



# COMAL COUNTY

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## PUBLIC INFORMATION

Paul A. Anthony · 830-221-1110 · [anthop@co.comal.tx.us](mailto:anthop@co.comal.tx.us)

**Media Contact:**

Cathy Talcott, Tax Assessor-Collector  
830.221.1353  
[talcoc@co.comal.tx.us](mailto:talcoc@co.comal.tx.us)

### **Tax customers urged to monitor accounts after breach**

**FOR IMMEDIATE RELEASE, MARCH 19, 2018:**

*NEW BRAUNFELS* — The Comal County Tax Office is urging residents who mailed their 2017 property taxes to the county's automated-processing lockbox to carefully monitor their accounts after Frost Bank reported a recent electronic security breach affecting the account.

The breach affects only customers who mailed their payments to P.O. Box 659480, San Antonio, TX 78265. It does not affect online or in-person payments, said Tax Assessor-Collector Cathy Talcott, nor did it affect the status of any active or recent payments.

“We’re recommending our customers monitor their bank accounts as a precaution for any unauthorized activity,” Talcott said. “Frost Bank is cooperating as law enforcement investigates this incident, and we will provide more information as we receive it.”

Frost Bank discovered last week that its stored digital images of Comal County property-tax checks had been accessed inappropriately. After stopping the access and alerting law enforcement, the bank notified the county over the weekend.

Customers with concerns about the safety of their accounts should contact Frost Bank’s 24-hour customer service line at 800-513-7678 or refer to the bank’s FAQ at [www.frostbank.com](http://www.frostbank.com).

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**Comal County Public Information Office**

830.221.1110

[anthop@co.comal.tx.us](mailto:anthop@co.comal.tx.us)

[www.comalcountytexas.com](http://www.comalcountytexas.com)