



## FREQUENTLY ASKED QUESTIONS

### CURRENT REAL ESTATE TAXES

**+ *May I pay my property tax bill online?***

Yes. Keystone's e-Pay is the easy, fast and secure to pay your real estate taxes. Go to Keystone's website [www.KeystoneCollects.com/Pay](http://www.KeystoneCollects.com/Pay).

Enter your invoice number, choose whether to pay in full or by installment and supply your payment information. You will automatically receive an online receipt in your email inbox once your payment is processed.

**+ *May I pay online using a credit card?***

Yes. Keystone's e-Pay permits you to make a credit card payment online. Simply choose credit card from the drop-down menu on the payment screen. Note: First National Corp. imposes a 2.5% credit-card convenience fee on each transaction. If you pay online using your bank account, there is no fee. You may also make a credit card payment by calling Keystone's Taxpayer Services Department at 1-866-539-1100, Monday through Friday from 8 a.m. to 4 p.m.

**+ *Is a discount available if I pay in full?***

Yes. You receive a 2% discount if you pay in full before *September 30 (2020 tax year only)*.

**+ *Is there a reason no discount is available if I choose to make installment payments?***Yes.

The installment payment option offers you the opportunity to make regular bi-monthly tax payments at the face value of the tax with no carrying charges or penalties, so long as each installment payment is received by the due date printed on the bill. By state law, the discount is available only for payment-in-full by the discount-period due date.

**+ *Is there an easy way to get a receipt for my payment?***

Yes. If you pay online using Keystone's e-Pay, you automatically receive an online receipt as soon as your payment is processed.

- + ***I lost my receipt and want to apply for the state rent rebate program. May I get a duplicate receipt?***

Yes. You may also request a receipt online. Go to [www.KeystoneCollects.com/Pay](http://www.KeystoneCollects.com/Pay). Be sure to have the invoice number from the original bill and a valid email address.

You may request a receipt by mail. Include in your request: the name on the bill, the property address, a billing address (if different from the property address), and a daytime phone number. A \$5 processing fee applies. Enclose a \$5 check or money order. Send request to:

Real Estate Receipt – Duplicate  
Keystone Collections Group  
PO Box 505  
Irwin PA 15642

For additional assistance, contact Keystone's Taxpayer Services Department at 1-866-539-1100 Monday through Friday between 8 a.m. and 4 p.m.

- + ***Is there a way to pay in person?***

*OFFICE TEMPORARILY NOT OPEN TO THE PUBLIC—COVID 19 SAFETY COMPLIANCE*

- + *In response to the COVID-19 pandemic, Keystone is following the CDC and Pennsylvania Health Department Guidelines on social distancing to limit the spread and exposure of coronavirus. As such, Keystone's office located at 780 Miles Road must be temporarily closed to the public during this unprecedented time. You may check for updates on office opening via the website.*

- + *All other avenues of normal taxpayer communication remain open, including online, via telephone and by mail. If you have questions or need local tax assistance, please feel free to contact Keystone via email through the Contact Us page.*

- + *Para recibir asistencia en español, por favor llame 1-724-978-2866*  
[www.KeystoneCollects.com](http://www.KeystoneCollects.com)

- + ***Is there any point when I may not pay by personal check?***

Yes. After December 15 of the current tax year, only certified funds are accepted – either a money order or a cashier's check will be accepted as payment.

- + ***My mortgage company pays my real estate tax out of an escrow account. Will I receive a bill?***

Yes. State law requires the Tax Officer to mail real estate tax bills directly to the property owner. If your mortgage company pays your real estate tax from an escrow account, you must forward the bill to your mortgage company immediately upon receipt to ensure timely payment of your real estate tax bill.