

For Immediate Release

July 28, 2023

Update on Invoice Cloud Issues for a Limited Number of Motor Vehicle Property Tax Accounts

The Town of Wilton has provided the following additional information about a problem a small number of motor vehicle owners are encountering when using Invoice Cloud to pay their outstanding motor vehicle property taxes. The problem is limited to motor vehicle property taxes.

The Town wants to assure residents:

- The motor vehicle tax bill number and associated name are correct on the Tax Collector's records.
- The name error is solely on the Invoice Cloud System.
- Invoice Cloud does not have access to change the name on the Tax Collector's records nor on CT DMV's system, which maintains the title data for vehicles registered in CT.
- All payments appear to be recorded properly on the Tax Collector's records. Payment is generally posted to the Tax Collector's records within 24 hours on business days. Longer on weekends.
- We have no information to believe there was a been a data breach. As with any transaction, you should ensure it was properly reflected on your bank account or credit card.
- To ensure the security of data received, among others, Invoice Cloud uses double encryption and Payment Card Industry (PCI) Compliant systems, which include truncating accounts so even the Tax Collector doesn't have your bank or credit card account number.

Invoice Cloud continues to work to identify the specific accounts impacted, the source of the problem and to correct the error and share this information with the Tax Collector.

The Town is very sorry for the concern this has caused some residents.

Wilton, municipalities across the country and other industries, have used Invoice Cloud for several years as it has generally been a superior product.

Motor vehicle property taxes and other property taxes are due without interest by August 1, 2023. In addition to paying online, payments may be mailed with a postmark date of August 1st or earlier or paid in person at Wilton Town Hall on July 28th, July 31st and August 1st from 8:30 am to 4:30 pm. Town Hall is located at 238 Danbury Road, Wilton.

Residents not already receiving emails on this topic and others from the town are encouraged to subscribe to Town e-alerts by visiting: <https://www.wiltonct.org/subscribe>

We will provide additional updates as we receive information from Invoice Cloud.

Press Contact:

[Sarah Gioffre](#), Coordinator of Community Affairs
Office of the First Selectwoman
(203) 563-0129, x 1128