

Aquesta Bank enjoys a smoother process for obtaining tax transcripts thanks to Tax Guard.

CASE STUDY SUBJECT



CLIENT TYPE

- SBA Bank
- Lender

USE CASES

- Tax Debt Reporting
- Tax Transcripts

PRIMARY VALUES

- Detailed Transcripts
- Saved Money
- Responsive Support

PROBLEM

Aquesta Bank is a community bank with branches in North and South Carolina. In 2019, the bank wanted to improve its process for collecting tax return transcripts and tax compliance reports for Small Business Administration (SBA) loans.

"We were having issues getting the tax transcripts from our previous vendor," said Sharon Whitney, Senior Vice President of Aquesta Bank. "If forms weren't exactly how the IRS had them, the vendor would reject them. We submitted some forms seven or eight times, and they were still rejected."

Rejections based on nuances such as grammatical and capitalization issues resulted not only in frustration for the bank's employees, but for its customers.

"We had to send forms back to customers and have them sign new forms—sometimes multiple times," said Sharon. "It can negatively impact closings if we can't get tax transcripts in a timely manner. We aren't able to close without them."

A colleague mentioned Tax Guard as a possible solution for Aquesta Bank during a time when the bank needed a rush transcript for a closing the following day. "Aquesta Bank took the chance of relying on the Tax Guard team in that instance, and we just kept using them," said Sharon.



I would tell any bank it needs to switch to Tax Guard—I think it's great.

Sharon Whitney | SR. VICE PRESIDENT, AQUESTA BANK

SOLUTION

Since partnering with Tax Guard, Aquesta Bank enjoys a smoother process when obtaining tax transcripts.

"We log into the website portal and create an 8821 by putting in the borrower's information," said Sharon. "Tax Guard verifies it, it goes on its way, and the tax transcripts come back. It's a simple process."

Sharon describes the impact that Tax Guard's detailed transcripts have had on the bank's operations as "tremendous."

"Our previous vendor didn't check to see if there were any tax liens filed or any outstanding tax compliance obligations," said Sharon. "This additional tax information obviously helps us when underwriting the loan."

RESULTS

Improved Process & Customer Experience

Since switching to Tax Guard, Aquesta Bank no longer has to resubmit forms and can close on customers' SBA loans faster.

Saved Money

Tax Guard revealed outstanding tax liens and tax debt obligations for Aquesta. "That potentially saved us a lot of money because some borrowers owed hundreds of thousands of dollars," said Sharon. "We wouldn't have known it if we hadn't been with Tax Guard."

Responsive Customer Support

"The experience working with Tax Guard has been great," said Sharon. "In general, the Tax Guard team has a real quick turnaround—usually within the same day. If you contact them in the morning, you've got an answer by the afternoon."

