

## **Frequently Asked Questions (FAQs)**

### **1. Why is the Treasurer and Tax Collector (TTC) contacting me regarding a delinquent account?**

The TTC is responsible for the collection of delinquent accounts owed to County departments for services provided for which the County has not received payments, including Non-Sufficient Funds (NSF) checks.

- If you agree with the delinquent account balance, you may pay online, by mail, or in person. For more information, please refer to the Collections tab on the [ttc.lacounty.gov](http://ttc.lacounty.gov) website. To set up a payment plan, please contact TTC at (888) 474-0244 or (213) 974-0160.
- If you disagree with your delinquent account balance and it resulted from the receipt of public assistant benefits (i.e., CalWORKS, CalFresh, or General Relief), please contact the Department of Public Social Services (DPSS) at (310) 216-3917.

### **2. How do I set up a payment plan?**

You can set up a payment plan by calling TTC at (888) 474-0244 or (213) 974-0160.

### **3. Why was my account referred to the TTC if I set up a payment plan with DPSS?**

DPSS refers delinquent accounts to the TTC for collection if they have not received a payment within the first 90 days of establishing a payment plan.

### **4. Can my DPSS overpayment be canceled?**

DPSS overpayments are Federal and State debts that cannot be canceled.

### **5. Why were my taxes intercepted on a canceled account or when my account was paid in-full?**

Please call TTC at (888) 474-0244 or (213) 974-0160 for assistance with intercepts on canceled or paid in-full accounts.

### **6. Can I make a phone payment?**

The TTC does not accept phone payments for delinquent accounts owed to County departments. Payments can be made online, by mail, or in person. For more information, please refer to the Collections tab on the [ttc.lacounty.gov](http://ttc.lacounty.gov) website.

### **7. Can I pay with a debit/credit card?**

Yes, only when paying online. For more information, please refer to the Collections tab on the [ttc.lacounty.gov](http://ttc.lacounty.gov) website.