



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
- 拇指图标 Reduce property and late payment losses with 99.01% adherence to SLA for timely response
- 人物图标 Near real-time and comprehensive tracking & reporting of over 25,000 taxing authorities
- 放大镜图标 Mitigate risk with proactive delinquency tracking upfront visibility of delinquent exposure
- 对话图标 Resolve tax related questions quickly with multi-channel access to tax experts & ticket tracking system
- 齿轮图标 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



Mortgage Lending



Insurance



Cards



Title, Tax & Settlement



Enterprise Wide Services



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