

Short Sale Escalation Web Tool Quick Reference Guide

A Guide for Agents

– November 2011

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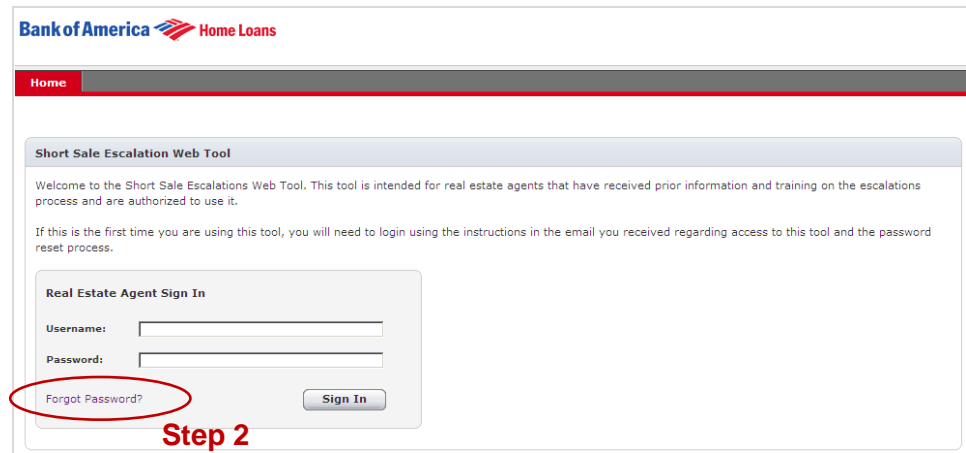


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Short Sale Escalation Web Tool Quick Reference Guide

- How to Get Started – First Time Access
- If you are a real estate agent that has been authorized to make use of the new Short Sale Escalation web tool you can access it by following these steps:

1. Go to <http://bankofamerica.com/shortsaleescalation>
2. In the Sign In section, click Forgot Password?
3. Enter your email address and click Reset My Password. **(The email should be your brokerage e-mail address)**



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Home

Short Sale Escalation Web Tool

Welcome to the Short Sale Escalations Web Tool. This tool is intended for real estate agents that have received prior information and training on the escalations process and are authorized to use it.

If this is the first time you are using this tool, you will need to login using the instructions in the email you received regarding access to this tool and the password reset process.

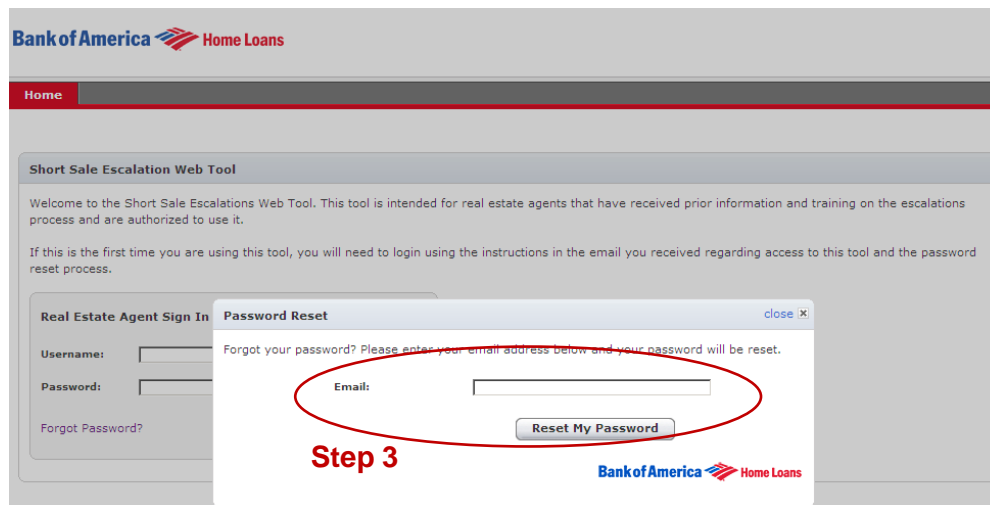
Real Estate Agent Sign In

Username:

Password:

[Forgot Password?](#)

Step 2



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Home

Short Sale Escalation Web Tool

Welcome to the Short Sale Escalations Web Tool. This tool is intended for real estate agents that have received prior information and training on the escalations process and are authorized to use it.

If this is the first time you are using this tool, you will need to login using the instructions in the email you received regarding access to this tool and the password reset process.

Real Estate Agent Sign In

Username:

Password:

[Forgot Password?](#)

Password Reset [close X](#)

Forgot your password? Please enter your email address below and your password will be reset.

Email:

Step 3

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Short Sale Escalation Web Tool Quick Reference Guide

• How to Get Started – First Time Access (*Continued*)

4. You will receive an email with your temporary password.
 - You must log in with this password **WITHIN THREE HOURS OF RECEIVING IT** or the temporary password will expire.
 - If you do not receive this email within five minutes, please check your spam filter before trying again.

From: system.mailer@reo.com
To: [REDACTED]
Date: Thu, 21 Apr 2011 10:56:45 -0400
Subject: Short Sale Escalation Web Tool - Forgot Password

Your password has been reset.

Your new password is uZbsbY

This is a temporary password that is case sensitive and will expire in three hours.

Please sign in to <https://realestateagent.bankofamerica.com/shortsaleescalation> and change your password immediately.

Short Sale Escalation Web Tool Quick Reference Guide

- How to Get Started – First Time Access (*Continued*)

5. Sign in using your brokerage e-mail address as username and the temporary password.

- Once you log in, you will be prompted to change your password.
- Your new password can be anything you like and something that is easy to remember. There are no restrictions in terms of minimum characters or need for capital letters or numbers. Just keep in mind that your password will be case sensitive.

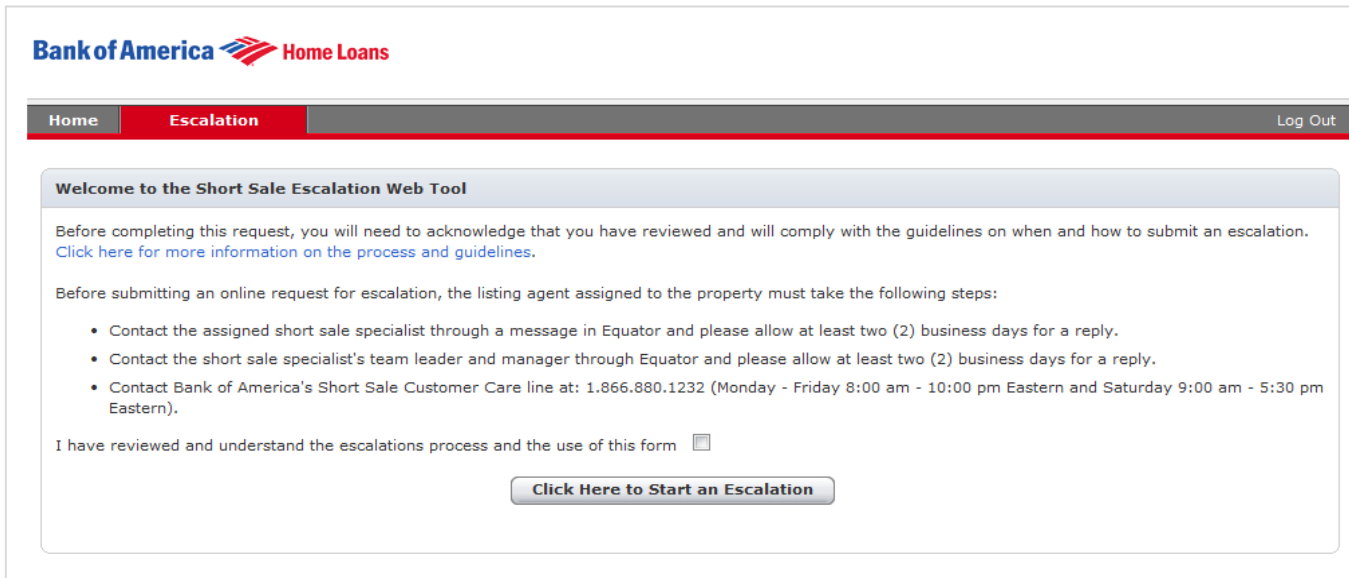
6. Moving forward you will be able to log into the tool using your new password

The screenshot displays the 'Short Sale Escalation Web Tool' interface. At the top, there is a navigation bar with 'Home' and 'Escalation' tabs, and a 'Log Out' link. Below this, a welcome message states: 'Welcome to the Short Sale Escalations Web Tool. This tool is intended for real estate agents that have received prior information and training on the escalations process and are authorized to use it. If this is the first time you are using this tool, you will need to login using the instructions in the email you received regarding access to this tool and the password reset process.' The main content area features a 'Real Estate Agent Sign In' section with fields for 'Username:' and 'Password:', and a 'Forgot Password?' link. Overlaid on this is a 'Confirm Password' dialog box. The dialog box contains the instruction 'Enter a new password. All passwords are case sensitive.' and two input fields: 'New Password:' and 'Confirm Password:'. A red oval highlights these two input fields. Below the fields is a 'Confirm Password Update' button. The text 'Step 5' is written in large red font at the bottom of the dialog box. The Bank of America Home Loans logo is visible in the bottom right corner of the page.

Short Sale Escalation Web Tool Quick Reference Guide

- Using the Tool Once You Have Logged In

Every time you log into the escalation web tool you will be directed to the Welcome page where information around the guidelines and steps to take before submitting an escalation will be provided. Please review this information carefully and ensure you check the “*I have reviewed and understand the escalations process and use of this form*” checkbox before you click to start an escalation



The screenshot displays the 'Short Sale Escalation Web Tool' interface. At the top, the 'Bank of America Home Loans' logo is visible. Below the logo is a navigation bar with 'Home' and 'Escalation' tabs, and a 'Log Out' link. The main content area is titled 'Welcome to the Short Sale Escalation Web Tool'. It contains a paragraph stating that users must acknowledge they have reviewed the guidelines before submitting an escalation, with a link to 'Click here for more information on the process and guidelines.' Below this, a section titled 'Before submitting an online request for escalation, the listing agent assigned to the property must take the following steps:' lists three bullet points: 1. Contact the assigned short sale specialist through Equator and allow at least two (2) business days for a reply. 2. Contact the short sale specialist's team leader and manager through Equator and allow at least two (2) business days for a reply. 3. Contact Bank of America's Short Sale Customer Care line at 1.866.880.1232 (Monday - Friday 8:00 am - 10:00 pm Eastern and Saturday 9:00 am - 5:30 pm Eastern). Below the list, there is a checkbox next to the text 'I have reviewed and understand the escalations process and the use of this form'. At the bottom, there is a button labeled 'Click Here to Start an Escalation'.

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Home Escalation Log Out

Welcome to the Short Sale Escalation Web Tool

Before completing this request, you will need to acknowledge that you have reviewed and will comply with the guidelines on when and how to submit an escalation. [Click here for more information on the process and guidelines.](#)

Before submitting an online request for escalation, the listing agent assigned to the property must take the following steps:

- Contact the assigned short sale specialist through a message in Equator and please allow at least two (2) business days for a reply.
- Contact the short sale specialist's team leader and manager through Equator and please allow at least two (2) business days for a reply.
- Contact Bank of America's Short Sale Customer Care line at: 1.866.880.1232 (Monday - Friday 8:00 am - 10:00 pm Eastern and Saturday 9:00 am - 5:30 pm Eastern).

I have reviewed and understand the escalations process and the use of this form ☐

Click Here to Start an Escalation

Short Sale Escalation Web Tool Quick Reference Guide

- Using the Tool Once You Have Logged In (*Continued*)
- To submit the escalation you will have to:
- Complete all the required information in the fields of the escalation form
- Click on the “Submit” button at the bottom of the form
- Wait for the submission page to open up
 - Additionally you will receive a confirmation email (to your brokerage e-mail address) that states the date and time the escalation was submitted

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Home Escalation Log Out

Escalation Information

To process your escalation request, please complete all required fields in the form and review your information carefully before clicking the submit button at the bottom of the page. If you have escalations for multiple properties you will need to submit a form for each property.

* = required

Date/Time: 07/13/2011 02:21 PM ET

First Name & Last Name: * Agent Two

Please specify your role in the short sale transaction: * Select

Please specify the agency you are a part of: Select

Email: sherry@res.com

Phone 1: * 3105738150 (10 numbers only)
Note: Do not include dashes or periods.

Phone 1 Type: * Select Phone Type

Phone 2: Do not include dashes or periods. (10 numbers only)

Phone 2 Type: Select Phone Type

Loan Number: (6-16 numbers only)
Note: Providing the loan number will help our Escalations Team quickly identify your Short Sale transaction.

Property Address 1: *

Property Address 2:

City: *

State: * Select a State...

ZIP Code: *

Position of Lien: * ☐ First ☐ Second

Is the short sale being processed in Equator? ☐ Yes ☐ No

Reason for Escalation? * Please select one:
☐ Closing Assistance
☐ Delinquency Waiver Request
☐ Equalizer Assistance Request
☐ Foreclosure Postponement Request
☐ HOA Assistance
☐ HUD Approval
☐ Lack of Communication
☐ Negotiations Dispute
☐ Process taking too Long
☐ Value Dispute
☐ Other (Please provide a brief explanation)

Additional Comments: You have 500 characters left.

Submit

Secure Area
Home | Privacy & Security

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Home Escalation Log Out

Your Escalation has been Submitted

Thank you for submitting your escalation request. Your questions and issues are important to us and a Bank of America Short Sale Escalations representative will contact you within two business days to discuss your request and next steps.

In the meantime, the listing agent should continue to monitor the short sale file for this customer in Equator, by completing all required tasks and responding to any messages.

We appreciate your partnership in helping our customers avoid foreclosure.

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Short Sale Escalation Web Tool Quick Reference Guide

- Resolving Issues Related to Access to the Tool
 - Once you are authorized, the web tool will automatically send you a “welcome” email to access this tool (which has links to the escalation guidelines and to this quick reference guide)
 - If after several attempts to access the tool you are not able to do so, you should:
 - Contact escalation.tool.support@bankofamerica.com
 - Provide agent information and issue you are encountering