



CLIENT BULLETIN

Featuring company news, expertise, and updates



Year in Review

A letter from our executive team.

2020 was many things, but for LERETA it represented a year of incredible growth and evolution. As a 30-year-old business, we are no stranger to the challenges of tax service. We are committed to making tax service easier, with less risk and greater efficiency and transparency for our clients.

To support this effort, in 2020 we launched our Enhanced Tax offering, powered by our best-in-class tax technology, Total Tax Solution® (TTS®). Previously reserved for our Outsourced Tax clients, TTS allows our standard tax customers to manage all components of tax service via one comprehensive and highly intuitive platform. Pre-Cycle activities, Tasks, Payments, Delinquencies, Reporting and more; all driven by your business rules and customized to your needs. We know there is no such thing as “one size fits all”, so we’ve developed software that is as flexible and as easy to work with as we are.

In April, our agency relations team created a task force dedicated to calling every single one of the 22,000 tax agencies to understand the impact of COVID. We delivered this to our customers daily giving them live updates as the industry struggled to know what was next. In response to an increase need for call center support, our outsource team created a new Enhanced Call Center solution that matches clients with borrower support on a short term or long-term basis.

This year marked the development of new technology solutions including our Tax Audit Suite to catch missing agency and parcel information on acquisitions. Ongoing, our Tax Audit Suite seeks out illogical data conditions in tax portfolios and presents them in a work flow for your team’s review, keeping portfolios ready for escrow analysis every day.

Extraordinary service is a value that runs deep in our company culture, and we strive to make a positive difference in the lives of all our customers. On behalf of the LERETA team we’d like to thank you for your business and we look forward to partnering and growing with you in 2021.

Sincerely,

John Walsh CEO
Tyler Page CFO

Jim Micali COO
Steve Orgill CTO

Jonathan Willen CRO

LERETA NEWS & UPDATES

LERETA Acquires Accumatch

LERETA is growing! Accumatch, a Dallas based property tax intelligence company, was acquired by LERETA in October. Their technology architecture and customer centric strategy allows for quick and transformative enhancements that raise the bar on the tax service industry.



LERETA Acquires Wolters Kluwer Flood Determinations Solution

In December LERETA acquired Wolters Kluwer's Flood Determinations Business. The acquisition will be a seamless experience for customers and will represent meaningful growth to our ever expanding flood business.



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Delinquency Services & Solutions

Prepare for higher volumes of non-escrow delinquencies

LERETA has a variety of services to help mitigate your risk of non-escrow delinquencies as a result of the pandemic. Contact your account manager to learn about our Tax Status and Date Down Reports - both of which can provide redemption information to protect your collateral.



Need help with call center support?

Increasing volumes of call center inquiries for forbearance solutions continue to challenge the industry. Talk to your account manager today to learn how we can help with our NEW Enhanced Call Center Solutions.

IMPORTANT

We are performing an important security upgrade to our email system beginning January 31st.

LERETA will be implementing an important, best-practices security upgrade to our email system soon. This upgrade will help us better protect our clients and the homeowners they serve.

More details will be coming from your account manager. Once received, please forward the request to your IT or Information Security team so they can enable the requested change if it is not already in place.

THANK YOU TO OUR CLIENTS

We are grateful for our clients and their continued trust and partnership. We are honored to receive testimonials every month from real users that have had a great experience with our services. This quarter we are pleased to share feedback from Utah Housing Corporation and their VP of Mortgage Servicing, Amy White.

"LERETA does a phenomenal job understanding their customer's unique needs. They are truly partners that take the time to understand our business and craft solutions to make our jobs easier."



800.537.3821

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