay online at ocgov.com/octaxbill

eChecks have **no Service Fee**, and you can pay up **until 11:59 P.M. PST** on the last timely payment date.

1

Wait until the last few days prior to **December 10 or April 12** to pay your bill.

If you pay close to the last timely date & something goes wrong, there is no time to correct it. Have the USPS hand cancel it if mailing close to delinquency date.

2

Utilize 24/7 self-service options at ocgov.com/octaxbill

- View parcel info, 11 years of bills/ 2 years of payment history by searching by APN or address
- View amount due in the online statement.
- Avoid penalties by understanding postmarks.
- Sign up for reminders: ocgov.com/octaxreminder.

2

Become frustrated with phone wait times.

Incoming phone calls increase after bills are mailed and right before the last timely payment date. Use our 24/7 website or email questions to ttcinfo@tc.ocgov.com to get answers to questions.

3

Pay Supplemental Property Tax Bills.

Most lenders **DO NOT** pay these. New homeowners may receive more than one bill, one for each fiscal year.

3

Mail your payment without understanding the importance of postmarks.

Review "Important Information about Postmarks" at ocgov.com/postmarks.

4

Call your lender – not the Tax Collector – with questions on impound/escrow accounts.

Lenders may debit accounts up to several months prior to submitting the payment to the Tax Collector, usually the week of the last timely payment date.

4

Ignore Supplemental Secured Property Tax Bills.

Most lenders **DO NOT** pay these. Contact your lender to ask if they will pay these or not.

5

Understand that the Tax Collector has limited authority under the law to cancel penalties.

Review our penalty cancellation policy by going to tc.ocgov.com & clicking on the cancel penalty icon.

5

Think the Tax Collector can cancel a penalty due to a good payment history. The Tax Collector cannot.

Review our penalty cancellation policy by going to tc.ocgov.com & clicking on the cancel penalty icon.



Financial Tip of the Week

Go to ocgov.com/ocfinancialinfo to view tips.

Subscribe to receive weekly tips at ocgov.com/ocfinancialtips.