



Hidalgo County Compact with Texans

The Hidalgo County Tax Office is the county agency responsible for vehicle registration and titling, issuing as well as the collection of property taxes. These activities require continuous communication and interaction with our customers and stakeholders.

Agency Vision

The Hidalgo County Tax Office aims to provide premier customer service to each of its residents.

Customer Service Principles

Our customers can expect The Hidalgo County Tax Office to:

- exercise courtesy and respect;
- be fair, ethical, and professional;
- provide timely and responsive service;
- give clear, accurate, and consistent information;
- follow through on its commitments;
- strive for continuous improvement in all of our services; and
- go the extra mile in our efforts to serve.

Customer Feedback

All customer feedback received enables us to develop and support continuous activities for improving the way we serve the public.

Whether you contact us by phone, correspondence, or email, The Hidalgo County Tax Office will handle each call and inquiry in a professional manner that is tailored to your needs.

If you contact us by phone, you will reach one of our customer service representatives. If you contact us through email or mail, our goal is to respond to you in a timely manner.

By Phone

To discuss an issue, call us at (956) 318-2157. Our hours of operation are 8:00 a.m. to 5:00 p.m. Central Standard Time, Monday through Friday.

Email

To make a suggestion, provide a compliment, or file a complaint you may also contact us at either of the following emails:

Motor Vehicles Department: dmv.info@hidalgocountytax.org

Property Tax Department: webquestion@acttax.com

By U.S. Mail

Send letters to us at the following address:

Hidalgo County Tax Office
P.O. Box 178
Edinburg, TX 78540

Please include:

- your name and mailing address (telephone number and email are optional);
- a description of your comment or concern, including any background information or underlying facts; and
- the specific action or measure you are requesting of us.

Customer Satisfaction Survey

The Hidalgo County Tax Office is committed to continually improving service to our customers. Your feedback is vital to our mission to serve, protect, and advance the citizens and industries in the county with quality motor vehicle-related services. To assist us in acquiring customer feedback, we encourage you to complete a short survey after an interaction with our agency.

The survey is available at www.hidalgocountytax.org.

Customer Complaint Process

If you have a concern or complaint about a Hidalgo County Tax Office location or service that has not been resolved to your satisfaction, contact the Hidalgo County Tax Office by phone, online, or by mail as listed above, and we will respond to you in a timely manner. Please provide as much detail about the issue as you can, including date, time, the person you spoke with, etc.

Additional Information

For additional information about the Hidalgo County Tax Office please visit our website at <http://www.hidalgocountytax.org>.