Delinquent Tax Text Messaging

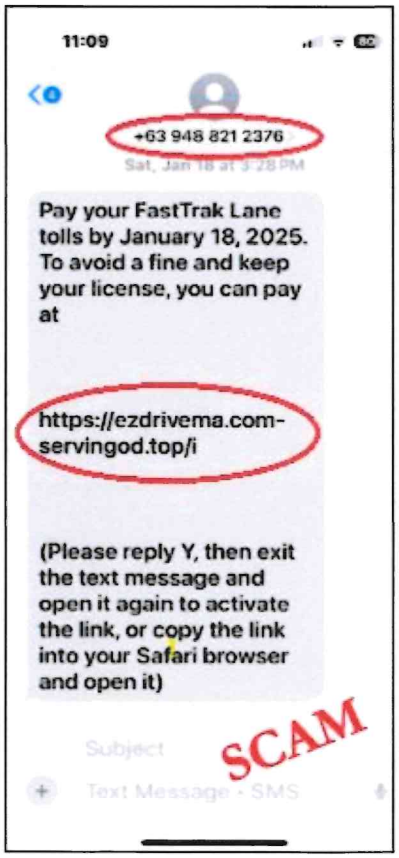
September 22, 2025

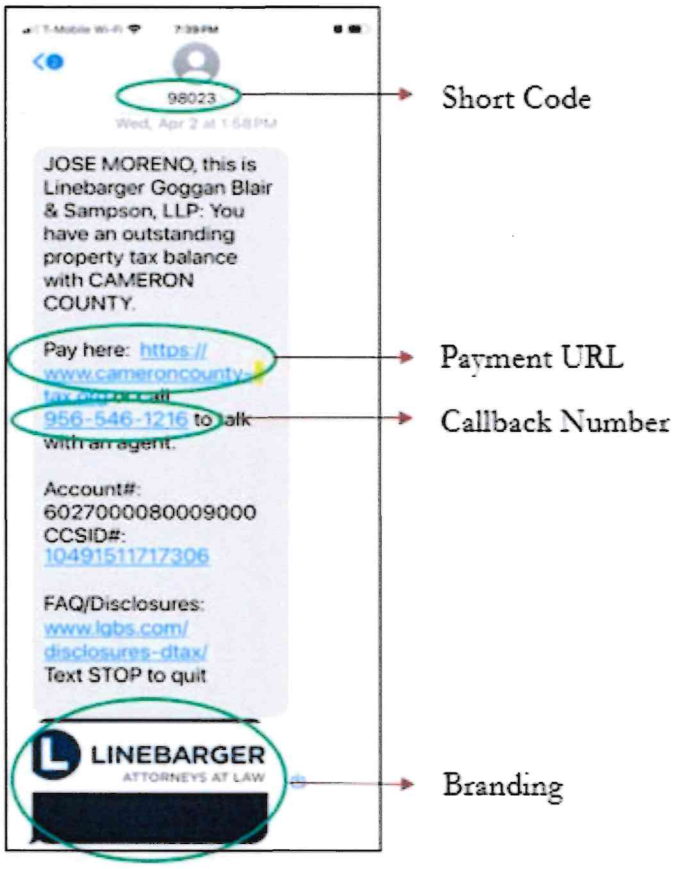
Text Messaging Advantages

- Text messaging is universal
- Texting is fast and efficient
- Text messages get delivered instantly
- Text messages have high open rates and engagement rates
- You can reach many people at once with text message broadcasts
- Texts allow businesses to get people's attention and send time-sensitive messages
- Text messages can be read at people’s convenience
- You can schedule and automate text messages
- No pre-authorization needed for Texting

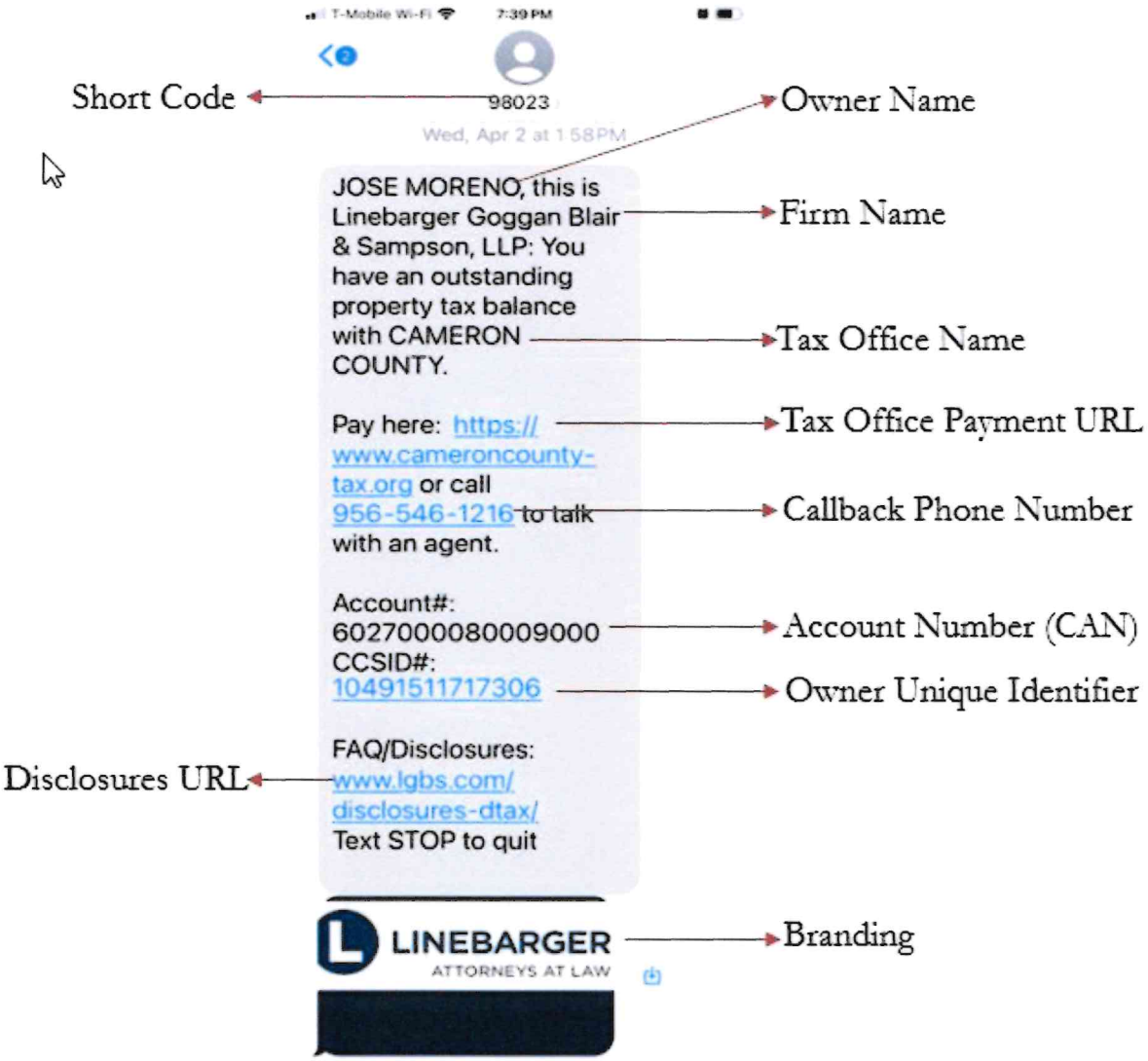
How to Identify a Possible Scam

- Text Message does not contain a Short Code
- Payment Address URL is not valid for the Company
- No Callback phone number provided
- Text Message does not include “Branding”





Linebarger Text Message Components



Disclosures and FAQ

Linebarger Goggan Blair & Sampson, LLP ("LGBS") provides Disclosures and Frequently Asked Questions to assist in answering questions and resolving delinquent tax accounts. Click the link below to view:

www.lgbs.com/disclosures-dtax

Public Service Announcement

The following Public Service Announcement (PSA) Text Alert contains Linebarger's short code phone number (98023) and is for display on the Tax Office website.

TEXT ALERT—IF YOU RECEIVE A TEXT REGARDING YOUR ACCOUNT:

We have retained the law firm of Linebarger Goggan Blair & Sampson, LLP to assist in resolving delinquent accounts, and you may receive text messages from Linebarger. Be aware that there have been recent scam attempts to impersonate various government entities and their collection agents.

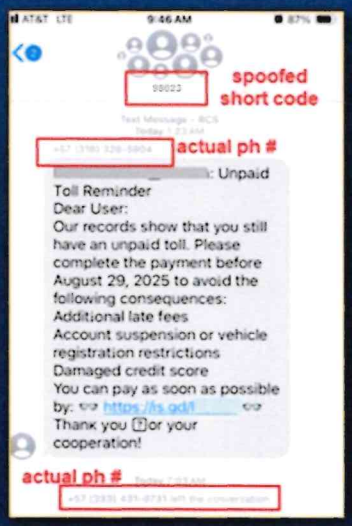
Any text from Linebarger will originate from the following short code phone number (98023) and contain this branding:

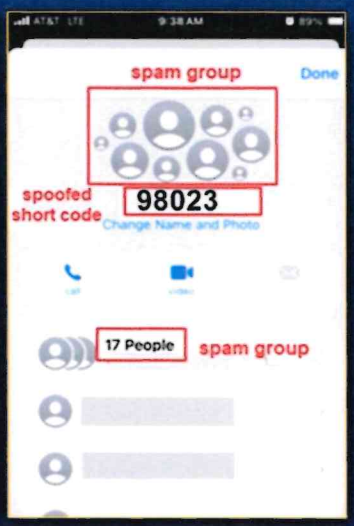
LINEBARGER
ATTORNEYS AT LAW

Scammers may attempt to spoof a 5-digit or 6-digit short code, but their texts will have a full phone number included (sometimes with a Country Code), and are usually sent to groups of people with no specific recipient name.

Linebarger texts will always include your name, an account-specific reference number, a call-back number, a link to Disclosures and Frequently Asked Questions, and a link to a payment website.

Here's an example of one scam text:





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A shorter version of the public service announcement is below:

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Additional Information

- **Can we change the text message content?**

  The content of the messages cannot be changed with respect to the language of the text. However, the Tax Office Payment URL and Callback phone number can be specified for each Tax Office

- **How often will text messages be sent out?**

  Text message files will be built daily based on the account selection criteria and the text messages will be sent out based on the schedule set up in LiveVox

- **How do we obtain cell phone numbers?**

  We skip trace every month and have several providers for phone numbers. We also have one specific vendor we use for targeting cell phones

- **Where can I view statistics about texting results?**

  A monthly report will be generated per participating Lawfirm Office/Tax Office to show the results of the text messaging campaigns

- **Do you track text messaging at the account level?**

  Yes, every text message sent is both tracked and recorded into each account for audit and reporting purposes.