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CELEBRATING 20 YEARS & LOOKING AHEAD

As TACS enters its 20th year in business, we want to thank you for being an essential part of our incredible journey. Two decades have been filled with meaningful progress, strong partnerships, and shared achievements—and your trust and collaboration have been at the heart of it all.

2025 HIGHLIGHTS

- **Growth and Innovation:** Thanks to your referrals and continued support, we've expanded our innovative collection services to many localities across Virginia. Throughout the years, many of you have also broadened your engagement with us by referring additional tax types—including delinquent meals taxes, business licenses, transient occupancy taxes, bankruptcy cases, and other outstanding debts.
- **Success Stories:** 2025 also brought record-high collection results. Your success is our success, and we're proud to have helped you reach your goals. We look forward to celebrating even more wins together in the future.
- **Expansion:** With two thriving locations in Henrico and Martinsville, we're excited to announce the opening of our third office in Russell County - further strengthening our ability to serve you.

Thank you for your continued confidence in us. New initiatives and enhancements are already underway, and we look forward to sharing them with you as we remain committed to delivering excellence and exceeding expectations. We wish you a bright and successful start to 2026!

Warm regards,

Jessica Knapp, Client Relations Manager

UPCOMING DATES

February 1: 6pm - 9pm

TACS 20th Anniversary Celebration

February 3: 10am - 3pm

TACS Open House for those attending
Legislative Day in Richmond

February 11: 11am-12pm

Client Training Webinar (1 hr) - Attorney
Q&A Session

April 8: 10am-4pm

Client Collections Training in-person Henrico
County Library

May 13: 11am-12pm

Client Training Webinar (1 hr) - Topic TBD

June 14 - 17

Visit our booth during the TAV Annual
Conference

LET'S CONNECT

Each new year is a valuable opportunity to reconnect with our clients. It's a great time to review our efforts together, answer any questions your office may have, and discuss any updates to procedures or processes.

We always welcome your feedback—whether it's about improving efficiencies, identifying training opportunities, or exploring new ideas. We'd love to schedule a video call with you and your team in the coming weeks. Please keep an eye out for our meeting invitations, or feel free to reach out directly to request a time by emailing us at jknapp@taxva.com. We look forward to connecting soon!



OUR COMMITMENT TO COMMUNITY

Food insecurity remains a pressing issue—not only globally, but right here in Virginia. Approximately 12.1% of Virginians (1 in 9 residents) struggle with food insufficiency, and food banks report a 16% increase in demand compared to last year.

Food insecurity is more than hunger. It impacts education, productivity, and overall well-being. Children in food-insecure homes often face developmental delays, while adults experience heightened stress and health risks. Thankfully, many programs and organizations are working tirelessly to combat hunger in our communities.

At TACS, we are committed to being part of that solution. In appreciation of your continued partnership, we have once again made generous financial contributions to multiple food banks across Virginia and organized an office food drive to support families in need within your local communities.



TECH TALK

Importance of weekly transmission of your full revision files:

As the system of record for collecting annual tax bills and other locality debt assigned to your office, accuracy is critical. As your collection partner, we want to ensure that our balances remain correct and fully aligned with your records.

The process we rely on to maintain this accuracy is through weekly transmission of full revision files from your locality. These updates allow us to keep everything in sync and avoid discrepancies that could impact collections and your taxpayers. We appreciate your continued partnership in keeping this process consistent and timely. If you need assistance with this process, please contact our IT team at files@taxva.com.

INSIDE TACS: GROWTH, NEWS, AND MORE

EXPANSION NEWS

We're thrilled to share some exciting updates! To better serve our clients, we've added several talented professionals to our team and opened an additional office location in Lebanon, Virginia.



Meet our new team members:

- Attorneys: Michelle Clayton, Laurie Sinsank, and Andrew Hall
- Real Estate Litigation Specialist: Susan Davis
- Client Relations Assistants: Nicholas Clark and Catherine Goodall
- Collections Supervisor: Nate Ballenberger
- Collections Representatives: 10 additional agents who recently graduated from our training program

What this expansion means for you:

- Increased capacity to manage delinquent accounts
- Enhanced client support and responsiveness
- A stronger presence across Virginia to serve you better

Our commitment to delivering exceptional service remains our top priority. These additions ensure we have the resources and expertise to continue exceeding your expectations.

Thank you for your continued trust in TACS. If you have any questions or would like more details about our new location, please don't hesitate to reach out.

HELPFUL REMINDERS

Helpful Reminders for your office:

For assistance with a taxpayer's account, we offer three convenient methods to reach our team of collection supervisors. To ensure faster, more efficient service for all clients, please use the appropriate method:

- **Chat** - For immediate assistance and reply, use this link: <https://taxva.com/supervisor-chat/>
- **Phone** - You may experience a short wait time and reply; call 804-893-5116
- **Email** - Responses will be provided by the end of business day; email super@taxva.com

To assist you accurately and efficiently, please be sure to include the following specific information in all submissions:

- **TACS#** (if available)
- **Locality account number** or identifying information from the tax bill
- **Taxpayer's name** (and second name if applicable)
- **Pertinent details** regarding the assistance you need from TACS

Providing complete details in your initial request allows us to respond more effectively.

JUDGMENTS:

It's essential to flag or assign a special condition code to any tax bills that have secured a judgment. Keeping these accounts in your data file ensures our collection systems stay aligned with yours and prevents discrepancies when posting remitted funds.

If your locality receives a payment, you should send the payment to TACS so it can be applied to the judgment in our collection system. This ensures the total outstanding delinquency—including attorney fees—is satisfied and allows TACS to properly release the judgment. Doing so ensures that judgments are released promptly and accounts remain accurate.

HELPFUL REMINDERS

Posting payments and unflagging tax bills in your system - do not unflag a tax bills or taxpayer accounts before posting your payments and sending us your weekly data file. Doing so results in the cancellation of the taxpayer's account in our collections system.

Annual SOL's

- We request that you submit a full revision file by **February 1**, ensuring it excludes accounts past their statute of limitations—except those with secured judgments. This helps TACS focus on collecting only valid outstanding delinquencies and keeps our systems aligned for accurate processing.
- Collection actions initiated before December 31 (such as Treasurer's liens) may result in payments for these tax bills being received after that date. Payment can still be applied to these older bills. Additionally, voluntary payments made after December 31—based on balance information provided beforehand—are also eligible to be applied.
- Note: If taxes have been reduced to a judgment lien or bankruptcy, these limitation periods do not apply. Such accounts remain collectible as long as the judgment is enforceable under general law. Please contact one of our Attorneys for more information.

 P.O. Box 31800, Henrico, VA 23294

 (804) 944-TACS (8227)

 info@taxva.com

 Website: <https://taxva.com/contact/>

LinkedIn: <https://www.linkedin.com/company/taxing-authority-consulting-services-p-c/>

Facebook: <https://www.facebook.com/tacspsc/>

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