



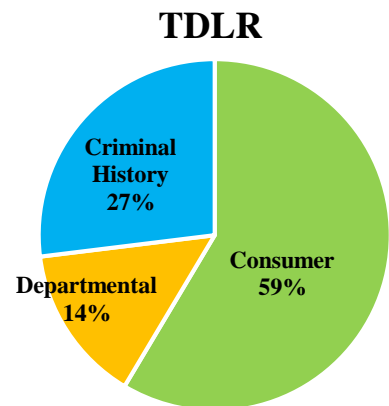
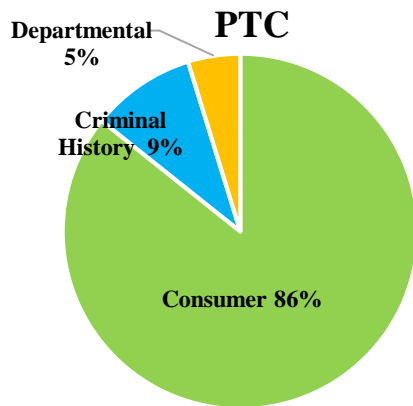
# TEXAS DEPARTMENT OF LICENSING AND REGULATION

## Enforcement Division

### Property Tax Consultants (PTC)

Key Statistics	PTC Fiscal Year 2020	TDLR Fiscal Year 2020
Number of Licensees	1,862	823,189
Complaints Received	26	32,683
Cases Opened	21	10,465
Cases Closed	7	9,763
Average Time to Close (days)	258.43	157.58
% of Cases Resolved Within 6 Months	28.57%	68.64%
% of Cases Resulting in Disciplinary Action	28.57%	13.48%
Open Cases Pending at End of Fiscal Year	19	5,850
Number of Cases Referred to the State Office of Administrative Hearings (SOAH)	0	140
Number of Contested Cases Heard at SOAH	0	63
Formal Case Outcomes	PTC Fiscal Year 2020	TDLR Fiscal Year 2020
Commission Orders	0	28
Default Orders	1	339
Agreed Orders	1	853
Average Penalty Assessed on Orders	\$3,000.00	\$2,199.86
Total Penalties Assessed	\$6,000.00	\$2,360,451.00
Licenses Revoked (Disciplinary)	1	62
Licenses Suspended (Disciplinary)	0	3
Licenses Denied/Suspended/Revoked (Criminal History)	0	240
Cases Heard in District Court	0	2
Informal Case Actions	PTC Fiscal Year 2020	TDLR Fiscal Year 2020
Consumer Restitution	\$0.00	\$183,910.04
Warning Letters	1	1,615
Other Informal Resolutions	4	6,749
Cease & Desist Orders	0	46

**Source of Cases Opened Fiscal Year 2020**





**TEXAS DEPARTMENT OF LICENSING AND REGULATION**  
*Enforcement Division*

**PTC Alleged Violations at Opening**

<b>Fiscal Year 2020</b>	
<b>Alleged Violation at Opening</b>	<b>Count</b>
Ethics violations	7
No certificate of registration	4
Services not performed	4
Criminal History	2
Unfair treatment of taxpayer	2
No supervision by Senior PTC	1

**PTC Violations Resulting in Disciplinary Action**

<b>Fiscal Year 2020</b>	
<b>Violation Resulting in Disciplinary Action</b>	<b>Count</b>
Ethics violations	2