

## General Walk-in Information

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Office Hours 7:30 am – 4:00 pm

Toll Free 1-877-955-3463

When appearing in court, you may learn you are expected to pay a fine or fee. The Enhanced Collections Division can assist you by offering payment options. If you need assistance in paying court ordered fines or fees, please read the below information to prepare you for the evaluation process.

- **Leaving the courtroom**

If you have been ordered to pay a fine or fee on a criminal case and you are unable to pay the full amount by the due date, please report to the Enhanced Collections Division immediately following court. If you are unable to report, please call the toll free phone number at 1-877-955-3463 for assistance over the telephone. The Enhanced Collections Division will work with you to establish payment options.

- **How are payment arrangements scheduled?**

All income and basic expenses are reviewed. Payment arrangements are based on your ability to pay after all basic necessities are paid.

- **Financial Affidavit ([Financial Affidavit Form](#))**

When you report to the Enhanced Collections Division (ECD) you will be required to complete a Financial Affidavit. The form requires you to list all income and expenses to assist in determining your ability to pay fines or fees. If necessary, ECD will make inquiries to credit bureaus to assist in determining your ability to pay.

- **Administration Fee**

A \$50.00 administration fee will be added to each felony, misdemeanor, and juvenile case with time payments. On traffic cases, a \$35.00 administration fee will be added to each case with time payments. If the original payment plan is broken, a re-evaluation administrative fee may be added.

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- **Please bring any documents needed to help substantiate your financial status. Documents that assist in establishing payment arrangements are:**

1. Current Pay check Stub
2. Self-Employed - Copy of Income Tax Returns
3. Proof of Welfare
4. Proof of unemployment benefits
5. Proof of Disability income
6. Proof of rent, utilities, child support, car note, and insurance

- **What constitutes a payment plan?**

1. Extension on payment in full
2. Down Payment
3. Monthly Payments
4. Back payments
5. Automatic Payroll Deduction

- **Waiting Time in Lobby**

Our goal is to serve all court customers within 20 minutes.

- **Can I make my payments on-line?**

After your payment plan is set, you may pay your criminal fines and/or traffic citation (ticket) with a credit card on the Internet by accessing [www.epay-it.com](http://www.epay-it.com). You will have the option to pay in full or make your monthly payments as set forth by the court. Note: Fees apply if you choose this option.

- **Available Payment Options**

**Note: Fees may apply to some forms of payment.**

1. **Internet:** [www.epay-it.com](http://www.epay-it.com) (24 hours – 7 days a week)
2. **Telephone:** (951) 222-0384 (24 hours – 7 days a week)
3. **CheckFreePayService:** Find a retail location near you using [www.checkfreepay.com/agentlocator](http://www.checkfreepay.com/agentlocator)
4. **MoneyGram Express Service:** For the nearest location call 1-800-MONEYGRAM
5. **Online Banking:** Check with your financial institution for information regarding online bill pay
6. **By Mail:** mail check or money order payments, payable to Superior Court, including your case number, to:

Payment Processing Center  
505 South Buena Vista RM 201  
Corona, CA 92882

7. **Pay in Person** at the following court locations: Banning, Blythe, Hemet, Indio, Moreno Valley, Murrieta, Riverside, or Temecula

- **What forms of payment are accepted when making a payment?**

1. Credit Card (Visa, Master Card, Discover Card and American Express)
2. ATM or Debit card with Visa/MasterCard Logo
3. Check
4. Money Order
5. Cash

- **Monthly Billing Statements**

Once you have been placed on a payment plan you may receive a monthly billing statement (with a return envelope). Please mail your payments at least (7) days before the due date.

You may also request to receive a monthly email and or text message reminder of your payment. The electronic reminders will be sent approximately five (5) calendar days before the payment due date, and there is no charge by the Court for this courtesy notice. To take advantage of this option, complete the [ECD Notification Opt-In/Opt-Out](#)

- **What If I cannot keep my payment arrangement?**

Contact the Enhanced Collections Division for assistance by calling the toll free number 1-877-955-3463, or, report to one of our offices countywide. No appointment is needed.

- **What happens if I fail to pay as agreed?**

If you do not contact the Enhanced Collections Division to receive an extension, one or more of the following actions may occur:

1. Wage Garnishment
2. Interception of your state tax refund
3. Hearing for allegation of Violation of Probation
4. Referral to outside collection agency
5. Referral to Franchise Tax Board's Collection Agency
6. Property lien
7. Bank lien
8. An inquiry to a credit bureau
9. Civil Assessment imposed in the amount of \$300.00

- **Will I get a warrant if I fail to pay?**

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If you are scheduled to report for a hearing before the judge, and fail to do so, the judge may issue a warrant.

- **Which courts have Enhanced Collections staff in house, and are open to the public?**

1. Indio, 46-200 Oasis St. #115, Indio Ca. 92201
2. Moreno, Valley, 13800 Heacock Avenue, #D201, Moreno Valley, Ca. 92553
3. Murrieta, 30755-D Auld Road, Suite 1226, Murrieta, Ca. 92563
4. Banning, 311 East Ramsey St., Banning, Ca. 92220
5. Riverside, 4100 Main St. Riverside, Ca. 92501