



# TAX TALK

WITH ANNE M. GANNON  
CONSTITUTIONAL TAX COLLECTOR

*Serving Palm Beach County • Serving you.*



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Dear Friends:

Let me first begin by wishing you a very happy new year! Hopefully, your holidays were filled with family, friends, fun and joy.

So here we are starting off 2023 right in the middle of property tax season. My staff continues to process the volumes of payments that are mailed into our office and those payments made in person at one of our service centers. Most notably is the fact that we are seeing an increase in the number of taxpayers who have taken advantage of the convenience of visiting our website, [www.pbctax.com](http://www.pbctax.com), and within a few minutes, processing their property taxes online. I highly recommend it, especially if you want to get your payment in before the end of January to take advantage of the 2% discount.

Speaking of property tax, I recently had the pleasure of sitting down with Karla Agnello from PBC TV Channel 20 to discuss my office and property taxes. I invite you to visit the Channel 20 website at [www.discover.pbcgov.org](http://www.discover.pbcgov.org) and review the program guide for the Special Edition: Tax program broadcast times. I really enjoyed sharing information with Karla and the viewers and hope that you tune in and gain some insight into my office. As always, if you have any questions with which we can assist, please do not hesitate to contact us via email at [clientadvocate@pbctax.com](mailto:clientadvocate@pbctax.com) or by phone at 561-355-2264. Keep in mind that our phones lines tend to be very busy this time of year so I appreciate your patience.

Regards,

Anne M. Gannon  
Constitutional Tax Collector, Serving Palm Beach County

## BRING YOUR OWN TRANSLATOR

Did you know that if English is not your first language, you are more than welcome to bring a person with you when you visit one of our service centers for in-person service?

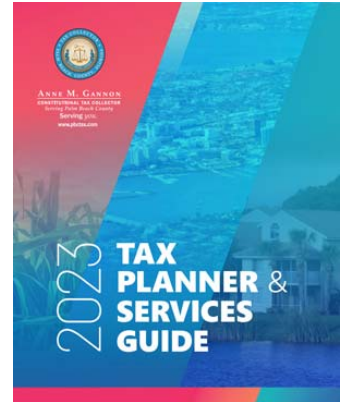
Our service centers are always ready to assist clients with any questions and provide information on the variety of services we offer. That includes our clients whose first language is not English and require the assistance of a translator. While our office does not provide translation services, clients have the option of bringing a person with them to assist with translating when visiting one of our service centers for in-person service.

It is important to remember that the person you bring with you to translate for you may not assist you while you take any required tests, such as the driver's license written test. State regulations require that these tests only be completed by the applicant.

Our commitment to exceptional service absolutely extends to our clients who may need translation assistance. We look forward to serving you at your next visit.

## IT'S HERE! THE 2023 TAX PLANNER & SERVICES GUIDE

Hot off the presses! Our most popular and award-winning publication, the Tax Planner & Services Guide (TPSG), is now available in digital and print formats. In its 14<sup>th</sup> year of publication, our TPSG provides a comprehensive overview of all the services our agency provides. This guide covers everything from applying for and renewing your driver license and vehicle registration to the property tax cycle and the easiest way to pay your bill. We've even included a monthly calendar to help you remember all of your payment deadlines! The guide also features QR codes to take you right to our website for more information on a specific topic. We are busy distributing copies to our service centers, local municipalities and libraries! Make sure you pick up a copy next time you visit any of these locations. You may request a copy at [www.pbctax.com/tpsg](http://www.pbctax.com/tpsg) and also view the guide in a convenient digital format. The digital version contains links to corresponding content, forms, and resources right on our website, making it easier than ever to find what you need. I hope you find this guide helpful and useful.



## ARE YOU READY FOR A JOURNEY?



I am proud to announce the arrival of our new reservation system. Gone are the days when you could spend your time waiting for the next available agent to process your transaction. This new system will not only cut down the amount of time spent waiting, but it is also designed to help you navigate what can be complex transactions -- all designed to make your visit as efficient as possible, reducing unnecessary delays to process your transaction.

### How does it work?

Start by visiting our website, [www.pbctax.com/reservations](http://www.pbctax.com/reservations). Next, you will select the type of in-person service you are seeking: driver license, motor vehicle, and property taxes etc. From there, we narrow down the specific service you need: driver license renewal, Florida title transfer, property tax payment etc. Once you select the service you need, we will then ask you a series of questions to provide you with the necessary information, documents, and forms that you will need for your in-person service. After that, you select the location, date, and time of your reservation. And that's it – you've made a reservation at one of our service centers! Visit <http://www.pbctax.com/reservations> to make your reservation for in-person service.

### Arriving for you Reservation.

Once your arrival time has been confirmed, be sure to bring all required documents, including your confirmation email (with your barcode) with you for a faster check-in for your reservation.

## NOTEWORTHY DATES

**JAN 1** - Tourist Development Taxes Due\*

**JAN 2** - New Year's Day Holiday Observed – Office Closed

**JAN 16** - Martin Luther King Jr. Day – Offices Closed

**Jan 31** - Deadline for Property Tax 2% Discount



\* Florida Statute extends discount/payment deadlines falling on a Saturday, Sunday, or holiday to the next business day. Payment(s) must be received in our office by 5:00 p.m. or online by 11:59 p.m. EST on Tuesday, January 3, 2023.