

## THE OFFICE OF THE COOK COUNTY TREASURER

Local taxing authorities, the Cook County Assessor and the Cook County Clerk determine your property tax amounts. Cook County Treasurer's property tax duties mainly include effective collection, investment safety and maximum yield, efficient distribution to local governments, and issuance of valid taxpayer refunds. Our Office is responsible for collecting over \$9 billion in annual real estate taxes, on nearly 1.7 million taxable parcels, and distributing those funds to about 1,700 local government agencies/units throughout Cook County. As such, the Cook County Treasurer manages the second largest property tax collection system in the United States. Our Office's strong customer service accomplishments have included:

- expanded payment options, at 500 bank locations
- enhanced online payment program by accepting partial and late payments
- publicizing of available refunds, with overpayments of approximately \$50,000,000 returned to taxpayers yearly
- highly informative website: 300,000 visits per month; over 45,000 e-mail responses
- automated phone system handling over 40,000 calls per month
- information available in 20 foreign language brochures and on our website

## CONTACT INFORMATION

### Website/E-mail

cookcountytreasurer.com

### Automated Phone System

312.443.5100  
24-hours, 7-days a week  
English/Espanol/Polski

### Office Address

118 N. Clark St., Suite 112  
Chicago, IL 60602  
Mon. - Fri., 9:00 am - 5:00 pm

**Count On Us!**

## TREASURER'S SERVICES INDEX

Service / Function	Website	Phone System	Office
Balance Current Year	■	■	■
Change Name/ Address	■	■	■
Current Military Waiver	■	■	■
Duplicate/ Overpayment Form	■	■	■
Estate Search	■		■
Exemptions History	■		■
Pay Property Taxes	■		■
Payment Status	■	■	■
Refunds Search	■	■	■
Senior Citizen Tax Deferral	■	■	■
Tax Bill Description	■		■
Tax Bill Due Dates	■	■	■
Third Party Notification Form	■	■	■



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118 N. Clark Street  
Chicago, IL 60602  
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PIN-POINT – ENGLISH

# PIN-point your property taxes

**MARIA PAPPAS**  
Cook County Treasurer



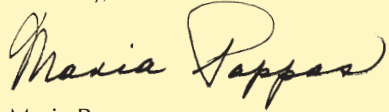
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Office of the Cook County Treasurer  
**Count On Us!**

Dear Fellow Taxpayer,

Your understanding of property taxes can save you money, time and hassle. This brochure explains assessments, exemptions, payments and refunds. Contact us, by phone or Internet, for clear, simple, effective answers and solutions. Be sure to reference your PIN (14-digit Property Index Number). **Count on us!**

Sincerely,



Maria Pappas  
Cook County Treasurer

## FOR NEW HOMEOWNERS

### Paying on Your PIN

A Property Index Number or PIN (14-digits) is assigned to each specific property's legal description. Check carefully to be sure that the PIN on your tax bill corresponds to the PIN on your deed. If not, promptly call the Cook County Clerk, 312.603.5656, to help identify the correct PIN.

### Paying by Mortgage Escrow

Even if your property taxes are paid through an escrow account (i.e., mortgage company, bank), it is your responsibility to ensure that the tax is paid on time, in full, and on the correct PIN. Be sure you receive a copy of the tax bill and monitor the escrow account payment. On the Internet, visit [cookcountytreasurer.com](http://cookcountytreasurer.com) or call our automated phone system (select option 1) to verify payment.

### Payment by Legal Description

When you purchase a property that has been recently developed, many times you will share the same PIN (Property Index Number) with other property owners until the Cook County Assessor's Office assigns your property a PIN, processed by their Division Department. If you have not yet received a new PIN for your property (common with new condo and town home developments), we recommend that you pay by legal description. This payment method assures that your portion of the taxes will be credited with your payment. To do so, you must first apply for a Request for Assessment by Legal Description with the Assessor's Office, 118 N. Clark Street, Room 320, or visit [cookcountyassessor.com](http://cookcountyassessor.com).

### Name & Address Information

To review your current record, visit [cookcountytreasurer.com](http://cookcountytreasurer.com).

### Updating the Name & Address on Your Tax Bill

You must submit a "Name/Address Change Application" to our Office when you buy or sell your home, so the tax bill is mailed to the correct owner and address. Applications are usually updated within three weeks of our receipt. If the property location for your PIN is incorrect, notify the Cook County Assessor at tel. 312.443.7550.

### With Tax Payment

Complete the back of the payment coupon stub with the new name and/or billing address. Have it notarized and mail it with your payment.

### By Mail

Mail-in applications are at our Office, via the Internet at [cookcountytreasurer.com](http://cookcountytreasurer.com) (download and print the form), or they can be faxed to you by calling our automated phone system, (select Option 6, "Forms").

### At Our Office

Visit our Office, have your PIN and state-issued photo identification (i.e., Driver's License).

## TAX SAVINGS

The Treasurer's Office provides many convenient savings opportunities and payment options. Through our website and/or automated phone system, you can easily verify your payment status, and search for exemptions and refunds. Always reference your PIN.

### Refunds

Often, taxpayers and/or mortgage companies inadvertently overpay tax bills. Visit our website or call our automated phone system to perform a quick search for possible refunds.

### Exemptions

The Treasurer encourages you to learn more about exemptions and other tax savings. On the Internet, visit [cookcountytreasurer.com](http://cookcountytreasurer.com). There, you can also check your PIN's exemptions history to make sure you were credited for all available tax savings. Senior Citizens and other homeowners can save hundreds of dollars per year on their property taxes. We urge you to file for all valid exemptions.

## THE COOK COUNTY PROPERTY TAX SYSTEM

Cook County property taxes provide crucial support for many vital services and programs including:

- schools and community colleges
- police and fire protection
- public health
- parks
- libraries
- water filtration
- forest preserves

The property taxes originate with over 1,700 local and suburban taxing authorities (i.e., school, police and fire, parks, library boards, etc.), which hold annual hearings and set taxes for their specific needs. Meanwhile, the Cook County Assessor sets taxable values for each property parcel. Following various appeals processes, the final assessment values are given to the Cook County Clerk. The Clerk calculates the actual property tax rates, based upon the local taxing districts' levies and the Assessor's property valuations within those districts. Relying upon these computations, the Cook County Treasurer prepares and mails the tax bills.

Cook County property taxes are collected in two Installments. Every January, the Treasurer's Office prints and mails the First Installment tax bill, which is due on the first business day in March. Resulting from a 2009 state law passed by the Illinois Legislature, the First Installment tax bill is now fifty-five percent of the previous year's total tax. The Second Installment tax bill is mailed to property owners later in the year. It displays each local taxing agency's share of your bill and the change from the previous year. The amount due reflects new tax data, i.e., rates, final assessments, and exemptions.

If property taxes remain unpaid, the Treasurer mails Late Notices, showing amounts due plus late penalties. Notices of unpaid taxes are mailed to property owners and published in area newspapers. If still delinquent, the taxes are subject to an annual Tax Sale auction, and can result in the owner's property loss.