

State of Texas v. Patrick O'Connor & Associates, L.P. d/b/a O'Connor & Associates

The Office of Attorney General filed a lawsuit against O'Connor & Associates in 2009 for alleged deceptive business practices. The case has been settled. As part of the settlement, O'Connor & Associates has agreed to change a number of its business practices. For more information on the terms of the settlement and the restitution process, please visit our Frequently Asked Questions page about the settlement.

FREQUENTLY ASKED QUESTIONS

On November 11, 2010, the Court entered an Agreed Final Judgment and Permanent Injunction (“Judgment”) in *State of Texas v. O'Connor & Associates, L.P. d/b/a O'Connor & Associates*, Case No. 2009-33833, 129th Judicial District Court of Harris County, Texas. The terms of the Judgment may affect your rights if you are a residential homestead property owner in the State of Texas.

Q. I have engaged O'Connor & Associates to file a property tax protest for me in the past, but I no longer wish to use their services. Does the Judgment address this?

A. Yes. You may terminate by any reasonable means as set out in Section B of the Judgment. You should also notify your county's appraisal district that you have terminated O'Connor as your tax agent. You may obtain information about filing your tax protest from your county's appraisal district.

Q. I recently received a notice that O'Connor & Associates will file a tax protest on my behalf. I do not wish their services. What do I do?

A. You may return the notice to O'Connor & Associates and check the box that you wish to terminate their services. You should do so promptly. Or simply call O'Connor & Associates and indicate you wish to terminate. Section A of the Judgment addresses this issue in more detail. You should also notify your county's appraisal district that you have terminated O'Connor as your tax agent. You may obtain information about filing your tax protest from your county's appraisal district.

Q. I engaged O'Connor & Associates to protest my property taxes, but they failed to appear at the appraisal review board hearing. Does the Judgment address this issue?

A. Yes. Section C of the Judgment addresses this issue. If you believe O'Connor & Associates has violated Section C of the Judgment (or any other provision), please file a complaint with the Office of Attorney General. Follow this link to file a complaint. <https://www.oag.state.tx.us/consumer/complain.shtml>

Q. I am receiving unwanted telephone calls from O'Connor & Associates to renew their tax protest services for this year. What should I do?

A. Tell the caller that you do not wish to be contacted by telephone. If the calls continue, please file a complaint with the Office of Attorney General. The company's obligations regarding telemarketing are discussed in Section H of the Judgment. Follow this link to file a complaint. <https://www.oag.state.tx.us/consumer/complain.shtml>

Q. I am over 65 years old and believe I have been overcharged by O'Connor & Associates in the past. Can I get a refund?

A. The Judgment awards restitution funds to certain consumers who have engaged O'Connor & Associates in the past. You may qualify. The restitution period will begin on June 1, 2011. Please check back at that time as additional information will be posted on this website with instructions about how to file a claim.

Q. O'Connor & Associates promised that they would reduce the appraised value of my home by a certain amount but the reduction I received was far less than what they promised. Am I entitled to restitution from the settlement funds?

A. The Judgment does not cover restitution for this type of claim. The Judgment does not prohibit you from contacting a private attorney about your claim.