

3/8 Agenda ?

Suzette & Dennis Janda
137 Silk Tree Lane
Round Rock, Texas 78664
Phone (512) 698-0185

February 24, 2022

Burnet County and Burnet County Road & Bridge
220 South Pierce
Burnet, TX 78611

Subject: Reimbursement for tax payment fees for 145 Henna, Bertram, TX 78605

Prop. ID 6060

To Whom This May Concern,

We are requesting to be reimbursed the \$288.54 fees while paying our taxes for the property referred to above, for the reasons mentioned below:

We paid \$4122.13 to you using Wells Fargo (WF) Bill Pay on January 19, 2022. The bank wrote the check & mailed it to Stan Hemphill, using an automatic system. We thought it was paid due to the fact it had already been withdrawn from our account on January 19th, as you will see as attachment # 1.

On February 16, 2022, we received a notice in our online account that the money had been returned to our account. You will see that as attachment #2. I did not notice that it had been returned until Friday February 18th. I immediately called the Burnet Central Appraisal District to find out why the money was returned to our bank. I spoke with Jeff, I believe, who told me that there were no records showing it was ever received, which was a surprise to me. He suggested that maybe it had been lost in the mail & returned to the bank by the post office.

I then called WF to find out if they knew why it was returned. They were unsure of what happened & decided maybe fraud was committed so they froze all my online accounts from Friday February 18th through Tuesday February 22nd. I was on hold with them for 2 hours on Friday. I was unable get help until I saw them in person. The first available appointment was Tuesday at noon, February 22nd.

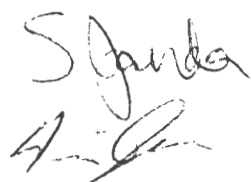
WF realized there was no fraud committed & were able to unfreeze my accounts. Possibly WF sent the money back to me because it was uncashed by February 16th. They seem to have a limited time for their automatic checks to be cashed before they return the unused money to your account, without any warning.

As soon as WF unfroze my online accounts, they wrote the letter you will see as attachment # 3, to provide to you as proof that we did nothing wrong. I've used WF Bill Pay to pay all my bills & have for about 20 years. This has never happened before.

I immediately drove to Burnet to pay my taxes in person. We ask that you reimburse us since we did our best & actually paid them on time on January 18th. We appreciate any leniency you can give us.

Sincerely,

Suzette & Dennis Janda



Date	Description	Available	Number	Amount	Balance
01/20/2022	WASH NATL INS983 INS PREM 220118 002299207220120 SUZETTE M ALEXANDER 5341083130 002299207220120 0R00000091006363511550	No		35.00	1,810.44
01/20/2022	PURCHASE AUTHORIZED ON 01/19 H-E-B GAS/CARWASH ROUND ROCK TX S382019522713606 CARD 0502	No		41.57	1,845.44
01/20/2022	RECURRING PAYMENT AUTHORIZED ON 01/19 WHITE KNIGHT PEST 512- 5353008 TX S462019490892960 CARD 7102	No		129.89	1,887.01
01/20/2022	ONLINE TRANSFER FROM JANDA D REF #IB0DDRP832 SAVINGS KERRVILLE HOA DUES	No		+300.00	2,016.90
01/19/2022	CHECK	Yes	1970	4,500.00	1,716.90
01/19/2022	PROG COUNTY MUT INS PREM 220118 903466159 SUZET SUZETTE JANDA 9409348153 903466159 SUZET 0R00000091006078448805	No		415.96	6,216.90
01/19/2022	ATT Payment 011622 325931001EPAYW PREFERRED CHECKING 9864031004 325931001EPAYW 0R00000091006078448807	No		80.99	6,632.86
01/19/2022	Dental Select Dental Sel 432767 Suzette M Janda 3870482115 432767 0R00000091006078448806	No		64.82	6,713.85
01/19/2022	BILL PAY Stan Hemphill - Chief Appraiser ON-LINE x30283 ON 01-19	No		4,122.13	6,778.67
01/19/2022	BILL PAY SYNCHRONY BANK RECURRING xxxxxxxxxxxx22087 ON 01- 19	No		134.00	10,900.80
01/18/2022	PURCHASE AUTHORIZED ON 01/18 H-E-B #034 ROUND ROCK TX P000000976042479 CARD 7102	No		78.40	11,034.80
01/18/2022	PURCHASE AUTHORIZED ON 01/18 H-E-B #034 ROUND ROCK TX P000000674183351 CARD 7102	No		41.18	11,113.20
01/18/2022	RECURRING TRANSFER TO JANDA R REF #OP0DD7JN8N CHECKING ROBERTS SUPPORT	No		75.00	11,154.38

Attachment # 1

Date	Description	Available	Number	Amount	Balance
02/17/2022	PURCHASE AUTHORIZED ON 02/16 H-E-B GAS/CARWASH ROUND ROCK TX S302047519117759 CARD 0502	No		51.61	7,063.06
02/17/2022	RECURRING PAYMENT AUTHORIZED ON 02/16 SAFECO INSURANCE C 800- 332-3226 MA S582047397780124 CARD 0502	No		85.67	7,114.67
02/17/2022	PURCHASE AUTHORIZED ON 02/15 TXTAG 888 468 9824 888-468-9824 TX S582047064874236 CARD 7102	No		40.00	7,200.34
02/17/2022	ONLINE TRANSFER FROM JANDA D REF #IB0DM5MMM SAVINGS KERRVILLE HOI	No		+1,410.00	7,240.34
02/17/2022	PURCHASE RETURN AUTHORIZED ON 02/16 DAVIDS BRIDAL 131 AUSTIN NORTH TX S612048480802042 CARD 7102	No		+173.15	5,830.34
02/16/2022	PURCHASE AUTHORIZED ON 02/16 DAVIDS BRIDAL AUSTIN NORTH TX P000000384461537 CARD 7102	No		64.90	5,657.19
02/16/2022	RECURRING TRANSFER TO JANDA D SAVINGS REF #OP0DLSZB5Z XXXXXX9375	No		75.00	5,722.09
02/16/2022	PURCHASE AUTHORIZED ON 02/15 RGP*Real Green Law 512-4547339 TX S582046561443065 CARD 0502	No		52.13	5,797.09
02/16/2022	PURCHASE AUTHORIZED ON 02/14 SANTIAGOS ROUND ROCK TX S382046135576176 CARD 0502	No		68.03	5,849.22
02/16/2022	BILL PAY PAYMENT RETURN ON 02-16	No		+4,122.13	5,917.25
02/15/2022	PURCHASE AUTHORIZED ON 02/15 CHEVRON/LEANDER TEXACO LEANDER TX P382047060142159 CARD 0502	No		14.82	1,795.12
02/15/2022	DEPOSITED OR CASHED CHECK	Yes	1971	150.00	1,809.94
02/15/2022	RECURRING TRANSFER TO JANDA R REF #OP0DLJL685 CHECKING ROBERTS SUPPORT	No		75.00	1,959.94
02/15/2022	PURCHASE AUTHORIZED ON 02/14 PROGRESSIVE *INSUR 800-776-4737 OH S462045754686075 CARD 7102	No		3,098.00	2,034.94

Attachment #2



Wells Fargo Bank N.A.

Jose Ybarra –Personal Banker

To Whom It May Concern,

This letter is to confirm that Suzette Janda did mail a Bill Pay off in the amount of \$4122.13 to the Chief Appraiser. The Check was mailed out on the 19th of January and was returned on February 16th into her account for not being negotiated. I have confirmed that the funds were in her account at the time of the check being sent. I have also provided the history on Suzette's account to show when the money came out and when the money got put back in. If you have any further questions feel free to reach out to myself at 512-218-3160 or Suzette Janda as well.

Thank You,

Jose Ybarra

Personal Banker

Jose Ybarra	C1364	07967
Ph#512-218-3160		MAC T7004010
Wells Fargo Bank, N.A.		COID 808
Town Centre - Round Rock Office		AU 088491
	NMLS ID	1710440

Together we'll go far



Attachment #3

TAX RECEIPT

02/22/2022 02:16PM

BURNET CENTRAL APPRAISAL DIST
223 S PIERCE
P O BOX 908
BURNET, TX 78611

Receipt Number

2494347

Date Posted 02/22/2022
Payment Type P
Payment Code Full
Total Paid \$4,410.67

PAID BY:

JANDA DENNIS
137 SILK TREE LN
ROUND ROCK, TX 78664

Property ID	Geo	Legal Acres					Owner Name and Address				
6060	03250-000A-00002-000	0.0000					JANDA DENNIS 137 SILK TREE LN ROUND ROCK, TX 78664				
Legal Description											
S3250 BERTRAM LOT 2 BLK A											
Situs	DBA Name										
145 HENNA BERTRAM, TX 78605-4609											
Entity	Year	Rate	Taxable Value	Stmt #	Void	Original Tax	Discnts	P&I	Att Fees	Overage	Amount Pd
*WATER CONSERV DIST OF CENTRAL TEXAS	2021	0.00670	201,119	27179	N	13.47	0.00	0.94	0.00	0.00	14.41
*CO SPECIAL, ROAD & BRIDGE	2021	0.04670	201,119	27179	N	93.92	0.00	6.58	0.00	0.00	100.50
*CITY OF BERTRAM *EMERG SERV DIST	2021	0.47320	201,119	27179	N	951.70	0.00	66.62	0.00	0.00	1,018.32
#4 (ESD4)	2021	0.09300	201,119	27179	N	187.04	0.00	13.09	0.00	0.00	200.13
*BURNET COUNTY	2021	0.35300	201,119	27179	N	709.95	0.00	49.69	0.00	0.00	759.64
*BURNET ISD	2021	1.07700	201,119	27179	N	2,166.05	0.00	151.62	0.00	0.00	2,317.67
											4,410.67
Balance Due As Of 02/22/2022 : .00											

Tender	Details	Description	Amount
Check	4410.67		4410.67
			4410.67

Operator Batch
MARIA 23499 (220222MG1)

Total Paid
4,410.67

Statement of Account

NOTICE: This is a statement of Taxes Due as of 02/22/2022 02:10:52PM
based upon the tax records of the tax office.

BURNET CENTRAL APPRAISAL DIST
223 S PIERCE
P O BOX 908
BURNET, TX 78611

Property Information

Property ID: 6060 Geo ID: 03250-000A-00002-000
Legal Acres: 0.0000
Legal Desc: S3250 BERTRAM LOT 2 BLK A
Situation: 145 HENNA BERTRAM, TX 78605-4609
DBA:
Exemptions:

Owner ID: 230283
JANDA DENNIS
137 SILK TREE LN
ROUND ROCK, TX 78664

Ownership: 100.00%

Value Information

Improvement HS: 166,619
Improvement NHS: 0
Land HS: 34,500
Land NHS: 0
Productivity Market: 0
Productivity Use: 0
Assessed Value 201,119

Entity	Description	Pct.	Ex Code	Description
CBE	*CITY OF BERTRAM	100.00%		
ESD4	*EMERG SERV DIST #4 (ESD4)	100.00%		
GBU	*BURNET COUNTY	100.00%		
RSP	*CO SPECIAL, ROAD & BRIDGE	100.00%		
SBU	*BURNET ISD	100.00%		
WCD	*WATER CONSERV DIST OF CENTRAL TEXAS	100.00%		

Unpaid Bills Summary

Entity	Year	Statement ID	Tax Rate	Type	Tax Due	Disc/P&I	Attorney Fees	Total Due
CBE	2021	27179	0.473200	L	951.70	66.62	0.00	1,018.32
ESD4	2021	27179	0.093000	L	187.04	13.09	0.00	200.13
GBU	2021	27179	0.353000	L	709.95	49.69	0.00	759.64
RSP	2021	27179	0.046700	L	93.92	6.58	0.00	100.50
SBU	2021	27179	1.077000	L	2,166.05	151.62	0.00	2,317.67
WCD	2021	27179	0.006700	L	13.47	0.94	0.00	14.41
Total for Year 2021					4122.13	288.54	0.00	4410.67

Total For All Years 4,122.13 288.54 0.00 4,410.67

Total Due if Paid By 02/28/2022 4,410.67

Paid Refunds Summary

Entity	Year	Statement ID	Date Refunded	Refund Amount Paid
Total For Year 2021				0.00
SBU	2017	97518	02/23/2018	128.00
Total For Year 2017				128.00
Total Refunds Paid				128.00

*** End of Statement ***

NOTICE: This document is not a tax certificate and does not absolve a Taxpayer from tax liability in any way. If this document is found to be in error, it may be corrected by the Collection Office listed above. Responsibility to pay the remaining taxes rests entirely with the Taxpayer, as outlined in the Texas Property Tax Code.

STAN HEMPHILL - CHIEF APPRAISER
P.O. Box 908 Burnet, Texas 78611
Phone: 512-756-8291
Fax: 512-756-7873
www.burnet-cad.org

BURNET CENTRAL APPRAISAL DISTRICT

2021 TAX STATEMENT

STATEMENT NUMBER

27179

PROPERTY ID NUMBER

6060

NAME & ADDRESS		PROPERTY DESCRIPTION	PROPERTY GEOGRAPHICAL ID
Owner ID: 230283 Pct: 100.000% JANDA DENNIS 137 SILK TREE LN ROUND ROCK, TX 78664 US		S3250 BERTRAM LOT 2 BLK A Acreage: 0.0000 Type: R	03250-000A-00002-000
			PROPERTY SITUS / LOCATION
			145 HENNA BERTRAM, TX 78605-4609
LAND MARKET VALUE	IMPROVEMENT MARKET VALUE	AG/TIMBER USE VALUE	AG/TIMBER USE MARKET
34,500	166,619	0	0
		ASSESSED VALUE	
		201,119	

Appraised Value: 201,119

Taxing Unit	Assessed	Homestead Exemption	OV65 or DP Exemptions	Other Exemptions	Freeze Year and Ceiling	Taxable Value	Rate Per \$100	Tax Due
*WATER CONSERV DIST OF	201,119	0	0	0		201,119	.0067000	13.47
*BURNET ISD	201,119	0	0	0		201,119	.0770000	2,166.05
*CO SPECIAL, ROAD & BR	201,119	0	0	0		201,119	.0467000	93.92
*BURNET COUNTY	201,119	0	0	0		201,119	.3530000	709.95
*EMERG SERV DIST #4 (E	201,119	0	0	0		201,119	.0930000	187.04
*CITY OF BERTRAM	201,119	0	0	0		201,119	.4732000	951.70

1/18/22
Pd 12/24/21

Total Taxes Due by Jan 31, 2022 4,122.13

Penalty & Interest if paid after Jan 31, 2022		
If Paid in Month	P&I Rate	Tax Due*
February 2022	7%	4,410.67
March 2022	9%	4,493.11
April 2022	11%	4,575.56
May 2022	13%	4,658.01
June 2022	15%	4,740.46

Property taxes in Texas are assessed as of January 1st each year and cover a period of one year from that date. Tax statutes make no provisions for proration; therefore, a change of address during the year would have no effect on the tax liability established on January 1st of the calendar year. These tax statutes also make no provisions for proration in case the property is disposed of during the calendar year. Also, if you owned personal property described on the tax statement on January 1st, then you are personally liable for the taxes.

IF YOU ARE 65 YEARS OF AGE OR OLDER OR ARE DISABLED, AND YOU OCCUPY THE PROPERTY DESCRIBED IN THIS DOCUMENT AS YOUR RESIDENCE HOMESTEAD, YOU SHOULD CONTACT THE APPRAISAL DISTRICT REGARDING ANY ENTITLEMENT YOU MAY HAVE TO A POSTPONEMENT IN THE PAYMENT OF THESE TAXES.

*Total Tax Due may include Additional Penalty up to 20% incurred on April 1 or July 1 of the year of delinquency [Tax Code Sec 33.11] or Additional Late filling Penalty of 10% [Tax Code Sec 23.54, Tax Code Sec 21.10].

Apr. 1

DETACH HERE AND RETURN WITH PAYMENT

Make check payable to:

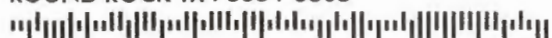
STAN HEMPHILL - CHIEF APPRAISER
BURNET CENTRAL APPRAISAL DISTRICT
PO BOX 908
223 SOUTH PIERCE
BURNET, TX 78611

Owner ID: 230283

22859



JANDA DENNIS
137 SILK TREE LN
ROUND ROCK TX 78664-6305



Owner Name and Address	Statement Number
JANDA DENNIS 137 SILK TREE LN ROUND ROCK, TX 78664 US	2021 27179
	Prop ID Number
	6060
	Geographical ID
	03250-000A-00002-000

See payment schedule below for tax due.

If Paid in Month	Tax Due	In January Pay
October 2021	4,122.13	4,122.13
November 2021	4,122.13	
December 2021	4,122.13	Taxes are payable October 1, 2021 and become delinquent on February 1, 2022
January 2022	4,122.13	
February 2022	4,410.67	
March 2022	4,493.11	
April 2022	4,575.56	
May 2022	4,658.01	
June 2022	4,740.46	