ANNE M. GANNON
CONSTITUTIONAL TAX COLLECTOR
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MEDIA STATEMENT

November 19, 2026

Statement from Constitutional Tax Collector Anne M. Gannon Regarding Electronic Tax Payment Processing Delays

West Palm Beach, Fla. – **Palm Beach County Constitutional Tax Collector Anne M. Gannon** issued the following statement today regarding a **third-party electronic payment processing delay affecting select online eCheck tax payments**:

"Our office is aware of a third-party payment processing issue impacting certain electronic check (eCheck) tax payments made primarily on November 2, as well as a limited number of transactions on November 10 and November 12. While affected taxpayers received confirmation receipts showing their payments were successfully submitted through our online portal, those funds have not yet been debited from their bank accounts.

"Upon identifying the discrepancy, we immediately escalated the matter to our payment portal vendor, Catalis, and its payment processing partners—CheckCommerce and Worldpay—as a top-priority investigation. We are relying on the technical teams across these organizations to trace the transactions to determine where in the processing chain the issue occurred and steps to correct as soon as possible.

"Protecting our clients is always our highest priority. At this time, **affected taxpayers should not submit a second payment.** Holding off on resubmitting ensures you will not experience duplicate withdrawals from your account while our vendors complete their transaction-level review. Please keep your confirmation receipt for your records—no taxpayer will be penalized for a processing delay caused by our third-party payment vendors.

"We are monitoring this investigation hourly and will provide direct updates and clear next steps to impacted taxpayers as soon as our payment partners confirm the resolution path."

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For more information, please contact:

Anne M. Gannon
Constitutional Tax Collector
(561) 355-2805
jvortolomei@pbctax.com

About the Constitutional Tax Collector, serving Palm Beach County
The Constitutional Tax Collector, serving Palm Beach County, was established as an independent agency in 1885 by the Florida Constitution. Today, Anne M. Gannon, the first woman elected to the office of Constitutional Tax Collector in Palm Beach County, is serving her fifth consecutive four-year term. The Tax Collector's main office is located at 301 N. Olive Avenue, West Palm Beach. Six service centers are located throughout the county, serving more than 1.5 million residents with real estate property, tangible property, and tourist development tax services, vehicle and vessel registration, motor vehicle license services,

and other services including hunting and fishing licenses. With a team of more than 340 employees dedicated to providing unparalleled service that inspires trust, the PBC Tax Collector’s organization collected $6 billion in property taxes during the 2025 property tax year. For additional information, visit PBCTAX.gov, or follow @TaxPBC on Instagram, @PBCTax on Facebook, and @TaxCollectorPBC on YouTube.