



December 2015

Dear Friend,

Happy holidays! December is all about festivities, fun, and family. Your time is valuable, and preparation is key when you visit our offices. Two Tax Collector locations are now permanently closed, and a new larger office opens this month. We have wonderful time-saving tips to make your transaction as quick and easy as possible.

### New Central Palm Beach County Office

Our Lantana office closed shortly before Thanksgiving. Our Lake Worth office closes December 4<sup>th</sup>. In mid-December, we will welcome you to the new Central Palm Beach Service Center in Lake Worth. This 39,000 square foot office is located at 4215 South Military Trail, just south of Lake Worth Road. It's designed with customer service in mind. It features up to 40 cashiering stations, allowing us to serve people more efficiently. For information and details, including the exact opening date, visit our website at [www.pbctax.com](http://www.pbctax.com).

### Plan Ahead to Save Time

As we prepare to open a new service center, our offices and phone lines are especially busy. The number one tip to save time with your next transaction is to go online at [www.pbctax.com](http://www.pbctax.com). You can pay 2015 property taxes, renew motor vehicle registrations, make appointments for driver license services, and check current wait times for each service center.

If you visit a service center, there are certain days and times where lines are shorter. There are also days you'll want to avoid. Our offices are busiest at the beginning and end of the month. Mondays, Fridays, and the lunch hour are also busy. Your best bet is to visit on a Tuesday, Wednesday, or Thursday in the middle of the month. Our offices open at 8:15 a.m. Come early for the shortest wait times. We appreciate your patience during this transition.

## Property Tax Discounts

Did you score any great deals on Black Friday? If you paid 2015 Property Taxes by November 30, you received a 4% discount on your bill. If you missed out on the 4% discount, don't worry! You can still get a 3% discount if you pay by December 31. The discount drops to 2% in January and 1% in February. There are no discounts for March payments. 2015 Property Taxes become delinquent April 1, 2016.

## Save a Stamp!

Go online to view, print, and pay your 2015 Property Tax bill. We have easy-to-follow payment instructions that you can download and print. Our online payment center accepts Visa, MasterCard, American Express and electronic checks (eChecks). Convenience fees apply to credit and debit transactions. eChecks include a 30 cent Automated Clearing House (ACH) verification fee. ACH transactions are processed much faster than mailed payments – all for less than the cost of a stamp. Fees are collected by vendors and are not retained by our office.

## New to Palm Beach County?



Are you new to Palm Beach County? Welcome home! Moving brings all kinds of changes. We want to help make your transition easier. That's why we created our New Neighbor Kit. It has all the information you need for a Florida REAL ID driver license, vehicle registration, and property tax payments. We also include a hurricane preparedness guide, hunting/fishing license purchase guidelines, and information about opening a business in Palm Beach County.

Access the New Neighbor Kit online at [www.pbctax.com/NewNeighbor](http://www.pbctax.com/NewNeighbor).

Best regards,

Anne M. Gannon