

How Tax Guard's Income Monitoring Product Helps Enterprise Bank Save Time and Money

CASE STUDY SUBJECT

CLIENT TYPE

- Small Business Lender

USE CASES

- Income Monitoring

PRIMARY VALUES

- Workflow Efficiency
- Faster Funding

PROBLEM

Enterprise Bank, a national lender specializing in SBA 7(a) owner-occupied commercial real estate loans for small businesses, faced significant challenges in managing tax transcript requests and income verification. Before partnering with Tax Guard, the bank relied on a cumbersome process that often took up to five business days to process tax transcripts. Errors were common—such as incorrect filing periods or mismatched entity types (e.g., C Corp vs. S Corp)—and these mistakes were only discovered after the five-day waiting period, leading to rejected requests and further delays. These inefficiencies frequently pushed loan funding beyond target timelines, sometimes rolling into the next month, which risked customer dissatisfaction and strained relationships.

“Income monitoring has been a huge money saver. There were deals that we had been chasing tax transcripts for maybe six to eight months post-closing, and we'd have to put in a new request, which cost a lot of money.”

The IRS's unpredictable processing times made it difficult to obtain transcripts in a timely manner, forcing the bank to repeatedly check for updates—an inefficient, resource-draining process. This not only increased costs but also risked customer satisfaction if borrowers needed to provide additional authorization. With Tax Guard, Enterprise Bank no longer has to manually track transcript availability. Instead, they receive timely notifications when the necessary documents are ready, streamlining compliance and post-funding servicing while saving time and money.



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“With income monitoring, we're notified automatically, and it's saved us hundreds of dollars on just one deal alone.”

JASMINE PHAM

Vice President
SBA Underwriting Team Lead
Enterprise Bank & Trust



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SOLUTION

Tax Guard provided Enterprise Bank with a streamlined, efficient solution to address these challenges, offering next-day tax transcript turnaround times and a transformative product: Income Monitoring.

Tax Guard also has the added benefit of improving customer satisfaction and turnaround times for Enterprise Bank.

This capability automatically notifies the bank via email whenever a borrower files a new income tax filing, eliminating the need for borrower follow-ups and repeated 8821 authorizations. Income Monitoring proved especially valuable for resolving “no record found” issues, which often occurred when borrowers filed their returns late or incorrectly, such as filing under the wrong entity type. With this product, the bank could track filings and pull updated tax transcripts as soon as they become available, ensuring compliance and reducing customer friction. This not only saved time but also significantly decreased the need for repeated requests and manual documentation.

RESULTS


Time Saved & Improved Customer Satisfaction

Tax Guard's next-day transcript turnaround times enabled Enterprise Bank to close deals within 30 days, improving customer satisfaction and maintaining its competitive edge in SBA lending.


Preserved Resources

Income Monitoring saved hundreds of dollars per deal by eliminating the need for repeated 8821 authorizations and manual follow-ups, while also reducing audit exceptions through automatic notifications of new tax filings.


Heightened Efficiency

The bank's SBA underwriting team saved significant time and resources, allowing them to focus on higher-value tasks and boosting overall productivity.

