

# Mastering the Equator Short Sale Processing System

## Initiating a Short Sale **Before** an Offer Is Received

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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# Understanding Equator Statuses

The statuses displayed in Equator provide an outline of the short sale's progress.

Status	Substatus, If Any	Description	Real Estate Agent Action Required
<b>Initiation</b>	N/A	Initiate all short sales at <a href="http://agent.equator.com">agent.equator.com</a> .	For short sales initiated without an offer, only the Bank of America Third-Party Authorization Form is required at initiation. Begin negotiating any second liens not serviced by Bank of America.
<b>Borrower Outreach (pre-offer only)</b>	N/A	<b>In pre-offer programs only</b> , customer is being reviewed to determine short sale program eligibility.	Complete the <b>Borrower Contact Information</b> task.
<b>Document Collection/ Valuations</b>	N/A	Bank of America reviews the homeowner for pre-offer program eligibility. The short sale specialist tells the agent which homeowner documents (if any) are required. An assessment of the property's fair market value is obtained.	Complete the <b>Home Owner's Document Collection</b> and <b>Financial Information</b> tasks. Coordinate access to the property, if needed. Agent will be notified if the homeowner is eligible for HAFA program participation.
<b>Marketing (pre-offer only)</b>	<ul style="list-style-type: none"> <li>Market Property</li> </ul>	<b>In pre-offer programs only</b> , Bank of America provides a list price and monitors marketing activity.	Market the property for up to 120 days using the list price provided. Complete the <b>Listing Data</b> task with the MLS information. Complete the <b>Marketing Description</b> task every 21 days.
<b>Offer Submission (pre-offer only)</b>		<b>In pre-offer programs only</b> , agent submits offer for review by Bank of America.	Complete the <b>Submit Short Sale Offer</b> task with the buyer's highest and best offer <i>and provide the buyer's name as they wish to hold title</i> . Complete the <b>Signed Purchase Contract</b> – with Bank of America <b>Buyer's Acknowledgement and Disclosure Form</b> , Bank of America <b>Short Sale Purchase Contract Addendum &amp; Real Estate Licensee Certification</b> , <b>Estimated HUD-1</b> (prorated for 60 days), IRS Form <b>4506-T</b> .
<b>Offer Analysis</b>	<ul style="list-style-type: none"> <li>Offer Review</li> <li>Counter Offer</li> <li>Approval Requested</li> </ul>	Buyer and seller agree on a short sale offer price that is likely to be approved by investor(s).	View the Offer Worksheet and complete <b>Offer Needs Response</b> under Workflow in Equator. All counter offers expire in 3 days. Respond before the offer expiration date or the short sale may be rejected. If the price is renegotiated, please remember to upload the price addendum.
<b>Closing</b>	<ul style="list-style-type: none"> <li>Supply Final Documents</li> <li>Review Prelim HUD</li> <li>Pending Funds</li> </ul>	After all parties agree on sale terms and the investor approves the offer, the closing officer works with the agent to prepare the file for closing.	Complete the <b>Is Closing on Schedule?</b> , <b>Upload Preliminary Closing HUD</b> and <b>Upload Final Certified Docs</b> tasks. Once you have uploaded the final certified documents, your tasks are complete.
<b>Close of Escrow</b>	N/A	Funds from the sale are being processed.	No agent action required.
<b>SS Complete</b>	N/A	Property has sold and all short sale tasks complete.	No agent action required.

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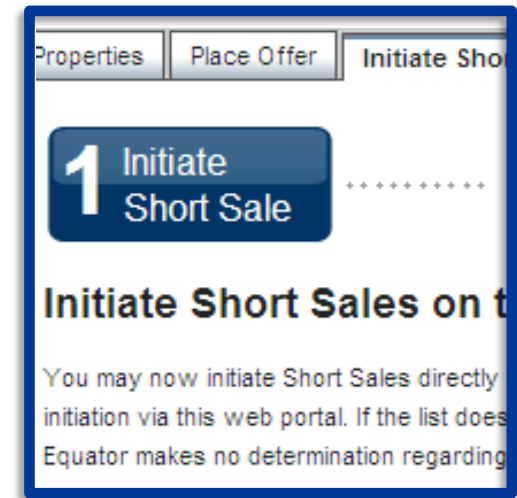
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## Initiation

All short sale initiations will be reviewed for Home Affordable Foreclosure Alternatives (HAFA) eligibility.

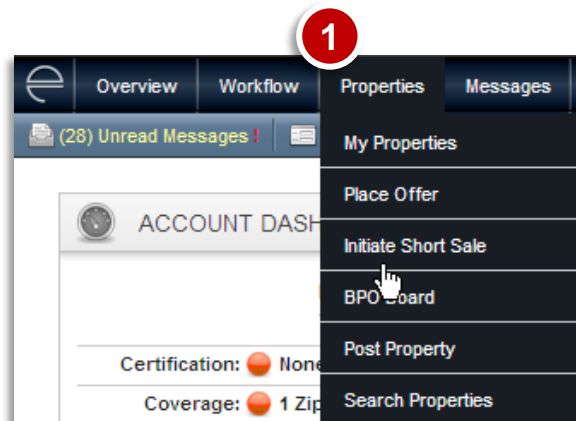
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# Initiation

## 1 Initiate Short Sale

1. Click on **Properties** tab, select **Initiate Short Sale**.
2. Choose **Bank of America** from the **Select Lender or Servicer** drop-down list.
3. Click **Next**.



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**1 Initiate Short Sale** ..... **2 Enter Loan Information** ..... **3 Review and Confirm** ..... **4 Next Steps**

**Initiate Short Sales on the Equator Workstation**

You may now initiate Short Sales directly from the Equator Agent Portal. Please refer to the list in the drop-down menu below to determine which Lenders and Servicers support Short Sale initiation via this web portal. If the list does not include your Client's Lender or Servicer, please call them directly to initiate the Short Sale. Do not contact Equator to initiate the Short Sale - Equator makes no determination regarding which properties to include in the Short Sale process.

**Select Lender or Servicer**

**Lenders and Servicers**

- Bank of America

**2** Bank of America

By continuing, you agree this Short Sale submission is being done at the request of the Borrower and that the Borrower has requested you be their representation in a possible Short Sale transaction.

**NOTE:** By completing this submission process, you are requesting a Short Sale. Final determination of whether the property in question qualifies as a Short Sale is at the discretion of the Lender and/or Servicer.

**3** Next

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# Initiation

## 2 Enter Loan Information

Complete all fields to initiate

- Loan Number
- Borrower's First Name and Last Name
- Valuation Contact First Name and Last Name
- Valuation Contact Telephone Number
- Reason for Default (select from drop-down menu)
  - Unemployment
  - Excessive Use of Credit
  - Curtailment of Income
  - Payment Adjustment
  - Illness of Borrower
  - Illness in Family
  - Death in Family
  - Marital Difficulties
  - Loss of Renters/Tenants

1 Initiate Short Sale ..... 2 Enter Loan Information ..... 3 Upload Documents ..... 4 Review and Confirm

**Enter Loan Information**

Enter the property's loan number, Borrower's last name as it appears on the mortgage, and the Reason for Default below.

\* Loan Number: 12345678

Borrower First Name: Tim

\* Borrower Last Name: Tester

\* Valuation Contact First Name: Tina

\* Valuation Contact Last Name: Tester

\* Valuation Contact Telephone: 704-555-5555

\* Reason for Default: Unemployment

\* Do you have a signed purchase contract? No

\* What is the property's primary purpose? Primary Residence

\* Who currently occupies the property? Owner Occupied

By continuing, you agree this Short Sale submission is being done at the request of the Borrower and that Borrower has requested you be their representative in this transaction.

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# Initiation

## 2 Enter Loan Information

- Do you have a signed purchase contract? From the drop-down menu, select **Yes**.
- What is the property's primary purpose? The drop-down menu choices are **Primary Residence**, **Investment Property** or **Second Home**.
- Who currently occupies the property? The drop-down choices are **Owner Occupied**, **Tenant Occupied** or **Vacant**.
  - If Tenant Occupied or Vacant, another question will appear: **When was the property last occupied by the homeowner?** Provide the Month and Year in the drop-down boxes.
- Click **Next**.

1 Initiate Short Sale ..... 2 Enter Loan Information ..... 3 Upload Documents ..... 4 Review and Confirm

**Enter Loan Information**

Enter the property's loan number, Borrower's last name as it appears on the mortgage, and the Reason for Default below.

\* Loan Number: 12345678

Borrower First Name: Tim

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# Initiation

## 4 Review and Confirm

Review the accuracy of all information at the top section of the screen.

1. If it's not accurate, select **Cancel** to return to the previous step and make corrections.
2. If it is accurate, enter the letters and numbers that appear on your screen. Click **Next**.
3. A pop-up box will appear asking you to: **Confirm if you would like to Initiate a Short Sale?** Select **OK** to continue to the loan summary page.

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# Initiation

## 5 Next Steps

1. After you receive a message indicating the short sale request has been submitted, click **Next Step** to proceed to the Property View.

The screenshot shows the 'Initiate Short Sale' workflow with five steps: 1. Initiate Short Sale, 2. Enter Loan Information, 3. Upload Documents, 4. Review and Confirm, and 5. Next Steps. Step 5 is highlighted with a blue box and a red circle with the number 1. Below the steps, the text reads: 'Short Sale Request Submitted. The following property was successfully initiated in the Short Sale system and you will be contacted soon. New tasks have been assigned to you for this property and can be viewed in your Workflow. Your Workflow is always located in the top left of every screen and contains every task assigned to you for all current properties. Address Line 1: Address Line 2: City: MILLER PLACE State: AL Postal Code: 11764'. A 'Next Step' button is located at the bottom right of the workflow area.

1. Click **Assigned Tasks** in the Workflow tab of the Equator dashboard once you have completed the short sale initiation steps.

The screenshot shows the Equator dashboard with the 'Workflow' tab selected. The 'Assigned Tasks' table is displayed, showing one task: 'Submit Short Sale Offer'. The table has columns for Task, Address, City, State, Zip, Status, Role, Servicer, Opened, and Due/Completed. The task is assigned to the user and is in the 'Document Collection/Valuations' status.

Task	Address	City	State	Zip	Status	Role	Servicer	Opened	Due/Completed
Submit Short Sale Offer	11764	PHOENIX	AZ	85032	Document Collection/Valuations	Agent	BAC SS	10/22/12 9:48(0)	10/24/12 9:48(-2)

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# Initiation

## 5 Next Steps

### Upload Third-Party Authorization Form

You will now be prompted to upload the Bank of America Third-Party Authorization Form.

- The Bank of America Third-Party Authorization Form can be found in the short sale section of the Agent Resource Center under the Short Sale Process tab at [bankofamerica.com/realestateagent](http://bankofamerica.com/realestateagent).
- This is the **only** form we will accept.
- All individuals who need access to information on the property must be listed on the form.
- The form must be signed by all parties.

#### 1. Click **Upload 3rd Party Authorization** task.

Task Name	Role	Lender	Open Date	Due/Completed
<a href="#">Upload 3rd Party Authorization</a>	Agent	BAC	05/02/2012 7:22 (2)	05/06/2012 7:22 (-4)
<a href="#">Borrower Contact Information (Agent)</a>	Agent	BAC	05/02/2012 7:21 (2)	05/04/2012 7:21 (-2)

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# Initiation

## 5 Next Steps

### Upload Third-Party Authorization Form

1. Select **Browse** to search your computer files to find the completed form you want to upload.
2. Type in **3rd Party Authorization**.
3. Click **Upload**.

The screenshot shows a web form titled "Upload 3rd Party Authorization". It includes a message: "Please upload a minimum of 1 and no more than a maximum of 10 files have been uploaded, 1 more required." Below this, there is a field for "One upload at a time: File:" with a file path "C:\Documents and Settings" and a "Browse..." button (callout 1). Next to it is a "Description:" field containing "Third Party Authorization" (callout 2), followed by an "Upload" button (callout 3). At the bottom, there is a link to "Bulk File Uploader" and a note "(Requires Adobe Flash 9 or higher)". The copyright notice "©2012 Equator, LLC" is at the bottom right.

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






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Borrower Contact Information (Agent)	
Task Details	
Property Contact * 	<input type="text"/> Add New Property
First Name: * 	<input type="text"/>
Middle Name: 	<input type="text"/>
Last Name: * 	<input type="text"/>
Primary Language: 	<input type="text"/> Select Language
Address Line 1: * 	<input type="text"/>
Address Line 2: 	<input type="text"/>
City: * 	<input type="text"/>
State: * 	<input type="text"/> Select State

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# Borrower Outreach

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# Borrower Outreach

## Equator Status

After uploading the Third-Party Authorization, you will also receive the **Borrower Contact Information (Agent)** task.

1. Complete this task immediately to ensure the homeowner's program options can be determined and the process can move forward quickly.
2. In this task, enter contact information for the **homeowner**, – **not** the real estate agent.

Only accurate and complete information should be entered.

Task Name	Role	Le
<a href="#">Upload 3rd Party Authorization</a>	Agent	BAC
<a href="#">Borrower Contact Information (Agent)</a>	Agent	BAC

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Borrower Contact Information (Agent)

Task Details

Property Contact \*

Add New Property Contact

First Name: \*

Middle Name: \*

Last Name: \*

Primary Language: \*

Select Language

Address Line 1: \*

Address Line 2: \*

City: \*

State: \*

Select State

Zipcode: \*

Contact Method(s): \*

Phone Best Contact

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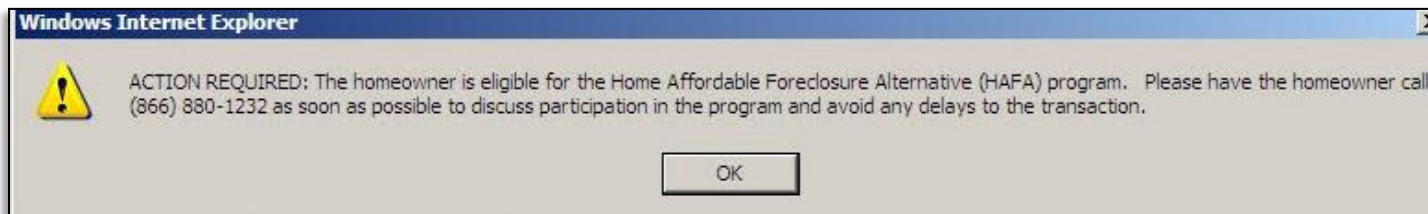
[SS Complete](#)

# Borrower Outreach

## Equator Status

### HAFA Eligibility Review

After the **Borrower Contact Information** is provided, the homeowner will be immediately screened to determine if they are eligible to be reviewed for the Home Affordable Foreclosure Alternative (HAFA) program. You will receive the HAFA alert shown below if the homeowner is eligible for HAFA review.



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### If You Receive the HAFA Alert

The homeowner **must** contact Short Sale Customer/Agent Care at **1.866.880.1232**.

- The short sale process **cannot** move forward until this contact is made. Many of the initial steps require homeowner contact to determine program eligibility.
- If your homeowner makes contact and is eligible for a HAFA review, your short sale specialist will contact you to discuss the HAFA program, next steps and necessary documents. For a review to occur, the homeowner must submit required documents within 10 business days.

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Property Library

☐ Property Files

Upload Property File:

For multiple documents try

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**Bank of America**  **Home Loans**



# Document Collection/Valuations

## Equator Status

### Additional Pre-Offer Program Review

If you do not receive the HAFA alert indicating your homeowner may be eligible for a HAFA review, Bank of America will automatically review the homeowner for additional pre-offer programs. The homeowner will be notified if they are approved or declined for these programs.

#### If the Homeowner Does **Not** Qualify for a Pre-Offer Program

- The Equator record will be closed for this property.
- The agent and the homeowner should market the property.
- Initiate a new short sale in Equator when an offer is made on the property.
  - For steps in completing this process, see [Initiating a Short Sale After an Offer Is Received](#).

#### If the Homeowner **Does** Qualify for a Pre-Offer Program

- The homeowner will be contacted by the appropriate pre-offer vendor to discuss the selected program and required documents.
- Throughout this process, the agent should help the homeowner understand program requirements and return the required documents.

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# Document Collection/Valuations

## Home Owner's Document Collection/Financial Information

### Commonly Required Documents

Your short sale specialist will contact you to discuss what hardship and financial docs will be required from the homeowner, if any.

If additional information is required, you will receive two tasks:

- Home Owner's Document Collection
- Financial Information

You have **four calendar days** to complete these tasks. The most commonly required documents include:

- Two most recent months' bank statements for each borrower on the loan for **all** bank accounts.
- Two most recent paystubs (or income/expense reports, if self-employed) for each borrower.
- Signed hardship letter (RFD Letter/reason for default).

### Crucial Deadline

Complete these tasks **within 4 calendar days**.

- If the tasks are not completed, the short sale specialist will **close the file**.

Homeowners may complete these tasks on their own by calling Short Sale Customer/Agent Care at **1.866.880.1232** to be granted access to Equator and obtain login information.

If the homeowner completes these tasks on their own, they will be marked as complete in Equator and no further agent action will be required.

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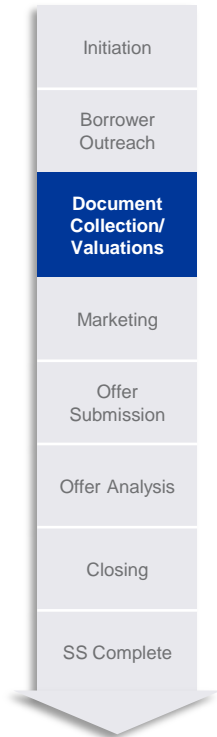
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# Document Collection/Valuations

## Equator Status

### Home Valuation and Agreement

- Bank of America will determine the current market value using investor guidelines and will work with you to set a list price.
- The valuation will be requested while the homeowner is providing required documentation.
- If needed, the agent must help coordinate access to the property for the valuation.
- The homeowner will be sent an agreement that must be signed and returned.
  - This must be signed by the agent and the homeowner.
  - Upload a copy of the signed agreement into the Equator **Library** under **Property Files**.
  - Mail the original signed agreement according to the instructions provided by your short sale specialist.
  - Notify the short sale specialist once you have uploaded and mailed back the original agreement.



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# Document Collection/Valuations

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## Uploading Requested Documents

Your short sale specialist will inform you which documents are required for your selected pre-offer program. These documents should be uploaded to the Equator **Library**.

The Equator **Library**:

Stores all documents associated with a particular property.

- Documents can be uploaded and attached to tasks and messages.

1. To access it, click the **Library** link from the Property View dashboard.

The screenshot shows the Equator Property View dashboard. At the top, the status is 'Document Collection/Valuations'. The dashboard is divided into several sections: 'Add Photo', 'Type: LENDER', 'List Date: 04/30/12', 'BAC Specialist: [checked]', 'Lender: BAC SS', 'Close Date:', 'Listing Agent: [checked]', 'Occupancy: OWNER OCCUPIED', 'List Price: TBD', 'Inbox (4)!', 'Add Message', 'Photos', 'Library', and 'View Listing'. At the bottom, there are three sections: 'Tasks: 0 0 1 0', 'Offers: 0 0 0 0 0', and 'Expenses: \$0 \$0 \$0 \$0'. A red circle with the number '1' is placed over the 'Library' link in the right-hand menu.

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# Document Collection/Valuations

## Equator Status

### Uploading Requested Documents

1. Click the (+) icon beside **Property Files**.
2. Click **Browse...** to locate the file.
3. Enter the document name in **Comments**.
4. Click **Upload**.

To see the attachment, click (+) **Property**.  
Expand the (+) **Property** section.  
A list of all attachments will appear.

The screenshot shows a web interface titled "Property Library" with a progress bar indicating "12% Used 88% Left". Below the title bar is a section labeled "Property Files" with a plus icon. Four red circles with numbers 1 through 4 are overlaid on the interface to guide the user: 1 points to the plus icon, 2 points to the "Browse..." button, 3 points to the "Comments:" text input field, and 4 points to the "Upload" button. Below the input fields, there is a link for "Bulk File Uploader" and a note "No Property files found."

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# Marketing

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**Bank of America**  **Home Loans**

# Marketing

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## Marketing Activities

After the recommended list price is determined, you will market the property for up to 120 calendar days.

- Post the property in your area's Multiple Listing Service and complete the **Listing Data** task in Equator.
- Advertise the property and conduct open houses, as needed.
- Complete the **Marketing Description** task in Equator every 21 calendar days.
  - Bank of America will review the marketing activities.



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# Marketing

## Equator Status

### Post the Listing Data

You will receive a task to post the property's Listing Data.

1. Click on the **Listing Data** task to complete the required fields. You have three calendar days to complete this task.

The screenshot displays the Equator Status interface for a property in the Marketing status. The top section shows property details: Type: LENDER, Lender: BAC SS, List Date: 11/14/11, Close Date, List Price: TBD, BAC Specialist, and Listing Agent. Below this, there are tabs for Tasks (1), Offers (0), Expenses, Messages (1), Photos, Library, and Edit. The 'Listing Data' task is highlighted with a red circle and the number 1. The task details show a due date of 05/07/2012 8:46 (-3).

Task Name	Role	Lender	Open Date	Due/Completed
<a href="#">Listing Data</a>	Agent	BAC SS	05/04/2012 8:46 (0)	05/07/2012 8:46 (-3)

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# Marketing

## Post the Listing Data

2. Upload the Listing Agreement, the MLS listing and a marketing photo.
3. Type in the list price and the list date.
4. Add any comments as needed.
5. Click **Save and Submit Now**.

The screenshot shows a 'Listing Data' form with the following fields and callouts:

- 2**: Callout for the 'Upload Listing Agreement' field, which includes a 'Browse...' button.
- 3**: Callout for the 'List Price' field.
- 3**: Callout for the 'List Date' field, which includes a calendar icon.
- 2**: Callout for the 'Upload MLS' field, which includes a 'Browse...' button.
- 2**: Callout for the 'Upload Marketing Photo' field, which includes a 'Browse...' button.
- 4**: Callout for the 'Comments' text area, which has a '(1000 characters remaining)' note below it.
- 5**: Callout for the 'Save and Submit Now' button at the bottom of the form.

Other fields visible include 'Days to List Price Reductions' with a value of 21.

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# Marketing

## Marketing Description

The Marketing Description task will trigger every 21 calendar days.

Task Name	Role	Lender	Open Date	Due/Completed
<a href="#">Marketing Description</a>	Agent	BAC SS	05/04/2012 9:30 (0)	05/07/2012 9:30 (-3)

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1. Complete the required fields and, if applicable, indicate list price changes in the **Comments** box.
2. If needed, also provide any detailed notes in the **Comments** box.

Bank of America will review the marketing activity once submitted.

Marketing Description

Upload MLS \*

Browse...

Number of Showings \*

Is Borrower Cooperative with Marketing \*

Select One

Level of Interest from Buyer \*

Select One

Comments

(1000 characters remaining)

Save and Submit Later

Save and Submit Now

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Task Name

[Submit Short Sale Offer](#)

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## Offer Submission

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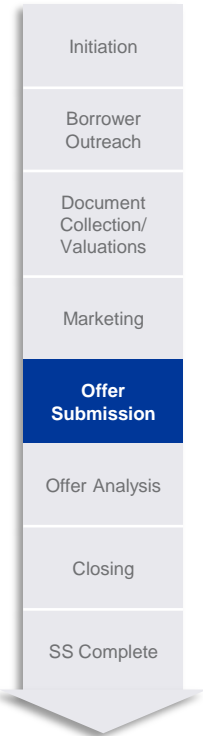
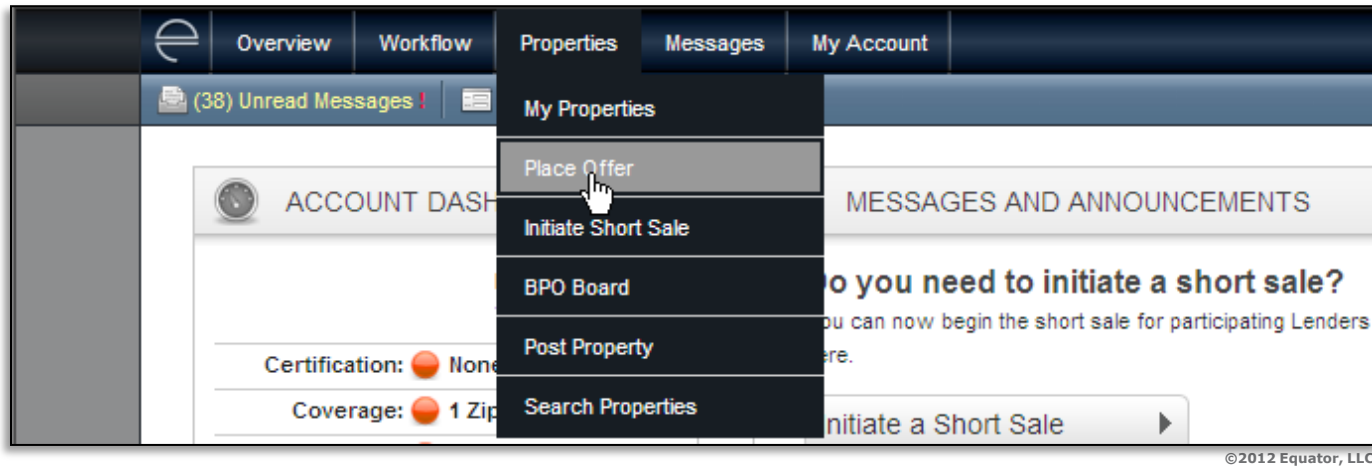
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# Offer Submission

## Equator Status

Once You Receive an Offer

You can submit an offer anytime by clicking on the **Properties Tab, Place Offer**.



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# Offer Submission

## Equator Status

### Place a New Offer

1. Choose the property for which you will enter an offer.
2. Click **icon** under the Submit column.

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# Offer Submission

## Equator Status

### Submit the Offer

You will be assigned two tasks you must complete to submit a new offer:

- **Submit Short Sale Offer**
- **Upload Initiation Documents**

1. Click the **Submit Short Sale Offer** link first to begin completing this task.

[Add Photo](#)

Type: LENDER  
Lender: BAC SS

List Date: 11/14/11  
Close Date:  
List Price: TBD

BAC Specialist: ☒  
Listing Agent: ☒

Inbox (6) !  
[Add Message](#)  
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Tasks: 0 0 1 0

Offers: 0 0 0 0 0

Expenses: \$0 \$0 \$0 \$0

Tasks (1) | Offers (0) | Expenses | Messages (2) | Photos | Library | Edit

All Tasks

Showing 1 to 1 of 1 entries Show 50 entries

Task Name	Role	Lender	Open Date	Due/Completed
<a href="#">Submit Short Sale Offer</a>	Agent	BAC SS	05/04/2012 9:53 (0)	05/06/2012 9:53 (-2)
<a href="#">Upload Initiation Documents - Offer 1</a>	Agent	BAC SS	05/03/2012 8:13 (1)	05/05/2012 8:13 (-2)

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# Offer Submission

## Equator Status

### Agent Information

1. When you click the **Submit Short Sale Offer** link in the **All Tasks** area, you will arrive at the **New Offer** page, where you will enter the offer details. This information should match the Estimated HUD-1 (prorated for 60 days). If it does **not** match, the offer could be rejected when the short sales specialist reviews it.

Task Name	Role	Lender	Open Date	Due/Completed
<b>1</b> <a href="#">Submit Short Sale Offer</a>	Agent	BAC SS	05/04/2012 9:53 (0)	05/06/2012 9:53 (-2)

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2. Select the appropriate option from the **Agency Confirmation** drop-down menu.

The example here shows the **Listing & Selling Agent Same** option. The fields auto-populate with information that is on file. Continue to the **Buyer Information** section.

**2**

Agent Information  
Agency Confirmation: \* **Listing & Selling Agent Same**  
Selling Agent First Name: \*  
Selling Agent Last Name: \*  
Selling Agent Company: \*  
Selling Agent Address: \*  
Selling Agent City: \* Charlotte  
Selling Agent State: \* North Carolina  
Selling Agent Zip: \* 28255  
Selling Agent Phone: \* xxx-xxx-xxxx

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# Offer Submission

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## Buyer Information

1. From the **Offer Type** drop-down menu, select the appropriate buyer(s). (Home Owner, Investor or Other. The example shows "Home Owner.")  
Fill out for each buyer.

2. From the **Buyer Type** drop-down menu, select the appropriate buyer type. (U.S. Citizen, Foreign National or Business Entity). If the buyer is a business entity you will be able to enter the first and last name of the person authorized to sign for the business.

3. Complete the buyer information fields:

- Buyer First Name
- Buyer Last Name
- Buyer Address
- Buyer City
- Buyer State
- Buyer ZIP
- Buyer First 5 Digits of Social Security Number
- Buyer Date of Birth
- Buyer Phone

Buyer Information	
Offer Type: *	Home Owner
Buyer Type: *	U.S. Citizen
Buyer First Name: *	
Buyer Last Name: *	
Buyer Address: *	
Buyer City: *	
Buyer State: *	
Buyer Zip: *	
Buyer First 5 digits of Social Security Number: *	> - xxx
Buyer Date of Birth: *	
Buyer Phone: *	xxx-xxx-xxxx
Buyer 2 First Name:	
Buyer 2 Last Name:	
Buyer 2 Address:	

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Continue to the **Who is the Buyer's Attorney?** section.

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# Offer Submission

## Equator Status

### Attorney Information

1. If you are in a buyer/attorney state, complete the **Who is the Buyer's Attorney?** fields:

- Attorney Name
- Attorney Address
- Attorney Phone
- Attorney Email

**1**

If Buyer/Attorney State - Who Is The Buyer's Attorney?	
Attorney Name:	<input type="text"/>
Attorney Address:	<input type="text"/>
Attorney Phone:	<input type="text"/> Fax <input type="text"/>
Attorney Email:	<input type="text"/>

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Continue to the **Financing** section.

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# Offer Submission

## Equator Status

1. Determine if there is a **Financing Prequal**; click Yes or No.  
If Yes, enter the prequal number in the Financing Prequal Number field.
2. Select the **Financing Type** from the drop-down menu.
3. If other than "Cash," complete the remaining fields:

- Financing Lender
- Financing Contact
- Financing Email
- Financing Phone
- Financing Rate

Financing	
Financing Prequal:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Financing Prequal Number:	<input type="text"/>
Financing Type: *	<input type="text"/>
Financing Lender: *	<input type="text"/>
Financing Contact: *	<input type="text"/>
Financing Email: *	<input type="text"/>
Financing Phone: *	<input type="text"/>
Financing Rate: *	<input type="text"/>

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Continue to the **Offer Information** section.

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# Offer Submission

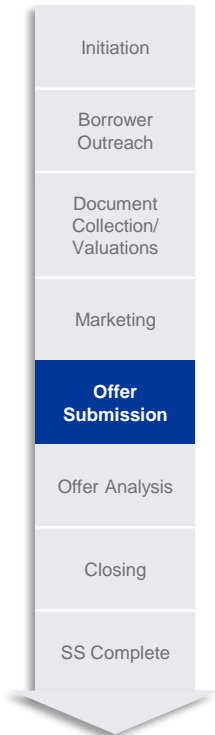
## 1. Enter the offer details:

- Purchase Amount (Enter First) and Earnest Money Amount
- Down Payment Percent
- Down Payment Amount
- Loan Amount
- Closing Date
- Pest/Termite Inspection and Repair
- Listing Date
- Listing Amount

Date:	<input type="text" value="05/04/2012"/>
Identity:	<input type="text" value="BUYER"/>
Purchase Amount (Enter First): *	<input type="text"/>
Earnest Money Amount: *	<input type="text"/>
Down Payment Percent: *	<input type="text"/>
Down Payment Amount: *	<input type="text"/>
Loan Amount:	<input type="text"/>
Closing Date: *	<input type="text"/>
Comments 1:	<div><div></div><div>(100 characters remaining)</div></div>
Pest/Termite Inspection:	<input type="text"/>
Pest/Termite Repair (Sect. 1):	<input type="text"/>
Listing Date: *	<input type="text"/>
Listing Amount: *	<input type="text"/>
Cash Contribution - 1st Lien:	<input type="text"/>
Cash Contribution - 2nd Lien:	<input type="text"/>

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## Equator Status



Click Save and Submit Now to submit the offer.

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# Offer Submission

## Equator Status

## Tips for Submitting an Offer

### Offer Information Sections

Submit your **highest and best** short sale offer the first time. This makes it more likely that the investor will accept the offer.

- Submit only a single offer, but (if possible) have a backup offer in reserve from a different buyer in case it's needed.
- Complete the Offer Information sections in their entirety; don't leave any section blank.
- Failure to provide all closings costs/fees may result in delays.
- Second liens
  - Fees for Bank of America second liens should be put in the Second Lien field.
  - Fees for second liens that are not held by Bank of America should be put in the Outside Liens field.
- Make sure the information matches the latest HUD-1.
- Do not enter zero for any field. It may cause calculation errors at closing.

### Closing Fees Buyer/Seller Must Pay

- Documentation preparation
- HOA fees (Non Super-Lien States)
- Liens and judgments
- Reconveyance fees
- Recording fees
- Repairs
- Sub-escrow fees
- Short payoff processing fees
- Surveys
- UPS/FedEx fees
- Wire fees
- Home warranty
- Notary fees
- Real estate administration fees

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# Offer Submission

## Equator Status

### Tips for Submitting an Offer

Include information about the buyer and the co-buyer:

- Name, date of birth (MM/DD/YYYY) and the first five digits of the Social Security number.
  - This information is required for “arm’s-length” checks.
  - Information is not sold or used for any other purposes.
- The buyers entered here are the buyers being submitted for short sale review. If there is a change in buyer at any time in the process, contact your short sale specialist immediately.
- If there are any inaccuracies between the buyer’s name and purchase contract, or fees and the HUD-1, your documents will be rejected and must be re-submitted once corrected.

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# Offer Submission

## Equator Status

Task Name	Role	Lender	Open Date	Due/Completed
<a href="#">Submit Short Sale Offer</a>	Agent	BAC SS	05/04/2012 9:53 (0)	05/06/2012 9:53 (-2)
<a href="#">Upload Initiation Documents - Offer 1</a>	Agent	BAC SS	05/03/2012 8:13 (1)	05/05/2012 8:13 (-2)

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1. After submitting the short sale offer, select the **Upload Initiation Documents** link. You will be prompted to upload the following documents. These documents must be submitted for your short sale to progress.
  - Signed Purchase Contract with Bank of America Buyer's Acknowledgment and Disclosure form\*
  - Bank of America Short Sale Purchase Contract Addendum & Real Estate Licensee Certification\*
  - Estimated HUD-1 (prorated for 60 days)
  - IRS Form 4506-T\*
    - IRS Form 4506-T, Request for Tax Return, specifying a request for the past two years for each borrower. Please match the form to the 1040 precisely. Go to [irs.gov](http://irs.gov) to download this form.
  - Bank of America Third-Party Authorization Form\*
    - This is the **only** form we will accept. Form must be signed by all parties.

\* The Buyer's Acknowledgment and Disclosure, the Short Sale Purchase Contract Addendum, the 4506-T and the Bank of America Third-Party Authorization Form are available on the Short Sale Agent Resource Center at [bankofamerica.com/shortsaleagent](http://bankofamerica.com/shortsaleagent). Agents will be notified if their short sale requires an additional addendum.

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# Offer Submission

## Equator Status

1. For each of the required forms, select **Browse** to search your computer files to find the completed forms you want to upload.
2. Type in the form name in the **Description** field.
3. Click **Upload**.

The screenshot shows the 'Upload Initiation Documents' form. It has a title bar 'Upload Initiation Documents'. Below it, there are four sections for uploading documents: 'Upload Purchase Contract', 'Upload Estimated HUD', 'Upload 4506T', and 'BAC SS Addendum'. Each section has a 'Browse...' button (callout 2), a 'Description:' text field (callout 3), and an 'Upload' button (callout 4). Below these sections is a 'Comments' text area. At the bottom, there are two buttons: 'Save and Submit Later' and 'Save and Submit Now'.

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# Offer Submission

## Equator Status

## Tips for Uploading Documents

### Accuracy Is Key!

- Make sure key information (buyer, purchase price, etc.) matches across documents and the information is accurately entered into Equator.
  - Example: The Estimated HUD-1 must match the purchase contract and the Offer Worksheet.
- Do not upload blank, incomplete or incorrect documents just to close out a task.
  - Example: The Bank of America Third-Party Authorization Form must be signed by the homeowner or it will be rejected.
- Review documents and images for accuracy and clarity before uploading.
  - Acceptable documents are legible, 100% complete and signed by all relevant parties.

### Use the Proper Formats

- Upload documents in acceptable file formats:
  - Documents should be PDF
  - You can download the software to create .pdf files at [adobe.com](http://adobe.com).
- Compress your files.
  - There is a 75MB total limit for all uploaded documents per property.
  - Submitting docs in black and white will help reduce your file size.
- File names must consist of letters and numerals only, no spaces or symbols.

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Offer 1: NEGOTIATING	
Identity	Source
Buyer	✉ A.
Seller	✉ S.
Buyer	✉ A.
Seller	✉ L.

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## Offer Analysis

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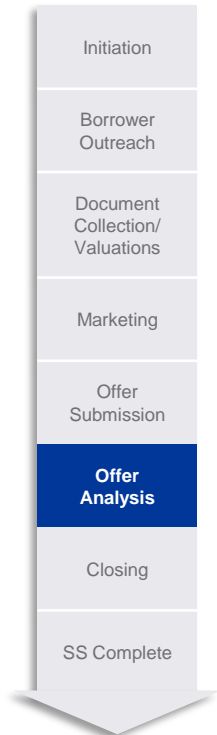
# Offer Analysis

## Arriving at an Acceptable Price

The goal in **Offer Analysis** is for all parties to agree on a short sale offer price that is likely to be approved by the investor(s).

- This may involve counter offers between you and the short sale specialist before an acceptable price is determined.
  - If an offer is too low, it's more likely to be rejected by investors.
  - Note the expiration date on all counter offers is three calendar days. Expired offers will go to a **Reject** status. Communicate with your short sale specialist to avoid any issues.
- Be aware that the offer is not final until it is presented and approved by the investor(s).
  - Once your negotiated offer is presented to investors, those investors may respond with additional price adjustments or other stipulations.

### Equator Status



# Offer Analysis

## Offer Messaging

When your short sale specialist sends you a counter offer, you will receive an email notice from Equator.

The screenshot shows the Equator dashboard with the following elements:

- Top navigation bar: Overview, Workflow, Properties, Messages, My Account. Welcome: [Name]
- Sub-navigation bar: (39) Unread Messages, (16) Tasks, (1) Offers
- Left sidebar: Tasks, Offers (highlighted with a red circle and number 1)
- Main content area: Excel Export, Showing 1 to 1 of 1 entries, Show 50 entries
- Table with columns: Address, City, State, Listing Agent, Selling Agent, Buyer, Servicer, Expiration, and a final column with links.
- Table data row: [Address], HENDERSON, NV, [Listing Agent], [Selling Agent], [Buyer], BAC SS, 04/30/12, [Counter Offer] [View Worksheet] (highlighted with a red circle and number 2)
- Bottom navigation: First, Previous, 1, Next, Last
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1. Log in to Equator and click **Offers** link under **Workflow** in the upper left corner of the dashboard.
2. On the **Offer Needs Response** page, you have two options:
  - **View Worksheet**: Displays the history of all offers and counter offers.
  - **Counter Offer**: Review offer and make counter offers.

→ **Tip**: Use the worksheet as a tool to communicate information about the negotiation of fees and purchase price to your buyers and title escrow companies.

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# Offer Analysis

## Equator Status

### Important Dates

1. Always note the **expiration date** of the offer and respond accordingly.

Offer 1: NEGOTIATING							
Identity	Source	Target	Selling Agent	Buyer	Offer Date	Offer Expiration	Offer Amt
Buyer					04/12/12	04/14/12	\$93,000.00

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- Agents must respond to offers within 3 calendar days.
- Expired offers will go to a **Reject** status. Communicate with your short sale specialist to avoid any issues.

2. Update the **closing date** each time you submit a counter offer.
  - The short sale must close at least five business days before the **foreclosure sale date**.

#### Track Offers by Color-Coded Status

- **Light Green**: Agent submitted a **new offer**
- **Brown**: short sale specialist **countered offer**
- **Gray**: Offer was **rejected**
- **Pink**: Offer is **pending review**
- **Dark Green**: Offer was **approved by investors**

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# Offer Analysis

## Equator Status

### Counter Offer Worksheet

This is the top section of the **Worksheet** on the **Counter Offer** page.

Offer 1: NEGOTIATING							
Identity	Source	Target	Selling Agent	Buyer	Offer Date	Offer Expiration	Offer Amt
Seller					04/27/12	04/30/12	\$98,000.00
<div> <div>Date:</div> <div>04/12/2012</div> <div>04/12/2012</div> <div>04/27/2012</div> <div></div> <div>05/05/2012</div> </div>							
<div> <div>Identity:</div> <div>SELLER</div> <div></div> <div>SELLER</div> <div></div> <div>Buyer</div> </div>							
<div> <div>Purchase Amount (Enter First): *</div> <div>93000.00</div> <div>93000.00</div> <div>93000.00</div> <div>OK</div> <div>98000.00</div> </div>							
<div> <div>Earnest Money Amount: *</div> <div>1000.00</div> <div>1000.00</div> <div>1000.00</div> <div>OK</div> <div>1000.00</div> </div>							
<div> <div>Down Payment Percent: *</div> <div>18.92</div> <div>18.92</div> <div>18.92</div> <div>OK</div> <div>18.92</div> </div>							
<div> <div>Down Payment Amount: *</div> <div>17595.60</div> <div>17595.60</div> <div>18541.60</div> <div>OK</div> <div>18541.60</div> </div>							
<div> <div>Loan Amount:</div> <div>75404.40</div> <div>75404.40</div> <div>73453.40</div> <div></div> <div>79458.39</div> </div>							
<div> <div>Closing Date: *</div> <div>06/08/2012</div> <div>06/08/2012</div> <div>06/20/2012</div> <div>OK</div> <div>06/20/2012</div> <div></div> </div>							

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1. To counter an amount, simply update that field and continue through the worksheet making any requested changes.
2. If you agree on an amount, select OK next to each field.

Changes are subject to additional counter offers, which may add time to the process.

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# Offer Analysis

## Equator Status

### Counter Offer Worksheet: Agree or Send Offer

This is the bottom portion of the **Counter Offer Worksheet**.

You have two options:

#### 1. Agree:

You agree to all terms on the offer with no changes.

- Your acceptance of the counter offer is an agreement between the agent (and parties) and Bank of America to submit the offer to investors and/or MI for consideration.
- Remember, investors still must agree to the offer terms for the short sale to proceed.

		OK	
			(100 characters remaining)
Offer Net:	37140.70		
		1 ^ Agree	2 ^ Send Offer

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#### 2. Send Offer:

You are submitting new terms to the counter offer and requesting a review.

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# Offer Analysis

## Equator Status

### When Your Offer Is Submitted to the Investor(s)

- The offer will be responded to within 10 business days.\*
- Equator activity pauses while waiting for a decision by the investor(s).
- The investor(s) may:
  - Request a cash contribution or a promissory note.\*\*
  - Choose to include deficiency.\*\*

The screenshot displays the Equator Status interface for an offer analysis. The top status bar indicates 'Status: OFFER ANALYSIS'. Below this, the interface is divided into several sections. On the left, there is a link 'Add Photo'. The main content area is divided into three columns: the first column contains 'Type: LENDER', 'Lender: BAC SS', and 'Occupancy: TENANT OCCUPIED'; the second column contains 'List Date: 07/08/11', 'Close Date:', and 'List Price: \$109,900.00'; the third column contains 'BAC Specialist: [checked]', 'Listing Agent: [checked]', and a list of links: 'Inbox (17)', 'Add Message', 'Photos', 'Library', and 'View Listing'. Below these columns are three progress bars: 'Tasks' (0/0/0/0), 'Offers' (0/1/0/0), and 'Expenses' (\$0/\$0/\$0/\$0). At the bottom, there are tabs for 'Tasks (0)', 'Offers (1)', 'Expenses', 'Messages (2)', 'Photos', 'Library', and 'Edit'. Below the tabs, there is a link 'View All Offers on' followed by '> Offer 1'. At the very bottom, a yellow bar indicates 'Offer 1: NEGOTIATING'.

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\* HAFA only. For other pre-offer programs, the time may vary.

\*\* Not applicable to HAFA: no deficiency, cash contribution or promissory note required, per program guidelines.

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# Offer Analysis

## When to Submit a Backup Offer

Unforeseen changes may occur during a short sale that would prompt you to submit a backup offer to replace the original offer. This could occur if:

- The original buyer walked out during the process, but you have a backup offer ready to submit from a different buyer.
- There is a change in the buyer's name during the process.
- The original offer was declined as insufficient, and you have a backup offer that can be submitted.

### If a Backup Offer Is Necessary

- Contact your short sale specialist immediately.
- Let the specialist know if you have a backup offer to submit.
- Be aware that any backup offer – regardless of how similar it may be to the previous offer – will require analysis and investor approval, which adds time to the short sale process.

### If There Is No Backup Offer

- You should return to marketing the property and place a new offer when you receive one.

### How To Submit a Backup Offer

- The short sale can proceed without having to repeat the initiation steps.
- You will continue working with the same short sale specialist.
- The short sale status in Equator will change to **Marketing**.
- You must then complete these tasks within 5 calendar days:
  - **Submit Short Sale Offer**
  - **Upload Initiation Documents**

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# Closing

**A. Settlement Statement**

**B. Type of Loan**

1. <input type="checkbox"/> FHA	2. <input type="checkbox"/> FmHA	3. <input type="checkbox"/> Conv. Unins.	6. File
4. <input type="checkbox"/> VA	5. <input type="checkbox"/> Conv. Ins.		

**C. Note:** This form is furnished to give you a statement "(p.o.c.)" were paid outside the closing; they are

D. Name & Address of Borrower:

E. N

G. Property Location:

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# Closing

## 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.

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# Closing

## 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.**

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# Closing

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SS Complete

## Is Closing on Schedule?

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

1. Click on **Is Closing on Schedule** to open the task.

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

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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? \* i 2 Select One

Revised Close Date i

Comments i

(1000 characters remaining)

Save and Submit Later Save and Submit Now

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# Closing

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**Closing**

SS Complete

## 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 business 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 file status will say

**Closing: Supply Preliminary HUD.**

1. Click on **Upload Preliminary Closing HUD** to open the task.

The screenshot shows the Equator system interface. At the top, the status is 'CLOSING'. Below this, there are tabs for 'Tasks (2)', 'Offers (1)', 'Expenses', 'Messages (1)', 'Photos', 'Library', and 'Edit'. The 'Tasks (2)' tab is selected, showing a list of tasks. The first task is 'Upload Preliminary Closing HUD - Offer', which is highlighted by a red circle with the number '1'. The task details show the role as 'Agent', lender as 'BAC SS', open date as '05/02/2012 8:17 (3)', and due/completed date as '05/11/2012 8:17 (-40)'. The interface also includes a sidebar with links like 'Add Photo', 'Inbox (29)', 'Add Message', 'Photos', 'Library', and 'View Listing'.

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# Closing

## Upload Preliminary Closing HUD

2. Browse for **Preliminary Closing HUD**, select the file, add a Description and click **Upload**.
3. Complete the following:
  - Dollar amount in the **Offer Amount** field.
  - The **Closing Costs** field.
  - The **Commission Percentage** field.
  - The **Net Proceeds – 1<sup>st</sup> Lien** and **Net Proceeds – 2<sup>nd</sup> 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**.

The screenshot shows the 'Upload Preliminary Closing HUD' form. Callout 2 points to the 'Preliminary Closing HUD' section with instructions to click the browse button and upload files. Callout 3 points to the input fields for Offer Amount, Closing Costs, Commission Percentage, Net Proceeds (1st and 2nd Lien), Title Company Email, and the 'Completed More Than 5 Days Prior to Close of Escrow' dropdown. Callout 4 points to the 'Save and Submit Now' button at the bottom right. A red arrow points from callout 3 down to the 'Closing' status in the Equator Status sidebar.

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4. 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.

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# Closing

## Equator Status

### Upload Final Certified Docs

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

The screenshot shows the Equator Status interface. At the top, the status is 'CLOSING'. Below this, there are fields for 'Type: LENDER', 'Lender: BAC SS', 'List Date: 01/06/12', 'Close Date: 04/18/12', 'List Price: \$140,000.00', 'BAC Specialist: [checked]', and 'Listing Agent: [checked]'. There are also links for 'Inbox (51)', 'Add Message', 'Photos', 'Library', and 'View Listing'. Below these fields, there are counters for 'Tasks: 0 0 1 0', 'Offers: 0 0 0 0 1', and 'Expenses: \$0 \$0 \$0 \$0'. A 'Tasks (1)' tab is selected, showing a list of tasks. The first task is 'Upload Final Certified Docs - Offer 1', assigned to the role of 'Agent' for lender 'BAC SS', with an open date of '05/02/2012 8:21 (3)' and a due/completed date of '05/05/2012 8:21 (-3)'. A red circle with the number '1' is placed over the 'Upload Final Certified Docs' link in the task name.

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The file status changes from **Closing: Review Prelim HUD** to **Closing: Supply Final Documents**.

1. Click on the **Upload Final Certified Docs** link.

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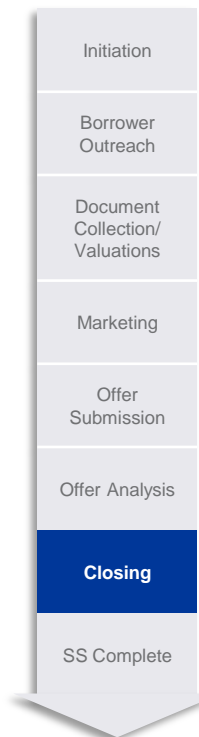
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# Closing

- 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**.

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## Equator Status



\*Only for HAFA short sales with an offer.

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# Short Sale Complete

## Final Closing Steps

### Closing

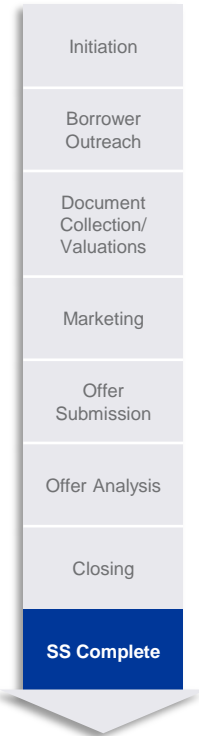
- When the **Upload Final Certified Documents** task is complete, the file status will change to **Closing: Pending Funds**.
- After the funds are verified to match, the file status will change to **Close of Escrow**.

### 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.

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# Closing

## 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 will 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 calendar 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.

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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](http://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](http://bankofamerica.com/hometransition)



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