



Nueces County Appraisal District

201 North Chaparral, Suite 206 · Corpus Christi, Texas · 361-826-2100

Electronic (E-File) Protest Information

Some properties appraised by the Nueces County Appraisal District (NCAD) are eligible for electronic filing of a protest for excessive appraisal and/or unequal appraisal on residential property. If you choose to file your protest online, the following conditions must be met:

- You received an appraisal Notice with your E-File PIN printed in the front top right section of the notice. Your PIN will be used as your signature. Do not share this PIN with anyone else. Your PIN is case sensitive; enter it exactly as it appears.
- The reason for the protest must be:
 1. Value is Over Market Value; and/or
 2. Value is Unequal compared with other properties

Important E-File Information:

- E-File is only available to RESIDENTIAL PROPERTIES THAT CURRENTLY HAVE RESIDENTIAL HOMESTEAD EXEMPTION, AN OVER-65 EXEMPTION, A DISABLED PERSON EXEMPTION, OR A DISABLED VETERAN HOMESTEAD EXEMPTION.
- Properties represented by an authorized Tax Agent are not eligible to protest electronically.
- If you have condition issues, you must submit supporting documentation/evidence electronically, by mail, or deliver a paper copy to NCAD (at the above address, Attn: E-File), for consideration.
- Should you be unable to resolve your protest online, you will automatically be scheduled for a formal ARB hearing. You will receive your written Notice of Protest Hearing Letter via USPS mail with your scheduled date and time.
- If you choose to E-File your protest, it is not necessary to mail or deliver a paper copy.

E-File allows you to:

- File your protest electronically online;
- Receive comparable sales or other evidence the Chief Appraiser plans to present at the formal ARB hearing;
- Receive a settlement offer adjusting the value of your property, if the District determines that an adjustment is warranted;
- Receive a settlement offer with the same value as the value that appears on the enclosed Notice of Appraised value (this indicates a change could not be made at this time);
- Accept or reject a settlement offer made by the Appraisal District.

Computer/Browser Requirements:

- A valid email address that NCAD will use to communicate with you regarding your protest. Your email address will be kept confidential and not made available to any third parties.
- Internet Explorer® 7 (IE8 is recommended) or higher OR Mozilla Firefox® 3.0.3 or higher.
- Adobe® Reader® 8.0 or higher.

For questions regarding electronic protests please contact our office at: 361-826-2100
If you wish to proceed & E-File your Protest, please see the back of this sheet for further instructions.

E-File Protest Instructions

Once the previously stated conditions & requirements are met, follow these steps to file your protest by visiting the Nueces CAD electronic protest website at: <http://pacs.ncadistrict.com/onlineappeals>

1. If you are registering for the first time:

- A. Click on the "Register" button in the New User section;
- B. Create Owner ID and enter the PIN which is found on the top right of your Appraisal Notice - "E-File Pin". Your PIN is case sensitive so please enter the PIN exactly as it appears. Do not share your PIN; it is considered your signature. Be sure to keep this information, you will need to enter it again and for future E-File protesting. If you lose your PIN, contact NCAD;
- C. Complete the Website User Information section and follow the steps to complete your registration;
- D. You will receive an email with a link to confirm your email address and register your account.

2. If you are a prior registered user, or if you just completed your registration:

- A. Log in at the above mentioned web-site;
- B. After you have logged in, you will see your Protest Summary. Click the "E-File Protest" button on the left. This will give you a list of eligible properties along with their E-File status.
- C. Click the "E-File" button next to the property you wish to protest and follow the steps. When you click on "Create", your protest will be submitted to NCAD for processing.
- D. You will receive an email that your protest has been submitted.
 - **Some Internet Service Providers may block the return email, so be sure to check your Junk/Spam mailbox.**
 - **You may return to your submitted protest at any time in order to add supporting evidence, until a settlement offer has been made by NCAD.**

For more instructions, see the help section found on the E-File website (<http://pacs.ncadistrict.com/onlineappeals>). This can be accessed from any screen by clicking the "Help" button at the top right corner of the page.

***** IMPORTANT – PLEASE READ *****

- **Please provide a daytime phone number so that we may contact you if necessary.**
- **If your property has a condition issue that you believe may affect the Market Value, you must provide supporting evidence.**
- **Please upload evidence such as pictures, estimates, etc. that will support your claim.**
- **Remember, the deadline for filing an E-File protest is the "Deadline for filing a protest" date that is printed on the Appraisal Notice.**

Once the Appraiser has reviewed your protest, you will receive a response from the Nueces County Appraisal District. As part of the response, evidence will be provided under the "Evidence and Letters tab" available for your review. Once you have reviewed our response, you may do one of the following:

1. If you **ACCEPT** the settlement offer:

- Click Accept;
- You will receive a response confirming you have accepted the offer;
- Your protest will be closed as "Agreed Settlement" and your hearing will be withdrawn waiving your rights to a formal hearing per Section 1.111(e) of the Texas Property Tax Code.

2. If you **DO NOT ACCEPT** the settlement offer:

- Click Reject;
- A Protest hearing date will be assigned and a Notice of Protest Hearing letter will be mailed to you.

If you fail to accept or reject our offer within 10 days of receipt of our offer, or June 15, whichever is earlier, we will proceed with your formal protest. You will be scheduled for an Appraisal Review Board hearing and a Notice of Protest Hearing letter will be mailed to you. If you did not get the confirmed message that your protest has been submitted or have not heard from the Nueces County Appraisal District with a settlement offer by June 20th, please contact our office at 361-826-2100.