

Informal Review Process:

- 1) If you disagree with DCAD's proposed market value then you must first file a protest and provide evidence as to your value position before DCAD's appraisal staff will conduct an Informal Review of the property's valuation.
- 2) DCAD would encourage all property owners to utilize DCAD's uFile Online Protest and Settlement System (uFile System) as this is the most efficient way to file a protest, submit evidence, and to begin the Informal Review Process.
- 3) Once a protest has been filed and evidence submitted, DCAD will reach out to the property owner prior to the Formal Appraisal Review Board (ARB) Hearing if the evidence warrants a value change. DCAD appraisal staff will either conduct an Informal Review via a telephone conversation with the property owner or DCAD will respond via an email using DCAD's uFile and Settlement System.
- 4) If you filed a protest and provided evidence and you have not been contacted by either a phone call or email at least 3 days prior to your scheduled Appraisal Review Board (ARB) Hearing, then please call the appropriate Division to speak with an appraiser who will at that time conduct an Informal Review.
- 5) Once you file your protest and assuming you have submitted evidence with your protest, after the protest deadline date (May 15 for Residential and Commercial and June 12 for Business Personal Property), DCAD would encourage the property owner to be proactive and call the respective Division to conduct your Informal Review. If you are able to resolve your issue during this Informal Review then there will be no need to attend your Formal ARB Hearing.
- 6) Once DCAD receives your protest, the 41.461 evidence DCAD plans to use to support its valuation position will be available to the property owner via DCAD's website at the account level under the 41.461 evidence link.
- 7) If at any time during the Appraisal Review Board process, you have any questions concerning the process then please call the respective Division to speak with an appraiser.

Residential Division: 214-905-9402 (telephone line opens up April 15) Protest Deadline Date May 15

Commercial Division: 214-905-9406 (telephone line opens up April 15) Protest Deadline Date May 15

Business Personal Property (BPP) Division: 214-905-0908 (telephone line opens up May 13) Protest Deadline Date June 12