

For more information, contact:

Jody Wilson
Public Information Officer
Hall County Tax Commissioner
770.531.6950 ext. 2339
jwilson@hallcounty.org

FOR IMMEDIATE RELEASE

Guidance on Inaccurate Information From New County AI Chatbot

Gainesville, GA (April 8, 2026) – The Hall County Tax Commissioner’s Office is advising residents to use the Tax Commissioner’s [official website](#) and AI chatbot as their sole sources for accurate information following the launch of Hall County Government’s new chatbot, which has been providing incorrect responses on motor vehicle and property tax topics. Since its debut, the Tax Commissioner’s Office has identified multiple instances where the county’s new tool delivers incomplete or inaccurate guidance related to motor vehicle services, tag and title requirements, and property tax processes.

Background

The county’s new chatbot searches only the county-managed website for information. Because the Tax Commissioner is a constitutional officer with a separately maintained website and AI chatbot, the new county chatbot does not access or reference the authoritative information maintained by the Tax Commissioner’s Office. We were not made aware that the county planned to deploy this chatbot and, therefore, had no opportunity to test the responses it provides or offer input to ensure accuracy.

As a result, residents may receive from the county chatbot responses that conflict with Georgia law or established procedures. These inaccuracies can create confusion for taxpayers navigating complex requirements related to vehicle registration, title transfers, property tax billing, and other statutory obligations.

Our Office's Authoritative Resources

The Hall County Tax Commissioner's Office maintains its own website and AI chatbot, both of which undergo routine auditing and continuous updates to ensure accuracy. Our platforms are widely recognized across Georgia for their clarity, depth of information, and reliability, and many tag offices statewide reference them when seeking guidance.

"Motor vehicle and property tax laws and procedures are highly detailed, and residents depend on us for precise information," said Tax Commissioner Darla Eden. "Our website and AI chatbot remain the official and most accurate sources for tag, title, and property tax information."

Why Accuracy Matters

Motor vehicle and property tax requirements involve strict legal timelines, documentation standards, and statutory obligations. Incorrect guidance can lead to missed deadlines, penalties, or delays in processing essential transactions.

To ensure residents receive correct information, the Tax Commissioner's Office encourages the public to rely on its website, hallcountytax.org, for all inquiries related to motor vehicle registration and renewals, tag and title services, property tax billing and payment, delinquent tax processes, and any other services administered by the Tax Commissioner.

Questions

For questions, please contact the Hall County Tax Commissioner's Office by phone at 770.531.6950, email jwilson@hallcounty.org, or text 833.602.8497. Our office is open Monday-Friday from 8 a.m. – 5 p.m. To make an appointment, visit hallcountytax.org/appointments