

# TAX SERVICES

## FREQUENTLY ASKED QUESTIONS

### Q & A

#### **How often are tax delinquencies tracked?**

Info-Pro provides an annual audit of tax delinquencies after the final installment date. We also provide a free re-check of all delinquent parcels to provide an update for the loan portfolio. Info-Pro can also provide a program tailored to an institution for more frequent delinquent audits.

#### **In what format are the results of the delinquent audit delivered?**

All delinquent audit results are delivered electronically through a customized, secure website. Each institution's administrator/s will be provided email notifications when results are available. The reports are available in Excel spreadsheet format for easy read and upload capabilities.

#### **How does Info-Pro upload the tax amounts on to its system?**

Info-Pro provides integration between its industry leading Info-Exchange technology platform and the institution's core system (Jack Henry, FIS, Fiserv, etc) to provide a seamless process for uploading tax escrow amounts.

#### **What is Info-Pro's coverage area?**

Info-Pro provides delinquent tax tracking and escrow services in all 50 states, covering all counties and municipalities.

#### **What happens if our institution does not have all required fields (PINS/TINS, addresses, borrower names) for the conversion file to be appropriately uploaded to Info-Pro's system?**

Info-Pro's customer service team assists each institution in accurately providing the data necessary to become a business partner with Info-Pro. We understand each financial institution has its own required fields when it comes to loan tracking. Info-Pro prides itself in supporting its customers by providing the most accurate data verification available.