

Equator for Short Sales: Guide for Agents*

A self guided tour of our Equator system with tips on optimal use and a view into the Homeowners portal, positioning you to confidently assist your clients through the short sale process.



*Please note that "agent" refers to anyone authorized by the homeowner to represent them during the short sale process



Introduction

Welcome to Equator for Bank of America Short Sales. We are excited to bring this new platform to our short sale real estate partners and customers. Equator improves the process and enhances the experience for both customers and agents.

Advantages of Equator:

- 24/7 access to the short sale system
- Status tracking
- Direct communication with the Short Sale Negotiator
- Documents are uploaded directly to Equator instead of faxing
- Streamlined approval process
- Historical view of offers and counter offers

Coming Soon in Equator:

- There are a few specific loan investor types (for example, FHA/VA) that are not on the Equator system and will be added at a later date
- Agent feedback, homeowner feedback, and internal data is being leveraged to identify system and/or process enhancements for future rollouts and educational material improvements

Content

The objectives of this guide:

- Illustrate the traditional short sale process milestones
- Due to the long timelines inherent to a short sale, we have included tips to help avoid delays in the process
- Review the agent experience in the Equator system
- Review the customer experience in the Equator system



What is not included in this guide:

This document provides guidance on Bank of America's traditional short sale process and general education on how to utilize Equator. New programs, such as the Treasury Department's new Home Affordable Foreclosure Alternatives (HAFA) program and Bank of America's upcoming proprietary program referred to as Cooperative Short Sale, are not included. Additional education materials will be provided as these alternative programs are introduced.

Traditional Short Sale Process Milestones*

*Note that this is a high level overview for illustrative purposes only and does not show all required steps

	Initiate	Submit Offer and Documents	Obtain Home Valuation	Analyze Offer and Decision	Closing
Homeowner		Call Customer Service to gain access to the Homeowner portal: 1.866.880.1232 Key tasks: • Contact Information • Hardship Reasons • Financial Information	Enable vendor to schedule interior Home Valuation		
Agent	• Agent must create Account at www.equator.com • Initiate Short Sale directly through www.equator.com	Key tasks: • Submit 3rd Party Authorization • Submit Short Sale Offer • Upload Offer Document • Upload Supporting Documents	Enable vendor to schedule interior Home Valuation	• Negotiate release of additional liens if not serviced by Bank of America • Respond if offer needs to be negotiated	• Notify Bank of America of any post approval deal changes or closing delays • Notify Bank of America within 72 hrs prior to Close • Send Bank of America funds and documents
Bank Associate		Key tasks: • Review 3rd party authorization • Validate Offer & supporting documents	• Order Home Valuation • Order internal Pay Off Quote	• Analyze collected information and negotiate offer • Submit offer to Mortgage Insurance and Investor as needed • Receive approval, decline, or re-negotiation stipulations • Notify agent and customer of decision	• Re-work the deal if any changes occur post approval • Work with agent and title company to enable closing

NOTE: The Equator system is used to provide both tasks and communications to the agent. Please ensure you login frequently to check for new tasks, status messages, counter offers, or specific questions from our associates.

Bank of America: Proprietary



10 Tips to avoid delays in processing time

The short sale process is complex and involves many different parties who must all agree to take a loss on an outstanding debt (for example, investors, additional lien holders, and mortgage insurance). This leads to a longer timeline than a traditional home sale. Here are some key factors that you can influence to help minimize delays:

1. Review all **documents & document images** for accuracy and clarity prior to upload
2. Ensure that property is **listed on MLS**
3. Negotiate **external 3rd party fees** prior to submission of HUD (for example, the following fees are typically not approved by investors: short sale negotiation, reconveyance, document preparation, notary, recording, courier, processing)
4. Supply the complete **HUD-1** that is valid for at least 60 days and includes all fees
5. Ensure that **customer and agent tasks** are completed as timely as possible (for example, accepting short sale assignment, submitting short sale offer, and uploading offer documents must be done within 7 days)

Continued on following page...



10 Tips to avoid delays in processing time

6. Submit fully executed **purchase offers** with all appropriate addendums signed by both buyer and homeowner
7. Work to get a **purchase offer** representing the best possible fair market value and highest net proceeds for the investors
8. Set appropriate **expectations with buyers and sellers** so that they understand the complexity and resulting length of time a short sale can take
9. Work to get a release on **outside liens** as early as possible
10. The following situations will cause delays. Please **notify us as soon as possible** if they occur:
 - Change in buyer or agent at any time during the process
 - Customer files bankruptcy
 - Deal change after the approval letter is issued



Using Equator as an Agent

This page is intentionally left blank

Agent Account Setup

Equator
FINANCIAL SOLUTIONS

Buyers Agents Sellers Midsourcers Vendors About Help My Account

Foreclosure Listing Service.

create an account
Create a **FREE** account with immediate access.
Enter your email address: **Next**

find a home
Click on a state to view all the foreclosed homes or enter a zip code below for a specific area.

receive email alerts
Would you like to hear about properties in your area as soon as they become available? Sign up for our Email Alert System! **Sign Up**

Agents
Get More Listings

1. Sign up (Free)
2. Add Coverage
3. Get Certified

Click Here

1. Create an agent account by entering your email address in the *create an account* box.

2. The system will email a password to the email address that you entered.

3. Retrieve the password and then enter your email address and the password in the upper right login area.

Price Range:

Property Photo:

Posting Type:

Search

Initiating



BuyersAgentsSellersMidsourcersVendorsAboutHelpMy Account

user: S. SALE20Logout

Workflow
1 Offer Needs Response
145 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

my account

105 listings were assigned through Equator last month.

Messages and Announcements

Click on Initiate Short Sale

er

NEW Do you need to initiate a short sale?

You can now begin the short sale for participating Lenders here.
[Learn More and initiate a Short Sale?](#)

Do you accept Listings outside of 75025?

For \$.03 cents per day you can enter your other Coverage Area zip codes. Make sure you show up when Lenders assign Listings in your area. This is the most cost effective advertising you can do to receive new REO Listings.
[Enter your listing area Coverage Areas!](#)

2 Coverage Areas that have not been activated.
[Activate your coverage areas!](#)

You are missing E & O Insurance Information.
[Update the Information.](#)

Test your compatibility with our online PDF Forms.
The Equator system makes extensive use of online PDF Forms.
[Update your information.](#)

Adobe READER 7.0 or Above REQUIRED



changing it's name!

We just announced we're changing our name to "Equator". The reason for the name change is to facilitate the expansion of our technology solution. Since our inception in 2003, we've grown beyond REO automation to become the epicenter of the Default Servicing Industry. The name change is scheduled to take place at the end of Q4, 2009.



Thank you,
Chris Saitta, CEO Equator.

[Follow me on Twitter](#)

Live Support

Short Sales
Initiate Online
[\[Click Here\]](#)

Get MORE Listings, Get CERTIFIED TODAY



9 Bank of America: Proprietary

Initiating

Initiate Short Sale



Complete the steps below to initiate a Short Sale.

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 below for 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 on which properties to include in the Short Sale process.

Lenders and Servicers

- Bank of America

Select Lender or Servicer

-Select-
-Select-
Bank of America

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

Select Bank of America and click Next Step.

Next Step ▶

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.

Initiating

Initiate Short Sale



Complete the steps below to initiate a Short Sale.

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

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:

* Borrower Last Name:

* Reason for Default:

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 representation in a possible Short Sale transaction.

Cancel

**Enter the loan information requested
and then click Next Step.**

Next Step ►

Required Field*

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.

Initiating

Initiate Short Sale



Complete the steps below to initiate a Short Sale.

1 Initiate Short Sale

2 Enter Loan Information

3 Review and Confirm

4 Next Steps

Review and Confirm

Please review the information below before continuing.

Loan Number: 804063

Borrower Last Name: Ibcunnb

Reason for Default: Unemployment

Please enter the text from the image in the box below to submit your Short Sale request.



* Enter Text in Image:

Cancel

Review the accuracy of all information at the top section of the screen. Select Cancel to return to the previous step and correct any incorrect information.

Step ▶

NOTE: By completing this Short Sale is at the

Required Field*

Qualifies as a

If accurate, enter the letters and numbers that show up on your screen and then click Next Step. Select OK when prompted to confirm the initiation and Next Step to move on to the Home page.

Tasks

The screenshot shows the Equator Financial Solutions website. At the top, there is a navigation bar with links for Buyers, Agents, Sellers, Mdsources, Vendors, About, Help, and My Account. Below this, a user is logged in as 'S. SALE' with a Logout button. A main menu bar contains several sections: Workflow (highlighted with a red box and containing '0 Offers Need Response', '6 Assigned Tasks', and 'Messages'), My Properties & Offers (containing 'Place A New Offer', 'Post A Property', and 'Initiate Short Sale' with a 'NEW' tag), BPO Posting Board (containing 'Available BPOs', 'My BPOs', and 'Change Settings'), Manage Information (containing 'Edit Account Information', 'My Buyer Alerts', and 'My Coverage Areas'), and Member Center (containing 'Agent Certification' and 'View Member Only Discounts'). Below the menu bar, a banner reads '11,379 listings were assigned through Equator last month.' The main content area is divided into two columns. The left column, titled 'Messages and Announcements', contains several news items: a 'NEW' announcement about initiating a short sale, a notice about accepting listings outside of 75024, and a test of compatibility. The right column, titled 'CEO's Corner', features an article about a major servicer going live on short sale, accompanied by a photo of a man. A yellow callout box with black text is overlaid on the page, stating: 'Use the tabs at the top of the home page to access Equator screens. To view your tasks, click within the workflow section in the upper left corner of the page.' On the far right, there is a green vertical banner for 'Get Certified For More Listings' with a 'REOTRANS CERTIFIED PLATINUM' logo and a yellow button that says 'Where Do You Sell Homes? [Click Here]'. The bottom of the page shows a Windows taskbar with the Internet Explorer icon and the address bar displaying 'Internet'.

Workflow
0 Offers Need Response
6 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

user: S. SALE Logout

11,379 listings were assigned through Equator last month.

Messages and Announcements

NEW Do you need to initiate a short sale?
You can now begin the short sale for participating Lenders here.
[Learn More and initiate a Short Sale?](#)

Do you accept Listings outside of 75024?
For \$.03 cents per day you can enter your other Coverage Area zip codes. Make sure you show up when Lenders assign Listings in your area. This is the most cost effective advertising you can do to receive new REO Listings.
[Enter your listing area Coverage](#)

You are missing E & O I
[Update the Information.](#)

Test your compatibility v
The Equator system makes extens
[Update your information.](#)

Adobe READER 7.0 or Ab

CEO's Corner

Another Major Servicer Goes Live on Short Sale

Another major Lender Servicer just went live on Equator's (formerly REOTrans) new Short Sale solution. This brings the total to three Servicers live on Short Sale, with several more launching in the next few months. We can't say who the latest company is to go live until the official press release is issued later this month but

industry leader.
on Equator's Short
arios are being
s such as short

Use the tabs at the top of the home page to access Equator screens.

To view your tasks, click within the workflow section in the upper left corner of the page.

REOTrans is changing its name.
We just announced we're changing our name to "Equator". The reason for the name change is to facilitate the expansion of our technology solution. Since our inception in 2003, we've grown beyond REO automation to become the epicenter of the Default Servicing Industry. The name change is scheduled to take place at the end of Q4, 2009.

Get Certified For More Listings

Where Do You Sell Homes? [Click Here]

Tasks

Tasks

EQUATOR
FINANCIAL SOLUTIONS

Buyers Agents Sellers Midsourcers Vendors About Help My Account

user: S. SALE Logout

Workflow
0 Offers Need Response
2 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

(4) Unread Message(s) : !

my account

All forms must be submitted online and cannot be printed, faxed in, or saved locally.

2 Records Found

Task Name	Address	City	State	Zip	Property Status	Role	Lender	Open Date	Due/Completed Date
Submit Short Sale Offer	7778 ZDXXVNJDB..	LUTHERVILLE TIM..	MD	21093	DOCUMENT COLLECTION	Agent	BAC Short Sales	12/16/2009 08:58 (0)	12/20/2009 08:58 (-4)
Supply Settlement Statement - Offer 1	88 NYGGTX NFUY..	LAWRENCEVILLE..	GA	30045	CLOSING	Agent	BAC Short Sales	12/16/2009 09:59 (0)	01/25/2010 09:59 (-40)

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ephone at (310) 409-9107. ©

This is a view of all the tasks assigned to you.

All your properties with their related tasks display on this page.

Note that Homeowner tasks will not show on your list. Those tasks must be completed within the Homeowner portal shown in the later section of this guide.

Internet

Tasks

Tasks

Equator Financial Solutions

Buyers Agents Sellers Midsourcers Vendors About Help My Account

user: S. SALE Logout

Workflow
0 Offers Need Response
2 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

my account

(4) Unread Message(s) !

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Submit Short Sale Offer	77778 ZDXXVNJDB..	LUTHERVILLE TIM..	MD	21093	DOCUMENT COLLECTION	Agent	BAC Short Sales	12/16/2009 08:58 (C)	12/20/2009 08:58 (-4)
Supply Settlement Statement - Offer 1	368 NYGGTX NFUY..	LAWRENCEVILLE..	GA	30045	CLOSING	Agent	BAC Short Sales	12/16/2009 09:59 (C)	01/25/2010 09:59 (-40)

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The Due/Completed Date is color coded for easy status recognition.

Green – task is on time
Yellow – task is almost overdue
Red – task is overdue

Tasks



BuyersAgentsSellersMidsourcersVendorsAboutHelpMy Account

user: S. SALELogout

Workflow
0 Offers Need Response
2 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

my account

(4) Unread Message(s) !

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Supply Settlement Statement - Offer 1	368 NYGGTX NFUY..	LAWRENCEVILLE..	GA	30045	CLOSING	Agent	BAC Short Sales	12/16/2009 09:59 (0)	01/25/2010 09:59 (-40)

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Click on the task to take you to the property view.

Internet

Property View

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Buyers Agents Sellers Midsourcers Vendors About Help My Account

user: S. SALE Logout

Workflow
0 Offers Need Response
6 Assigned Tasks
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My Properties & Offers
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Initiate Short Sale **NEW**

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Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
New Member Only Discounts

my account

(28) Unread Message(s)

TYPE	ADDRESS	STATUS	LENDER
LENDER	2070 NFXTLXD RUHX, LEHI, UT 84043	DOCUMENT COLLECTION	BAC SHORT SALES

Add Photo

NEGOTIATOR	LISTING AGENT	LIST DT	CLOSE DT	LIST PRICE	LIBRARY	MESSAGES
GENERIC NEGOTIATOR	SHORT SALE	12/09/09		TBD	View	View(1)

TASKS 0 0 1 2 **OFFERS** 0 0 0 0 0 **EXPENSES** \$0 \$0 \$0

All forms must be submitted online and cannot be printed, faxed in, or saved locally.

Task Name	Role	Lender	Open Date	Due/Completed Date
Submit Short Sale Offer	Agent	BAC Short Sales	12/09/2009 10:35 (1)	12/13/2009 10:35 (-4)
Upload 3rd Party Authorization	Agent	BAC Short Sales	12/09/2009 10:26 (0)	12/09/2009 10:32 (-4)
Accept / Reject Short Sale Assignment	Agent	BAC Short Sales	12/09/2009 10:20 (0)	12/09/2009 10:26 (-2)

3 Records Found

This page displays detailed information about the property. It also lists all tasks for this property. The color coding in the Due/Completed Date field show the status of the task. Gray tasks mean they have been completed.

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Done Internet

Document Upload

Add Photo	NEGOTIATOR	LISTING AGENT	LIST DT	CLOSE DT	LIST PRICE	LIBRARY	MESSAGES
	GENERIC NEGOTIATOR	SHORT SALE20	03/17/10		TBD	View	View(2)
TASKS		OFFERS		EXPENSES			

[Initiate Online](#)
[Click Here]

Get MORE
Listings,
Get
CERTIFIED
TODAY



Upload 3rd Party Authorization

[Need Help With Your Upload?](#)

Upload 3rd Party Authorization: Please upload a minimum of 1 and no more than a maximum of 5 .

1 files have been uploaded, 0 more required.

One upload at a time: [Browse...](#) Description: [Upload](#)

For multiple documents try our [Bulk File Uploader](#). (Requires [Adobe Flash 9](#) or higher)

Uploaded Upload 3rd Party Authorization (hover mouse over thumbnail for larger view)



[Remove](#)

3rd Party Authorizati

[Save](#)

Once the file has been uploaded to the task, click Save and Submit Now.

Comments

Optionally enter a detailed message of up to 1000 characters.

1000 characters left

[Save and Complete Later](#)

[Save and Submit Now](#)

*** All fields denoted by a red asterisk are required.**

Property View



BuyersAgentsSellersMidsourcersVendorsAboutHelpMy Account

user: S. SALELogout

Workflow
0 Offers Need Response
6 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

(28) Unread Message(s):

my account

TYPE	ADDRESS	STATUS	LENDER
LENDER	2070 NFXTLXD RUHX, LEHI, UT 84043	DOCUMENT COLLECTION	BAC SHORT SALES

Add Photo

NEGOTIATOR	LISTING AGENT	LIST DT	CLOSE DT	LIST PRICE	LIBRARY	MESSAGES
GENERIC NEGOTIATOR	SHORT SALE	12/09/09		TBD	View	View(1)

TASKS 0 0 1 2

OFFERS 0 0 0 0 0

EXPENSES \$0 \$0 \$0

All forms must be submitted online and cannot be printed, faxed in, or saved locally.

3 Records Found

Task Name	Role	Lender	Open Date	Due/Completed Date
Submit Short Sale O				-4)
Upload 3rd Party Au				-4)
Accept / Reject Sho				-2)

The OFFERS link takes you to the offer site. The fields are color-coded for quick view.

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20 Bank of America: Proprietary

Offer Site



BuyersAgentsSellersMidsourcersVendorsAboutHelpMy Account

user: S. SALELogout

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(4) Unread Message(s)

TYPE
LE
NEGOT
EZANA
TASKS

Add Photo

SALES
AGES
(2)

This is the Offer site.
Light Green – Agent submitted a new offer
Yellow – Negotiator countered the offer
Gray – Offer was rejected
Pink – Offer is pending review
Dark Green – Offer was approved

Offers
Offer 1: + ACCEPTED

Identity	Source	Target	Selling Agent	Buyer	Offer Date	Offer Type	Offer Expiration	Offer Amt
Buyer	S. SALE	G. NEGOTIATOR	S. SALE	J. Smith	12/16/09	HOME OWNER	No Exp	\$350,000.00

[\[View Online\]](#) [\[PDF Worksheet\]](#)

NewNegotiatingRejectedHeldAccepted

Get Certified and Stand Above the Crowd

Where Do You Think REOs Are?
[\[Click Here\]](#)

Offer Messaging



BuyersAgentsSellersMidsourcersVendorsAboutHelpMy Account

user: S. SALE20Logout

Workflow
1 Offer Needs Response
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New Member Only Discounts

my account

(578) Unread Message(s) :

1 Records Found (Displaying 1 - 0)

Address	City	State	Listing Agent	Selling Agent	Buyer	Lender	Expiration	
678 JTYOY NXDXVY	ONTARIO	CA	SALE20, SHORT	SALE20, SHORT	Name, Buyer	BAC SHORT SALES	No Exp.	Counter Offer View Worksheet

If a counter offer has been sent, you will receive an email. You can locate your counter offers under the workflow section "Offer needs response" in the upper left box.

In the offer needs response section you have two options:
View Worksheet: This shows you the history of all the offers and counteroffers.

Counter Offer: This is where you must review offers and make counter offers.

Short Sales
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Offer History

OFFER INFORMATION			
Date	03 11 2010	03 12 2010	
Identity	BUYER	Seller	
Purchase Amount (Enter First)	175000	175000	
Earnest Money Amount	1000	1000	
Down Payment Percent			
Down Payment Amount			
Loan Amount			
Closing Date			
Pest/Termite Inspection			
Pest/Termite Repair (Sect. 1)			
Listing Date			
Listing Amount			
Cash Contribution - 1st Lien			
Cash Contribution - 2nd Lien			
Promissory Note Amount - 1st Lien			
Promissory Note Amount - 2nd Lien			
Buyer Closing Cost Credit			
Settlement Fee			
FHA/VA Allowable Costs			
Doc Prep	100		
Title Insurance	1200	1200	
Courier			
Overnight Fee			
Wire Fee	50		
Re-conveyance Fee			

This is the “view worksheet” page. It provides the history of all offers and counters.

Fees are included, excluded, or reduced based on our knowledge of what the investors typically will approve. Note that the final deal must be approved in a later stage.

Our goal is to negotiate the deal to a point where we believe the investor will approve.

Counter Offers

TYPE	ADDRESS	STATUS	LENDER			
 LENDER	678 JTYOY NXDXVY, ONTARIO, CA 91764	NEGOTIATION	BAC SHORT SALES			
NEGOTIATOR	LISTING AGENT	LIST DT	CLOSE DT	LIST PRICE	LIBRARY	MESSAGES
KIRK HILTON	SHORT SALE20	02/02/10		\$180,000.00	View 	View(2) 
TASKS     5	OFFERS      0	EXPENSES \$0  \$0  \$0				

[View All Offers on 678 JTYOY NXDXVY](#) > Offer 1

Offer 1: **+ NEW**

Source	Target	Selling Agent	Buyer	Offer Date	Expiration Date	Offer Amt
S. SALE20	G. NEGOTIATOR	S. SALE20	B. Name	03/11/10	No Exp	\$175,000.00
C. WHITFIELD	S. SALE20	S. SALE20	B. Name	03/12/10	No Exp	\$175,000.00

Date	03 11 2010	03 12 2010	03/16/2010
Identity	BUYER	Seller	Buyer
* Purchase Amount (Enter First)	175000	175000	OK
* Earnest Money Amount	1000	1000	OK
* Down Payment Percent	10	10	OK
* Down Payment Amount	17500	17500	OK
This is the top section of the “counter offer” page. You will need to select “OK” next to every fee that is being negotiated. If you want to counter that fee you will click “OK” and then change the amount of the fee. Realize that any changes are subject to additional counter offers and adds time to the process.			OK
			OK
			OK
			OK
Pest/Termite Repair (Sect. 1)			OK
* Listing Date	02 02 2010	02 02 2010	OK 02/02/2010

Counter Offers

[illegible]

At the bottom of the “counter offer” page, if you have selected or made changes to all fees you have three options:

Agree: You did not make any changes and therefore are in agreement with the counter offer from the negotiator. This will move the file forward for investor approval.

Send Offer: You have made changes to the negotiator's offer. This will go back to the negotiator and is subject to additional counter offers.

Reject: This will **close out the file completely**. This should only be used if the buyer does not want to proceed with the short sale.

The diagram shows a game tree for a two-player game. Player 1 starts at the root node and chooses between 'Agree' and 'Reject'. If 'Agree', Player 2 moves and chooses between 'Send Offer' and another action (indicated by a triangle). If 'Reject', Player 1 moves again and chooses between 'Agree' and 'Reject'. The game ends at a terminal node with a payoff of (1, 1).

Messaging



[Buyers](#)
[Agents](#)
[Sellers](#)
[Midsourcers](#)
[Vendors](#)
[About](#)
[Help](#)
[My Account](#)

user: S. SALE
[Logout](#)

Workflow
0 Offers Need Response
2 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPD Posting Board
Available BPDs
My BPDs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
View Member Only Discounts

[my account](#)

(4) Unread Message(s)

Messages can be reviewed or sent by clicking the link in the upper-right corner of the page.

Add Photo

EZANA AMARE
SHORT SALE
12/01/09
01/01/10
\$350,000.00
[View](#)
[View\(2\)](#)

TASKS
0 0 1 5

OFFERS
0 0 0 0 1

EXPENSES
\$0 \$0 \$0

Offers

Offer 1: **ACCEPTED**

Identity	Source	Target	Selling Agent	Buyer	Offer Date	Offer Type	Offer Expiration	Offer Amt
Buyer	S. SALE	G. NEGOTIATOR	S. SALE	J. Smith	12/16/09	HOME OWNER	No Exp	\$350,000.00

[\[View Online\]](#)
[\[PDF Worksheet\]](#)

New
Negotiating
Rejected
Held
Accepted

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Where Do You Think REOs Are?
[\[Click Here\]](#)

Messaging



[Buyers](#)
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user: S. SALE [Logout](#)

Workflow
0 Offers Need Response
6 Assigned Tasks
Messages

My Properties & Offers
Place A New Offer
Post A Property
Initiate Short Sale **NEW**

BPO Posting Board
Available BPOs
My BPOs
Change Settings

Manage Information
Edit Account Information
My Buyer Alerts
My Coverage Areas

Member Center
Agent Certification
New Member Only Discounts

my account

Messages
Search Message

Incoming
Outgoing

Apply to Checked:
☐ All
☐ A Cre

+	☐		12/10/2009 06:06:29	☐ JT11 JDUBGXVRX...	A. MARKS	System	☐ Bank of America: Countered Offer: 7111 JDUBGXVRX AYS LAWRENCEVILLE, GA 30045	Reply
+	☐		12/09/2009 13:10:29	☐ 785 BDUV KYDE D..	J. PRICE	System	☐ Bank of America: Accepted Amended Offer: 785 BDUV KYDE DG CORONA, CA 92879	Reply
+	☐		12/09/2009 13:07:01	☐ 4675 EBVZHKDBGZ..	J. PRICE	System	☐ Bank of America: Accepted Amended Offer: 4675 EBVZHKDBGZX GD #907 FAIRFAX, VA 22031	Reply
+	☐		12/09/2009 13:01:44	☐ 4675 EBVZHKDBGZ..	J. PRICE	System	☐ Bank of America: Accepted Amended Offer: 4675 EBVZHKDBGZX GD #907 FAIRFAX, VA 22031	Reply
+	☐		12/09/2009 12:58:30	☐ 785 BDUV KYDE D..	J. PRICE	System	☐ Bank of America: Accepted Amended	Reply

Messages can contain attachments, such as approval letters and promissory notes.

If a document has been uploaded to a task you do not need to send it in an email or equator message.

Get Certified and Stand Above the Crowd



Where Do You Think REOs Are? [\[Click Here\]](#)



Agent Communication within Equator

- Throughout the process you will receive notifications of the status of the short sale. The system automatically tracks the agent, customer, and bank tasks and will alert you after key milestones have been achieved and to let you know the next steps.
- For specific questions/concerns you have, the negotiator assigned to the short sale is your primary contact.
 - Please ensure when sending a message in Equator you only select “Negotiator”.
 - We request that you only send messages via Equator and not directly through email. This enables our associates to effectively manage the case load and respond to agent inquiries in a timely manner.
- If you have submitted a request to the Negotiator via Equator AND there has been no response after 2 business days:
 - you should escalate to a “Team Lead” by selecting this role in your message drop down menu.
- In the event of an urgent issue, such as, a foreclosure sale date within 48 hours:
 - you should immediately escalate to the “Team Lead” and “Manager”
 - and also call the Short Sale support team at 1-866-880-1232.



Using Equator as a Homeowner

This page is intentionally left blank

Homeowner Portal

Bank of America | Short Sale | Borrower - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media

Address www.bankofamerica.com/shortsale Go Links SnagIt

Bank of America

Short Sale Processing

Welcome to the Bank of America Short Sale processing

Sign In

Email Address:

Password:

Login

For additional assistance (including resetting your password), please contact a short sale customer service representative 880-1232.

Secure Area

Privacy & Security

Done Internet

This is the home page where the Homeowner accesses Equator.

After calling Bank of America, a password will be emailed to the homeowner. They will enter their email address and password then click Login.



Short Sale Processing

Thank you for contacting Bank of America concerning your short sale request.

Click on the below links to update all of the necessary short sale information. These sections must be completed in the order that they are listed. Please know that any requested short sale information that is not provided timely may impact the final decision of your request.

- [Provide Initial Offer](#)
- [Select Real Estate Agent](#)
- [Provide Contact Information](#)
- [Supply Hardship Reasons](#)
- [Submit Financial Information](#)



Messages

No Messages to Display

This site will enable you to assist in service of this short sale offer review. You will need to provide financial information. Once your agent is selected, you will need to provide documents. The Bank of America Short Sale

An overview of the requested information is available either clicking the "Help" link under the relevant

Property Information

Borrower

YPDY KULXTTU

Property Address

HOLLYWOOD, FL 33019

Borrower Status

Closing (Qualified)

This is the Home page.

There are links on the left that access Homeowner tasks.

Note that as the agent you have the ability to complete the Initial Offer and Select Real Estate Agent tasks within your version of Equator. Agents do not have the ability to complete the other tasks, which are the responsibility of the Homeowner.



Short Sale Processing

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- Provide Initial Offer
- Select Real Estate Agent
- Provide Contact Information
- Supply Hardship Reasons
- Submit Financial Information

Messages

No Messages to Display

This site will enable you to assist in the review of this short sale offer. You will be able to upload your financial information. Once your information is reviewed, you will receive documents. The Bank of America will then process your request.

An overview of the requested information is available by either clicking the "Help" link under the "Short Sale Processing" section or by clicking the "Help" link in the top right corner of the page.

Once a task is completed, a check mark displays showing completion.

In the event that a customer does not have access to the internet, they should contact us to discuss how we can help them complete any critical homeowner tasks.

Property Information

Borrower

YPDY KULXTTU

Property Address

HOLLYWOOD, FL 33019

Borrower Status

Closing (Qualified)

Agent Status

Closing (Qualified)

Agent

SS AGENT2

Phone: 555-555-5555

shortsaleagent2@spo.com

[Help](#)

related to
your
mortgage
line.

available by



Short Sale Processing

Thank you for contacting Bank of America concerning your short sale request.

Click on the below links to update all of the necessary short sale information. These sections must be completed in the order that they are listed. Please know that any requested short sale information that is not provided timely may impact the final decision of your request.

- [Provide Initial Offer](#) ✓
- [Select Real Estate Agent](#) ✓
- [Provide Contact Information](#) ✓
- [Supply Hardship Reasons](#) ✓
- [Submit Financial Information](#) ✓

Messages

No Messages to

This site will enable this short sale offer financial information documents. The Ba

An overview of the either clicking the "H

Property information displays on the right side of the page.

Homeowners are encouraged to work closely with you since you have additional insight into the loan status on your version of Equator. For remaining questions, homeowners can call the Short Sale support team at 1-866-880-1232.

Property Information

Borrower

YPDY KULXTTU

Property Address

HOLLYWOOD, FL 33019

Borrower Status ?

Closing (Qualified)

Agent Status ?

Closing (Qualified)

Agent ?

SS AGENT2

Phone: 555-555-5555

shortsaleagent2@spo.com

