

# **MERCED**

## **C O U N T Y**

### **TREASURER - TAX COLLECTOR**

#### **Karen D. Adams, CPA**

## **Secured Property Tax April 10<sup>th</sup> Deadline Online Services Encouraged During COVID-19**

Our hope is that we all stay safe during these uncertain times.

As always, we encourage you to pay your property taxes online, by automated phone system or by mail. E-check via online or phone are free.

#### **PAY ONLINE:**

[www.mercedtaxcollector.org](http://www.mercedtaxcollector.org)

#### **PAY BY PHONE:**

(877) 737-4829

#### **PAY BY MAIL:**

Merced County Tax Collector  
2222 M Street  
Merced, CA 95340

Contact Merced County Tax Collector at:  
(209) 385-7592

### **Frequently Asked Question (FAQs)**

#### **1. Can you extend the April 10, 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. County buildings are no longer open to the public, what are my payment options?**

**Answer:** Although we are not accepting in-person payments currently at our offices, taxpayers can pay online, via telephone or by mail.

#### **3. E-Checks: There is no cost for e-Check payments online or by phone.**

**Credit Cards:** For online credit card transactions, our card payment processor charges a 2.34% percent service fee. This fee cannot be waived. Please consider the free no cost e-check referenced above.

Please visit [www.mercedtaxcollector.org](http://www.mercedtaxcollector.org) to review all payment methods, and several other online self-service options.

#### **4. What if I am unable to make a full property tax payment by April 10, 2020 due to the impact of COVID-19?**

**Answer:** We encourage all property owners who can pay their taxes on time to do so. This revenue helps keep the government running and providing vital services that the public relies on, especially in times like these.

#### **5. 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 that taxpayers request in advance. Beginning on April 11, 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. The department has set up a special team to process requests for those who demonstrate they were affected by the outbreak.

#### **6. Can the County waive the associated service fees of 2.34% for Credit Card payments online and over the telephone?**

**Answer:** No. The County cannot waive the associated service fees of 2.34% for credit/debit card transactions. The fees are charged by our card payment processor to facilitate the transaction. As a reminder, there is no cost for e-Check payments online.