

Instructions for filing an appeal on-line

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.

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:

1. Visit www.bcad.org, use the property search to find your property, and click View Details.
2. 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 by May 31. 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
- Owner ID
- PIN number

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

- If you 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 not, 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.**

IF YOU CHOOSE TO E-File, HERE ARE THINGS YOU NEED TO KNOW PRIOR TO REGISTERING:

E-FILE DOES NOT ALLOW:

- Protest reasons other than, Value Over Market and Unequal Compared to Others
- For the exchange of documents or emails
- For an informal meeting with an appraiser

If you have protest reasons other than market value issues, have documentation you would like to share with the District, or would prefer an informal meeting you should not use E-file.

E-FILE DOES ALLOW FOR YOU TO:

- File your protest electronically, if you have a valid email address. The District will keep your email address confidential.
- Receive comparable sales or other evidence that the district plans to present at the formal hearing.
- 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.
- Accept or reject a settlement offer made by the appraisal district.

HOW DO I ACCESS E-File?

To access the E-file system, visit our website at <https://www.bcadonline.org> .

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

Once 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 choose to accept or decline the offer.

If you accept the settlement 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 a settlement is not offered, you will receive an email instructing when to appear before the Appraisal Review Board for your formal hearing at 411 N. Frio.

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