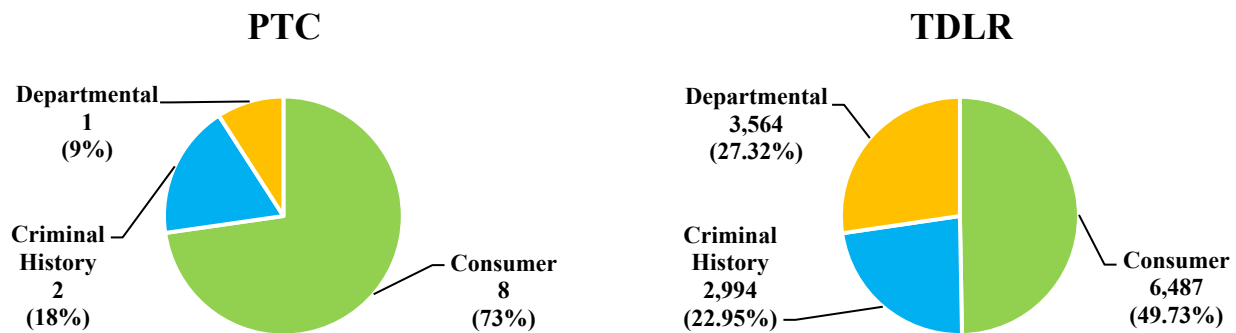


Property Tax Consultants (PTC)

Key Statistics	PTC Fiscal Year 2023	TDLR Fiscal Year 2023
Complaints Received by Source	202	111,084
<i>Consumer complaints</i>	14	14,240
<i>Department initiated complaints</i>	1	3,535
<i>Criminal History Records reviewed for licensure</i>	187	93,309
Cases Opened	11	13,045
<i>Consumer</i>	8	6,487
<i>Departmental</i>	1	3,564
<i>Criminal History</i>	2	2,994
Cases Closed	4	11,284
Average Time to Close (days)	82.75	215.01
% of Cases Resolved Within 6 Months	75.00%	55.52%
% of Cases Resulting in Disciplinary Action	0.00%	12.46%
Open Cases Pending at End of Fiscal Year	16	8,304
Cases Referred to the State Office of Administrative Hearings (SOAH)	0	68
Contested Cases Heard at SOAH	0	28
Formal Case Outcomes	PTC Fiscal Year 2023	TDLR Fiscal Year 2023
Final Orders	0	1,329
<i>Agreed Orders</i>	0	843
<i>Commission Orders</i>	0	12
<i>Default Orders</i>	0	472
Average Penalty Assessed on Orders	\$0.00	\$2,217.58
Total Penalties Assessed	\$0.00	\$2,947,160.00
Total Penalties Collected	\$0.00	\$1,451,668.00
Licenses Revoked (Disciplinary)	0	58
Licenses Suspended (Disciplinary)	0	4
Licenses Denied/Suspended/Revoked (Criminal History)	0	145
Cases Heard in District Court	0	2
Informal Case Actions	PTC Fiscal Year 2023	TDLR Fiscal Year 2023
Consumer Restitution	\$0.00	\$272,187.43
Warning Letters	0	2,757
Other Informal Resolutions	4	7,121
Cease & Desist Orders	0	8

Cases Opened Fiscal Year 2023



PTC Alleged Violations at Opening

Fiscal Year 2023	
Alleged Violation at Opening	Count
Ethics violations	5
No certificate of registration	4
Services not performed	4
Engaged in false or misleading conduct with client	3
Criminal history	2
Failed to pay dishonored check	1

PTC Violations Resulting in Disciplinary Action

Fiscal Year 2023	
Violation Resulting in Disciplinary Action	Count
There were no violations resulting in Disciplinary Action for Fiscal Year 2023 for the PTC Program	N/A