

Mortgage Real Estate
Property Tax Solutions



**Residential
Commercial**

What our clients say about ICG...

“We generally take the view that any activity performed by a 3rd party administrator can be done internally for both a lower cost and higher quality results.

But ICG definitely proves the exception to this policy. ICG is constantly providing us very good and attentive service at a cost that makes it impossible for us to in-source this activity.”

A Recent ICG Customer Survey Response



A Move To Excellence

Managing the property tax process is an expensive and frustrating task. Many organizations have chosen to bypass this function through outsourcing. Some are seeking expertise. Others are seeking an increase in performance and profitability. All are seeking a reduction in risk, liabilities, and operating expenses.

Redefining Outsourcing

ICG has redefined traditional property tax outsourcing. We offer standard and customizable models that allow our clients to maintain the right amount of flexibility and control over the property tax process. Your needs determine the ICG outsourcing model you choose.

Making the Switch

Implementation of any of ICG's outsourcing options is quick, efficient, and non-disruptive to your operations. Our Conversion Team allows your business processes to drive the methods and schedule for transitioning your data to ICG. In addition, the ICG Team will customize reports, data transfer mechanisms, and schedules. We do the work to minimize the impact to your staff and operations.

Our Blueprint for Success

Reduce Cost

Using ICG reduces the operational cost of managing the property tax process and provides immediate return on your investment in property tax services. By using our property tax services, ICG clients can realize ROIs of 140%, and more.

Mitigate Risk

As property tax regulations grow more complex, in-house operations may not be able to keep pace. ICG protects you, and your investors, against excessive penalty and interest and tax sale loss. Issues can be identified, and corrective action taken before they become problems.

Improve Control

ICG provides web-based access to your data, on-demand reporting, and critical information “dashboards” for each step of the property tax process. ICG helps you develop forecasts, manage cash and track expenses with the consistency and predictability you need.

Our Services Include...

Tax Payment Processing

- ◆ Proprietary Information Verification and Validation
- ◆ Innovative Client Approvals Process
- ◆ Exception and Open Item Management
- ◆ Direct Interface Capabilities
- ◆ Check Writing Services
- ◆ Full or Partial Outsourcing Options

Delinquency Monitoring

- ◆ Tax Sensitive Monitoring Schedules
- ◆ Tax Expense Forecasting Tools
- ◆ Prioritization Tools
- ◆ Flexible Ad-Hoc and Standard Reporting
- ◆ Downloadable Reports
- ◆ 3 Year Back-Search on ALL Originations

Additional Services

- ◆ Full Reconciliation of Payments
- ◆ Client-Defined Delinquency Notifications
- ◆ Inbound/Outbound Call Center Activities for Notifications, Borrower Inquiry and Proof of Payment
- ◆ Client-Defined Payment Rules
- ◆ Tax Certificate Procurement
- ◆ Redemption Processing
- ◆ BPO/Inspections

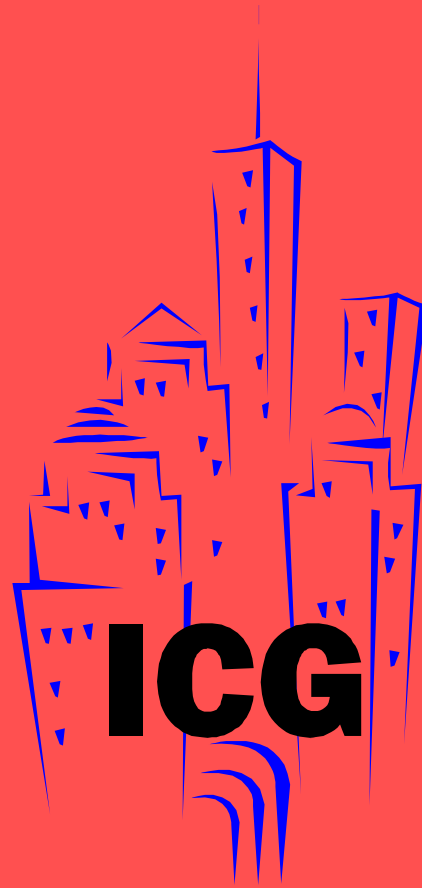


Key Benefits

- **Extraordinary Customer Service**
- **Lower Processing Costs**
- **Elimination of Penalty and Interest**
- **Reduced Risk of Tax Sale Loss**
- **Customized Processes and Reports**
- **Internet Access to Data**

Industry Consulting Group, Inc.

Custom Property Tax Solutions



For more information

info@icgtax.com

972-991-0391