

Frequently Asked Questions for the Collector of Revenue during COVID-19

Personal property tax waivers: Taxpayers who were not required to pay personal property taxes in the previous year(s) must provide the Missouri Department of Revenue with a **personal property tax waiver** as part of their vehicle registration. You may be entitled to a waiver if you moved to Missouri from out-of-state, this your first vehicle or if you are in an active bankruptcy (Form 4491). Personal property waivers are usually issued in-person only, but due to the COVID-19 pandemic are being issued by email or mail.

What documentation do I need to provide for a personal property tax waiver?

- Photo or scan of both sides of your **ID**
- Front and back of the **title** (signed over to you) or an **'Application for Missouri Title'** (in your name) or **out-of- state registration**
- Your address on January 1, 2019 & 2020

How do I get a personal property tax waiver while your offices are closed?

Email: Please send an e-mail with the subject line **Waiver Request** to Collector@stlouisco.com and provide photos or scans of both sides of your ID, the front and back of your title (signed over to you), an 'Application for Missouri Title' (in your name) or out-of-state registration, and your address on January 1, 2019 & 2020.

USPS mail: Please mail copies of the documents listed above to: Collector of Revenue, 41 S. Central Ave, Clayton, MO 63105 and be sure to **provide your phone number in case of questions**.

After all documentation has been received and processed, the waiver will be mailed or emailed to you. Please allow time for processing and/or mailing.

Satellite Offices: Our North and South County satellite offices are open Monday - Friday, 8:00am – 4:30 pm. **BE SURE to bring ALL required documentation (listed below), wear a face mask and be prepared for a wait.**

I am currently in bankruptcy and I need a waiver (form 4491) to get my license plates renewed.

Please send an email with the subject line **Bankruptcy Waiver** to Collector@stlouisco.com and be sure to include your personal property account number and your bankruptcy case number.

I would like to make a payment on my personal property lawsuit.

Please mail your certified funds (cashier's check or money order, made payable to 'COR') to Collector of Revenue, 41 S. Central Ave, Clayton MO 63105 or drop it in the Collector of Revenue's drop box in the lobby of 41 S. Central. Be sure to note your personal property account number and your suit number so that the payment can be applied appropriately. The online option is not available for those payments.

How do I have a vehicle taken off my bill that I didn't own?

Personal property taxes are based on what you own on January 1. If you did not own the vehicle on January 1 of the tax year in question you, please send an email to Collector@stlouisco.com and provide documentation of the sale or trade, a 'Date of Loss' letter from an insurance company, repossession papers, police report for a stolen vehicle or receipt from a salvage yard, etc.

There is a car missing from my bill. How do I have this added?

Please send a legible photo or scan of the registration or the title showing the purchase date to Collector@stlouisco.com

Can I go to the satellite offices to have my account and/or tax bill adjusted?

Yes. Please try using our online services first, but if you must visit in person, please be sure **bring ALL required documentation, wear a face mask and be prepared for a wait.**

How can I pay my bill with the offices closed?

- Mail: Mail a check or money order (made payable to 'COR') to Collector of Revenue, 41 S. Central Ave, Clayton, MO 63105
- Drop it off in the Collector's drop box in the lobby of 41 S. Central Ave in Clayton
- Pay online via www.stlouisco.com

We will mail your paper receipt after your payment has been processed, and you will also be able to print a duplicate receipt from our website.

You may also pay in person at our North or South County satellite office. Please consider this option **only if you must pay cash or need your receipt immediately. Cash, check or money orders only**, no credit or debit cards. Be sure to wear a face mask and be prepared for a long wait.

I am trying to make a partial payment online for my property taxes, but the system won't allow it.

Our online system cannot accept partial payment. Please mail in a check or money order (made payable to 'COR') to Collector of Revenue, 41 S. Central Ave, Clayton, MO 63105 or drop it off in the Collector of Revenue's drop box at 41 S. Central Ave.

I need a copy of my personal property tax receipt to renew my license plates or register a new car. How can I get one?

Please visit <http://revenue.stlouisco.com/Collection/ppInfo/> to print a duplicate receipt, which is accepted for license plate renewal.

Search for your account by account number, address or name, and then click on your account to bring up the information. Once your account is displayed, you can select the year you are interested in.

Please note that personal property account numbers begin with the letter 'I', not the number '1'.

You may also visit our North or South County office to obtain a duplicate receipt for \$1.00, but this option is not recommended unless you do not have computer access. If you must visit in person, be sure to wear a face mask and be prepared for a long wait.

I am due a refund on my property taxes (overpayment, adjustment, STC, etc.) When will I receive it?

Processing of refund requests begins after the Collector receives a work order from the Assessor's office. Due to COVID-19, and the fact that multiple offices are involved in the process, we cannot provide a time estimate.

Is there any deferment or tax relief available for taxpayers that have delinquent property taxes?

Unfortunately not at this time. For this to happen, the statutes that govern taxation and collection would have to be changed by the lawmakers in Jefferson City.

Will the delinquent tax sale be postponed because of the COVID-19 pandemic?

State Statutes set the date of the tax sale for the 4th Monday in August. The tax sale will still be held this year.

My property sold in your annual tax sale and I am looking for information to redeem my property.

Please send an email with the subject line **Redemption Request** to Collector@stlouisco.com and be sure to include your name, locator number and your property address.

Where are your North and South County satellite offices and what can I do there?

North County	South County
The Crossings At Northwest 715 Northwest Plaza Dr. St. Ann, MO 63074	Keller Plaza 4546 Lemay Ferry Rd. St. Louis, MO 63129
Check, cash, money order	Check, cash, money order
M – F: 8am – 4:30pm	M – F: 8am – 4:30pm

Services Offered:

- Personal property tax waivers
- Personal property accounts/tax bill adjustment (add or remove vehicle)
- Pay taxes EXCEPT for delinquent real estate taxes 2017 and older
- Duplicate receipts \$1.00
- Establish personal property account and/or receive tax bill retro-actively

Please try using our online services. If you must visit in person, please be sure bring ALL required documentation, wear a face mask and be prepared for a wait.

We reserve the right to refuse service to anyone not wearing a face mask.