

# Realtor Assistance Desk



**Nationstar's Realtor Assistance Desk** assists realtors with issues they encounter while processing a short sale with Nationstar. Below, you will learn the appropriate procedure for the Realtor Assistance Desk, as well as determine what types of issues should be escalated. Nationstar strives to provide the best possible customer experience in a timely and efficient manner.

*Please note that most issues can be resolved by your Short Sale Specialist. Please be patient and allow up to five days for your Short Sale Specialist to respond before contacting the Realtor Assistance Desk.*

**Nationstar asks that you follow this process before escalating an issue to the realtor assistance desk:**

**Step 1:** Contact your assigned Short Sale Specialist

**Step 2:** Contact your assigned Manager

**Step 3:** Contact the Realtor Assistance Desk at [RealtorAssistance@nationstarmail.com](mailto:RealtorAssistance@nationstarmail.com) or call 1-877-343-6386

**Step 4:** Complete the provided Escalation Form.

*Please allow 48 hours for a resolution. For time-sensitive issues, contact your assigned Manager before contacting the Realtor Assistance Desk.*

## **Before contacting the Realtor Assistance Desk:**

Please be sure that your tasks are complete and all requested documents are uploaded into Equator. Nationstar may only disclose information to parties for whom the borrower has provided written authorization. Escalations from buyers' agents will be reviewed, and the resolutions will only be communicated to the authorized third party.

## **Examples of issues that should be escalated:**

- Excessive response times — no response in greater than five or more business days
- Approval letter — concerns not addressed by the Short Sale Specialist within 5 business days
- Settlement statements — not approved within 48 hours of closing
- Unresolved Equator issues — previously reviewed by Equator, but no resolution

## **Examples of issues that should not be escalated:**

- General short sale questions
- General questions about using Equator.com. For these questions, contact Equator directly at (310) 469-9168.
- Attempts to avoid working with your assigned Short Sale Specialist
- Attempts to fast track the Short Sale process
- Status update requests

## **The following issues will need to be addressed by the assigned Short Sale Specialist or Manager.**

- Status updates
- Value disputes
- Approval decision
- Foreclosure postponement requests
- Missing documents

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### Escalation Form

Loan Number: \_\_\_\_\_ Property Address: \_\_\_\_\_  
Borrower's \_\_\_\_\_ Borrower's Last \_\_\_\_\_  
First Name: \_\_\_\_\_ Name: \_\_\_\_\_  
Your Name: \_\_\_\_\_ Best Contact \_\_\_\_\_  
Number: \_\_\_\_\_

*Please highlight or circle the correct answer for each of the questions below.*

Has the third party authorization been uploaded to Equator?	Yes	No
Have all tasks in Equator been completed?	Yes	No
If this is an Equator issue, was Equator unable to resolve your issue?	Yes	No
Have all of the requested documents been uploaded to Equator and the Short Sale Specialist notified with an Equator message?	Yes	No
Have you allowed the negotiator time to resolve the issue?	Yes	No
Have you attempted to contact the negotiator's manager?	Yes	No
Are you the sellers agent?	Yes	No
Is this the first time this issue has been escalated?	Yes	No

**IF THE ANSWER IS NO TO ANY OF THE QUESTIONS ABOVE, PLEASE RESOLVE BEFORE ESCALATING.**

**State the issue below (please print legibly if handwriting). Provide facts , including dates, and attach any supporting documents with your email submission.**