

LERETA

CLIENT BULLETIN

LERETAnet - New Look & Retirement of Internet Explorer Requirement

An exciting new look for LERETAnet is coming soon! A refreshed landing page with an optimally organized menu of content is coming to LERETAnet on NOVEMBER 8th. Users can customize their view and browser requirements will be updated to Chrome and Edge.

What does this mean for me?

- The user interface is intuitive and easy to navigate.
- The pages are user friendly and organized while maintaining all their previous functionality.
- The website works on all major browsers including Edge and Chrome.
- Internet Explorer will no longer be supported - change your browser bookmarks !
- Settings for page views are customizable! You can change colors, spacing, and font sizing for easier reading and optimal viewing preferences.
- We're here to help! FAQ's and support documentation is provided on our website blog through this [link](#). For additional questions contact Customer Care or your Account Manager.

LERETA NEWS & UPDATES

Q4 Employee Spotlights

Having the right team is the key to success. We're introducing some of the brilliant minds and talent at LERETA on our LinkedIn page this quarter. Be sure to check them out; they're committed to making this Q4 the best one yet.

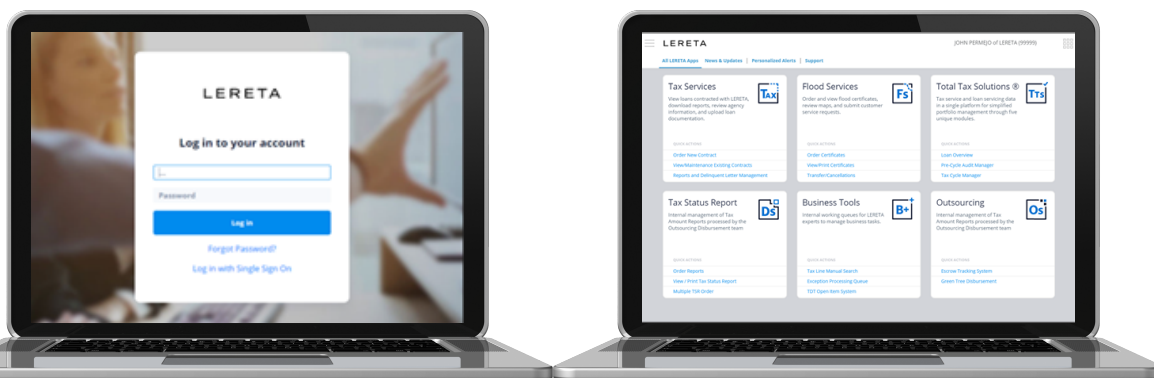


John's Podcast & HW Feature

Stay up to date with LERETA's take on industry changes, news, and trends. Check out John Walsh's latest [podcast](#) and [Housingwire Interview](#).

Quarterly Legislative Update

LERETA's compliance team regularly monitors and tracks statewide property tax legislation that impacts tax service for our customer's lending and servicing processes. Check out our latest updates [here](#).



Our Net Promoter Score

At LERETA, we assess our worth by constantly evaluating how much value we bring to our customers. Last month we announced our net promoter score results from our annual client survey. We were humbled by the results, receiving a score of 100 for our outsourced clients and a score of 47 for our standard tax customers. 100 is considered perfect in our industry, while 47 is deemed excellent. These scores tell us we are doing well as we work towards our constant goal of providing extraordinary service in every aspect of our business.

While we are delighted with the results, we are not complacent. We want to ensure we are hitting the mark of excellence year-round, and we welcome your feedback at any time. Thank you to those that took the time to fill out the survey and provide feedback. We are grateful for your partnership.



Mitigating the risk of 'lower liens' with GIS Technology

Priscilla Anand, VP GIS Technical Manager

A missed parcel or taxing agency is not uncommon with lower or specialty liens. However, the result of these missed payments can have irreparable ramifications, potentially putting a homeowner's property in jeopardy and impairing the relationship between the servicer and the borrower. LERETA recognizes the damage a missed payment could do and knows how much the details matter. Our driving focus has been creating and utilizing technology that prevents this type of oversight.

To learn about how Priscilla's team is using GIS technology [click here to read her expert blog](#).



LERETA

CONGRATULATIONS

**DIONNE
MCBRIDE**

HW2021 INSIDERS
AWARD WINNER!



HW **INSIDERS** 2021

LERETA's Review Services Can Prevent Errors By More than 29%!

Dionne and her team are leading LERETA's [Document Review Service](#), which addresses the industry-wide issue of a borrower's taxes not paid correctly at closing; thus causing a cascade of borrower facing problems downstream.

Want to learn more about the difference Dionne McBride and her team make for our Tax Line Set up and Document Review service? With more than 25 years at LERETA she is a Rockstar - congrats Dionne!

[Click here to read her team's case study](#)



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www.lereta.com

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