

Notice of Proposed Assessment

Aloha!

The City and County of Honolulu would like to notify the public that **official Notices of Proposed Assessment** for the **O'ahu Transient Accommodations Tax (OTAT) related to the 2023 tax year** are currently being mailed to taxpayers. These Notices are being sent in accordance with **Ordinance No. 21-33**, which established the OTAT effective **December 14, 2021**.

Notices of Proposed Assessments for tax years 2024 and 2025 assessments will follow.

What is this Notice?

The **Notice of Proposed Assessment** outlines the amount of Oahu Transient Accommodations Tax (OTAT) that may be owed to the City and County of Honolulu (the City).

Who is sending the Notice?

These letters are being mailed by Avenu Insights & Analytics on behalf of the City. Avenu is a private company that has been contracted by the City to administer and collect OTAT.

What do I need to do?

You must respond **within 30 days of the date on the Notice** to avoid further penalties and interest. The Budget & Fiscal Services Director will issue a **Notice of Final Assessment** and demand for immediate payment unless, you either:

- **Make a payment**, or
- **File an appeal** if you disagree with the proposed assessment

How do I make a payment?

- **Online:** Visit the official [OTAT Payment Portal](#) or scan the QR code provided on your notice. *(Registration required for first time users)*
- **By Phone:** Toll-Free at (808) 501-2646, Monday – Friday, 7:30am – 4:30pm (Hawaii Standard Time), excluding Federal and State holidays
- **By Mail:** Remit payment to the address below, via check payable to “City and County of Honolulu” and include a copy of your invoice.

City and County of Honolulu OTAT
c/o Avenu Insights & Analytics
P. O. Box 29280
Honolulu, HI 96820

How do I File an Appeal?

- **Online:** Visit the City's [Support Portal](#) to submit a ticket to or scan the QR code provided on your Notice.

Need help or have questions?

Contact Avenu Customer Support:

- **Online Portal:** <https://neumo.service-now.com/csp> -Submit inquiry ticket
- **Toll-Free Phone:** (808) 501-2646
- **OTAT support line hours:** 7:30am – 4:30pm (Hawaii Standard Time), Monday – Friday (Hawaii Standard Time), excluding Federal and State holidays

Or

Contact the OTAT Office (City & County of Honolulu):

- **Phone:** (808) 768-9345
- **Hours:** 8:00am – 4:00pm, Monday – Friday (Hawaii Standard Time), excluding Federal and State holidays
- **Email:** BFSOTAT@honolulu.gov

For additional resources and updates, please visit:

<https://www.honolulu.gov/bfs/otat/>