

Frequently Asked Questions (FAQs)

If you have questions that are not answered in the FAQs or for more information, please call 1-800-348-9211, Monday to Friday, 8:15 A.M. to 4:30 P.M.

1. [What is a Property Account Number?](#)
2. [How do I obtain a Property Account Number?](#)
3. [What are my payment options for online orders?](#)
4. [Is it safe to use my credit card?](#)
5. [Will I receive a receipt for my order?](#)
6. [How do I track my order?](#)
7. [Why do I have to provide an e-mail address?](#)
8. [Will my personal information be safe?](#)
9. [How much is the fee to order a Property Tax Certificate online?](#)
10. [How will the order appear on my credit card statement?](#)
11. [Will the system be available twenty-four hours a day, seven days a week?](#)
12. [Why is Adobe Reader required?](#)
13. [What if I have a problem with my order?](#)

1. **What is a Property Account Number?**

A Property Account Number (PAN) is assigned to your property to identify it for assessment and taxation purposes. A Property Tax Certificate can not be ordered by using a Parcel Identification Number (PID).

[\(back to top\)](#)

2. **How do I obtain a Property Account Number?**

The Property Account Number is located in the upper right portion of the Assessment and Tax Notice. If the Property Account Number is unknown, you should contact Service New Brunswick Assessment Services for assistance in the area where the property is located. Please visit <http://www.snb.ca/e/2000/2001e.asp> for a list of Service New Brunswick locations.

[\(back to top\)](#)

3. **What are my payment options for online orders?**

For online orders we accept VISA and MasterCard. All transactions are in Canadian dollars.

[\(back to top\)](#)

4. Is it safe to use my credit card?

The Department of Finance uses Moneris Solutions as its credit card service provider. For more information about Moneris Solutions please visit <http://www.moneris.com>.

[\(back to top\)](#)

5. Will I receive a receipt for my order?

You will be able to print a receipt online upon successful completion of your order, and you will also receive a receipt by e-mail. You should print and keep the receipt for your records.

[\(back to top\)](#)

6. How do I track my order?

An Order Reference Number is assigned to your order and noted on your receipt. This number should be quoted when making inquiries on the order.

[\(back to top\)](#)

7. Why do I have to provide an e-mail address?

An e-mail address is required for online delivery of the Property Tax Certificate(s) and receipt.

[\(back to top\)](#)

8. Will my personal information be safe?

Collected personal information will only be used by authorized government employees to fulfill the purpose for which it was originally collected or for a use consistent with that purpose. To view the Government of New Brunswick Privacy Statement please visit <http://www.gnb.ca/include/root/include/privacy-e.asp>.

[\(back to top\)](#)

9. How much is the fee to order a Property Tax Certificate online?

The fee to order a Property Tax Certificate online is twenty dollars (\$20.00 CAD) per account.

[\(back to top\)](#)

10. How will the order appear on my credit card statement?

Your credit card statement will appear as follows: NB Tax Certificates \$20.00.

[\(back to top\)](#)

11. Will the system be available twenty-four hours a day, seven days a week?

Property Tax Certificates can be ordered twenty-four hours a day, seven days a week.

[\(back to top\)](#)

12. Why is Adobe Reader required?

An Adobe Reader is required to view and print a Property Tax Certificate and receipt in PDF format, and can be downloaded free of charge at <http://www.adobe.com>.

[\(back to top\)](#)

13. What if I have a problem with my order?

You can contact us at 1-800-348-9211, Monday to Friday, 8:15 A.M. to 4:30 P.M. The Order Reference Number should be quoted when making inquiries.

[\(back to top\)](#)