Achieving 99.999% accuracy in Commercial Tax Payment Processing using RETS©

1 Customer

1. The largest commercial mortgage servicer

2 Business Situation

1. Total tax amount reported annually - ~$1.4B
2. Total tax paid out annually - ~ $403M
3. Needed to eliminate tax payment delays to avoid penalties

3 Solutioning

1. RETS platform implemented as it offers customized solutions based on the portfolio characteristics
2. Tracking & payment of property taxes on escrow & non escrow properties

4 Execution

1. Service levels achieved for a client portfolio in one year:
   1. Reported 99.1% parcels within SLA
   2. Exceeded SLA by 10 days on 85.08% of the portfolio

5 Value Delivered

99.999% accuracy in tax payment processing

1. Claims of only $3,875 on total paid out of $403M

Proactive avoidance of penalties

1. 99.1% of parcels reported 10 days before Economic Loss Date

Lower Pricing

1. 20% lower than competition

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