



Cheryl E. Johnson, RTA

Assessor and Collector of Taxes
Galveston County

Galveston County Courthouse
722 Moody Avenue, Galveston, Texas 77550
Toll Free: 877-766-2284 Fax: 409-766-2479 Office: 409-765-3277
Cheryl.E.Johnson@co.galveston.tx.us



March 11, 2013

Mark Henry
Galveston County Judge
722 Moody Avenue
Galveston, Texas 77550

Re: Approval of Online Banking (Bill Pay) Policy and Waivers & Refunds of Penalty & Interest

Dorothy Dickerson	6431-0003-0030-000	Glendolyn Taylor	H318-1001-8404-0000
Stephen Swope	5863-0003-0014-000	Glendolyn Taylor	5301-0007-0013-000
Leslie Brand	2368-0005-0004-000	Glendolyn Taylor	1381-2001-0012-000
Jason Abair	7248-1001-0004-000	Glendolyn Taylor	1366-0003-0038-000

Dear Judge Henry:

The Texas Property Tax Code Section 1.08 (Timeliness of Action by Mail), requires a payment sent by first-class mail to be timely if "...it bears a post office cancellation mark of a date earlier than or on the specified due date" and if "...the property owner furnishes satisfactory proof that it was deposited in the mail on or before the specified due date..." Payments are often received without a USPS cancellation date or have one that is unreadable. In those instances, we default to the date on the remittance.

Over the last few years, we have seen an increase in use of online banking by our customers with handling often taking up to five days. Thus, those persons authorizing withdraw of funds from their financial institution January 31, are likely to incur penalty and interest because checks are not prepared until February 1st or later. The frequency of this instance is growing despite efforts to move customers to our website for electronic payment processing where the date of transaction is the payment date. Our concern lies with the fact that, although bank 'bill pay' is not electronic in execution, for the customer it is the same experience as going to our website and authorizing payment and, as the intent is clearly the same, that date should be considered timely for online bank bill pay remittances.

Therefore, I recommend County Commissioners adopt a policy to allow the Galveston County Tax Office to accept the date funds are withdrawn from a financial institution as the date of payment for County property taxes and that penalties and interest be waived and/or refunded as appropriate.

Either I or Mrs. Crider will be available to answer questions regarding this request.

Sincerely,

Cheryl E. Johnson, RTA



Cheryl E. Johnson, RTA

Assessor and Collector of Taxes

Galveston County

Galveston County Courthouse

722 Moody Avenue, Galveston, Texas 77550

Toll Free: 877-766-2284 Fax: 409-766-2479 Office: 409-765-3277

Cheryl.E.Johnson@co.galveston.tx.us



August 20, 2012

Mark Henry
Galveston County Judge
722 Moody
Galveston, Texas 77550

RE: Request for refund of penalty & interest
Account: 6431-0003-0030-000
Dorothy Dickerson

Dear Judge Henry:

Mrs. Dickerson is requesting a refund of penalty and interest on the above referenced account. Mrs. Dickerson made an online banking payment to GCTO on January 31, 2012. The check received by the Tax Office is dated February 2nd.

Texas Property Tax Code Section 1.08, Timeliness of Action by Mail, states "when a property owner is required by this title to make a payment or to file or deliver a report, application, statement, or other documentation or paper before a specified date, his action is timely if:

1. It is sent by regular first-class mail, properly addressed with postage prepaid; and
2. It bears a post office cancellation mark of a date earlier than the specified date and within the specified period of the property owner furnishes satisfactory proof that it was deposited in the mail before the specified date and within the specified period."

Payments made through online banking systems require a processing period and the postmark date is not guaranteed.

<u>Account Numbers</u>	<u>Year</u>	<u>Refund</u>
6431-0003-0030-000	2011	\$ 192.41

Sincerely,

Cheryl E. Johnson

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Quick Help

Use this page to view the details of a payment you've made. After a payment is processed, we provide a summary of how the payment was sent (electronically or by mail), when the funds were withdrawn from your account, a payment memo and whether it was sent with the payment, and when the payment was delivered to the Pay To account.

Pay To	Amount	Pay From	Deliver By
GCTO Galv. County Taxes -0000	\$2,557.45	Home-6119	02/02/2012

Confirmation Number: D7TN6-6BH7D

Payment check # **84322846** was sent to **GCTO** on **01/31/2012** and delivered on **02/02/2012**. Funds were withdrawn from your **Home-6119** account on **02/02/2012**. The payment was applied on **02/13/2012**.

If you have a question about this payment, click **Inquire About Payment** to send a message to customer service.

[Inquire About Payment](#) | [Return to Previous Page](#)

- ▶ **What can I do?**
- ▶ **What do I need to know?**
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For more information, please browse our list of frequently asked questions.

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1 / 15

71.1%

Tools Comment

\$ *****1,365.63

TO THE ORDER OF Galveston County Tax Collector
P. O. Box 1169
Galveston, TX 77553

CUSTODIAL ESCROW ACCOUNT
YOU AFTER 90 DAYS, TWO SIGNATURES REQUIRED
[Signature]

* MEMO Balance of 2011 Property Taxes

⑈0582000476⑈ ⑆113010547⑆ 2533166108⑈

Account: 643100030030000

\$2,557.45

DOROTHY W DICKERSON
2170 SANTA CRUZ LN
LEAGUE CITY, TX 77573 4647

Please Direct Any Questions
To: 877-246-7923
Payment Processing Center
P.O. Box 1029
Hickory, NC 28603 1029
NORTHERN TRUST

70-2382/719

0084322846

February 02, 2012

Pay TWO THOUSAND FIVE HUNDRED FIFTY SEVEN AND 45/100 DOLLARS

\$ *****2,557.45

To The Order Of GALVESTON COUNTY TAX COLLECTOR
PO BOX 490
GALVESTON TX 77553-0490
⑈0582000476⑈ ⑆113010547⑆ 2533166108⑈

REMITTANCE VOID IF NOT CASHED WITHIN 90 DAYS

[Signature]
AUTHORIZED SIGNATURE

⑈0582000476⑈ ⑆113010547⑆ 2533166108⑈

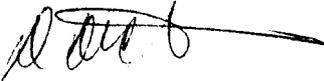
June 28, 2012

Judge Mark Henry
722 Moody
Galveston, TX 77550

Dear Mr. Henry,

I am writing in reference to delinquent taxes in my name. I had scheduled the taxes to be paid on 1/31/12, through Bank of America, which I considered to be the postmark date. From the documentation I have received from GCTO they are showing a 2/2/12 payment date. I am including a print out from my online banking at Bank of America. According to the print out, payment was sent on 1/31. Please consider this information proof of postmark, therefore refunding the \$192.41 I have paid in late taxes and penalty.

Thank You,



Dorothy Dickerson
2170 Santa Cruz
League City, TX 77573
832-221-9159
Acct # R515880



Cheryl E. Johnson, RTA

Assessor and Collector of Taxes Galveston County

Galveston County Courthouse
722 Moody Avenue, Galveston, Texas 77550
Toll Free: 877-766-2284 Fax: 409-766-2479 Office: 409-765-3277
Cheryl.E.Johnson@co.galveston.tx.us



May 4, 2012

Mark Henry,
Galveston County Judge
722 Moody
Galveston, Texas 77550

RE: Request for Refund of Penalty & Interest
Stephen Swope
5863-0003-0014-000

Dear Judge Henry:

Mr. Swope is requesting a refund of penalty and interest on the account number referenced above. Mr. Swope made an online banking payment to GCTO on January 31, 2012, due to be delivered by February 3.

Texas Property Tax Code Section 1.08, Timeliness of Action by Mail, states the following:

“When a property owner is required by this title to make a payment or to file or deliver a report, application, statement, or other documentation or paper before a specified date, his action is timely if:

1. It is sent by regular first-class mail, properly addressed with postage prepaid; and
2. It bears a post office cancellation mark of a date earlier than the specified date and within the specified period of the property owner furnishes satisfactory proof that it was deposited in the mail before the specified date and within the specified period.”

Payments made through online banking systems require a processing period and the postmark date is not guaranteed.

Account #	Years	Waiver
5863-0003-0014-000	2011	\$ 588.45

Sincerely,

Cheryl E. Johnson



Bank of America
Interactive Banking
P.O. Box 655961
Dallas, TX 75265-9961

March 1, 2012

Cheryl E. Johnson, RTA
866.653.0882

Re: John Swope
586300030014000

To Whom It May Concern:

This letter is in reference to our mutual customer John Swope, who uses our Online Banking Services to pay bills online.

A handwritten signature in cursive script, appearing to read "John Swope", written in black ink.

John Swope established Cheryl E. Johnson, RTA as a payee and scheduled a payment on January 31, 2012 of \$8,103.38 to be delivered by February 03, 2012. However, this payment was not credited to the customer's account until February 13, 2012.

Please accept this letter as proof that John Swope made this payment in good faith and believed that enough time was allowed for the payment to be received and posted by the due date. Please reverse any late fees and finance charges due to this late payment, as well as any negative credit information.

Thank you for your assistance and cooperation with this matter. If you have any questions or require additional information, please feel free to contact us at the number listed below and reference case number 48412562.

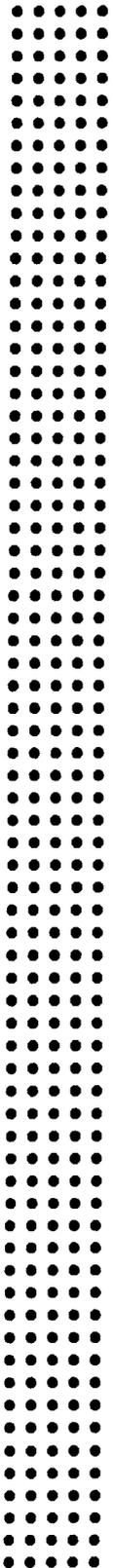
Sincerely,

Jessica H.
Bank of America
Online Banking Bill Pay
800.278.6302

Bank of America



Case Number: 48412562



To: JohnSwpoe
Company:
Fax: 866.653.0882
Phone:

From: Billpay
Phone: 800.276.6302

NOTES:

Here is proof of payment per your request.

Jessica H.

“The information contained in this FAX message is intended only for the confidential use of the designated recipient named above. This message may contain contractual and proprietary information and as such is privileged and confidential. If the reader of this message is not the intended recipient or an agent responsible for delivering it to the intended recipient, you are hereby notified that you have received this document in error, and that any review, dissemination, distribution or copying of this message is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone and return the message to us by mail.”

Date and time of transmission: 3/1/2012 2:29:36 PM
Number of pages including this cover sheet: 2



Cheryl E. Johnson, RTA
Assessor and Collector of Taxes
Galveston County

Galveston County Courthouse
722 Moody Avenue, Galveston, Texas 77550
Toll Free: 877-766-2284 Fax: 409-766-2479 Office: 409-765-3277
Cheryl.E.Johnson@co.galveston.tx.us



May 23, 2012

Mark Henry
Galveston County Judge
722 Moody
Galveston, Texas 77550

RE: Request for waiver/refund of penalty & interest
Leslie & Linda Brand
2368-0005-0004-000

Dear Judge Henry:

Mrs. Brand is requesting a refund of penalty and interest on the account number referenced above. Mrs. Brand states she scheduled a payment through her online banking system to be received by GCTO on January 31, 2012. The check is dated February 2nd with a receipt date of February 3rd.

Texas Property Tax Code Section 1.08, Timeliness of Action by Mail, states the following:

"When a property owner is required by this title to make a payment or to file or deliver a report, application, statement, or other documentation or paper before a specified date, his action is timely if:

1. It is sent by regular first-class mail, properly addressed with postage prepaid; and
2. It bears a post office cancellation mark of a date earlier than the specified date and within the specified period of the property owner furnishes satisfactory proof that it was deposited in the mail before the specified date and within the specified period."

Payments made through online banking systems require a processing period and the postmark date is not guaranteed.

<u>Account No.</u>	<u>Year</u>	<u>Refund</u>
2368-0005-0004-000	2011	\$ 230.01

Sincerely,

Cheryl E. Johnson

Commissioner's Court

Lealie and Linda Brand

ATTN: Judge Henry

RECEIVED
MAR 01 2012

GALVESTON COUNTY JUDGE

RE: 2368-0005-0004-000

Amount: \$231.01

I am requesting that any late fees and penalties please be refunded. I have just mailed CK # 1209 in the amount of \$235.00 to cover all back fees. I scheduled the taxes ~~on~~ my bill pay for Jan. 31st and evidently you did not receive them until after this date. I'm sorry for any inconvenience, but you were scheduled to receive it on the 31st. I paid these so they did not receive additional fees. Thanks for your cooperation.

Linda Brand

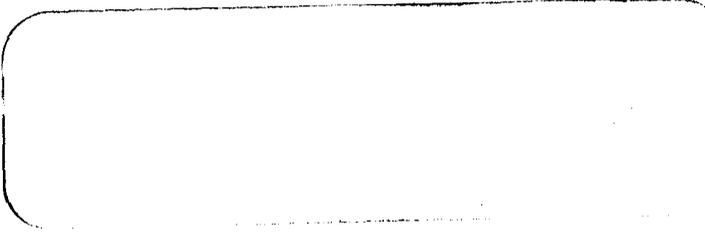
Payment Processing Center
P.O. Box 1029
Hickory, NC 28603-1029

PAYMENT ENCLOSED

PRESORTE
First-Class M
U.S. Postage
FISERV

ADDRESS SERVICE REQUESTED

#BWNHNJW



AJBSGP1 77210



Account: **2368-0005-0004-000-CAD#R380285** **\$3,285.64**

LINDA BRAND
3012 BAY BEND LANE
DICKINSON, TX 77539-6359

Please Direct Any Questions
To: (800) 278-6302
Online Bill Payment Processing Center

8939/3131

00000059

AMOCO FEDERAL CREDIT UNION

February 02, 2012

Pay **THREE THOUSAND TWO HUNDRED EIGHTY FIVE AND 64/100** DOLLARS

\$ *****3,285.

To
The
Order
Of

GALVESTON COUNTY TAX ASSESSOR
PO BOX 4902
HOUSTON, TX 77210-4902



Void After 180 DAYS.
Signature On File
This check has been authorized
by your depositor.

WARNING: THIS CHECK CONTAINS MICROTYPE WHICH WILL NOT REPRODUCE ON A COPY





Notice Detail

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Date: 03/10/2013

Subject: **Bill Pay: Information About Your Inquiry (Case # 3273089)**

March 10, 2013

Case ID: 3273089
Payee Name: Galveston County Tax Office
Payment Amount: \$3,038.98
Payment Reference No: 6B99L1FF
Schedule Date: January 31, 2013

Dear JASON ABAIR:

We have verified that your payment to Galveston County Tax Office for \$3,038.98 on January 31, 2013 was processed according to the instructions you provided us, and we determined there was no bank error.

As service to you, we will continue to work with you to resolve the issue you have reported as much as possible. We will keep you informed of our progress through notices like this in your secure online Bill Pay service.

If you have any questions, or need further information about your claim, please select "Contact Us" from the top of any Bill Pay screen to send us an email; or you may call one of our Bill Pay Specialists anytime at 1-800-956-4442. In addition, you are entitled to receive a copy of any document we relied upon during our investigation of this matter. Any documents you request will be sent by US mail to the address listed in your Bill Pay user profile. Please provide your Case ID # 3273089 when requesting information.

Sincerely,

Wells Fargo
Bill Pay Research Team

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Payments Help

Payment Details

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To report a problem with a payment in Payment Processed, Check Cashed or Stop/Return status, select the Inquire About Payment link. We recommend that you wait until after the Deliver By date to verify whether the payee received the payment.

Prop Tax: Galves (Account Number xxxxxxxxxxx4000)

Payment Account	Send On	Payee Name and Address	Amount	Reference #
XXXXXX7540 CHECKING	01/31/2013	Galveston County Tax Office 722 Moody Galveston, TX 77550	\$3,038.98	6B99L1FF

Learn more about:
[Address on File](#)
[Payment Type](#)
[Check Number](#)
[Deliver By](#)
[Stop/Return](#)

Name on Account JASON ABAIR
Payment Type Check
Check Number 2297170284
Deliver By 02/07/2013
Status Check Cashed on 02/11/2013

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Equal Housing Lender

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Payment Details

[?](#) Help

Prop Tax: CCISD (Account Number xxx1050)

Payment Account	Send On	Payee Name and Address	Amount	Reference #
XXXXXX7540 CHECKING	01/31/2013	CLEAR CREEK ISD TAX OFFICE PO BOX 650395 DALLAS, TX 75265 -0395	\$3,629.49	SBO9J1FF

Name on Account JASON ABAIR
Payment Type Electronic
Check Number 21354595
Deliver By 02/05/2013
Status Payment Processed on 01/31/2013

Payments Help

To report a problem with a payment in Payment Processed, Check Cashed or Stop/Return status, select the [Inquire About Payment](#) link. We recommend that you wait until after the Deliver By date to verify whether the payee received the payment.

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 **Equal Housing Lender**

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<https://billpay.wellsfargo.com/billpay/application/PaymentDetail?pmtId=4295229469&sou...> 2/26/2013



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Payment Details

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Prop Tax: MUD43 (Account Number xxxxxxxxxxx4000)

Payment Account	Send On	Payee Name and Address	Amount	Reference #
XXXXXX7540 CHECKING	01/31/2013	Galveston Co MUD #43 P.O. Box 1368 Friendswood, TX 77549 -1368	\$2,967.10	9BI9K1FF

Name on Account JASON ABAIR
Payment Type Electronic
Check Number 4059915
Deliver By 02/05/2013
Status Payment Processed on 01/31/2013

Payments Help

To report a problem with a payment in Payment Processed, Check Cashed or Stop/Return status, select the Inquire About Payment link. We recommend that you wait until after the Deliver By date to verify whether the payee received the payment.

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 **Equal Housing Lender**

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<https://billpay.wellsfargo.com/billpay/application/PaymentDetail?pmtId=4295229476&sou...> 2/26/2013

Galveston County

Document Details

Run Date: 2/8/2013, Batch #: 1044, Sequence #: 3, Status: Completed, Routing #: 075901480, Account #: 91790012211067, Check #: 2297170284, Check Amount: 3,038.98, Applied Amount: 3,038.98, CAD: R431050, Amount1: 0.00, Amount2: 0.00, Amount3: 0.00, Amount4: 0.00, Control Total:

Front Image

THE BACK OF THIS CHECK CONTAINS A SECURITY MARK - DO NOT ACCEPT WITHOUT HOLDING AT AN ANGLE TO VERIFY SECURITY MARK.

Please Post to Account: 724810010004000

JASON ABARR
2878 ROMANO LN
LEAGUE CITY, TX 77573-2372

Metavante Corporation
P.O. Box 7238
Sour Falls, SD 57117-7238
payee.maintenance@billpaymentservices.com
1-877-346-6272

Payable through
BMO HARRIS BANK NA
ANTHONY, IA
Under Contract By
Wells Fargo Bank, NA

R431050

78 148
760 2297170284

February 1, 2013

PAY Three Thousand Thirty Eight and 98/100 Dollars \$*****3038.98

VOID 90 DAYS AFTER ISSUE
PAYELECTRONIC.COM

TO THE ORDER OF: #75012798# 00000000000000001731274
GALVESTON COUNTY TAX ASSESSOR-COLLECTOR
PO BOX 1169
GALVESTON TX 77553-1169

Security Features Details on Back

THIS IS A BILL PAYMENT DRAFT WHICH IS DRAWN BY METAVANTE CORPORATION WITHOUT RECOURSE.

Michael D. Harford

Notes:

[REDACTED]

Back Image

T070726858

02/08/2013 - 1044 - 3
Electronically Presented
GCTO Tax Account

82-03-13 1844-033 ELECTRONIC DEPOSIT

DO NOT WRITE, STAMP OR SIGN BELOW THIS LINE

DO NOT ACCEPT IF SECURITY MARK IS ABSENT

HOLD AT AN ANGLE TO VIEW SECURITY MARK

Do not see features

- Inner Reflection
- Micro Printing
- Chemically Sensitized Paper
- Security Mark - Hold at angle to view

VOID PRINTED
WITHIN THE
HOLD AT ANGLE TO VIEW
AND VERIFY



Cheryl E. Johnson, RTA

Assessor and Collector of Taxes

Galveston County

Galveston County Courthouse

722 Moody Avenue, Galveston, Texas 77550

Toll Free: 877-766-2284 Fax: 409-766-2479 Office: 409-765-3277

Cheryl.E.Johnson@co.galveston.tx.us



June 26, 2012

Mark Henry
Galveston County Judge
722 Moody
Galveston, Texas 77550

RE: Request for Waiver of Penalty & Interest
Glendolyn Taylor
7126-0002-0003-000, H318-1001-0003-000
5301-0008-0013-000, 1381-2001-0012-000

Dear Judge Henry:

Ms. Taylor is requesting a waiver of penalty and interest on the account number referenced above. Ms. Taylor made an online banking payment to GCTO on January 30, 2012 to be received by January 30th. The check received by the Tax Office is dated February 3rd.

Texas Property Tax Code Section 1.08, Timeliness of Action by Mail, states the following:

"When a property owner is required by this title to make a payment or to file or deliver a report, application, statement, or other documentation or paper before a specified date, his action is timely if:

1. It is sent by regular first-class mail, properly addressed with postage prepaid; and
2. It bears a post office cancellation mark of a date earlier than the specified date and within the specified period of the property owner furnishes satisfactory proof that it was deposited in the mail before the specified date and within the specified period."

Payments made through online banking systems require a processing period and the postmark date is not guaranteed.

<u>Account #</u>	<u>Years</u>	<u>Waiver</u>
7126-0002-0003-000	2011	\$117.80
H318-1001-8404-0000	2011	\$33.72
5301-0007-0013-000	2011	\$128.45
1381-2001-0012-000	2011	\$294.09

Sincerely,


Cheryl E. Johnson

Re *

RECEIVED
MAR 16 2012

3/8/2012

GALVESTON COUNTY JUDGE
Judge Henry,

I'm writing because I received
5 little yellow cards from Cheryl Johnson's office
saying a friendly reminder + to please contact them
regarding accts #:

Glendolyn
TAYLOR

7126-0002-0003-000
H 318-1001-8404-0000
5301-0007-0013-000
1381-2001-0012-000
+
1366-0003-0038-000

? 2 more I paid all on.

I called on 3/5/12 + spoke with Martha Perrett
+ explained to her I had done bill pay + that the checks
went out on 1/31/12 + will be paid on 2/3/12 from my acct.

I checked with my acct + it was taken out of my
acct on the 3rd as always is from Amegy Bank.

Martha said the checks were dated for the 3rd
+ it was also taken from my acct on that day.

I promise I did in good faith
send all of them to be dated 1/31/12 to be on
time.

I'm asking for your help to please waive
the penalties + late fees + also to allow
me to still do the 4 payments on 5
of these accounts.

Cheryl Johnson personally was at ~~the~~ office ^{space} ^{center} ^{office} ^{Metis}
meeting + said we could do that
even on our rental homes.

Please, please, please help on
this + I promise the other 3
payments will be early.

Thanks in advance for all your
help. Glenda Taylor

AmegyBank of Texas

P.O. BOX 27459 • HOUSTON, TX 77227-7459

Statement of Accounts

Page 1 of 5

This Statement: February 29, 2012

Last Statement: January 31, 2012

0036975 01 AT 0 371 **AUTO 16 2 306177598-214711

GLENDOLYN R TAYLOR
15711 PIPERS VIEW DR
WEBSTER TX 77598-2547



DIRECT INQUIRIES TO:

Direct all inquiries to Customer Service:
In Houston: 713-235-8810
In Dallas/Fort Worth: 214-754-9500
In San Antonio: 210-343-4500
Or Toll-Free: 800-287-0301
Press 0 for a Customer Service Representative



Amegy Bank - The "A" Bank
Amegy Bank National Association

SUMMARY OF ACCOUNT BALANCES

Account Type	Account Number	Account Ending Balance	Outstanding Balances Owed
50+ Free Checking	[REDACTED]	\$1,761.27	
Personal Savings		\$1,531.34	
Total		\$3,292.61	\$0.00

50+ FREE CHECKING 6701004662

703 9

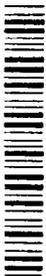
Previous Balance	Deposits/Credits	Charges/Debits	Checks Processed	Ending Balance
12,440.53	3,568.26	10,976.28	3,271.24	1,761.27

4 DEPOSITS/CREDITS

Date	Amount	Description
02/01	1,348.00	DEPOSIT 9494643851
02/03	1,200.00	DEPOSIT 9494717138
02/27	1,020.00	DEPOSIT 9494569203
02/29	0.26	INTEREST PAYMENT 0000391420

10 CHARGES/DEBITS

Date	Amount	Description
02/03	2,336.64	GCTO PROPERTY TA CKF879097812POSREF # 012033009358219 1102335131
02/03	2,216.00	GCTO PROPERTY TA CKF879097812POSREF # 012033009358218 1102335130
02/03	1,535.62	CLEARCREEKISDTAX CKF879097812POSREF # 012033009358042 1102335030
02/03	1,373.72	HARRIS COUNTY TA CKF879097812POSREF # 012033009358256 1102335153
02/03	1,164.70	CLEARCREEKISDTAX CKF879097812POSREF # 012033009358043 1102335031
02/03	1,054.91	GCTO CKF879097812POSREF # 012033009358216 1102335129
02/03	448.09	GCTO PROPERTY TA CKF879097812POSREF # 012033009358223 1102335135
02/03	307.96	GCTO PROPERTY TA CKF879097812POSREF # 012033009358220 1102335132
02/03	282.42	GCTO PROPERTY TA CKF879097812POSREF # 012033009358221 1102335133
02/03	256.22	GCTO PROPERTY TA CKF879097812POSREF # 012033009358222 1102335134



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6 CHECKS PROCESSED

Number	Date	Amount	Number	Date	Amount	Number	Date	Amount
7150	02/10	317.75	7152	02/29	1,000.00	999038*	02/07	36.88
7151	02/23	1,231.55	999033*	02/02	111.06	999055*	02/29	574.00

* Not in check sequence

AGGREGATE OVERDRAFT AND RETURNED ITEM FEES

	Total for This Period	Total Year-to-Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$0.00

To learn more about our other products and services that may lower the cost of managing account overdrafts or to discuss removing overdraft coverage from your account, please contact Customer Service or visit your local branch.

DAILY BALANCES

Date	Balance	Date	Balance	Date	Balance
02/01	13,788.53	02/07	3,864.31	02/27	3,335.01
02/02	13,677.47	02/10	3,546.56	02/29	1,761.27
02/03	3,901.19	02/23	2,315.01		

INTEREST

Interest Earned This Interest Period	\$0.26	Number Of Days This Interest Period	29
Interest Paid Year-To-Date 2012	\$1.50	Annual Percentage Yield Earned	0.080%

Current interest rate is 0.100% with no rate change this interest period

PERSONAL SAVINGS

810

Previous Balance	Deposits/Credits	Withdrawals/Charges	Ending Balance
1,531.11	0.23	0.00	1,531.34

1 DEPOSIT/CREDIT

Date	Amount	Description
02/29	0.23	INTEREST PAYMENT 0000153111

0 WITHDRAWALS/CHARGES

There were no transactions this period.

AGGREGATE OVERDRAFT AND RETURNED ITEM FEES

	Total for This Period	Total Year-to-Date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$0.00

DAILY BALANCES

Date	Balance
02/29	1,531.34



ImageChex Express - allitems

04/19/2012 09:22:33AM

8



Cheryl E. Johnson
Galveston County Tax Assessor-Collector

Scanning Coupon

Date: 2-3-12

Account Number(s): R 137786

Amount Paid: \$ 1054.91
(Identify the amount paid by referring to the written amount on the check)

R137786

1054.91

DOCUMENT CONTAINS COLORED BACKGROUND ON WHITE PAPER VOID FEATURE, SIMULATED WATERMARK (REVERSE SIDE) MICRO-PRINT BORDER

PLEASE POST THIS PAYMENT FOR OUR MUTUAL CUSTOMER

Account: **399000020079000** **\$1,054.91**

GLENDOLYN R TAYLOR
15711 PIPERS VIEW DR
WEBSTER, TX 77598

Please Direct Any Questions
To: 877-246-7823
Payment Processing Center
P O Box 1029
Hickory, NC 28603-1029
70-2382718

0084685621

February 03, 2012

MEMO: 1818 Wren

pay **ONE THOUSAND FIFTY FOUR AND 91/100** ----- **DOLLARS**

\$ ***1,054.91**

To
The
Order
Of

GCTO PROPERTY TAX DEPT
722 MOODY AVE
GALVESTON, TX 77550-2317

REMITTANCE VOID IF NOT CASHED WITHIN 90 DAYS.

SE Q. W.P.

AUTHORIZED SIGNATURE

35101766 84685621 1054.91

ImageChex Express - allitems

04/19/2012 09:23:00AM



Cheryl E. Johnson
Galveston County Tax Assessor-Collector

Scanning Coupon

Date: 2-3-12

Account Number(s): R138616

Amount Paid: \$ 307.96

(Identify the amount paid by referring to the written amount on the check)

R138616

307.96

DOCUMENT CONTAINS COLORED BACKGROUND ON WHITE PAPER VOID FEATURE SIMULATED WATERMARK (REVERSE SIDE) MICRO-PRINT BORDER

Account: 530100070013000 2110WILLIAMSBURG

\$307.96

GLENDOLYN R TAYLOR
15711 PIPERS VIEW DR
WEBSTER, TX 77596

Please Direct Any Questions
To: 877-248-7923
Payment Processing Center
P.O. Box 1029
Hickory, NC 28603-1029
NORTHERN TRUST

70-2382/718

0084685624

February 03, 2012

Pay THREE HUNDRED SEVEN AND 96/100 DOLLARS

\$ *****307.96

To
The
Order
Of

GCTO PROPERTY TAX DEPT
722 MOODY AVE
GALVESTON, TX 77550-2317



REMITTANCE VOID IF NOT CASHED WITHIN 90 DAYS.

SE G. W.

AUTHORIZED SIGNATURE

35101766 84685624 307.96

4-13-12

Rachael,

As per our over an hour conversation today. I still do not believe I should be charged any penalty or interest on all my accounts.

Also found out that 1816 when the taxes was applied to 106 Highland Terrace + it overpaid ??

I did in good faith to Bill pay on Jan 30th so they would be postmarked by 31st.

I'm looking forward to getting this all cleared up.

Thanks for all your help and also ms. Johnson.

Have a Very Blessed Day.

"Glenda" Glendolyn Taylor

3/8/2012

Judge Henry,

I'm writing because I received 5 little yellow cards from Cheryl Johnson's office saying a friendly reminder + to please contact them regarding acct #:

Glendolyn
TAYLOR

7126-0002-0003-000
H 318-1001-8404-0000
5301-0007-0013-000
1381-2001-0012-000
+ 1366-0003-0038-000

? 2 more & paid all on.

I called on 3/5/12 + spoke with Martha Perrett + explained to her I had done bill pay + that the checks went out on 1/31/12 + will be paid on 2/3/12 from my acct.

I check^{ed} with my acct + it was taken out of my acct on the 3rd as always is from Ameriquest Bank.

Martha said the checks were dated for the 3rd + it was also taken from my acct on that day.

I promise I did in good faith send all of them to be dated 1/31/12 to work time.

I'm asking for your help to please waive the penalties + late fees + also to allow me to still do the 4 payments on 5 of these accounts.

Cheryl Johnson personally was at ^{the} ~~the~~ office meeting + said we could do that even on our rental times.

Please, please, please help on this + I promise the other 3 payments will be early.

Thanks in advance for all your help.
Glendolyn Taylor