

## **Quick Reference Notes for Value Protests**

**Deadline to Protest-** If you receive a Notice of Appraised Value in the mail, your deadline will be listed on that notice. However also be aware that when no notice is sent, the deadline to protest is **May 15<sup>th</sup>**. Keep in mind that different accounts may have different deadlines.

**Submitting a protest** – You can submit a protest in person, by email ([bcad@burnetad.org](mailto:bcad@burnetad.org)), by mail (PO Box 908, Burnet, TX 78611), or through the Online Portal (on the homepage of this website). Be sure to submit the protest by the deadline

**Using the Online Portal for Protest** – We are using a new portal software this year. You will need to create a new user, even if you had a user account created in a past year. In order to create a new user, you will need a PIN. The PIN is enclosed with your Appraisal Notice on a separate sheet (not on the notice itself). After creating your new user account, follow the instruction in the portal to submit the protest. If you did not receive a notice in the mail, you will not have a PIN. Per the Tax Code, PINs can only be provided by mail. You can request a PIN be mailed to you, but be aware that your deadline may be May 15<sup>th</sup>, and if so, then it may take too long to get a letter in the mail before that deadline.

**Documenting your submission** – It is always helpful to keep copies of your protest submission. If you use the online portal, keep screenshots of your protest information. Likewise keep copies of your emailed protest, and the emailed acknowledgement.

**What to Submit** – A protest form is mailed with your Notice of Value, or if none was mailed, you can get the protest form from this website. If you use the online portal, you will not need that paper form. You can add additional information or documentation with the protest form, or you can add it later, if gathering documents might endanger meeting the protest deadline. Providing additional information and supporting documentation may allow for a settlement offer, and thus avoiding a formal hearing.

**When to expect to hear back from our office** – Protests will be processed throughout the Summer months and possibly into the Fall. So it is not unusual for it to take some time before you hear back from our office.