

## 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

## TREASURER'S SERVICES INDEX

| Service / Function               | Website | Phone System | Office |
|----------------------------------|---------|--------------|--------|
| Balance Current Year             | ■       | ■            | ■      |
| Change Name/<br>Address          | ■       | ■            | ■      |
| Current Military Waiver          | ■       | ■            | ■      |
| Duplicate/<br>Overpayment Form   | ■       | ■            | ■      |
| Estate Search                    | ■       |              | ■      |
| Exemptions History               | ■       |              | ■      |
| Payment Status                   | ■       | ■            | ■      |
| Payment by<br>Legal Form         | ■       |              | ■      |
| Refunds Search                   | ■       | ■            | ■      |
| Senior Citizen<br>Tax Deferral   | ■       | ■            | ■      |
| Tax Bill Description             | ■       |              | ■      |
| Tax Bill Due Dates               | ■       | ■            | ■      |
| Third Party<br>Notification Form | ■       | ■            | ■      |



Tel 312.443.5100

County Building, Suite 112

118 N. Clark Street

Chicago, IL 60602

cookcountytreasurer.com

TOP TEN – ENGLISH

# Homeowner property taxes – Top 10 tips

**MARIA PAPPAS**

Cook County Treasurer



Skrzesinski Photo

Office of the Cook County Treasurer

**Count On Us!**

Dear Cook County Taxpayer,

This brochure will help you understand, track and minimize your property taxes. We encourage you to contact us for information and assistance, through the Internet or by phone. Be sure to reference your PIN (14-digit Property Index Number). **Count on us!**

Sincerely,



Maria Pappas  
Cook County Treasurer

## PROPERTY TAXES – TOP 10 TIPS FOR HOMEOWNERS

**1) PIN.** Your property parcel has a specific, identifying “PIN” (Property Index Number, 14-digits). Always refer to your PIN when paying your bill and/or contacting our office. Be sure the PIN printed on your tax bill is the same as the one on your deed.

**2) Website.** Visit [cookcountytreasurer.com](http://cookcountytreasurer.com). You can check for available refunds, track payments, and find answers to most property tax questions.

**3) Phone.** Call our automated phone system at 312.443.5100, any day or night (English, Spanish and Polish). You can get helpful tax information, verify your payments, and check for refunds.

**4) Payment Locations.** Conveniently pay your property tax bill at more than 250 Chase banking locations throughout Chicagoland.

**5) Avoid Duplicate Payment.** If you refinance your mortgage, be sure there is no duplicate payment (i.e., at the closing, and again through your escrow account).

**6) Mortgage Escrow.** If your taxes are paid through a mortgage escrow account, confirm that payment is on time and on the correct PIN.

**7) Exemptions.** Be sure to receive all the exemptions for which you are eligible. There are various, substantial, tax savings available to homeowners and/or senior citizens. Visit [cookcountyassessor.com](http://cookcountyassessor.com) for information and/or to download an application.

**8) Refunds.** Look into available refunds via our automated phone system, 312.443.5100 and/or our website, [cookcountytreasurer.com/refunds](http://cookcountytreasurer.com/refunds).

**9) Appeals.** Your assessment can be appealed through the Cook County Assessor’s office, tel. 312.443.7550 or [cookcountyassessor.com](http://cookcountyassessor.com). You can further contact the Cook County Board of Review, tel. 312.603.5542 or [cookcountyboardofreview.com](http://cookcountyboardofreview.com).

**10) Name/Address Change.** Notify us of any changes in your name or address; instructions appear on your tax bill. This will help ensure your on-time receipt and payment of the tax bill.

## PROPERTY TAXES AND THE COOK COUNTY TREASURER

Local taxing authorities, the Cook County Assessor and the Cook County Clerk determine your property tax amounts. These revenues provide crucial support for many vital community services and programs including:

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

The 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 2,000 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, via Internet and at 450 bank locations
- publicizing of available refunds, with overpayments of \$250,000,000 returned to taxpayers
- highly informative website: 5,000,000 visits since 2004; over 31,000 e-mail responses
- automated phone system handling almost 1,000,000 calls since 2003
- information available in 20 foreign language brochures and on our website
- enhanced public Outreach Program – e-mail [outreach@cookcountytreasurer.net](mailto:outreach@cookcountytreasurer.net) to schedule a speaker visit