

**ELIZABETH BUENROSTRO GINSBERG
TREASURER AND TAX COLLECTOR
COUNTY OF LOS ANGELES
P.O. BOX 512102, LOS ANGELES, CA 90051-0102**

Si desea obtener información adicional sobre este aviso o si necesita la información traducida en español, por favor llame al 1(213) 974-2111 entre las 8:00 a.m. y 5:00 p.m. Tiempo Pacífico, de lunes a viernes, excluyendo los días festivos del Condado de Los Ángeles.

The Treasurer and Tax Collector (TTC) mails several million Annual Secured Property Tax Bills each fiscal year; as a result, property owners may find it difficult to reach an agent on the telephone. Before contacting TTC, property owners should read this insert and visit propertytax.lacounty.gov to obtain answers to the great majority of questions.

PAYMENT DUE DATES

The tax bill has two payment stubs. The 1st installment payment is due on November 1 and becomes delinquent by the close of business on December 10. The 2nd installment payment is due on February 1 and becomes delinquent by the close of business on April 10. If the delinquency date falls on a Saturday or Sunday, by law, the Tax Collector extends the delinquency date to the close of business on the next business day. If the Tax Collector does not receive payments by the delinquency date, or if the United States Postal Service (USPS) does not postmark payments on or before the delinquency date, the Tax Collector will impose a 10 percent penalty on each installment and a \$10 cost on the 2nd installment per State law.

PAYMENT OPTIONS

PAYMENTS – TTC only accepts U.S. currency drawn on U.S. based financial institutions.

PARTIAL PAYMENTS – TTC recommends property owners pay the total amount due. However, if property owners are unable to do so, TTC accepts partial payments, which reduce the amount of penalties imposed.

PAY ONLINE – Go to propertytax.lacounty.gov to make online payments 24 hours a day, 7 days a week up until 11:59 p.m. Pacific Time on the delinquency date. All online payment options provide immediate email confirmation. Please note that TTC does not accept online payments for installment plans (Four-Pay and Five-Pay Plans).

PAY BY ELECTRONIC CHECK – There is no cost to property owners for electronic check (eCheck) payments. The enclosed tax bill contains the Assessor's Identification Number (AIN) needed to complete the transaction. Each eCheck transaction is limited to \$2,500,000.00. A step-by-step video on how to make an eCheck payment is available at ttc.lacounty.gov/pay-your-property-taxes. The video is accessible in multiple languages.

When paying by eCheck, the bank account must be Automated Clearing House (ACH)-enabled, meaning the transaction can settle through the ACH Network. If the bank account has a debit block to prevent unauthorized organizations from debiting the account via ACH, property owners must notify banks to authorize ACH debits from Los Angeles County with a debit filter with the Company Identification Number of 0000079161.

PAY BY CREDIT OR DEBIT CARD ONLINE – Pay online by using major credit cards or debit cards. Each online credit/debit card transaction is limited to \$99,999.99, including a cost, currently 2.22 percent of the transaction amount (minimum \$1.49 per transaction).

PAY BY CREDIT OR DEBIT CARD OVER THE TELEPHONE – TTC accepts major credit and debit card payments over the telephone for current year taxes only. To pay by telephone, call toll-free 1(888) 473-0835. The enclosed tax bill contains the AIN, Year, and Sequence needed to complete the transaction. Each credit/debit card transaction is limited to \$99,999.99, including a cost, currently 2.22 percent of the transaction amount (minimum \$1.49 per transaction). Please note that TTC does not accept payments for defaulted taxes or installment plans (Four-Pay and Five-Pay Plans) over the telephone.

PAY BY MAIL – Please use the enclosed envelope(s) and include the payment stub from the tax bill. **If paying both installments, please include both payment stubs.** Do not mail cash or attach staples, clips, tape, or correspondence. Mail property tax payments to the Los Angeles County Treasurer and Tax Collector, Post Office Box 54018, Los Angeles, CA 90054-0018. **Do not mail payments to any other address.** Property tax payments must be received or USPS postmarked by the delinquency date to avoid penalties. To "Avoid Penalties by Understanding Postmarks," please visit ttc.lacounty.gov/avoid-penalties-by-understanding-postmarks.

PAY IN PERSON – TTC accepts cash, check, money order, cashier's check, and major credit cards and debit cards at 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012, between 8:00 a.m. and 5:00 p.m. Pacific Time, Monday through Friday, excluding Los Angeles County holidays. Each in-person credit/debit card transaction is limited to \$75,000.00, including a cost, currently 2.22 percent of the transaction amount (minimum \$1.49 per transaction).

ONLINE BANKING OR BILL PAYMENT SERVICES – TTC **DOES NOT** recommend using these services to pay property taxes. The USPS does not postmark the envelopes these firms use to mail the payment. In the absence of a postmark, TTC determines penalties based exclusively on the date TTC receives payment.

EXEMPTIONS/ASSISTANCE

HOMEOWNER EXEMPTION – The Homeowner Exemption is available to an eligible owner who occupies a dwelling as the principal place of residence as of **12:01 a.m. Pacific Time on January 1 each year**. If the tax bill does not reflect this exemption, please call toll-free at 1(888) 807-2111 or email assr-hox@assessor.lacounty.gov.

FORECLOSURE PREVENTION – If property owners are having difficulty in making mortgage payments, the Department of Consumer and Business Affairs' Foreclosure Prevention Unit can help property owners understand all available options – free of charge. Please visit dcba.lacounty.gov/foreclosure-prevention for more information.

CALIFORNIA ASSEMBLY BILL NO. 2458/SCHOOL DISTRICT PARCEL TAX EXEMPTION – This bill directs the Treasurer and Tax Collector to provide information on its website regarding school district parcel tax exemptions. Please visit ttc.lacounty.gov/ab2458-parcel-tax-exemptions for additional information.

PROPERTY TAX ASSISTANCE FOR SENIOR CITIZENS, BLIND, OR DISABLED PERSONS – The State Controller's Office (SCO) administers the Property Tax Postponement (PTP) program, which allows eligible homeowners to postpone payment of current-year property taxes on the primary residence. The SCO accepts PTP applications from October 1 to February 10 each year. Please visit the SCO website at www.ptp.sco.ca.gov for more information, call 1(800) 952-5661, or email postponement@sco.ca.gov.

IMPORTANT INFORMATION ABOUT PACE DIRECT ASSESSMENTS

PACE (Property Assessed Clean Energy) is a program authorized in State law through which a property owner can finance certain improvements by repaying the cost of the improvements, plus interest and fees, over time through a Direct Assessment on the Annual Secured Property Tax Bill. For questions on the PACE Direct Assessment, please call the telephone number listed next to the PACE Direct Assessment. For additional information, please visit pace.lacounty.gov.

ASSESSOR VALUATION INFORMATION (Ownership, Exemptions, Assessments, etc.)

The Office of the Assessor is responsible for ownership, exemptions, and assessments of properties in Los Angeles County. Please visit assessor.lacounty.gov/Real-Estate-Toolkit/welcome for more information.

QUICK REFERENCE LINKS

- View Property Tax Bill – ttc.lacounty.gov/request-duplicate-bill
- Third-Party Notification Program for friends, family, and agencies – ttc.lacounty.gov/third-party-property-tax-notification-program
- Installment Plan for Defaulted Property Taxes From a Prior Year – ttc.lacounty.gov/property-tax-installment-plans
- Military Active Duty Exemptions – ttc.lacounty.gov/property-tax-relief-for-military-personnel
- Supplemental Secured Property Tax Estimator – assessorapp.lacounty.gov/suptaxcalc.aspx
- Assessment Appeals Board – lacaab.lacounty.gov
- Requirement for Registration of Tax Agents – bos.lacounty.gov/Services/Assessment-Appeals/Tax-Agent-Registration
- Assessment Appeals Process – bos.lacounty.gov/Services/Assessment-Appeals

NEED ADDITIONAL ASSISTANCE?

Self-Service: Visit ttc.lacounty.gov to obtain answers to the great majority of questions or submit an inquiry.

In Person: 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012

Call: 1(888) 807-2111 or 1(213) 974-2111 – Los Angeles County Property Tax Information Line has automated information available 24 hours a day, 7 days a week. Individuals with a hearing impairment who have TDD equipment may leave a message at 1(213) 974-2196 or use California Relay Services at 1(800) 735-2929.