



MAKING THE REAL ESTATE INDUSTRY  
MORE EFFICIENT

# TAX CERTIFICATES PROCESSING SERVICES



# Tax Cert Capabilities

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## End-to-end process ownership

EXPERTISE  
IN PA & NY  
TAX CERT  
PROTOCOLS

Processed  
>100,000 Tax  
Certs in PA &  
NY this year.

WELL  
TRAINED  
READY-TO-  
DEPLOY  
TEAM

Processed  
>270,000 Tax  
Certs in Q1, Q2  
and Q3 of 2013.

END-TO-  
END  
PROCESS  
OWNERSHIP

Accent neutral  
team for voice.  
Local US team  
for mail-aways.

SERVING  
THE  
MARKET  
LEADERS

Handling Tax  
Certs  
nationwide for  
two of the  
largest title  
agencies.

# Experience in processing Tax Certs

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## Client Highlights

### **Property valuations and settlement services provider**

- 14000 orders/month - phone, web research and mail-aways
- Web research - 8 hours; Phone - 48 hours; Mail-aways - 14 hours
- Accuracy ~99%; Six sigma methodologies

### **National lender platform provider**

- 8000 orders/month - phone and web research
- Web research - 8 hours; Phone - 48 hours; Mail-aways - 14 hours
- Quality ~99%; Six sigma methodologies

### **Real estate settlement services company**

- 470 orders/month - phone, web research and mail-aways
- Web research - 8 hours; Phone - 48 hours; Mail-aways - 14 hours
- Quality ~99%; Six sigma methodologies

# Experience Snapshot



**String helped a leading title agency clear a backlog of more than 12,000 Tax Certs in a matter of just 10 days!**

# Bundled Tax Certs delivery | Leading title agency

## Client Business Needs

- Significant surge in volumes
- Backlog of tax orders
- Complexity in tax certification protocols ( PA and NY)

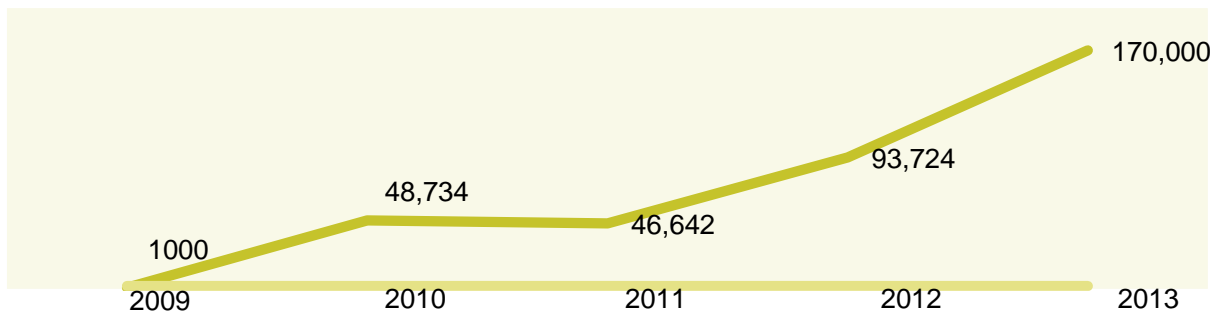
## Solution and Delivery Approach

- Rule-based work flow tool
- Proprietary checklists with tax information and special assessments across 48 states and 2800 counties
- Six Sigma rigor

**> 170,000 orders processed in Q1 and 2 of 2013; Zero claims**

### Rapid scale up of volumes

— Volume Delivered — Year



Bundled services - voice, online and mail away

Large team of experts cross trained to handle the intricacies

Reduction of turn time by 30-35% while processing mail-away orders

Ability to manage up to 30% volume fluctuations (more than the current volume)

Priority based backlog clearance → better customer service



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