

ESCALATIONS SHORTCUT SHEET

1. When to Escalate a File (If answer is “Yes” to any question then go to Section 2)

- Has too much time elapsed on the file?
- Does the Sale Date need to be postponed?
- Is the bank’s value significantly higher than the market value in your area?
- Do you need an extension in order to successfully complete a short sale?
- Is the short sale on an accelerated timeline?

- Yes No
- Yes No
- Yes No
- Yes No
- Yes No

2. When NOT to Escalate a File (If answer is “Yes” to any question, DO NOT ESCALATE)

- Do you just want a status update on the file?
- Do you simply want to work with a VP instead of a negotiator?
- Are you trying to speed the short sale process up with no need?
- Is this a general question?

- Yes No
- Yes No
- Yes No
- Yes No

Four Tips for Effective Escalation

1. Have everything in order – Make sure your short sale package is complete and thorough.
2. Be professional and objective – The bank is not the enemy!
3. Use Twitter to escalate – Twitter is effective in creating real time communication when other sources fail.
4. Build relationships – No escalation is more effective than a mutually beneficial, professional relationship with the bank.

Bank Escalation Contact Info

	Phone	Email	Twitter
Bank of America	866-880-1232 (Short Sale Customer Care Line) 866-781-0029 (REO Escalation Department)	N/A	@BofA_Help
Chase	888-310-7995 (Executive Offices) 888-605-9253 (Executive Resolutions Group)	liquidation.escalations@chase.com	N/A
Ally Financial/GMAC	866-255-3901 800-695-0384 (Short Sale Dept.)	N/A	@askciti
Wells Fargo	877-841-5301 (Escalation Dept.) 800-853-8516 (Executive Offices) 866-970-7821 (Short Sale Dept.)	N/A	@ask_wellsfargo

