



TEXAS COMPTROLLER ONLINE ARBITRATION CENTER FREQUENTLY ASKED QUESTIONS

APRIL 6, 2018

When will the arbitration system be ready?

The new Texas Comptroller Online Arbitration Center (COAC) will be available summer 2018.

How will the new arbitration system work?

The property owner or agent will be able to file an arbitration request and pay the required deposit through COAC and will receive electronic notifications throughout the process via the provided email address.

The appraisal district will certify the request in COAC. The Comptroller's office will then accept or reject the request and assign an arbitrator through COAC.

An arbitrator will use COAC to accept arbitration assignments and render decisions after hearings.

After a decision has been entered, the Comptroller's office will send either a check payment or direct deposit to the arbitrator or a refund by check or direct deposit to the property owner, or in some instances both, after retaining the \$50 fee for administrative costs.

What are the benefits of using the new arbitration system?

- Faster communications between parties
- Online document upload
- Online chat feature between parties
- No letters or forms lost in the mail
- Faster request processing
- Online payment options (credit card or electronic bank transfer)

When will the new arbitration rules be ready?

The new rules will be ready in May 2018.

When will the new arbitration forms be ready?

The forms will be ready in May 2018.

Does a copy of the request for binding arbitration form still have to be sent with all the appraisal review board (ARB) orders?

Yes, a copy of Comptroller Form AP-219, Request for Binding Arbitration, must be sent with all ARB orders. The new version of this form will be available in May 2018.

Can people still file with the paper application?

In limited circumstances, a paper request for binding arbitration will be accepted. If a paper request is filed and no email address is provided, the entire arbitration process (except the hearing) will be conducted by paper and through regular first-class mail. The arbitrator will be prompted to print and mail certain letters and forms throughout the process.

What happens if someone files using a paper application?

If a property owner or agent files a paper request for binding arbitration, it will follow the current arbitration process:

- The request and deposit must be filed with the appraisal district.
- The appraisal district will certify the paper request and forward it and the deposit to the Comptroller's office.

If the property owner or agent provides an email address with the application, PTAD staff will enter the information into COAC and the request for binding arbitration process will be completed through COAC.

Are appraisal districts and arbitrators required to use the new system?

Yes, appraisal districts and arbitrators are required to use the new system.

Can someone file electronically and send in a paper check?

Yes. At the end of the electronic filing process, the property owner is given a choice of three payment methods:

- electronic payment by bank draft;
- electronic payment by credit card; or
- cashier's check or money order.

If cashier's check or money order is selected, the property owner will be required to print a summary sheet, attach it to the deposit and send both to the appraisal district to complete the filing process.

Note: The date the deposit and summary sheet is postmarked or hand-delivered to the appraisal district is the date used to verify timeliness of the request.

Can someone file by paper and pay electronically?

No. Once a property owner or agent files a paper Form AP-291, Request for Binding Arbitration, the deposit can only be submitted by cashier's check or money order.