

Streamlining Tax Services for a Major Southern Lender with LERETA



Background

This LERETA customer is a prominent lender in the southern United States, operating more than 100 branches nationwide. They began their partnership with LERETA in early 2021, utilizing LERETA's Outsource Tax service to ensure their team can offer seamless customer experiences to their borrowers.

Challenge

In July 2024, the lender faced a significant challenge when it received its largest loan transfer to date, consisting of nearly 19,000 loans. Traditionally the tax servicer of the acquired portfolio manages any outstanding tax bills due in the month of the transfer, and that was the expectation for this transaction.

However, on July 9, it was discovered that 5,000 bills were still outstanding, with a looming due date of July 31. The sheer volume and sudden awareness of the unpaid bills posed a substantial risk and operational strain for the organization.

Overcoming the Challenge

In response to this daunting situation, the lender immediately convened a meeting with LERETA to devise a swift and effective strategy. Together, they created a game plan for ensuring the loans were contracted, tax lines were set up and payments disbursed prior to the economic loss date (ELD) to avoid penalties and any borrower impact.

The proactive collaboration led to an aggressive action plan promptly put into place by LERETA to protect the client and their borrowers.





> Results

The results were outstanding. By July 23, only 50 items remained outstanding from the initial list of 5,000. This rapid resolution underscored the effectiveness of LERETA's services and their commitment to client experience, and significantly reduced the lender's operational challenges.

The Manager of Loan Administration at the lender praised the exceptional performance: ***"I don't think I have ever seen a tax vendor take a curveball and turn it into a home run like this before."***

The LERETA Difference

The lender's Manager of Loan Administration further expressed his gratitude for LERETA's team:

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I am absolutely floored by the quality and efficiency of work that the team has provided for [us]. THANK YOU for hiring world-class talent, creating a positive relationship with us, and striving for excellence every day! You have been a joy to work with, and I hope we get to continue this great partnership for years to come.

LERETA's commitment to operational excellence and client satisfaction played a pivotal role in swiftly managing a critical situation, allowing this lender to continue its mission of providing outstanding mortgage services with minimal disruption.

Outsource Tax Service Support for Customer

- ✓ **Search and tax line setup:** Utilizing proprietary tools to identify all relevant parcels and agencies linked to loans, ensuring accurate and comprehensive tax monitoring and updates.
- ✓ **Escrow payment processing:** Managing timely escrow disbursements for tax obligations.
- ✓ **Return/refund processing:** LERETA manages refunds and returns with strict SLAs to ensure quick and accurate financial adjustments, minimizing future discrepancies.
- ✓ **Non-escrow delinquency payments:** Handling payments for loans without escrow, ensuring taxes are paid on time to avoid delinquencies.
- ✓ **Audit suites:** Conducting daily audits to maintain alignment between the client's records and LERETA's tax systems, ensuring accurate and timely tax data and processing.
- ✓ **Research services:** Addressing queries and issues about specific loans, involving detailed research and interaction with taxing agencies to resolve concerns.
- ✓ **Call center support:** Offering dedicated customer service for loan-related inquiries to ensure prompt resolution of issues.