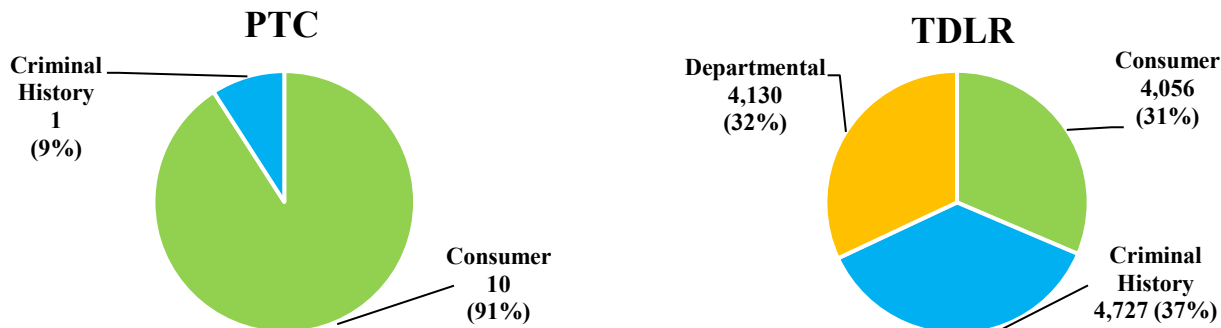


## Property Tax Consultants (PTC)

Key Statistics	PTC Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	2,318	1,019,176
<b>Complaints Received by Source</b>	<b>236</b>	<b>134,663</b>
Consumer complaints	20	12,216
Department initiated complaints	0	4,096
Criminal History Records reviewed for licensure	216	118,351
<b>Cases Opened</b>	<b>11</b>	<b>12,913</b>
Consumer	10	4,056
Departmental	0	4,130
Criminal History	1	4,727
<b>Cases Closed</b>	<b>4</b>	<b>12,694</b>
Consumer	3	4,467
Departmental	0	3,487
Criminal History	1	4,740
<b>Average Time to Close (days)</b>	<b>722.75</b>	<b>206.68</b>
% of Cases Resolved Within 6 Months	25.00%	64.46%
% of Cases Resulting in Disciplinary Action	0.00%	12.94%
% of Cases Not Resulting in Disciplinary Action	100.00%	87.06%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>27</b>	<b>7,651</b>
Cases Referred to SOAH	0	133
Contested Cases Heard at SOAH	0	62
Formal Case Outcomes	PTC Fiscal Year 2025	TDLR Fiscal Year 2025
<b>Final Orders</b>	<b>0</b>	<b>1,643</b>
Agreed Orders	0	918
Commission Orders	0	20
Default Orders	0	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	0	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$0.00	\$3,095.17
<b>Total Penalties Assessed</b>	<b>\$0.00</b>	<b>\$4,769,650</b>
<b>Total Penalties Collected</b>	<b>\$0.00</b>	<b>\$1,783,085</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>0</b>	<b>171</b>
Licenses Revoked (Disciplinary)	0	162
Licenses Suspended (Disciplinary)	0	9
Licenses Denied/Suspended/Revoked (Criminal History)	0	206
Restricted Licenses Granted	0	4
<b>Enforcement cases that resulted in District Court Filing</b>	<b>0</b>	<b>5</b>
Other Case Actions	PTC Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$0.00	\$808,739.25
Other Cases Closed without Disciplinary Actions	1	4,993
Informally Resolved	0	526
Insufficient Evidence	3	2,516
Warning Letters	0	2,939
Withdrawn by Complainant	0	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

### Cases Opened Fiscal Year 2025



### PTC Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Ethics violations	5
Services not performed	4
Failed to have certificate of registration	3
False or misleading conduct to a client	3
Criminal history	1
Senior Property Tax Consultant failed to supervise	1

### PTC Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
There are no PTC Disciplinary Actions for Fiscal Year 2025	0