

Eliminating Tax penalties by enhanced Tax reporting using RETS[®]

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Customer



1. The largest commercial mortgage servicer

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Business Situation



1. Collecting Agencies offer different discount dates for early payment of taxes
2. Varying dates caused incorrect tax due date information to be recorded for several loans in the servicing system leading to penalties from late payments
3. Needed help in identifying such incorrect loan records without the added cost of performing delinquent or open tax searches for every loan

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Solutioning



1. RETS platform automatically reviews each loan for potential problem based on review of the agency payment

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Execution



1. Collateral report was enhanced to include tax payment due date and discount date in addition to property information like parcel number and collecting agencies
2. Further customization made to proactively report loans at risk

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Value Delivered



Reduced penalties from late tax payments

1. Helped eliminate late tax penalties - 3% penalties avoided for the whole portfolio
2. Enhanced reporting to flag records that needed additional review to avoid penalties