

Customer Transition Assistance

Quick Reference Guide for Real Estate Professionals

Bank of America  Home Loans

Short Sale Customer/Agent Care
1.866.880.1232

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

Helping Homeowners

Bank of America recognizes that homeowners facing financial hardship may need help as they transition out of their home through short sale, deed in lieu or foreclosure.

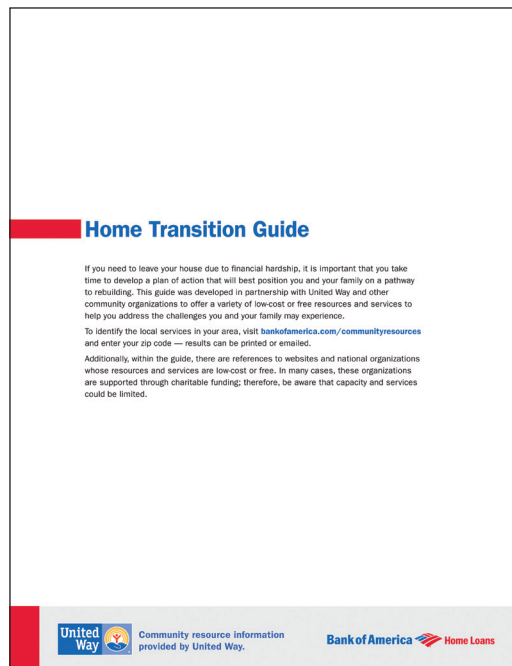
To prepare customers for the transition, Bank of America provides:

- Educational materials to explain their options
- Access to local community resources online and by phone
- Transition-related information from nonprofit organizations

Home Transition Guide

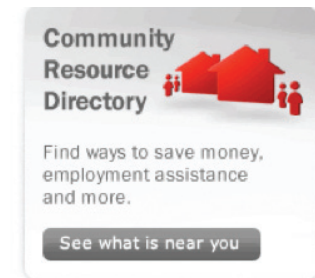
Customers who may not be eligible for loan modification and need to transition out of their home due to a financial hardship are mailed a Home Transition Guide that includes:

- Information about short sale, deed in lieu and foreclosure
- A single Bank of America phone number to discuss foreclosure alternatives (SS/DIL)
- Access to the online Community Resource Directory
- Transition-related information (budget tips, rebuilding credit, moving checklist) from United Way and other organizations




Helping Real Estate Professionals

- Our Home Transition Guide advises homeowners to work with experienced professionals when deciding on options to leave their home, such as a short sale.
- By providing upfront answers to common questions about short sales, HAFA and other options, our Customer Transition Program materials prepare homeowners to work more effectively with you, saving you time and improving the transition experience for both you and your clients.
- Want to share these valuable Customer Transition materials with your clients or prospective clients? You can access them for free online:
 - **Home Transition Guide:** To download, go to: bankofamerica.com/hometransition
 - **Community Resource Directory:** This location-specific tool is available at: bankofamerica.com/hometransition
 - **More information:** Homeowners can get further information to help them transition out of their homes by visiting bankofamerica.com/hometransition



Powered by MK Referral Services

During the short sale process, loan servicing may be transferred to a different loan servicer. Servicing refers to collecting principal, interest, and escrow payments, if any, as well as sending monthly or annual statements, tracking account balances, and handling other aspects of the loan. We may assign, sell, or transfer the servicing of a loan at any point while the loan is outstanding. Your client will be given advance notice before a transfer occurs. Depending on the status of the short sale when the servicing of a loan is transferred, the new servicer may not be required to accept the terms and conditions of a short sale.

This material is solely intended as education and training documentation for real estate professionals and is not intended for consumer use or distribution. Credit and collateral are subject to approval. Terms and conditions apply. This is not a commitment to lend. Programs, rates, terms and conditions are subject to change without notice. Bank of America, N.A., Member FDIC.  Equal Housing Lender. ©2012 Bank of America Corporation. SHEET-12-12-0058.D C37234 02-2013