

**MEDIA RELEASE**  
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## **IMPROVED SERVICE OFFERED BY SUFFOLK TREASURER**

SUFFOLK, VA (October 17, 2009) Paying taxes is generally not a time that most look forward to, but Suffolk City Treasurer Ron Williams has made the process of paying personal property and real estate taxes more convenient and streamlined for Suffolk taxpayers.

The Treasurer's Office has recently upgraded the e-service offered on the Treasurer's webpage. While Williams' office was one of the first in the state to accept charge cards on line years ago, visitors to the Treasurer's web page can do much more than pay their bill. Taxpayers can now access and review their accounts using their account number or a pin number. On line application for a pin takes less then a minute and the user can immediately review their records after selecting the pin.

Previously, if a taxpayer wanted to pay taxes online but did not have the bill or account number, they had to call to obtain balances before making the payment. The new system automatically computes penalties and interest in real time, making it available to taxpayers 24/7.

Williams is excited about the new level of improved customer service now available to taxpayers. "This new service not only makes the process of paying taxes more convenient for our citizens, it makes information available without increasing the cost of government. Efficiency and effectiveness is our goal. ", Williams advised.

Williams advised that the e-Treasurer, online real estate tax information, gives a valuable tool to the business community as well, benefitting real estate agents, attorneys, and title examiners from the convenience of their homes or offices, without even needing to call the Treasurer's Office.

Williams' staff has been testing the service since August. With over two thousand sources of revenue coming into the City, Williams plans to add the online service to other payments due to the City in the near future.

Citizens won't have to wait long to test the new system. Bills for personal property and real estate taxes, which are due December 7, 2009, have been mailed. The new services can be accessed through the City's homepage at [www.Suffolk.Va.Us](http://www.Suffolk.Va.Us) or the Treasurer's webpage at <http://www.suffolk.va.us/trsr/> The Treasurer's Office accepts Visa, Mastercard, American Express and Discover.

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