

April 14th and 15th

Calls handled: 11,371

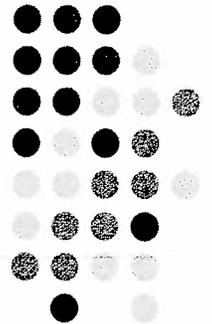
Average wait time for calls: 1.34 minutes

Taxpayers assisted at counters: 2,568

Taxpayers that filed online: 74,359

Emails responded: 1,115

Total taxpayers assisted: 89,413



- ◆ Calling into Berkheimer on April 14th you would receive a message stating that you were caller number 9 and the wait time would be approximately 1.5 minutes.
- ◆ Calling into our competitor on April 14th you would receive a busy signal.
- ◆ If you were lucky enough to get through to our competitor you would receive the message that you are caller number 41 and the wait time was approximately 9 minutes...

Thank you for calling Berkheimer!



Dear Client,

Below we have provided a list of tools that you may have at your disposal that can be forwarded to us to assist in maintaining your EIT, BPT and LST tax rolls. Berkheimer appreciates any and all forms of information you may be able to provide to us. Each is a useful tool that can help us maintain the most up-to-date and accurate tax rolls, thereby maximizing your collection dollars.

Tools for Employers/Businesses:

- Use and Occupancy Permits
- Sign Permits
- Building Permits

Tools for Individuals:

- 911 Lists
- PA Dept. OF Revenue Income Report – Furnished annually to every school district in the commonwealth who has an earned income tax in place
- Real Estate Transfer Reports
- Use and Occupancy Permits
- Per Capita Taxes Rolls
- Tenant Registration Lists
- Voters Registration Rolls
- Water, Sewer & Trash Billings
- Move In/Move Out Permits
- Police Call Logs
- School District and/or Municipal Census Data
- Real Estate Tax Duplicates

We also encourage you to review your employer and individual Alphas on an annual basis.

If you have any questions please contact our Client Services Department:

1-866-227-4716 · habcls@hab-inc.com