

Holtmeyer & Monson strengthens service and boosts efficiency with Tax Guard

CASE STUDY SUBJECT



HOLTMEYER & MONSON

CLIENT TYPE

• SBA Lender Service Provider (LSP)

USE CASES

• Same-Day, Next-Day, and 10-Day Tax Return Transcripts

PRIMARY VALUES

• Faster Access to Tax Transcripts
• White-Glove Customer Support
• SBA Compliance Confidence

PROBLEM

Holtmeyer & Monson (H&M) is a large Lender Service Provider (LSP) assisting over 200 lending institutions with the SBA 7(a) loan program and government guaranteed lending. LSPs uphold the Agency standards for government-guaranteed lending and manage complex regulatory requirements, helping clients improve efficiency, lower operational costs, and verify compliance. They are a true partner when it comes to Agency compliance, and the success and reputation of an LSP depends on their ability to provide accurate data to customers. Their margin for data errors is zero.



“With Tax Guard, I no longer have anxiety about ordering transcripts in an extended timeframe. They’ve shaved 10 or more days off of a critical task for eligibility, and I’m always confident they’ll deliver transcripts whenever we request them.”

Jenny Scully

EXECUTIVE VICE PRESIDENT,
HOLTMEYER & MONSON

Before Tax Guard, H&M relied on the traditional Form 4506C to access required eligibility information. But unpredictable return timeframes and errors in transcripts put critical timelines at risk. With Tax Guard’s services and expedited 8821 form, H&M delivers exceptional data accuracy, compliance, and trusted partnership.

RESULTS

Impeccable Service

Tax Guard’s close communication, personal attention, and quick response time quickly and accurately address any problems and proactively prevent compliance issues before they happen.

Time Savings

H&M no longer worries about ordering tax transcripts far enough in advance; they can rely on Tax Guard to deliver the data they need exactly when it’s promised to move deals forward.

Ensures Compliance

Tax Guard’s expertise helps make sure H&M is compliant across the SBA’s 7(a) lending regulations, explaining the problem and educating teams on the solutions for future understanding. This knowledge and automation of the due diligence process streamlines lending and makes H&M a stronger SBA client partner.



Holtmeyer & Monson strengthens service and boosts efficiency with Tax Guard

CASE STUDY SUBJECT



HOLTMAYER & MONSON

CLIENT TYPE

- SBA Lender Service Provider (LSP)

USE CASES

- Same-Day, Next-Day, and 10-Day Tax Return Transcripts

PRIMARY VALUES

- Faster Access to Tax Transcripts
- White-Glove Customer Support
- SBA Compliance Confidence

SOLUTION

LSPs must juggle extensive SBA Standard Operating Procedure (SOP) requirements. Tax Guard's platform simplifies due diligence by ensuring both the LSP and lender are listed as designees on the 8821 Form—a critical differentiator that ensures the LSP is fully compliant. With these steps built into Tax Guard's process, the system ensures nothing falls through the cracks, while Tax Guard's expertise keeps LSPs ahead of evolving regulations.

Before Tax Guard, tax transcript processing could stall deals for up to 10 days, but Tax Guard's 8821 Form expedites the retrieval process and ensures data accuracy. In one instance, a lender suddenly needed to close a deal the following morning. When H&M asked Tax Guard to upgrade their order—even after the 5pm ET cutoff—H&M received the order within an hour, allowing the deal to close ahead of the client's shortened timeline.

When H&M asked Tax Guard to upgrade their order—even after the 5pm ET cutoff—H&M received the order within an hour, allowing the deal to close ahead of the client's shortened timeline.

Tax Guard's direct communication with H&M helps them better support clients. Previously, some tax transcripts would have errors without explanations, leaving lenders and borrowers wondering what went wrong, often resulting in costly delays. Tax Guard's world-class support team answers questions in real time, helping clients better understand the underlying issues so they can avoid similar challenges in the future.

RESULTS

Impeccable Service

Tax Guard's close communication, personal attention, and quick response time quickly and accurately address any problems and proactively prevent compliance issues before they happen.

Time Savings

H&M no longer worries about ordering tax transcripts far enough in advance; they can rely on Tax Guard to deliver the data they need exactly when it's promised to move deals forward.

Ensures Compliance

Tax Guard's expertise helps make sure H&M is compliant across the SBA's 7(a) lending regulations, explaining the problem and educating teams on the solutions for future understanding. This knowledge and automation of the due diligence process streamlines lending and makes H&M a stronger SBA client partner.

