

# COVID-19

## Frequently Asked Questions

### 1. Can you extend the April 10<sup>th</sup>, 2020 deadline?

**Answer:** No. The County does not have the authority under State law to extend or postpone the second installment property tax deadline of April 10, 2020.

### 2. The County has significantly reduced staffing, what are my payment options?

**Answer:** Although we are limiting in-person payments, in order to avoid lines taxpayers can pay online, via telephone, via lockbox or by mail.

**Credit Cards:** For online credit card transactions, our card payment processor charges a 2.32% service fee. The fee cannot be waived. Please consider the no cost E-Check referenced below.

**E-Checks:** There is no cost for E-Check payments via telephone.

**Lockbox:** Drop off any payment in the lockbox located in the lobby of the County Administration Building. Payments are posted within one business day.

### 3. Can the 2.32% credit card service fee be waived?

**Answer:** No, the fee is charged by the County's third-party service provider who is unwilling to waive the charges.

### 4. Can I request a penalty cancellation if I am unable to make a timely payment due to COVID-19?

**Answer:** YES, However, a penalty cancellation is not something taxpayers request in advance. Beginning April 11<sup>th</sup>, the day after property taxes become delinquent, taxpayers unable to pay on time for reasons related to COVID-19 may submit a request for penalty cancellation on our website.

**5. Where can I find the penalty waiver request form?**

**Answer:** A COVID-19 specific Penalty Cancellation Request Form is currently being developed and will be posted to the County Tax Collector's webpage at [www.countyofnapa.org/tax](http://www.countyofnapa.org/tax).

**6. Is there a deadline for submitting a COVID-19 related Penalty Cancellation Request Form?**

**Answer:** YES, all COVID-19 related cancellation request forms must be submitted by May 15, 2020 and all payments must be submitted by June 10, 2020.

**7. I mailed my property tax payment, however your system is not showing my taxes are paid. What should I do?**

**Answer:** Processing times for mailed payments may be delayed due to the current public health concerns. We will process all mailed payments as soon as possible. Should your payment not be processed by April 10, 2020, you can request penalty cancellation as outlined above.

**8. I am expecting a property tax refund. Will this refund be delayed by COVID-19?**

**Answer:** State law requires the Tax Collector to issue refunds within 60 days of the date of initial payment. We do not anticipate the current staffing levels to impact our ability to meet the State requirement.