

ONLINE APPEALS

Your account may be eligible to file a protest electronically (E-File) under Property Tax Code Section 41.415 Electronic Filing of Notice of Protest. The deadline to E-File a protest is May 31st or the next regular business day if it should fall on a holiday or weekend.

IN ORDER TO BE ELIGIBLE, YOUR ACCOUNT MUST BE:

- a real property, single family residential account,
- with a residence homestead (HS) exemption,
- and in a neighborhood which the appraisal district has determined to be eligible to E-File.

Unusually complex neighborhoods, accounts with multiple owners, accounts involved in litigation or binding arbitration, and accounts represented by an agent are not eligible to E-File a protest.

TO DETERMINE IF YOUR PROPERTY IS ELIGIBLE TO E-FILE:

- Visit www.bcad.org, use the property search to find your property, and click View Details.
- In the Property section under location, you will see a message 'E-file eligible' if your property qualifies. If this message does not appear then your property is not eligible at this time to file electronically.
- If your account is not eligible to file electronically, you are still eligible to file a protest with the Appraisal District before the deadline. You can find a protest form at www.bcad.org in the FORMS tab.

WHAT YOU NEED TO E-FILE:

- a valid email address for correspondence with the Bexar Appraisal District (The District will keep your email address confidential.)
- Owner ID
- PIN number

HOW DO I GET AN OWNER ID AND/OR PIN NUMBER:

- If you are eligible, and received an appraisal notice, your Owner ID and E-File PIN number can be found on your Notice of Appraised Value (located in the upper right hand section of the form.)
- If you did not receive a Notice of Appraised Value, but you know that you are eligible, contact the Bexar Appraisal District at csefile@bcad.org to request your owner ID and PIN number. Include your Property ID and Owner Name with the request so that we can identify the correct account information. You can find your property ID by going to www.bcad.org and clicking 'Property Search'.
- Please note that your PIN will be mailed to you at the address we have on file, so please allow time for the mail delivery. **The protest deadline does not change by requesting an owner ID and/or PIN number.**

HOW DO I ACCESS E-FILE?

- To access the E-file system, visit our website at <http://www.bcad.org> and click on the Online Appeals tab. You will need your Owner ID and PIN number to register. Your PIN is case sensitive. Please enter your 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.

IF YOU CHOOSE TO E-FILE, HERE ARE A FEW THINGS YOU NEED TO KNOW:

- E-File does not allow for protest reasons other than Value Over Market and Unequal Compared to Others.
- During the E-File registration process, you'll be asked to select between the two following options:

I confirm that I wish to receive all correspondence relating to my protest(s) electronically.

I confirm that I DO NOT wish to receive correspondence relating to my protest(s) electronically.

- Option 1 allows you to file your protest electronically AND continue through the Online Appeals Process. You will NOT have a face-to-face informal meeting with an appraiser. ALL communication related to settling the hearing informally will be conducted electronically. Evidence must be submitted by e-mail as attachments in either a PDF or JPEG format and cannot exceed a total of 20 MB. If an agreement is not reached, you will receive an electronic notice containing the date and time for your formal hearing before the Appraisal Review Board (ARB).
- Option 2 allows you to file your protest electronically only. You will receive a notice in the mail with the date and time of your informal meeting with an appraiser and your formal hearing before the Appraisal Review Board (ARB).
- After registering on-line, you will need to log in to your account to file your protest. If you have chosen the option to receive all correspondence electronically (Option 1), an e-mail will be sent with directions on how to submit any evidence pertinent to the protest. E-mails will be sent when the District evidence is ready for review and if a settlement offer has been made. When a settlement has been offered, you can then accept or decline. If you ACCEPT, the District will change the value and send a confirmation email. The protest will then be considered closed. If you DO NOT ACCEPT, you will receive an electronic notice scheduling your appearance before the Appraisal Review Board (ARB).

If you should need to contact the District in regards to your protest or other related questions, please contact us at (210) 242-2432.