



99.999% accuracy in
tax payment processing

.....

99.01% adherence to
SLA for timely response

.....

Personalized
customer service

Enhance precision and efficiency in tax servicing
with our technology-enabled **Property Tax Services
Platform - RETS.**[™]



An innovative property tax servicing solution that combines the latest in technology, decades of industry experience and personalized customer contact services to help lenders:



Avoid penalties on loan portfolios with accurate tax data




Eliminate risk of property loss with rigorous tax tracking and reporting with frequent revalidation





Personalized customer service with multi-channel access to tax experts & ticket tracking system to answer queries


RETS is being used by several top U.S. lenders, including two of the top 5 U.S. commercial servicers. It can integrate with almost any servicing platform. RETS is currently integrated with seven loan servicing systems via a file share or API with no additional cost to the customer.


By combining technology and domain experience, RETS offers several features such as:

 Pricing based on portfolio characteristics

 Centralized platform for online tracking of customer service







 Identifying, tracking, reporting & risk analysis

 Single instance platform with real-time chat

 Cloud-based system built on Service Oriented Architecture



Business Value

-  Avoid penalties with 99.999% accuracy in tax payment processing
-  Reduce property and late payment losses with 99.01% adherence to SLA for timely response
-  Near real-time and comprehensive tracking & reporting of over 25,000 taxing authorities
-  Mitigate risk with proactive delinquency tracking upfront visibility of delinquent exposure
-  Resolve tax related questions quickly with multi-channel access to tax experts & ticket tracking system
-  Customize platform to meet specific business needs



Key Services



Search and Set Up

- Property legal description search | Double blind search on loan valued >\$20M
- Final collateral report



Escrow Tax Reporting

- Bill request sent to Taxing Authorities 90-120 days prior to the Economic Loss Date (ELD)
- Tax reporting done ~21-30 days prior to the ELD | Customized reporting



Non Escrow Tax Reporting

- Tax reporting completed within 30-45 days after the tax due date | Tax payment validation completed within 90 days | Delinquent taxes reported revalidated at the next tax installment until the delinquency is cured.



Tax Payment Process

- Tax payment processing service for any escrow loan under tax service | Research & resolution of any misapplied or delinquent tax | Refunds researched and returned



RETS Web

- Web based portal for reviewing information | Reviewing and printing any tax receipt, tax bill, legal description and payment package for any loan or property | Submitting new loans for tax service



Additional Services

- Delinquent Date Down Reporting | Delinquent Letter Service | Delinquent Tax Tracking Service
- Dual Tax Service by Loan

Case Study



Achieving 99.999% accuracy in commercial tax payment processing

[Read Case Study](#)



Eliminating tax penalties by enhanced tax reporting

[Read Case Study](#)



About Coforge Business Process Solutions (Coforge BPS)

Coforge BPS offers digital platforms and solutions to multiple industries, including the financial services industry. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries and Fortune 500 Companies.

Coforge BPS offers services as well as platform-based solutions like Copasys for enterprise wide automated QC and compliance, LoanAccel for pre-underwriting loan origination support, RETS for real estate tax services, SmartProp for property owner search reports and SmartTrak for reporting property taxes.

We help organizations deliver:

Transformation

- using 12 digital platform solutions & 600+ business processes

Effective business outcomes

- supported by Digital Platforms, Intelligent Automation, RegTech, Data & Analytics, & Omnichannel Customer Service.

Flawless execution

- with a 100% commitment to SLAs and over 99% transaction accuracy.

Scalability

- with 21,000 professionals with 7,000+ dedicated to business process solutions supporting 0.5B transactions annually across 5 global centers

Sustainable Business Growth

- delivered with over two decades of industry

Strong compliance

- with 100% adherence to regulatory and business requirements.

Our optimal blend of people, process, and digital solutions across the business value chain has helped drive tangible outcomes for our clients, their customers and partners.



Banking



Cards



Mortgage Lending



Title, Tax & Settlement



Insurance



Enterprise Wide Services



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