



**J.R. KROLL**

Seminole County Tax Collector

(407) 665-1000

SeminoleCounty.Tax

PO Box 630, Sanford, FL 32772

## Branch Office Service Policy Notice to Commercial Accounts Effective **May 5, 2025**

The Office of the Seminole County Tax Collector occasionally modifies our Commercial Accounts Service Policy regarding the number of individual dealer, title service, and financial institution transactions we will process. As of May 5, 2025, we are implementing the following changes:

<u>2</u> Transactions per check	<b>No Dealer Transactions</b>	<u>2</u> Transaction per check	<u>1</u> Transaction per check
9:00am-12:00pm	<b>12:00pm-2:00pm</b>	2:00pm-4:00pm	4:00pm-4:30pm
<b>To better serve our Seminole County Residents, NO OUT OF COUNTY DEALER OR BUSINESS WORK WILL BE ACCEPTED</b>			

- No dealer transactions processed at any of our branch offices during the lunch hours of 12:00pm – 2:00pm. You may continue to come in after the 2:00 pm cut off time however if wait times are extensive due to staffing levels walk-in services may be cut.
- No queue tickets will be issued to process commercial account work after 4:30pm. The **Altamonte Springs Dealer Section stops walk-in services at 4:00pm.**
- A total of **six (6)** transactions per day, per dealer, financial institution, or title service may be processed over the counter. The **Altamonte Springs Dealer Section permits a total of four (4) transactions.**
- You may still choose to drop any amount of dealer, financial institution, or title service transactions at any time during our office hours and it will be processed and ready for your pick-up within 48 to 72 hours. The Altamonte Springs Dealer Section turnaround time can range from 72 to 96 hours, due to heavy volume.
- Effective November 4, 2019 Towing & Storage and Labor & Storage transactions are NO longer processed over the counter at any of our locations. The paperwork must be dropped, and it will be ready for your pick-up within 48 to 96 hours.

Our goal is to provide our commercial accounts with good customer service, while acknowledging our responsibility to provide equal timely service to our walk-in customers. We believe our dropped dealer work turn-around time, generally within 24 to 72-hours is satisfactory.

<b>Sanford Branch</b> 1101 E First St Sanford, FL 32771	<b>Casselberry Branch</b> 104 Wilshire Blvd Casselberry, FL 32707	<b>Altamonte Branch</b> 150 N Westmonte Dr Altamonte Springs, FL 32714	<b>Oviedo Branch</b> 1490 Swanson Dr #100 Oviedo, FL 32765	<b>Lake Mary Branch</b> 845 Primera Blvd Lake Mary, FL 32746	<b>Winter Springs Branch</b> 1495 E SR 434 Winter Springs, FL 32708
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