



# COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

Kenneth Hahn Hall of Administration  
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ttc.lacounty.gov and propertytax.lacounty.gov

**ELIZABETH BUENROSTO GINSBERG**  
TREASURER AND TAX COLLECTOR

Board of Supervisors  
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First District  
**HOLLY J. MITCHELL**  
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**LINDSEY P. HORVATH**  
Third District  
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**KATHRYN BARGER**  
Fifth District

## AFFIDAVIT OF LOST PAYMENT INSTRUCTIONS

You indicated that you mailed a payment to the Treasurer and Tax Collector (TTC), or processed your payment electronically (i.e., online bill pay service or online banking); however, we never received the payment.

We highly recommend that you place a stop order with your financial institution on your lost payment. The TTC may receive the lost payment and present it to the financial institution for processing. A stop order will prevent the processing of the lost payment to your bank account. If you choose not to place a stop order and the check is processed by the TTC, we will not honor a request for reimbursement of any fees incurred.

### **Do not make a payment at this time.**

In order for us to cancel penalties, you must:

Complete and return an Affidavit of Lost Payment, signed under penalty of perjury, and provide supporting documentation for the type of payment that was lost, such as:

Check:

- A copy of the financial institution statement for the month in which the check was written, showing that there were sufficient funds available for the check to be paid on the date the check was written; or,
- If your account balance was not sufficient to cover the check and the account from which the check was written has overdraft protection or is linked to a line of credit, you must provide proof of the available limit as of the mailing date of the original payment; or,
- A letter from the financial institution's representative, including contact information, stating that the missing check is still outstanding and there were sufficient funds available in the account from which the check was written as of the mailing date of the original payment.

Money Order:

- A copy of the stub/receipt; and,
- A copy of your approved claim for reimbursement from the issuing company or financial institution.

Cashier's Check:

- A copy of the stub/receipt; and,

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- A copy of your approved claim for reimbursement from the issuing financial institution.

Electronic Payment:

- One of the documents listed under “Check”; and,
- A letter from the financial institution’s representative, including contact information, verifying the date the electronic payment was debited from the account, or the date the payment was issued, and the date the payment was scheduled to be received by the TTC.

In the event the payment is a subject of fraud or forgery, you must submit:

- A financial institution report; and,
- A police report; and,
- Proof that your financial institution accepted the claim and/or reimbursed you; and,
- A copy of the cashed check, cashier’s check, or money order.

E-mail the completed affidavit and any documentation to support your request to [lostpayment@ttc.lacounty.gov](mailto:lostpayment@ttc.lacounty.gov). Please redact (cross out) all personally sensitive information as e-mails are not encrypted and are not secure.

You may also mail your affidavit and any documentation to support your request to:

County of Los Angeles, Treasurer and Tax Collector  
Attention Exception Processing  
Post Office Box 512102  
Los Angeles, CA 90051-0102

Taxpayers who submit a completed [Affidavit of Lost Payment](#) will receive an acknowledgement letter from the TTC, which will indicate the next steps in this process within 15 business days of receipt of the required documents.



