

Mastering the Equator Short Sale Processing System

Understanding the Closing Process

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The Equator Short Sale Processing System

The Equator Short Sale Processing System – Overview

The Equator system gives you:

- **The ability to initiate a short sale early in the process**, even **before** there's an offer on the property.
- **24/7 access** to check file status.
- **Two-way secure messaging** with your short sale specialist or your closing officer.
- **Communication Log** of all messaging.
- **Document upload** – upload PDF files and JPG images.
- **Ability to escalate issues to your short sale specialist's manager.**
- **Automated processing** – Equator keeps you updated on tasks awaiting completion, and the due date and status of all offers submitted.



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FHA and VA files cannot be processed in Equator at this time. To initiate an FHA short sale, the homeowner must work with their assigned customer relationship manager (CRM). If no CRM is assigned, they can initiate by calling the Homeowner Help Line **1.800.669.6650**. To initiate a VA short sale, contact Short Sale Customer/Agent Care at **1.866.880.1232**.

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Getting to the Closing Table

Once all parties agree on terms of the sale and the offer is approved by investor(s):

1. Approval Letter

- The approval letter is issued.
 - An email will tell you there's an important update for you in Equator. You must log into Equator to view the approval letter.
 - The letter lists all approved buyers, the purchase price, fees and the closing date.
- Any changes in the transaction made after the approval letter has been issued require updated investor approvals, which may delay the process and are not guaranteed.

2. Closing Officer

- A closing officer is assigned.
- You should communicate with the closing officer from this point forward.
 - To do this, choose **Closing Officer** from the drop-down menu when creating a message in Equator.

3. Equator Status

- The status of the short sale turns to **Closing** in Equator.

4. Closing Date

- The closing must occur by the closing date indicated on the approval letter.
 - Extensions to the closing date may be requested, but are not guaranteed.
 - Foreclosure postponements are at the investor's discretion. Requests may be submitted, but a postponement is not guaranteed.



Closing Tasks

During the closing phase, you will receive three tasks:

1. Is Closing on Schedule?

- Five calendar days before the closing date listed in Equator, you will receive a message to complete this task. Do so within three calendar days.
- Once this task is complete, the **Upload Preliminary Closing HUD** task will open.

2. Upload Preliminary Closing HUD

- Complete this task **no earlier** than five calendar days before scheduled close.
- Once this task has been completed, the **Upload Final Certified Docs** task will open.

3. Upload Final Certified Docs

- Complete this task on the day it is assigned.
- The sooner you complete this task, the sooner you will move through the approval process.
- **The short sale has NOT closed at this point in the process.**

Is Closing on Schedule?

Five calendar days before closing, Equator will generate a task for you that asks: **Is Closing on Schedule**

Task Name	Role	Lender	Open Date	Due/Completed
Is Closing on Schedule - Offer 1	Agent	BAC SS	05/02/2012 8:17 (3)	05/07/2012 8:17 (-5)

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1. Click on **Is Closing on Schedule** to open the task.
2. Select the appropriate answer from the drop-down box:
 - If **YES**:
 - The closing will proceed toward its approved closing date.
 - If **NO**:
 - Enter a requested **Revised Close Date**.
 - In the **Comments** box, thoroughly explain the reason for changing the closing date.

Is Closing on Schedule

Is Closing on Schedule? *	Select One
Revised Close Date	
Comments	
(1000 characters remaining)	
Save and Submit Later	
Save and Submit Now	

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Upload Preliminary Closing HUD

The **Upload Preliminary Closing HUD** task will open once your offer is accepted. You should not complete this task more than five calendar days before close of escrow. However, if you wish to close early, you may complete the task and answer the necessary questions to allow for early completion.

- Net proceeds must be reflected on the HUD-1.
- Make sure the buyer's name is the same on every document; mismatched names can cause delays or rejected documents.

The screenshot displays the Equator HUD system interface. At the top, a dark blue header bar contains the status 'Status: CLOSING' and a red circle with the number '1'. Below this, a white box displays property details: 'Type: LENDER', 'Lender: BAC SS', 'Occupancy: OWNER OCCUPIED', 'List Date: 11/28/11', 'Close Date: 04/17/12', 'List Price: \$179,900.00', 'BAC Specialist: [checked]', and 'Listing Agent: [checked]'. To the right of this box are links for 'Inbox (29)!', 'Add Message', 'Photos', 'Library', and 'View Listing'. Below the header, a grey bar shows 'Tasks: 0 0 0 0', 'Offers: 0 0 0 0', and 'Expenses: \$0 \$0 \$0'. A navigation bar includes tabs for 'Tasks (2)', 'Offers (1)', 'Expenses', 'Messages (1)', 'Photos', 'Library', and 'Edit'. A 'All Tasks' button is visible. The main content area shows a table with 2 entries. A red circle with the number '2' points to the first entry, 'Upload Preliminary Closing HUD - Offer'. The table has columns for 'Task Name', 'Role', 'Lender', 'Open Date', and 'Due/Completed'.

Task Name	Role	Lender	Open Date	Due/Completed
Upload Preliminary Closing HUD - Offer	Agent	BAC SS	05/02/2012 8:17 (3)	06/11/2012 8:17 (-40)
Is Closing on Schedule - Offer 1	Agent	BAC SS	05/02/2012 8:17 (3)	05/07/2012 8:17 (-5)

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1. The file status will say **Closing: Supply Preliminary HUD**.
2. Click on **Upload Preliminary Closing HUD** to open the task.

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Upload Preliminary Closing HUD

3. Browse for **Preliminary Closing HUD**, select the file, add a Description and click Upload.
4. Complete the following:
 - Dollar amount in the **Offer Amount** field.
 - The **Closing Costs** field.
 - The **Commission Percentage** field.
 - The **Net Proceeds – 1st Lien** and **Net Proceeds – 2nd Lien** fields.
 - The **Title Company Email** field.
 - Choose “Yes” or “No” for **Completed More Than 5 Days Prior to Close of Escrow**.
 - If you chose “Yes” above, also provide a **Reason for Early Task completion**.
5. Click **Save and Submit Now**. This initiates tasks for the closing offer.

The file status changes to **Closing: Review Prelim HUD** while the closing officer reviews the HUD-1.

The screenshot shows a web form titled "Upload Preliminary Closing HUD". It contains several input fields and a large text area. Red circles with numbers 3 through 5 are overlaid on the form to indicate specific steps:

- 3**: Points to the "Preliminary Closing HUD" field, which includes a "Click the browse button to provide the requested file" instruction and a status "0 files have been uploaded, 1 more required".
- 4**: Points to the "Commission Percentage" field.
- 5**: Points to the "Save and Submit Now" button at the bottom right.

The form fields include:

- Preliminary Closing HUD *
- Offer Amount *
- Closing Costs *
- Commission Percentage *
- Net Proceeds - 1st Lien *
- Net Proceeds - 2nd Lien *
- Title Company Email *
- Completed More Than 5 Days Prior to Close Escrow *
- Reason for Early Task completion (with a character count of 1000 remaining)

At the bottom, there are two buttons: "Save and Submit Later" and "Save and Submit Now".

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Upload Final Certified Docs

Complete the **Upload Final Certified Docs** task on the day it is assigned.

The screenshot displays a web application interface for managing tasks. At the top, a dark blue header bar contains the status 'Status: CLOSING' on the right. Below this, a light blue sidebar on the left includes links like 'Add Photo'. The main content area shows a summary of the current task: 'Type: LENDER', 'Lender: BAC SS', 'List Date: 01/06/12', 'Close Date: 04/18/12', 'List Price: \$140,000.00', 'BAC Specialist: [icon]', and 'Listing Agent: [icon]'. Below the summary, there are three colored buttons: 'Tasks' (red), 'Offers' (yellow), and 'Expenses' (green). The 'Tasks' button is selected, and a sub-menu is visible with options: 'Tasks (1)', 'Offers (1)', 'Expenses', 'Messages (1)', 'Photos', 'Library', and 'Edit'. The 'All Tasks' button is also visible. The task list table shows one entry: 'Upload Final Certified Docs - Offer 1' with a role of 'Agent', lender 'BAC SS', open date '05/02/2012 8:21 (3)', and due/completed date '05/05/2012 8:21 (-3)'. The table has columns for 'Task Name', 'Role', 'Lender', 'Open Date', and 'Due/Completed'. The 'Due/Completed' column shows a green bar indicating the task is due.

Task Name	Role	Lender	Open Date	Due/Completed
Upload Final Certified Docs - Offer 1	Agent	BAC SS	05/02/2012 8:21 (3)	05/05/2012 8:21 (-3)

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1. The file status changes from **Closing: Review Prelim HUD** to **Closing: Supply Final Documents**.
2. Click on the **Upload Final Certified Docs** link.

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Upload Final Certified Docs

- Enter the **Closing Date**.
- Browse to **Upload Certified HUD-1**.
- Browse to **Upload Executed Promissory Note** (if applicable).
- Browse to **Upload Executed Insurance Premium Letter** (if applicable).
- Browse to **Upload Executed Approval Letter**.
- Browse to **Upload Executed Amended Approval Letter** (if necessary).
- Add any **Comments**.
- Browse to **Upload Wire Confirmation** and **Wire Confirmation Number**.
- Include a **Prom Note Tracking Number** (if required).
- Supply **Borrower Contact for 1099 Reporting Address, City, State** and **ZIP**.
- Upload **Executed ARASS** (Alternative Request for Approval of Short Sale) **Agreement**.*
- Supply **Date ARASS Agreement Executed**.*
- Click on **Save and Submit Now**.

* Only for HAFA short sales with an offer.

The screenshot shows a web form titled "Upload Final Certified Docs". It includes the following fields and controls:

- Closing Date ***: A date picker field.
- Upload Certified HUD ***: A text input field with a "Browse..." button.
- Upload Executed Promissory Note**: A text input field with a "Browse..." button.
- Upload Executed Insurance Premium Letter**: A text input field with a "Browse..." button.
- Upload Executed Approval Letter ***: A text input field with a "Browse..." button.
- Upload Executed Amended Approval Letter**: A text input field with a "Browse..." button.
- Comments**: A large text area with a "(1000 characters remaining)" indicator.
- Wire Confirmation**: A text input field with a "Browse..." button.
- Wire Confirmation Number**: A text input field.
- Prom Note Tracking Number**: A text input field.
- Borrower Contact for 1099 Reporting Address**: A text input field.
- Borrower Contact for 1099 Reporting City**: A text input field.
- Borrower Contact for 1099 Reporting State**: A text input field.
- Borrower Contact for 1099 Reporting Zip**: A text input field.
- Upload Executed ARASS Agreement**: A text input field with a "Browse..." button.
- Date ARASS Agreement Executed**: A date picker field.
- Buttons**: "Save and Submit Later" and "Save and Submit Now" at the bottom right.

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Final Closing Steps

Closing

- When the **Upload Final Certified Documents** task is complete, the file status will change to **Closing: Pending Funds**.
- After the funds are verified to match, the file status will change to **Close of Escrow**.

Post-Closing

Once you have uploaded the final certified documents, your tasks are complete. But it may still take 1-2 business days for the Equator property status to change from **Closing** to **SS Complete**.

- During this time, the closing officer will be reviewing the final certified documents and performing other final tasks.
- You should remain available during this period to answer possible questions until the file moves to **SS Complete** status.

Closing Tips

Communication Is Key!

- Complete each task only as it is assigned to you. Do not work ahead. For example, if you upload the Preliminary Closing HUD more than five calendar days before closing, it will be rejected and you will be required to resubmit it. This ensures we receive the most current information.
- To avoid changes in the close-of-escrow date after a HUD-1 is approved, you should:
 - Confirm that the title has been pulled and is clear.
 - Confirm that the title company has received the buyer's loan documents before we approve the HUD-1.
- Check the system often for status updates or to respond to inquiries.
 - You will receive updates through Equator from the closing officer.
- Use Equator to send questions, status updates or changes to the transaction.
 - Your closing officer should respond to inquiries sent through Equator within two business days.

Changes That Can Cause Delay

Notify your short sale specialist or closing officer as soon as possible if:

- There is a change in buyer at any time during the process.
 - The short sale approval is buyer specific. If there is a change of buyer, notify your short sale specialist to discuss your next steps.
- The homeowner files bankruptcy.
 - The bankruptcy judge must release the property from bankruptcy so it can be short sold.
 - Depending on local jurisdiction, this may cause long delays in the process.
- There is a change in the closing date.
 - Due to delays in the buyer's loan closing, extensions can be requested.
- A transaction change after the approval letter is issued.
 - Any changes in the transaction after the approval letter is issued may delay the process, depending on the number of additional re-approvals required.



Commitment to Continued Improvement

Bank of America is committed to identifying new and different ways to make the process transparent and efficient.

Improving the short sale process

- Ongoing collection of feedback on process, people and technology
- Dedicated team of short sale professionals
- Enhanced our technology; monthly upgrades ongoing
- Resources for short sale education

Where to locate additional information

Short Sale Agent Resource Center
bankofamerica.com/shortsaleagent

Dedicated Customer/Agent Care
1.866.880.1232

Monday – Friday 8 a.m. to 10 p.m.
Saturday 9 a.m. to 5:30 p.m. Eastern

For homeowners:

Bank of America Home Loan Assistance
bankofamerica.com/hometransition



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