



ANN HARRIS BENNETT

Tax Assessor-Collector
www.hctax.net

April 13, 2022

Attention All Dealers and commercial customers:

In an effort to improve customer service and long wait times, we have reevaluated our current commercial process. **Effective May 2, 2022, all commercial must resume dropping off transactions at the following three locations ONLY.**

- Cypress Hill – 4290 Cypress Hill Dr, Spring, TX 77388
- Distribution Center – 11525 Todd Rd, Houston, TX 77055
- Kyle Chapman – 7330 Spencer Hwy, Pasadena, TX 77505

In listening to the concerns from our valued customers, we understand the constraints that everyone is facing. Our goal is to limit the amount of time it is currently taking to process transactions. We are piloting this new program in an effort to improve the current process and we will continue to monitor and make changes as necessary.

The drop off days and times are **Monday – Wednesday** from **8:00 a.m. – 9:30 a.m.** Each branch will have dedicated staff who will be assigned to work commercial packages only. During the pilot you will drop off six (6) packages containing no more than **ten transactions** per dealer and will only be allowed to drop at only one location per **approved scheduled** days.

Please continue to use the Convenience package form MV-501 including customer/vehicle information on all packages.

Customers will check packages in themselves using one of the kiosk in the lobby. A receipt will generate that should be presented when picking up completed packages.

When the packages have been completed you will be notified that the packages are ready to be picked up.



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Attention All Title Services Customers:

In an effort to improve customer service and long wait times, we have reevaluated our current commercial process. **Effective May 2, 2022, all commercial must resume dropping off transactions at the following three locations ONLY.**

- Cypress Hill – 4290 Cypress Hill Dr, Spring, TX 77388
- Distribution Center – 11525 Todd Rd, Houston, TX 77055
- Kyle Chapman – 7330 Spencer Hwy, Pasadena, TX 77505

In listening to the concerns from our valued customers, we understand the constraints that everyone is facing. Our goal is to limit the amount of time it is currently taking to process transactions. We are piloting this new program in an effort to improve the current process and we will continue to monitor and make changes as necessary.

The drop off days and times are **Monday – Wednesday** from **8:00 a.m. – 9:30 a.m.** Each branch will have dedicated staff who will be assigned to work commercial packages only. During the pilot you will drop off two (2) packages containing no more than **ten transactions** per title service and will only be allowed to drop at only one location per **approved scheduled** days.

Please continue to use the Convenience package form MV-501 including customer/vehicle information on all packages.

Customers will check packages in themselves using one of the kiosk in the lobby. A receipt will generate that should be presented when picking up completed packages.

When the packages have been completed you will be notified that the packages are ready to be picked up.