




**99.98% 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™.

A property tax servicing platform that combines the latest in technology, decades of industry experience and personalized customer contact services. Helps get maximum visibility and control of your loan portfolio.


 99.98% accuracy in tax payments, resulting in lower claims pay-out


 99.1% of parcels reported 10 days before Economic Loss Date and 85.08% reported 20 days before ELD


 20% lower than market price on average


RETS reports \$1.4 billion tax amount annually. Currently being used by several Banks including 8 of the top 20 U.S. Commercial & Multi-Family Servicers.

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

 Pricing based on lending habits





 Centralized platform for online tracking of customer queries

 Identifying, tracking, reporting & risk analysis

 Single instance cloud based platform with real-time chat



Business Value

-  **Avoid Penalties**
 - 99.98% accuracy in tax payment processing
-  **Eliminate Risk Of Property Loss**
 - Rigorous tax tracking and reporting with frequent revalidation. 99.01% adherence to SLA for timely response
-  **Personalized Customer Service**
 - Multi-channel access to tax experts & ticket tracking system to answer your questions and solve tax problems
-  **Quick Implementation**
 - Ability to integrate with almost any servicing platform both for residential and commercial loan servicing. Currently integrated with seven loan servicing systems via a file share or API with no additional cost to the customer.



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

85% of tax reporting completed within 30-45 days
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

**Eliminating tax penalties by
enhanced tax reporting using RETS®**



Coforge is a global digital services and solutions provider, that enables its clients to transform at the intersect of domain expertise and emerging technologies to achieve real-world business impact. Coforge leads with its product engineering approach and leverages Cloud, Data, Integration and Automation technologies to transform client businesses into intelligent, high growth enterprises.

Coforge BPS drives Business Process Excellence using deep domain expertise and Technology platforms led by consultative practitioners. Coforge BPS customers include 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance intermediaries, and Fortune 500 Companies.

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 &
Financial Services



Mortgage, Title Insurance
& Property Tax



Insurance



Travel, Transport
& Hospitality

Coforge



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