



News Release

FOR IMMEDIATE RELEASE

Sept. 8, 2020

Cumberland County Tax Administration

Contact: Joe Utley, Administrator

Telephone: 910-678-7507

E-mail: jutley@co.cumberland.nc.us

Tax Bills To Be Mailed Sept. 15, Payment Options Available

FAYETTEVILLE – Cumberland County Tax Administration has tentatively scheduled tax bills to be mailed to property owners Sept. 15. The deadline to pay 2020 property taxes is Jan. 5, 2021.

The Tax Administration office is currently closed to the public due to COVID-19 restrictions, but associates are available to assist taxpayers by telephone and email Monday through Friday from 8 a.m. to 5 p.m. Tax bills may be paid online, by mail or phone.

Taxpayers may also make payments (checks only) using the drop box located outside Room 530 near the customer service entrance of Tax Administration on the 5th floor of the Judge Maurice Braswell Cumberland County Courthouse at 117 Dick Street. If you have questions before paying the bill, please send them by email to taxweb@co.cumberland.nc.us or call 910-678-7507 prior to dropping off your payment in the drop box or paying online. Payments are collected from the drop box three times every business day: in the morning, at midday and at the end of the business day.

Tax Administration is transitioning to a new tax software system. The new software system will allow increased access to information and be more user friendly. We expect minimal inconvenience during the transition; however, wait times on the phone may be longer than usual. Making payments as early as possible will assist in this transition.

Tax bills for 2020 can be paid until Jan. 5, 2021, with no interest charges. After Jan. 5, unpaid tax bills will begin to incur a 2% interest charge the first month and .75% interest charge each month thereafter beginning Feb. 1.

Taxpayers may make partial payments in any amount and at any interval up until the Jan. 5 deadline. Taxpayers may also set up a formal payment plan to pay tax bills in regular installment payments.

Taxpayers may pay their tax bills online, by mail or by phone. Go to co.cumberland.nc.us/tax to pay online with an electronic check, debit card or major credit card. For payments made by card, there is a separate service fee of 2.65%, or minimum of \$2, whichever is greater, which will appear on your statement. There is no fee for electronic check.

Taxpayers can set up an online bill pay option with their financial institution. It is important for taxpayers using this option verify and update the tax bill number on file with their bank, as it can change annually.

To pay by phone, call 1-866-441-6614. Phone payments must be made with a major credit card or debit card. There is a 2.65% charge to pay with a card.

Mailed payments must be made with a check or money order payable to Cumberland County Tax Collector.
Mail payments without a remittance coupon to:

Cumberland County Tax Collector
P.O. Box 449
Fayetteville, NC 28302-0449

Email addresses to contact the tax office:

taxweb@co.cumberland.nc.us
military@co.cumberland.nc.us
taxcollector@co.cumberland.nc.us

For more information, call 910-678-7507 or visit co.cumberland.nc.us/tax. The fax number is 910-678-7582.

###

-end-