

Mastering the Equator Short Sale Processing System

Creating an Equator Account

October 2012

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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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Create Your Free Account

1. Go to agent.equator.com
 - Click **Register with Equator**
 - Enter your email address
 - Click **Next**
2. Under **Select Account Type**, choose the option for **Agent**
3. Click the icon next to **Agent**

Creating an account is free and easy.

Select Account Type

2	Agent Select this option if you are a licensed real estate agent and would like to receive listings from Sellers. <input type="checkbox"/> Select this option if you are an Attorney representing a Homeowner.	3	 Agent	>
	Buyer Select this option if you are a home buyer or investor looking for foreclosed properties.		 Buyer	>
	Vendor Select this option if you are a vendor that provides sellers with default or REO products and services		 Vendor	>

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4. Enter your **name**

- Do not include special characters, such as parentheses or quotes
- Use letters only; do not use numbers or any other special characters

5. Enter **security** and **contact** information

6. Click **Next**

The screenshot shows a web form for creating an Equator account. The form is divided into two main sections. The first section, labeled with a red circle containing the number 4, includes fields for 'Last Name' (filled with 'TEST'), 'Mobile', 'Password', 'Confirm Password' (with a green checkmark), 'Question 1' (a dropdown menu with 'Birth City?' selected), 'Answer 1', 'Question 2' (a dropdown menu with 'Elementary School Name?' selected), and 'Answer 2'. The second section, labeled with a red circle containing the number 5, includes fields for 'Company' (filled with 'Realty Company'), 'Address 1' (filled with '123 Main Street'), 'Address 2', 'City' (filled with 'Charlotte'), 'State' (a dropdown menu with 'North Carolina' selected), 'Zip' (filled with '28255'), 'Phone' (filled with '704-555-5555'), and 'Fax'. At the bottom left is a 'Back' button, and at the bottom right is a 'Next' button, which is highlighted with a red circle containing the number 6. A large black bracket on the right side of the form groups the fields from 'Password' down to 'Phone' under the number 5.

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7. Enter your Bar/License Number information
8. Enter your E&O Insurance information
9. Click **Submit**
 - Once you submit your registration, you will receive an activation notice via email. Click on the link within the email to activate your account.

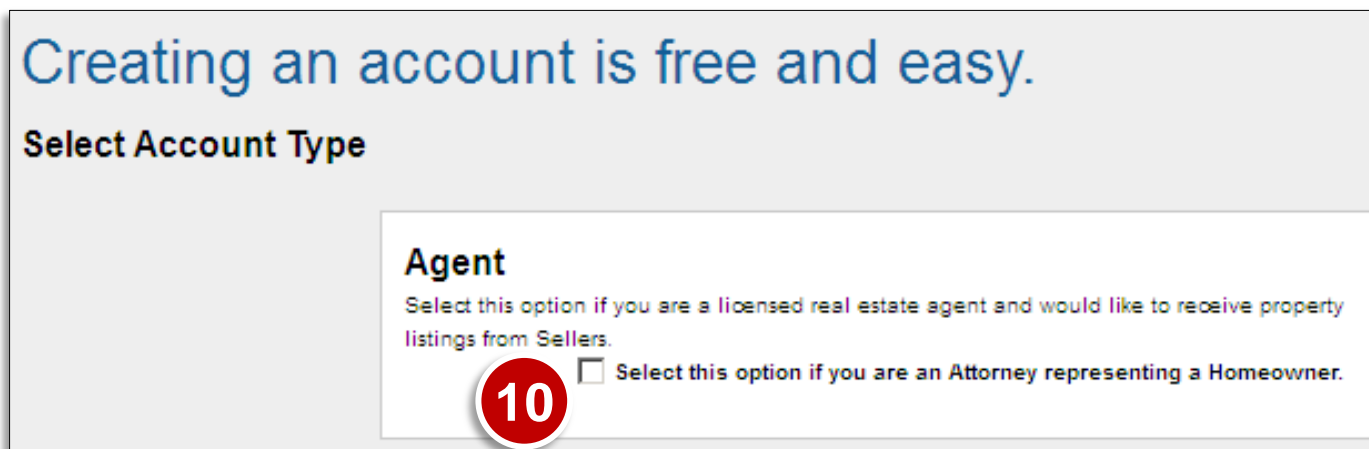
The screenshot shows a web form for creating an Equator account. It is divided into three main sections, each marked with a red circle containing a number:

- 7 Enter your Bar/License Number.** This section contains three fields: "State:" with a dropdown menu showing "North Carolina", "Number:" with a text box containing "987654321" and a green checkmark, and "Exp Date:" with a text box containing "12/12/2014" and a calendar icon.
- 8 Enter your E & O Insurance information.** This section contains two fields: "Carrier:" with a text box containing "TEST INSURANCE" and "Exp Date:" with a text box containing "05/03/2013" and a calendar icon.
- 9** This section contains a "User Agreement" with a paragraph stating: "By clicking the 'Submit' button, you acknowledge that you have read and expressly agree to the [Privacy Statement](#) and the [Terms of Use](#) governing your registration for the Equator website." Below the agreement are two buttons: "Back" and "Submit".

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10. For attorneys representing a homeowner, there is an additional box to check in the Agent section.



Creating an account is free and easy.

Select Account Type

Agent

Select this option if you are a licensed real estate agent and would like to receive property listings from Sellers.

☐ Select this option if you are an Attorney representing a Homeowner.

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Communicating with Bank of America




Agents should communicate with Bank of America **solely** via the Messaging function in Equator. By using Equator Messaging, you will:

- Provide a documented history of all inquiries.
- Have a path to formally escalate any concerns or issues as needed.
- Protect the privacy of all parties involved in the short sale.

Bank of America **will not** send information about a specific property to an agent's email address.

- Agents will receive an email at the email address provided when the Equator account was set up. The email will indicate they have a new message in Equator. Agents should log into Equator to view the message's content.
- Responding to messages in Equator will ensure homeowner privacy is protected. Agents should not send information directly to the short sale specialist's email address.

Example of an Equator message

<input type="checkbox"/>		05/03/2012 08:13:05	BAC SS		T. 1	System	 New Tasks Assigned	Reply
Body: You have been assigned new tasks that you need to complete. Please go to www.equator.com and login to view and complete your new tasks.								

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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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