

If you choose to protest your value, you have two options: use the protest form enclosed with your notice or file electronically via the new E-file system. If you choose E-file, here are some things you need to know prior to registering: Only two protest reasons are eligible to be filed electronically, Value Over Market and Unequal Compared to Others. E-file is considered your informal meeting. If you have protest reasons other than market value issues or would prefer an informal meeting, you should not use E-File.

E-file does allow you to:

- (1) File your protest electronically if you have a valid email address. The District will keep it confidential.
- (2) Receive comparable sales or other evidence that the Chief Appraiser plans to present at the formal hearing.
- (3) Receive a settlement offer to correct the appraisal district records by changing the market value, or receive notice from the appraisal district that no settlement offer will be made.
- (4) Accept or reject a settlement offer made by the appraisal district.

To access the E-file system please visit our website at <http://taxweb.co.comal.tx.us/portal> You will need your Owner ID and PIN located at the top of the E-File instruction enclosed with your notice. Your PIN is case sensitive. Please enter PIN exactly as it appears.

Do not share your PIN; it is considered your signature. If you lose your PIN, contact the District to receive another via USPS mail. Your deadline will not be extended while awaiting your PIN. After you have registered on-line and filed your protest, you will receive emails from the appraisal district when evidence is ready for review and/or when a settlement offer has been made. Once a settlement has been offered, you can then accept or decline the offer.

If you accept the offer, the District will change the value and send a confirmation email, and the protest will be considered closed. If you do not accept the offer or settlement is not offered, you will receive an email instructing when to appear before the Appraisal Review Board for your formal hearing at 900 S. Seguin Avenue, New Braunfels, Tx 78130. If you would like to have an informal meeting with an appraiser, you should file your protest using the enclosed protest form.

If you should need to contact the District in regard to your protest, please contact us at (830) 625-8597.