

February 26, 2019

for 3/20 cc A.D.

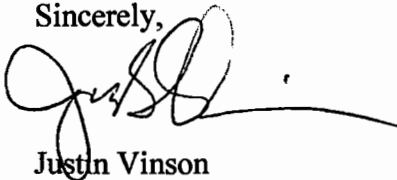
To: Burnet County
c/o Commissioner's Court

From: Justin Vinson
1133 Crider Rd
Marble Falls, TX 78654

RE: Property ID-64260
Burnet County Delinquent Tax of \$54.84
County Special Road and Bridge Delinquent Tax of \$6.48

On February 20, 2019 I received a letter in the mail from the Burnet Central Appraisal District making me aware that a check I wrote for my 2018 property taxes had been returned because of a "Non-Sufficient Funds" reason code. I immediately paid the property taxes and contacted my bank, USAA. Through a lengthy investigation that ended up going to USAA's internet IT department, it was determined that the NSF occurred in error due to a glitch in the operating system of the banking application that I use which is obviously provided by USAA. This glitch affected Transfer/ACH banking on my account. This is the first time that has happened on that account and was a surprise to me in the 20 years I have banked with USAA. In addition to the check not clearing, I was also charged a "Returned Check" fee. This was reversed and my description of the problem launched a "bug fix" attempt that I am still working on with USAA. Because of this glitch, it caused the check I wrote for my property taxes to not clear even though adequate funds were present. It is also important to note that this account is used by my wife and I only to pay property taxes and dependent child care for our youngest son. I work for Austin Fire and use this account to have IRS FLEXTRA dependent care ACH deposit/withdrawal payments made directly to daycare. This put the taxes into a delinquent status causing me to pay an additional \$249.83. I am requesting relief of this delinquency through Subsection B of Section 33.011 Waiver of Penalties and Interest. Since I have been paying property taxes in Burnet County for over 20 years, this is the first time I have encountered an error such as this or for that matter been delinquent on property taxes due to circumstances out of my control. Thank you for your attention to this matter.

Sincerely,



Justin Vinson