



Dear Suffolk Taxpayers,

All real estate tax and/or stormwater and refuse fee bills for the second half of Fiscal Year 2019-2020, due by June 5, 2020 have been mailed. If you own real estate in Suffolk and did not receive a tax bill, please contact my office to determine if you owe any tax. State law requires that real estate tax payments not received by the due date will incur a

10% penalty as well as 10% annual interest. Payments postmarked by June 5 or earlier will be accepted without penalty or interest. Failure to receive a tax bill does not relieve penalty and interest.

Given the circumstances surrounding COVID-19 (Coronavirus), City offices are closed to the public until further notice, including the Treasurer's Offices in both City Hall and the North Suffolk Library. The City is currently absorbing the cost of electronic transactions, meaning that no convenience fees will be applied to any electronic payments, including credit card, debit card, e-check, and PayPal/PayPal Credit payments made online or over our automated telephone number. Out of an abundance of caution for matters of personal security, my office does not accept payments directly over the telephone.

While City offices are closed to the public, my staff is still working and there are still several ways you can conveniently pay your bill and contact us. These methods include:

- Mailing payments to: P.O. Box 1583, Suffolk, Virginia 23439
- Paying via credit card, debit card, e-check, or PayPal/PayPal Credit at www.suffolkvatax.us
- Calling 1-866-791-4845 to make your payment
- Inserting your check or money order payment into our secure payment drop boxes outside of City Hall and the North Suffolk Library
- Emailing my office at citytreasurer@suffolkva.us or calling 757-514-4275

I realize that this is not an easy time for anyone, and there are many who find themselves in financial distress through no fault of their own due to this situation. Should you find that you cannot pay your bill by June 5, I encourage you to pay via PayPal Credit, a payment plan option that allows for interest-free installment payments to be made if paid in full within 6 months.

To pay via PayPal credit, please visit the Treasurer's payment portal at www.suffolkvatax.us and proceed to pay as you normally would, but when prompted to select a payment method, select PayPal Credit. Please note that a minimum balance due of \$99 is required to select this option, and a soft credit check is run on each applicant. I have been assured that PayPal is lenient with credit approval, and that a minimum credit line of \$250 is offered upon approval.

Finally, it is my hope that everyone is doing their best to stay safe during this truly unusual time. The practice of "Social Distancing" is proving to be effective, and it is my hope that our community continues to work together to protect one another. The taxes and fees that we pay are the funding source for critical City services such as schools, police officers, firefighters, libraries, road maintenance, stormwater management, and trash collection. Please know that my staff and I are working diligently to serve you during this time, and while we cannot serve you in person, we look forward to providing any assistance necessary by telephone or email. It is my pleasure to serve you as City Treasurer, and please know that we will work with the unique situations in which taxpayers find themselves during this crisis.

**With Sincerest Best Wishes,
Ronald H. Williams, Treasurer
City of Suffolk**