

LERETA

CLIENT BULLETIN

LERETA's 2021 Year in Review

2021 was a banner year for LERETA! We delivered on our mission to transform the tax industry by providing exceptional service and developing technology and processes to support rapid growth and efficiency gains for our customers. We are excited to share some of our key achievements from the year – you'll notice that customers and their satisfaction are at the center of everything we do.



Our Outsourced Tax clients rated us a perfect 100 on our Net Promoter Score, and we hit 99.8% of every tracked and measurable SLA across all tax clients!



In June, we launched our new website that more accurately reflects the tech-forward, innovative company we have built over the past 35 years. In November, we unveiled our new LERETAnet platform and upgraded our best-in-class Total Tax Solutions® workflow technology, giving users a more robust, intuitive, and user-friendly experience.



Our company grew as well, adding 150 new employees and 219 new clients - including 8 of the industry's top servicers!



This year marks our 35th anniversary. 35 years of exceptional customer care, client-first approach, and unmatched technology and resources. 35 years of The LERETA Difference. Our commitment to high-quality solutions and client-first approach is what attracted our new owners, Flexpoint Ford and Vestar Capital Partners. Their investment in LERETA will further accelerate our growth and ensure our continued success next year and for years to follow.

We look back on 2021 with humble gratitude. We are committed to continued growth, performance and most importantly, customer satisfaction in the new year. Thank you for your partnership and cheers to a successful 2022. To read more, click [here!](#)

LERETA NEWS & UPDATES

Welcome to the team!

In December we welcomed Brandon Bunch as our Tax Operations Manager of Special Projects and Sean Hunt as Operations Manager of Tax Certificates.

Legislative updates

Stay in the know with our legislative updates. To monitor the latest legislation impacting property taxes, read our quarterly issues on our [news site](#).

Charity & Donations

LERETA teams participated in **five** charity initiatives last quarter! To stay up to date with how we're giving back to our communities, [follow us on LinkedIn!](#)

Servicing Show

Will we see you in Orlando? Join us for the MBA Servicing Solutions Conference & Expo Feb. 22nd through Feb 25th, we're unveiling a brand new exhibit!

Blog

THE HIGHEST CUSTOMER SATISFACTION STARTS WITH "EMPATHETIC ENGAGEMENT"

KIM DOYEL
SENIOR CLIENT EXECUTIVE

LERETA

Environment, Social, and Governance Report

LERETA is committed to doing its part to improve today's environmental and societal challenges, and reduce their impacts in line with our industry's best practices. This enables us to better serve our customers and community and simultaneously outperform our competitors in the products and service we deliver to our customers. We are proud to publish our ESG Policy. To read the full report, click [here](#).



What makes for a successful partnership? It starts with the people. Servicers want to feel they are working with people who really want to help the servicer to succeed. True collaboration requires an open exchange of what's expected, what the servicer's special needs are (and there can be many) and forming comprehensive step-by-step procedures from the tax line set up, quality control auditing, compliance, conflict resolution and a continuous feedback loop of proactive communication.

I've had the opportunity of working with LERETA as a "client" a number of times during my career and it was those experiences that shaped my desire to join the team. At LERETA, we believe to build that symbiotic relationship, you must understand the difference between focusing on your own success and the belief that you succeed only through helping others succeed. It means listening carefully to what the client needs, what their objectives are, where the challenges are and how they can be tackled together.

To read Kim Doyel's full article, click [here](#).

Season of giving



During the holiday season, we donated to Project Caring and Sharing (PCS) in the name of our clients. This Pomona-based community organization supports at-risk residents. Our contribution helped provide holiday toys, sweatshirts, and shoes for 91 children whose families live in a hotel or motel in the Pomona area. These are some photos that were shared with us. We are grateful for the opportunity to give back to our LERETA community.

