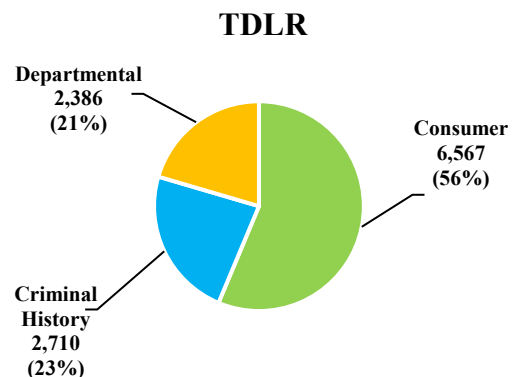
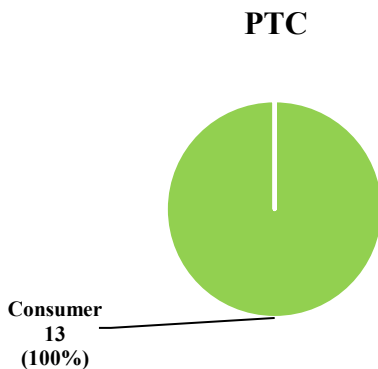


Property Tax Consultants (PTC)

Key Statistics	PTC Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	1,976	890,735
Complaints Received by Source	94	64,954
<i>Consumer complaints</i>	18	14,098
<i>Department initiated complaints</i>	0	2,368
<i>Criminal History Records reviewed for licensure</i>	76	48,488
Cases Opened	13	11,663
<i>Consumer</i>	13	6,567
<i>Departmental</i>	0	2,386
<i>Criminal History</i>	0	2,710
Cases Closed	15	11,754
Average Time to Close (days)	522.00	215.79
% of Cases Resolved Within 6 Months	26.67%	57.64%
% of Cases Resulting in Disciplinary Action	13.33%	10.81%
Open Cases Pending at End of Fiscal Year	9	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	61
Contested Cases Heard at SOAH	0	30
Formal Case Outcomes	PTC Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	2	1,160
<i>Commission Orders</i>	0	27
<i>Default Orders</i>	0	384
<i>Agreed Orders</i>	2	749
Average Penalty Assessed on Orders	\$1,750.00	\$2,231.30
Total Penalties Assessed	\$3,500.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	0	50
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	182
Cases Heard in District Court	0	7
Informal Case Actions	PTC Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$0.00	\$390,011.62
Warning Letters	1	3,378
Other Informal Resolutions	12	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



PTC Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Ethics violations	7
No certificate of registration	5
Services not performed	2
False or misleading conduct to client	2

PTC Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
No certificate of registration	1
Ethics violations	1