***Greetings from your County Treasurer and staff*.** As many of you have made changes to protect yourself and your family during the COVID-19 pandemic, we have taken precautions to protect our employees, customers, vendors and colleagues and to help *Stop the Spread*. As we near the time for tax collection, we wanted to let our customers know what to expect.

Collection due date remains 07/15/20 for Real Estate taxes. We understand that many citizens were unemployed and suffered financially due to this pandemic. I ask you to please pay as much as you can before the due date, and when you’re able to pay the final balance please call my office for instructions on penalty remission. While I cannot stop penalties from assessing, I will be very lenient in encouraging penalty remissions due to COVID-19 issues.

Due to the uncertainty of the virus spread, we are attempting to make this a virtual collection. We encourage you to stay home and healthy and consider these safe and fast payment methods:

* **Mail** your tax payment by the due date: US Post Office post marks are accepted as evidence of a timely payment under Ohio law. Tens of thousands of payments are efficiently processed each collection this way – it’s what we do.
* FREE **ACH** payment option: we can withdraw the funds from your account on the due date. To use the free ACH Payment Option, please visit www.AshtabulaCountyTreasurer.org and select the Payment Options tab or call 440-576-3727.
* Pay via **debit/credit** **or e-check** by visiting the Payment Options tab. We were unable to get the fees removed, but we were able to negotiate lower fees for those who choose this option. Payments take 2-5 business days to reach our office.
* Use the **drop box** located just inside the County courthouse near security and available Monday – Friday 8am – 4:30pm.

We are currently closed to the public. Closer to the tax due date, we will determine when we are opening our office up for in-person transactions. For those who do visit the office, you must use sanitizer immediately before each visit, and our staff will do the same to help protect you. The County Commissioners require any persons entering County buildings to wear a mask or facial covering. These protocols are mandatory for all in-person transactions, and your cooperation is appreciated.

Please know these decisions were reached in order to protect you, the employees and the community, and to promote safer conditions during the pandemic. We will resume normal operations when it is safe and sensible.

Visit the website www.AshtabulaCountyTreasurer.org or call (440) 576-3727 for current office hours or more information.

*THANK YOU*. **Dawn Cragon & Staff**

 Ashtabula County Treasurer’s Office