

- **What do I do to question my Appraisal:** Do not wait to talk to an appraiser. Go ahead and submit a protest form. You may, or may not, receive an appraisal notice in the mail.
- **When is my Deadline:** The deadline to protest is May 16, or 30 days from your notice date (listed on your notice), whichever is greater. If you don't receive an appraisal notice, then your deadline is May 16<sup>th</sup>.
- **What do I submit:** Complete the protest form with contact information (correct mailing address, daytime phone, and email), include supporting documents such as closing statement, private appraisal, comparable sales, photos, or other appropriate items. Protest processing could be delayed if no supporting documentation is received.
- **What will happen then:** Submitted protests will be reviewed. If the information you have submitted allows for a modification, our office may contact you with a settlement offer. We may contact you by mail, email, or phone. If a formal hearing is scheduled you will be notified by mail. This process will continue through the Summer and possibly early Fall. Please monitor your mail, email, and phone messages during this timeframe.
- **How do I use E-File:** If you receive an appraisal notice, and you are qualified to use the E-File protest system, your notice will include a letter with your PIN number for accessing the E-File Portal (portal address: <https://portal.trueautomation.com/4> ) If you have never used the E-File system, you will need to create a new user. Keep in mind that the PIN is not your password. If you have used it in the past, you will already have a user name and password. If you have forgotten your password or user name, follow the instructions in the portal to recover your account.