



Fulfillment for Real Estate Information Services

24-hour turn-around for legal documents and tax payments

Supporting the American real estate marketplace with title and mortgage processing, this client needed a partner to help with timely fulfillment. TDEC handles about 35,000 mortgage disclosure mailings and 18,000 tax request letters and checks for them annually.

LEGAL REQUIREMENTS DEMAND PRECISION

In support of the company's mortgage processing services, TDEC receives mortgage disclosure files daily. These legally required statements provide written documentation of the final mortgage loan terms and closing costs as well as details about the loan term, monthly payments, fees, and other closing costs.

Using the daily manifest, TDEC prints the PDF disclosure files, stuffs them into envelopes, applies postage, and mails them via USPS. All disclosures are mailed within 72 hours of receipt, and TDEC quality control notifies the client of any missing files.

An additional process was added for tax certification requests. Like the disclosures, the tax certifications are received by TDEC daily and need to be mailed out within 24 hours. The PDFs are printed on live checks, which are supplied by the client, and mailed by TDEC to tax offices.

The tax certification process is different for each state and some require printed checks. These orders from the client are known as mail-away orders and include sending request letters and/or checks, scanning and sending check copies and any information received from tax authorities, and communicating any requests that are rejected or other

SERVICES:

- Printing
- Fulfillment

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abnormalities.

During the course of the work, TDEC flexibly adapted to new requests, including the need to use UPS for mailings and tracking, new check formatting, and requests exceeding the supplies TDEC had on hand.

BENEFITS:

Handling mortgage documents and tax requests is time-consuming, particularly since requests must be handled quickly yet precisely. By developing and optimizing a proven process, TDEC was able to provide the speed and accuracy that this large real estate information service provider needed.

Project performance:

For over a decade, TDEC handled the time-sensitive mailing needs of a national mortgage processing company with the meticulous care required by law.

Efficient fulfillment:

By turning around all orders in 72 hours, TDEC played a vital role in executing the required paperwork efficiently.

Quality assurance:

Our quality assurance process checked for proper printing and mailing so orders were fulfilled correctly.

ABOUT TDEC:

TDEC was founded in 1958 to provide data entry services to the National Active and Retired Federal Employee (NARFE) Association. For more than 65 years, TDEC has provided state and federal governments, commercial entities, and nonprofit organizations with cost-effective solutions for labor-intensive business process services such as document management, administrative support, call center assistance, financial processing, and lockbox services.

TDEC participates in the HUBZone program, is SOC 2 Type 1 and NARA compliant and TruSight Validated.

For more information, visit TDEC.com or find us on [LinkedIn](#).



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