



99.999%
accuracy in
tax payment
processing

99.01%
adherence to
SLA for timely
response




Personalized
customer
service

**Enhance precision and efficiency
in property tax servicing using
intelligent technology with**





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

The outcome:



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



Resolve tax related questions quickly with multi-channel access to tax experts & ticket tracking system



Mitigate risk with upfront visibility of delinquent exposure



Meet investor requirements with **30-Day reporting**



Customize platform to meet specific business needs

Services include:

- Search & setup
- Escrow tax reporting
- Non-escrow tax reporting
- Tax payment processing
- Delinquent letter service
- Full delinquency search
- Escrow analysis
- Delinquent tracking
- RETS web

Business impact delivered:

2 of the top 5 commercial mortgage servicers

- 99.999% accuracy in tax payment processing
 - Claims of only \$3,875 on total paid out of \$403M
- Proactive avoidance of penalties
 - 99.1% of parcels reported 10 days before economic loss date
- Lower pricing
 - 20% lower than competition



A leading third-party commercial loan servicer

- Reduced penalties from late tax payments
 - Helped eliminate late tax penalties - 3% penalties avoided for the whole portfolio
 - Enhanced reporting to flag records that needed additional review to avoid penalties



In addition to RETS, our solutions for mortgage servicing include:

Copasys® (patent filed) - An enterprise-wide automated platform for QC and Regulatory Compliance
 RETS™ - Property Tax Servicing Platform | SmartProp® - Property Search Platform | SmartTrak® - Property Tax Platform | Loan Boarding
 Account Maintenance Support | Payment entry & QC | Escrow Account Support | Lien Release Initial Preparation

Our suite of enterprise solutions includes: Data & Analytics | Contact Center | Quality/ Testing Services
 Finance & Accounting | Data Digitization & Processing | Information Security & Risk Monitoring
 Robotic Process Automation | Human Resource Outsourcing

About SLK Global Solutions

SLK Global Solutions is a business process transformation enterprise offering digital platforms and solutions for the financial services industry, including 5 of the Top 25 U.S. Banks, Top 10 Lenders, Top 10 Insurance Intermediaries and Fortune 500 Companies.

Our vision is to enrich the lives of individuals and businesses we work with. We can help you deliver:



Transformation

Reimagine your everyday operations with our **12 digital platform solutions** & **600+ business processes**



Effective business outcomes

Delight customers with speed to market and improved profitability using **Digital Platforms, RegTech, Data & Analytics, & Omnichannel Customer Service**



Flawless execution

Drive higher operational productivity & quality with **100% commitment to SLAs** and over **99% transaction accuracy**



Scalability

Build business resilience with a flexible workforce of **7,000+ professionals** supporting **0.5B transactions** annually across **5 global centers**



Sustainable Business Growth

Deliver 360° value with optimized business models perfected from **two decades** of industry experience and **400+ years** of executive leadership experience



Strong compliance

Create a secured operating environment with robust governance & risk controls, ensuring **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.



To know more visit: www.slkglobalsolution.com
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