

# TAX AGENCY

## FREQUENTLY ASKED QUESTIONS

### Q & A

#### **Can you tell me about who you are and what kind of information you are looking for?**

Info-Pro is a tax servicer for banks and credit unions. We monitor delinquencies within our customer's portfolio in addition to reporting the tax bill amounts to the lender for disbursement. In some tax agencies, we help to facilitate the payment of taxes through a request and payment file or third party agency processing interface. Our goals are to help our customers make timely and accurate payments, reduce the number of refunds at the tax agency, and reduce your tax agency's outstanding delinquencies.

#### **What information do you need from the tax agency?**

Depending on the search, we would either need to verify the tax status or determine the tax bill amount on a number of parcels. We always research the best way to obtain the information so we can help to make things more efficient in your office. Some of our research methods include: ordering reports, sending faxes, calling your office, or obtaining the information from your website, if available.

#### **What information do you have on your parcels?**

Info-Pro captures the information that our customers provide, which usually includes the parcel identification number, owner name and property address. In rare instances, one of these pieces of data is not available and we will ask if the tax agency can provide it.

#### **Can you tell your customer to make payment via the method we prefer?**

Absolutely. We flag our customers of any preferred payment methods the tax agency may have. This will include the correct mailing address, what to include with payment, and what payment methods are accepted.

#### **We have a lender with a lot of outstanding delinquencies- can we tell them to partner with you?**

You can absolutely refer them to Info-Pro Lender Services. We'd be happy to talk with them about the benefits of Info-Pro as their tax servicer and explain how we partner with other lenders who outsource all or a portion of their real estate tax monitoring and escrow tax reporting.

Info-Pro Lender Services helps residential, commercial and agricultural lenders of all sizes minimize risk and cost while improving efficiency when servicing loans, allowing them to focus valuable time and resources on growing the business. We do this by providing real estate tax, flood determination and property insurance monitoring services that give lenders the information they need to service loans and achieve compliance. Learn more at [www.info-pro.com](http://www.info-pro.com).

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