



TREASURER-TAX COLLECTOR
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Penalty Cancellation Requests Examples

The Treasurer-Tax Collector (“Treasurer”) is legally authorized to cancel penalties in limited circumstances. Below are three examples of requests that the Treasurer **may accept** if submitted for penalty cancellation, assuming certain legal requirements are satisfied. Please be advised that the Treasurer reviews requests on a case-by-case basis, and the examples below are for informational purposes only.

- 1. Sudden hospitalization of the taxpayer, which prevents the taxpayer from delivering payment.**
The Treasurer is authorized to cancel penalties where a taxpayer is prevented from delivering timely payment due to sudden, unexpected hospitalization
- 2. An earthquake or other natural disaster that disrupted mail and electronic delivery systems, thereby temporarily preventing timely delivery of payment.**
The Treasurer is authorized to cancel penalties where an earthquake or other natural disaster prevents a taxpayer from delivering payment on time.

Below are examples of requests that the Treasurer **will deny** if submitted for penalty cancellation review.

- 1. Requests that the Treasurer consider the taxpayer’s payment history.**
Under the Revenue and Taxation Code, the Treasurer does not have the authority to consider a taxpayer’s payment history, positive or negative, in determining whether to cancel penalties. Therefore, the Treasurer will deny a request to cancel a penalty based on a taxpayer’s request to consider the taxpayer’s prior timely payment history.
- 2. Requests related to the financial circumstances of the taxpayer that prevented the taxpayer from paying the amount due prior to the delinquency date.**
The Revenue and Taxation Code does not authorize the Treasurer to cancel penalties based due to financial circumstances that prevent timely payment. The Treasurer will deny a request to cancel a penalty based on the financial circumstances of a taxpayer that prevented the taxpayer from paying the amount due prior to the date of delinquency.
- 3. Requests based on an assertion that the taxpayer did not receive a property tax bill.**
The Treasurer will deny a request to cancel a penalty based on non-receipt of a property tax bill. The Revenue and Taxation code does not authorize penalty cancellation for failure to receive a tax bill. Duplicate copies of property tax bills are available on the Treasurer’s website at ocgov.com/octaxbill.
- 4. Requests based on failure to understand the property tax process.**
The Treasurer is not authorized to cancel a penalty based on a failure to understand the property tax process.