



# LERETA

## TAX OUTSOURCING SERVICES

**LERETA's tax outsourcing services** provide a complete solution that manages back-end payment processing and front-end borrower inquiries.

With over 35 years in the tax business and an average management staff tenure of 20 years, we are the industry's most experienced tax service partner. Clients have total transparency into the outsourced tax process and the ability to measure our performance on a real-time basis using our Total Tax Solutions® technology.



Our flexible outsource solutions are designed to support diverse business rules and the unique nuances of your portfolio and processes. We act as an extension of your team to provide a seamless experience to your customers.



### Highlights

- ✓ Work performed inside or outside of existing servicing system
- ✓ Tax line set up (optional)
- ✓ Timely payments, expanded refund check processing
- ✓ Tax payment exception and delinquent reporting processing
- ✓ Letter mailing services
- ✓ Cell center support (optional)
- ✓ Enhanced IVR Technology

**For more than 35 years,** LERETA has had a single focus: delivering extraordinary service to the origination and servicing community. With national coverage and scalable infrastructure designed to support best-in-class service, innovation and flexibility for every customer, we are the industry's most advanced tax and flood service provider.

- 4,000+ clients nationwide
- \$17B+ tax payments processed annually
- 6M tax loans
- 25M+ flood loans
- 24K+ tax agencies

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[www.lereta.com](http://www.lereta.com) | 800.537.3821 | [sales@lereta.com](mailto:sales@lereta.com)

SSAE 18 Certification