

# WISE CAD INFORMAL REVIEWS

Sec. 41.445. INFORMAL CONFERENCE BEFORE HEARING ON PROTEST. The appraisal office shall hold an informal conference with each property owner who files a notice of protest with the appraisal review board and requests an informal conference. An informal conference must be held before the hearing on the protest.

Added by Acts 2021, 87th Leg., R.S., Ch. 644 (H.B. 988), Sec. 16, *eff.* January 1, 2022.

1. **FIRST STEP** – Protest must be filed either by the property owner or agent in order to request an informal hearing.
2. **SECOND STEP** - Evidence must be submitted by the property owner or agent prior to the informal review. **NOTE** – Informal reviews **WILL NOT** be held the day of scheduled ARB hearing(s) or any other days that the ARB conducts hearings. **HEARING DAYS - NO INFORMALS**. Please email evidence to [Wise.Informals@wisecad.net](mailto:Wise.Informals@wisecad.net).
3. **THIRD STEP** – Staff members will review the evidence provided and contact the owner or agent by **either phone or email**.
4. **FOURTH STEP** – Staff members may then propose a reduced value when review of the evidence submitted supports such. Proposals may be issued verbally over the phone, by email or fax, and will require a signed Settlement & Waiver in order to be processed.
5. **FINAL GUIDELINES** – There will only be one informal meeting with any WCAD appraiser per property. Staff will note in the records when an informal hearing has been completed.
6. **INFORMAL TIMELINE**- Informal hearings will be conducted from April 22 through June 23, 2025.

PLEASE NOTE – This will not prevent staff members from discussing values or exemptions with a taxpayer or agent over the phone or by email. If this communication cannot resolve the matter quickly and no evidence is provided by taxpayer or agent, then we encourage them to file a formal protest.