

## **Ouray County Treasurer is pleased to offer EscrowTaxes beginning in 2025!**

### **EscrowTaxes – Frequently Asked Questions**

#### **What is EscrowTaxes?**

EscrowTaxes simplifies how you pay property taxes by breaking your bill into easy, affordable monthly payments. Each month, the system automatically charges your credit card or bank account and ensures your full tax payment is sent to the Tax Office before the due date.

#### **Benefits of Using EscrowTaxes**

EscrowTaxes helps eliminate the stress of large, one-time payments by offering predictable monthly plans with minimal fees. It also supports local governments by reducing late payments and improving collection rates. Powered by EscrowCloud from Autoagent, EscrowTaxes automatically adjusts your monthly payment as needed, ensuring accurate and timely tax payments with fewer errors.

#### **How Are My Monthly Payments Calculated?**

Your monthly payment is based on the total amount due on your tax bill, divided by the number of months remaining until your due date. The earlier you enroll, the lower your monthly payments. If your bill is later updated, EscrowTaxes will automatically recalculate your remaining payments and notify you via email.

If changes occur after your balance is paid or you're on a one-time plan, we'll issue a refund for any overpayment or charge the difference—with prior notice.

#### **Is There a Fee to Use EscrowTaxes?**

Yes, a small processing fee applies to each payment:

- Bank account (ACH/e-check): \$1.00 per transaction
- Credit/debit card: 2.5% of the transaction amount, with a \$2.00 minimum

All fees are displayed before you complete your payment.

#### **Is EscrowTaxes Legitimate?**

Absolutely. EscrowTaxes is a secure service provided by Autoagent, a U.S.-based company trusted by local governments for over 20 years. If your Tax Office is listed on the platform, it means they have officially partnered with us.

EscrowTaxes uses a PCI DSS Level 1 certified platform—the highest standard in payment security—and is backed by award-winning customer support.

## **What Taxes Can I Pay with EscrowTaxes?**

In Ouray County, you can use EscrowTaxes to pay property taxes, including both real estate and personal property taxes.

## **What If My Tax Bill Is Adjusted?**

If your bill changes after enrollment, EscrowTaxes automatically updates your remaining payments to match the new balance. You'll be notified by email with the revised payment schedule.

If your balance is already paid or you're on a one-time plan, we'll refund any overpayment or bill the difference—again, with advance notice. If you're aware of an adjustment before we are, contact our support team for faster processing.

## **Can I Change My Payment Schedule?**

Currently, EscrowTaxes only supports monthly payments. These are processed on the 15th of each month, with final payments made at least 10 days before your tax due date to ensure on-time delivery.

## **Are There Any Restrictions?**

Yes. EscrowTaxes is available for property tax bills of \$100 or more issued by Tax Offices enrolled in the program. To qualify, your bill must also be current (not delinquent).

## **When Do Payments Start and End?**

Your first payment is processed immediately upon enrollment. After that, payments continue monthly on the 15th until your tax bill is fully paid. Enrollment closes 10 days before the due date to allow enough time for all payments to be processed.

## **What Will Appear on My Bank Statement?**

Most statements will list the charge as something like:

"EscrowTaxes – The Ouray County Treasurer"

This makes it easy to identify your payment.

## **What Notifications Will I Receive?**

You'll get alerts for:

- Changes to your enrollment
- Updates to your monthly balance
- Upcoming scheduled payments
- Payment confirmations
- Failed payment alerts

## **What Happens If a Payment Fails?**

If a payment fails, we'll notify you with instructions to resolve the issue. We'll attempt to process the payment again, but repeated failures may result in your account being canceled.

## **How Do I Cancel My EscrowTaxes Enrollment?**

You can cancel your enrollment anytime before your payment is submitted to the Tax Office. Cancellation can also occur automatically due to repeated payment failures or extended inactivity.

To cancel, log in to your EscrowTaxes account. Any remaining escrow balance will be refunded to your original payment method within 7 business days. Please note that processing fees already charged are non-refundable.