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.

Bank of America Home Loans

*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.

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, reconveyence, 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

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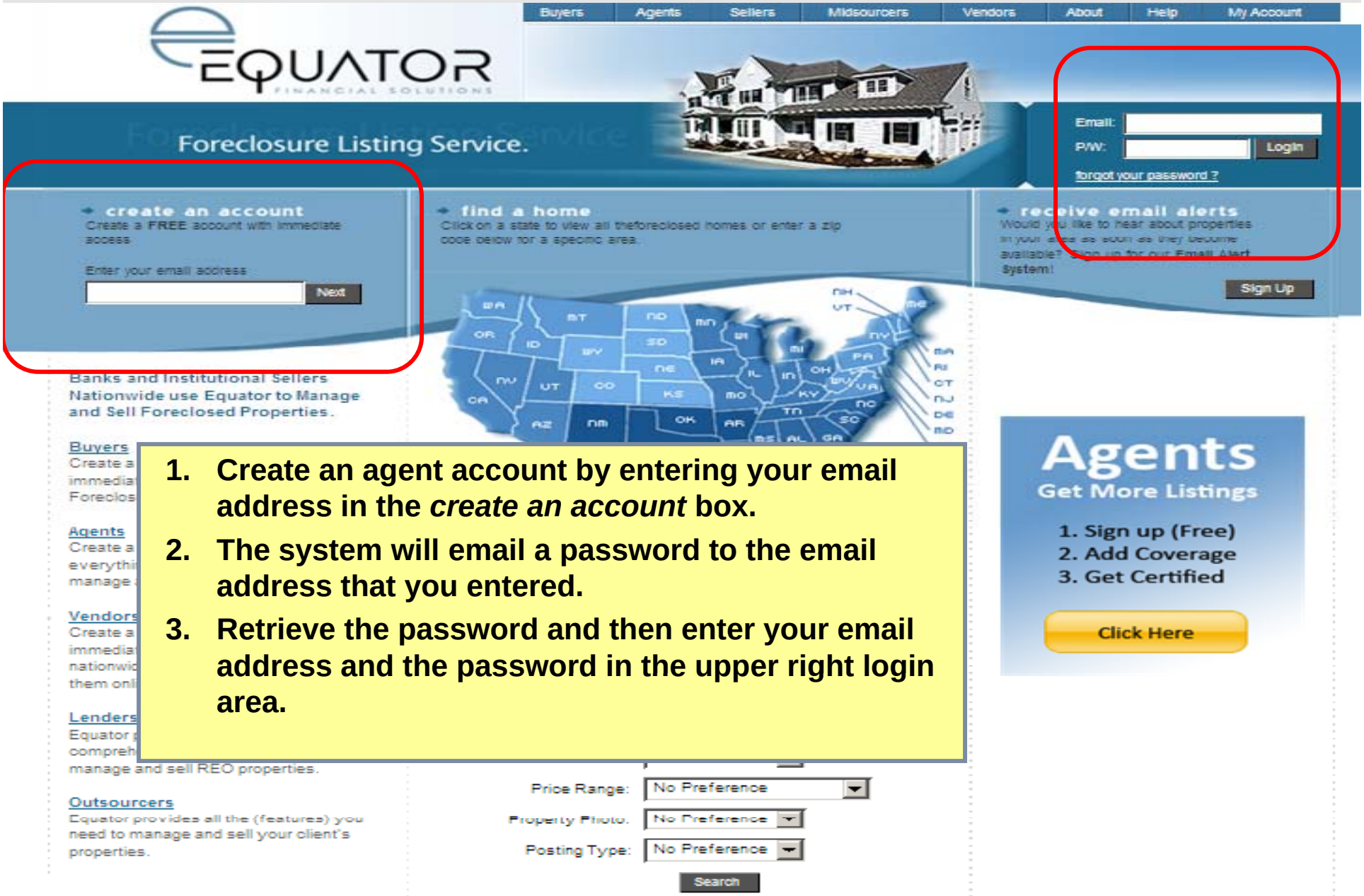
Agent Account Setup



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.**

Initiating

EQUATOR
FINANCIAL SOLUTIONS
Buyers
Agents
Sellers
Midsourcers
Vendors
About
Help
My Account
user: S. SALE20
Logout
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 Announ
er
Click on Initiate Short Sale
NEW Do you need to initi
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
Get Adobe Reader
hanging 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
REOTRANS CERTIFIED
PLATINUM

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 [illegible] 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:** Unemployment

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

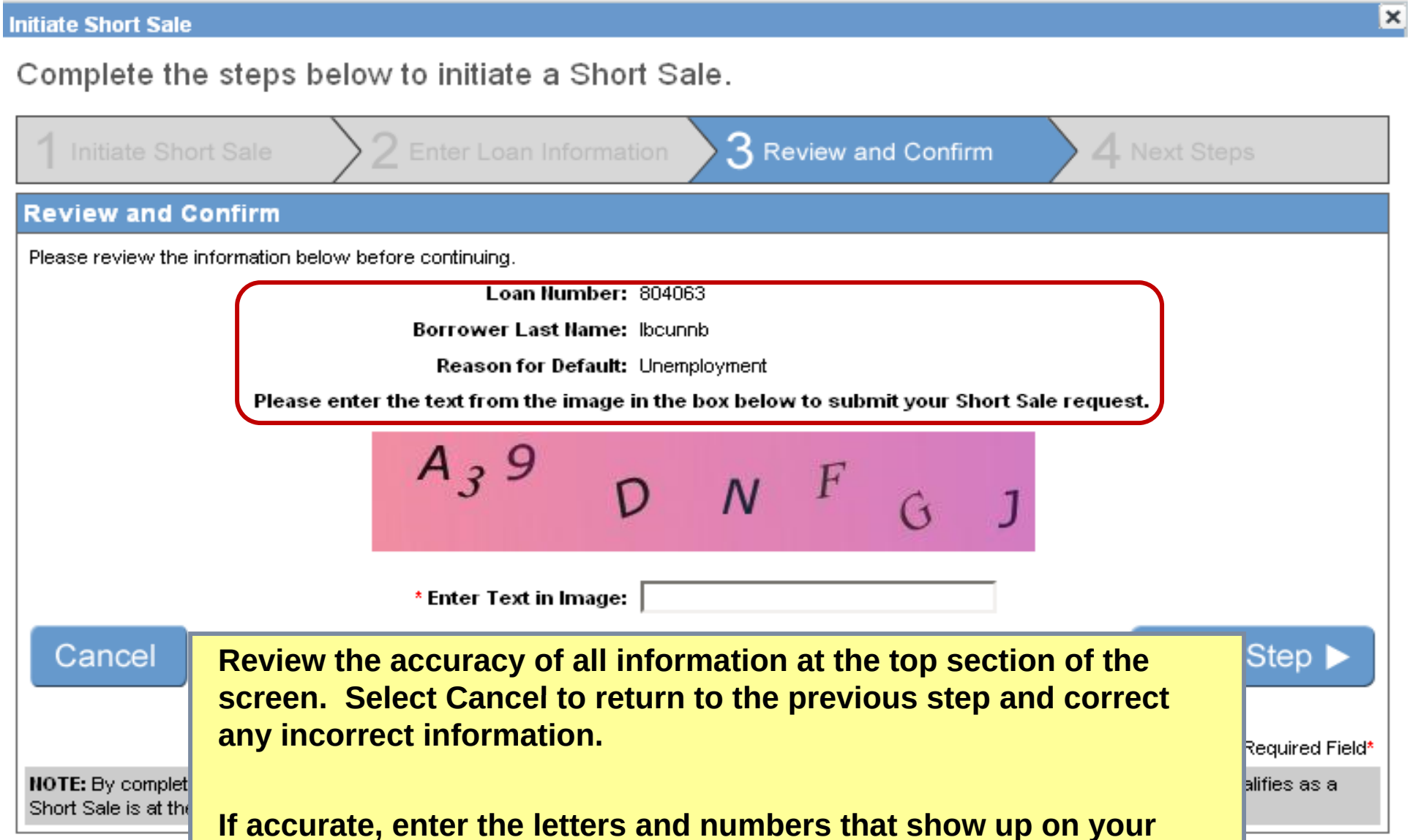
Enter the loan information requested and then click Next Step.

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.

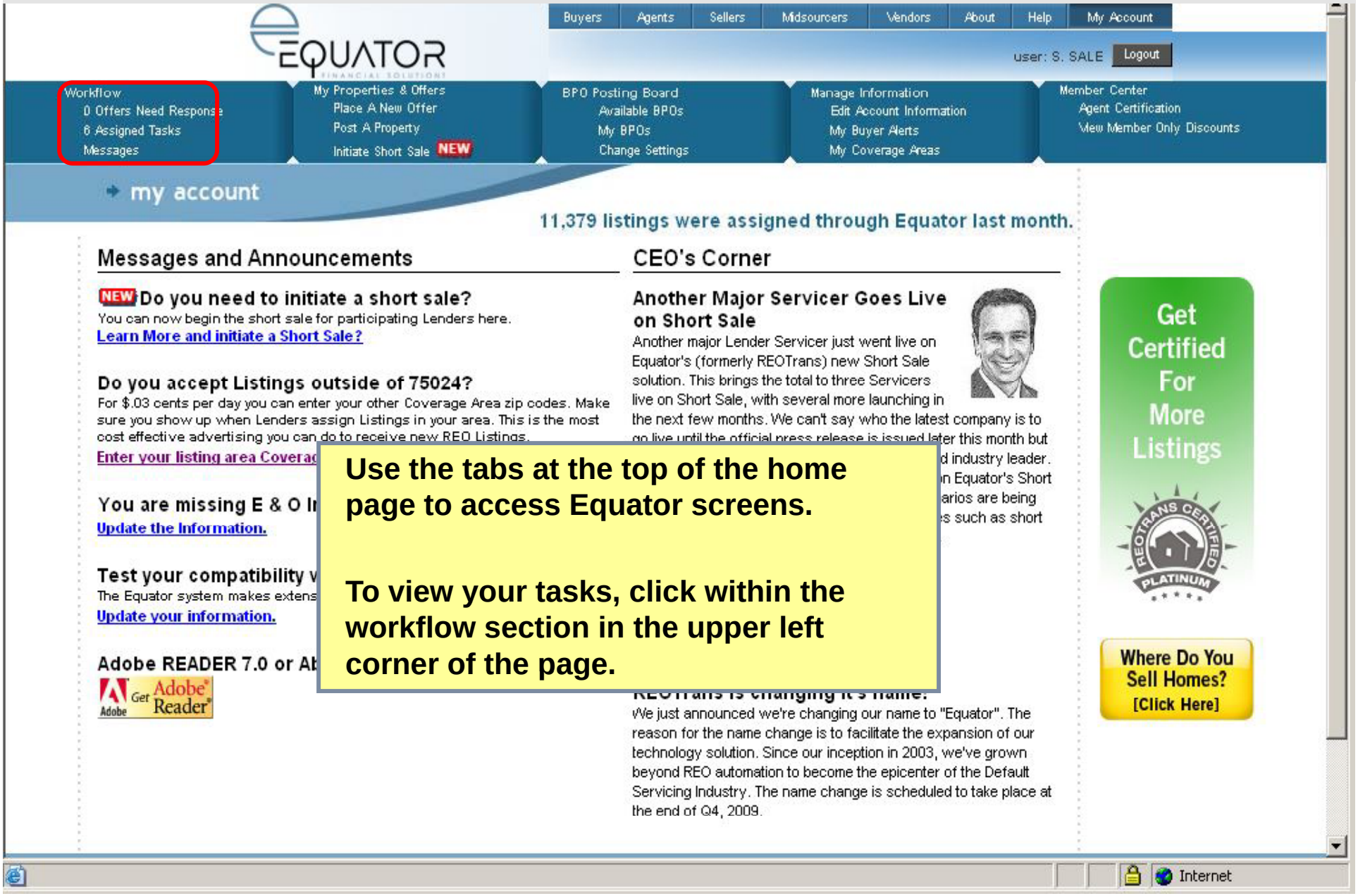
Initiating



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.

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.

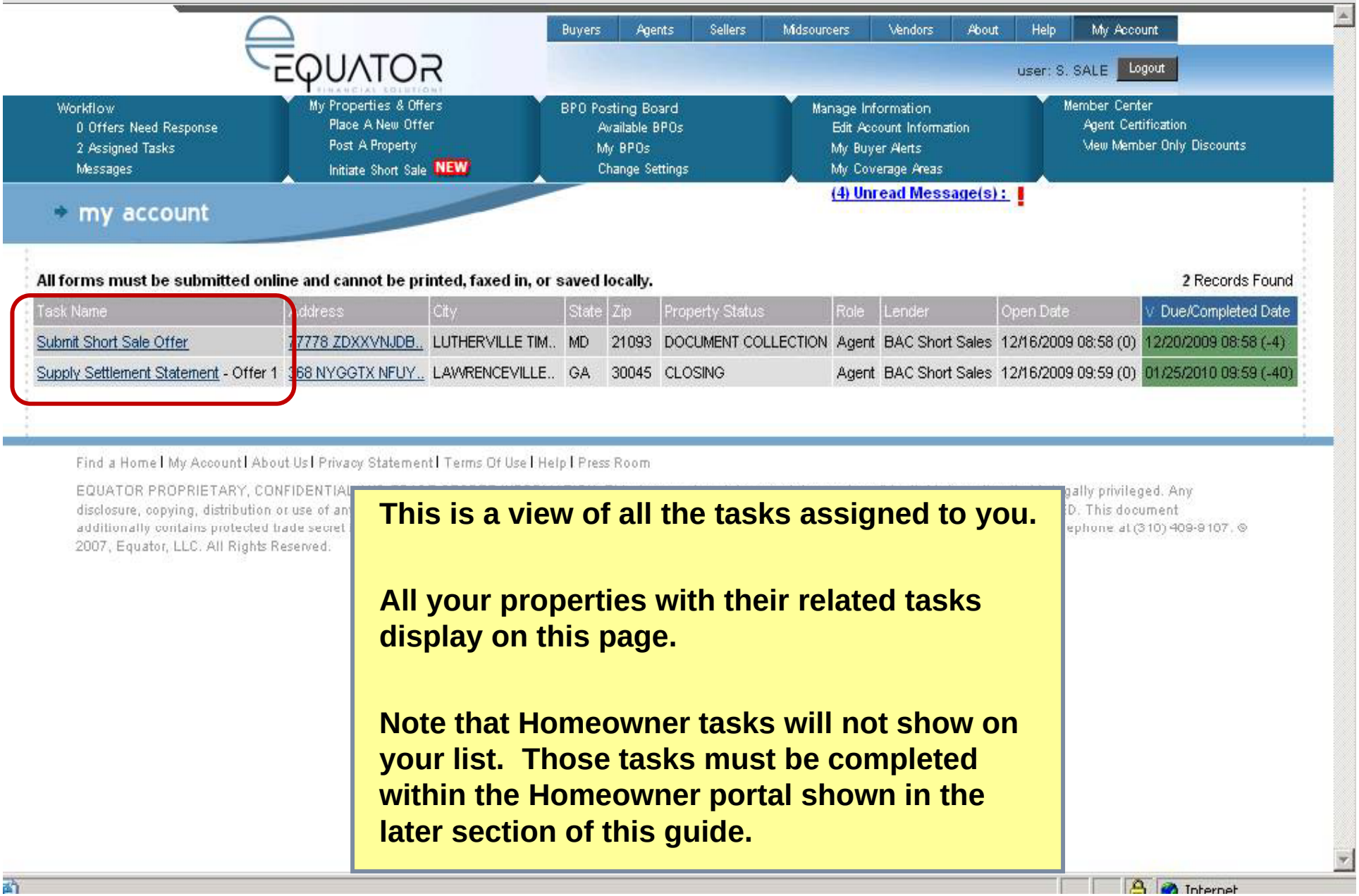
Tasks



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.

Tasks

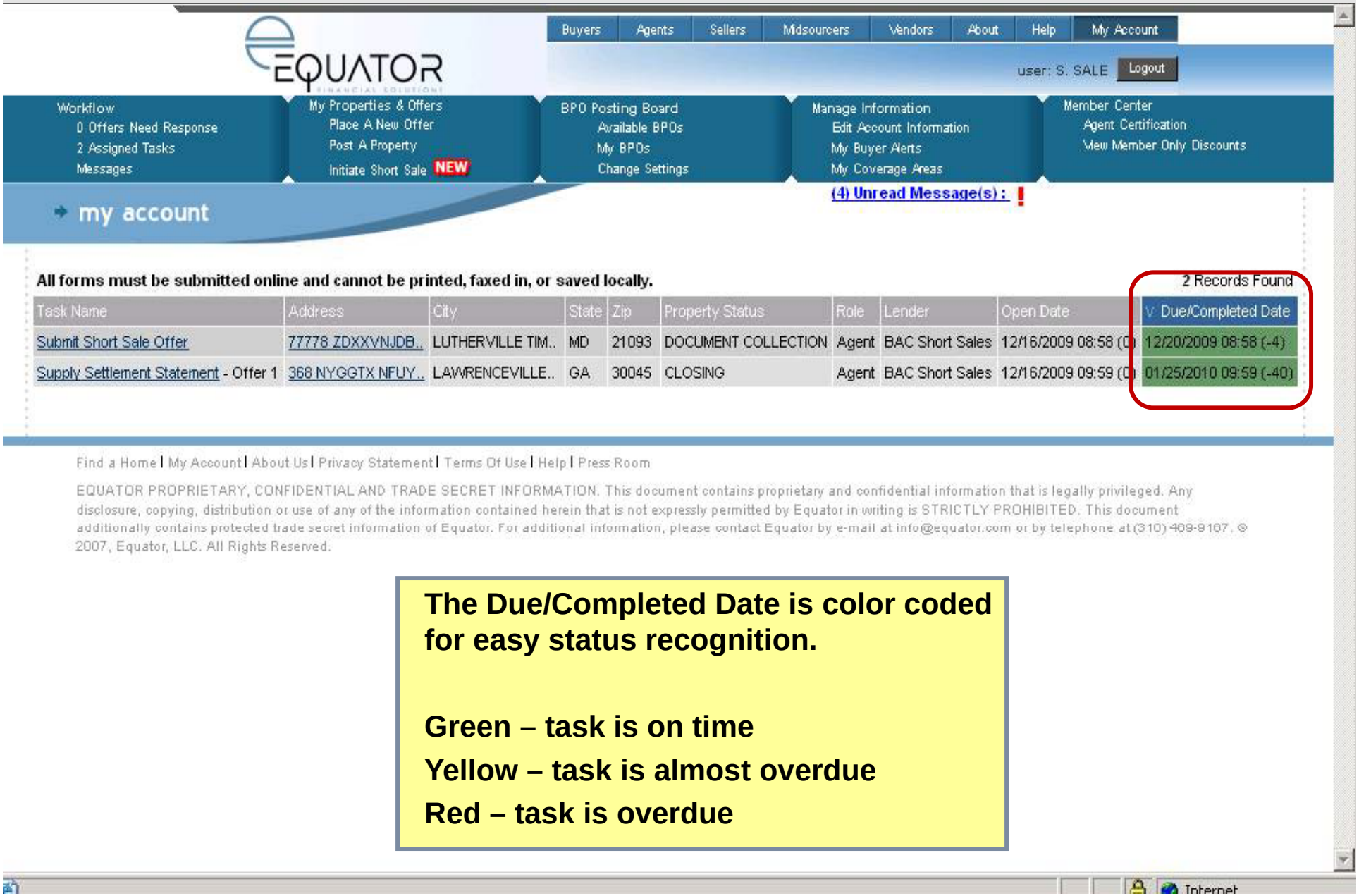


This is a view of all the tasks assigned to you.

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.

Tasks



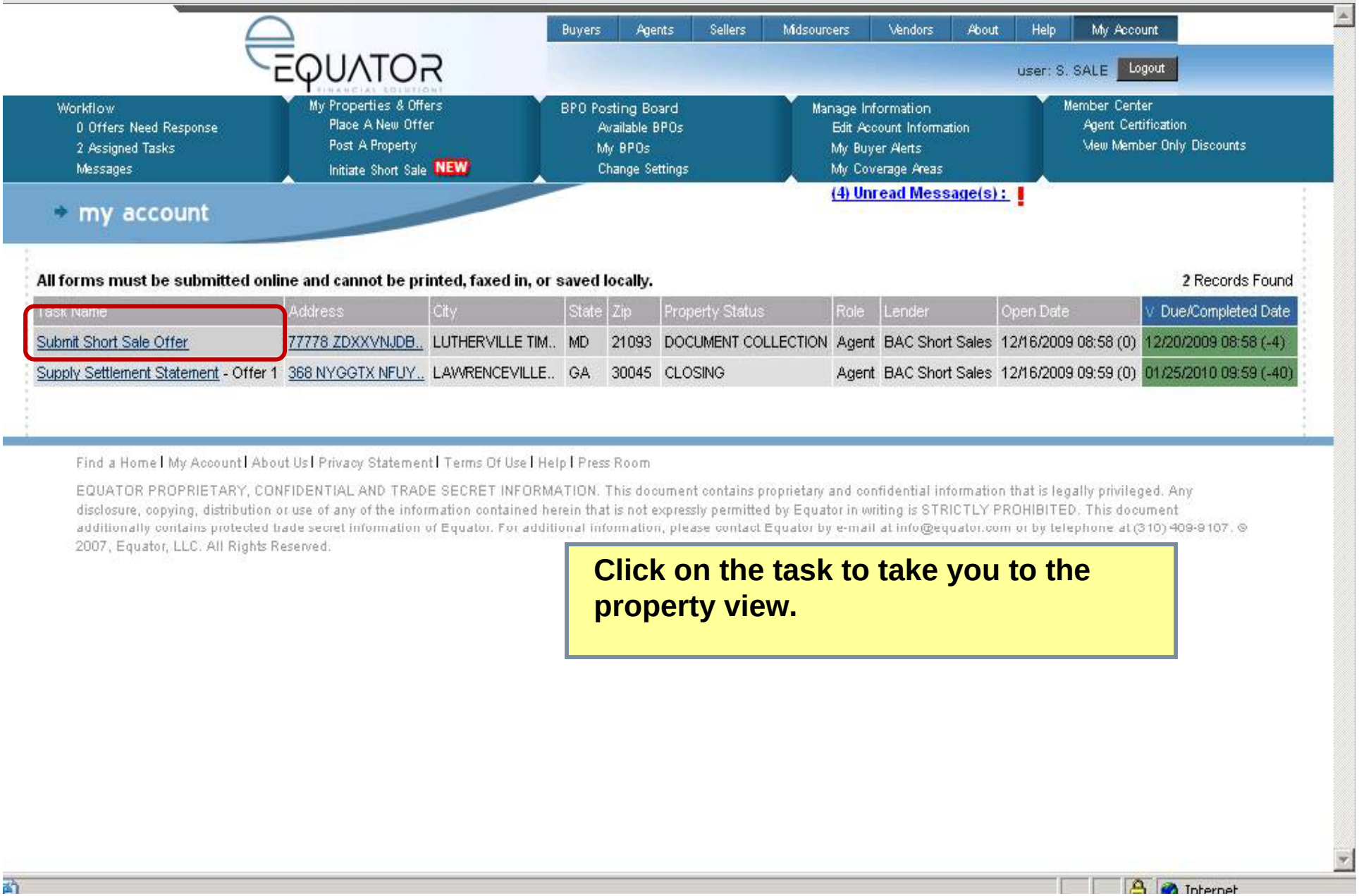
The Due/Completed Date is color coded for easy status recognition.

Green – task is on time

Yellow – task is almost overdue

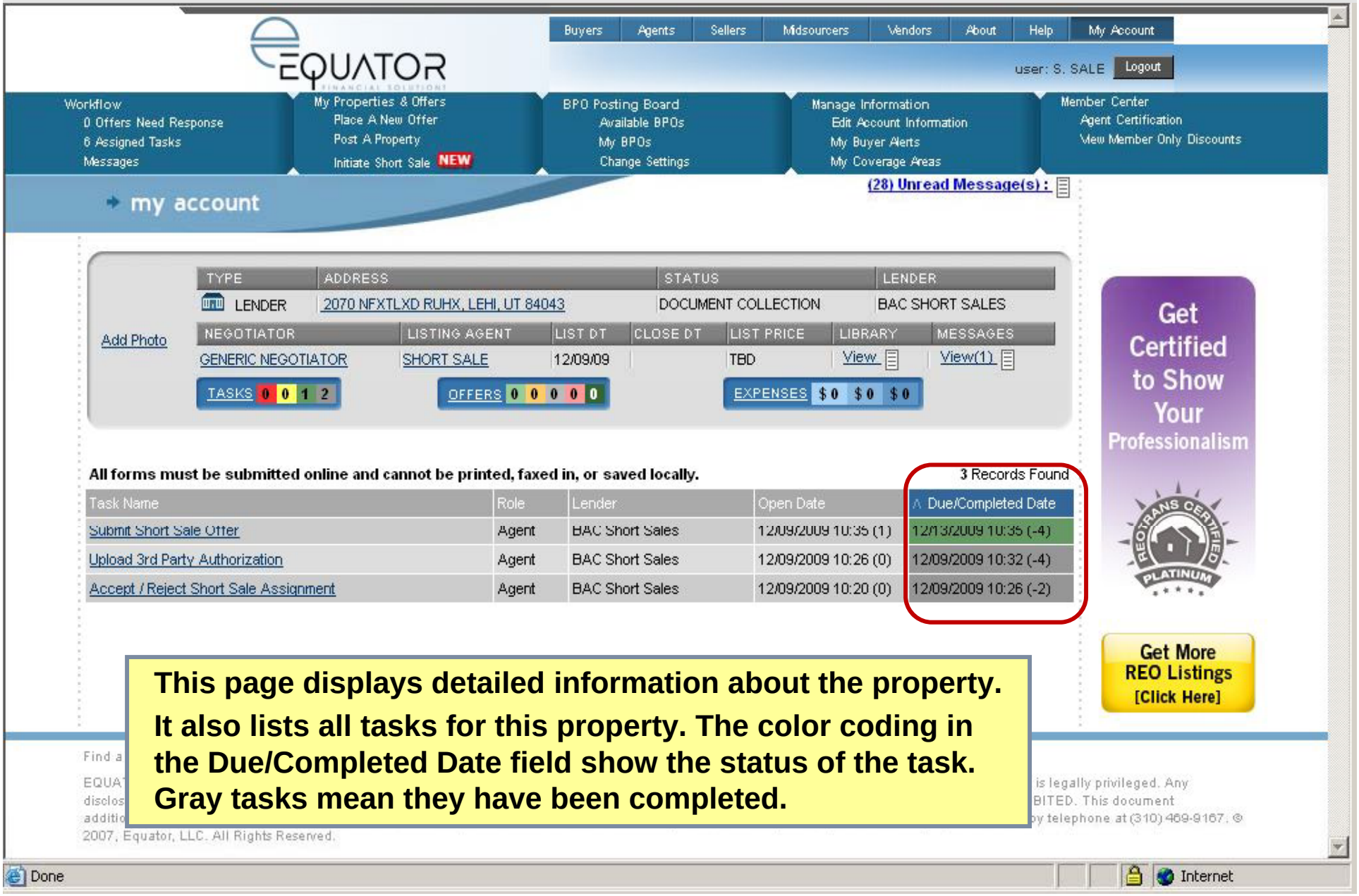
Red – task is overdue

Tasks



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

Property View



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.

Document Upload

EQUATOR

user: S. SALE20 Logout

Workflow
1 Offer Needs Response
146 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

(580) Unread Message(s) :

TYPE	ADDRESS	STATUS	LENDER
LENDER	75600 CYDBVY JUBVLX GDBHX #370, MARINA DEL REY, CA 90292	DOCUMENT COLLECTION	BAC SHORT SALES

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 0 0 1 0 OFFERS 0 0 0 0 0 EXPENSES $0 $0 $0

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 .

0 files have been uploaded, 1 more required.

One upload at a time: C:\Documents and Setti Browse... Description: 3rd Party Authorization Upload

For multiple documents try our **Bulk File Uploader** (Requires Adobe Flash 9 or higher)

Comments
Optionally enter a detailed message of up to 1000 characters.

1000 cha

Save and Complete Later Save and Submit Now

Short Sales
Initiate Online
[Click Here]

Get Certified and Stand Above the Crowd

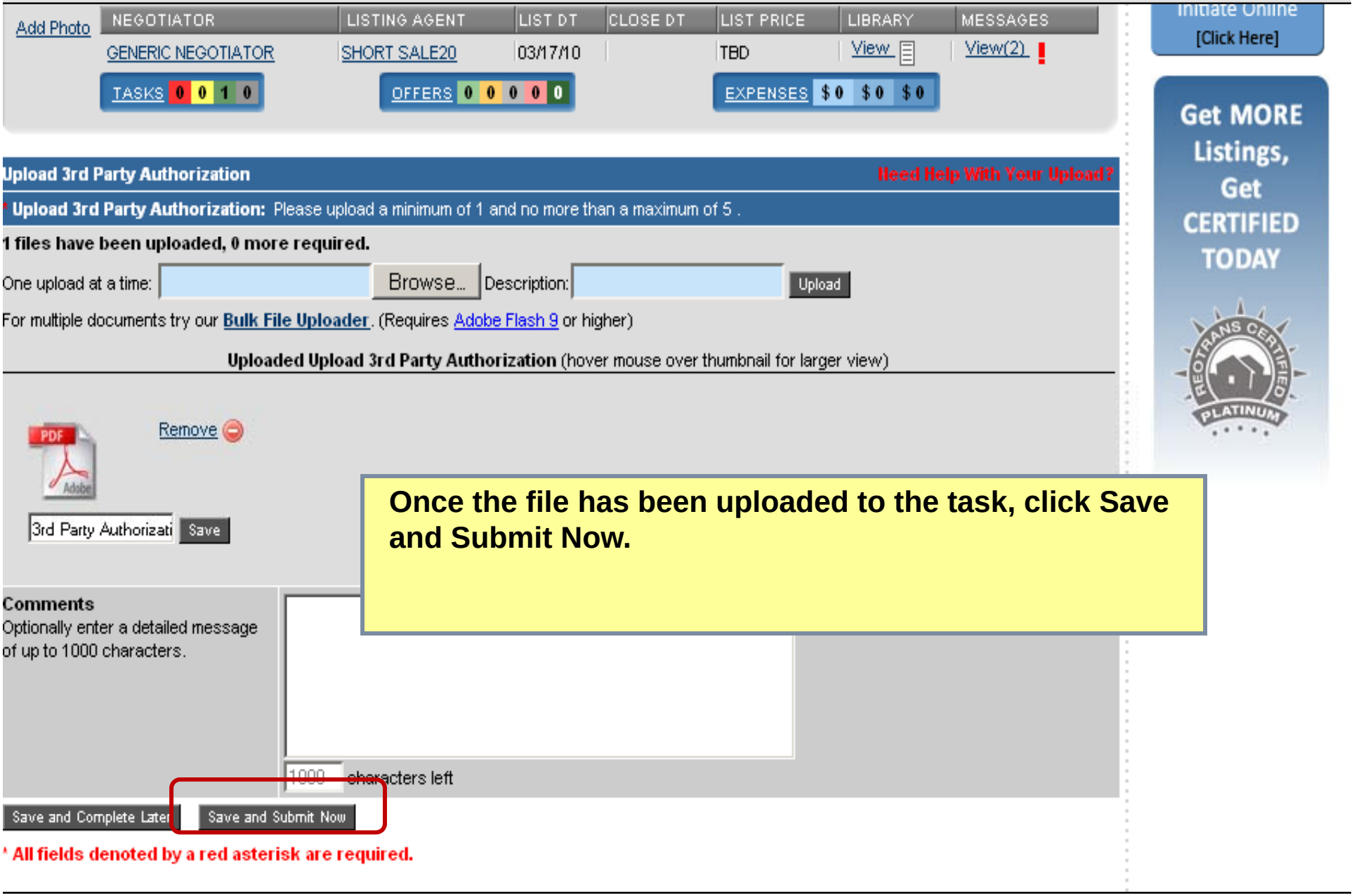
REOTRANS CERTIFIED PLATINUM

Where Do You Think REOs Are?
[Click Here]

This is the view if you select the task *Upload 3rd Party Authorization* .

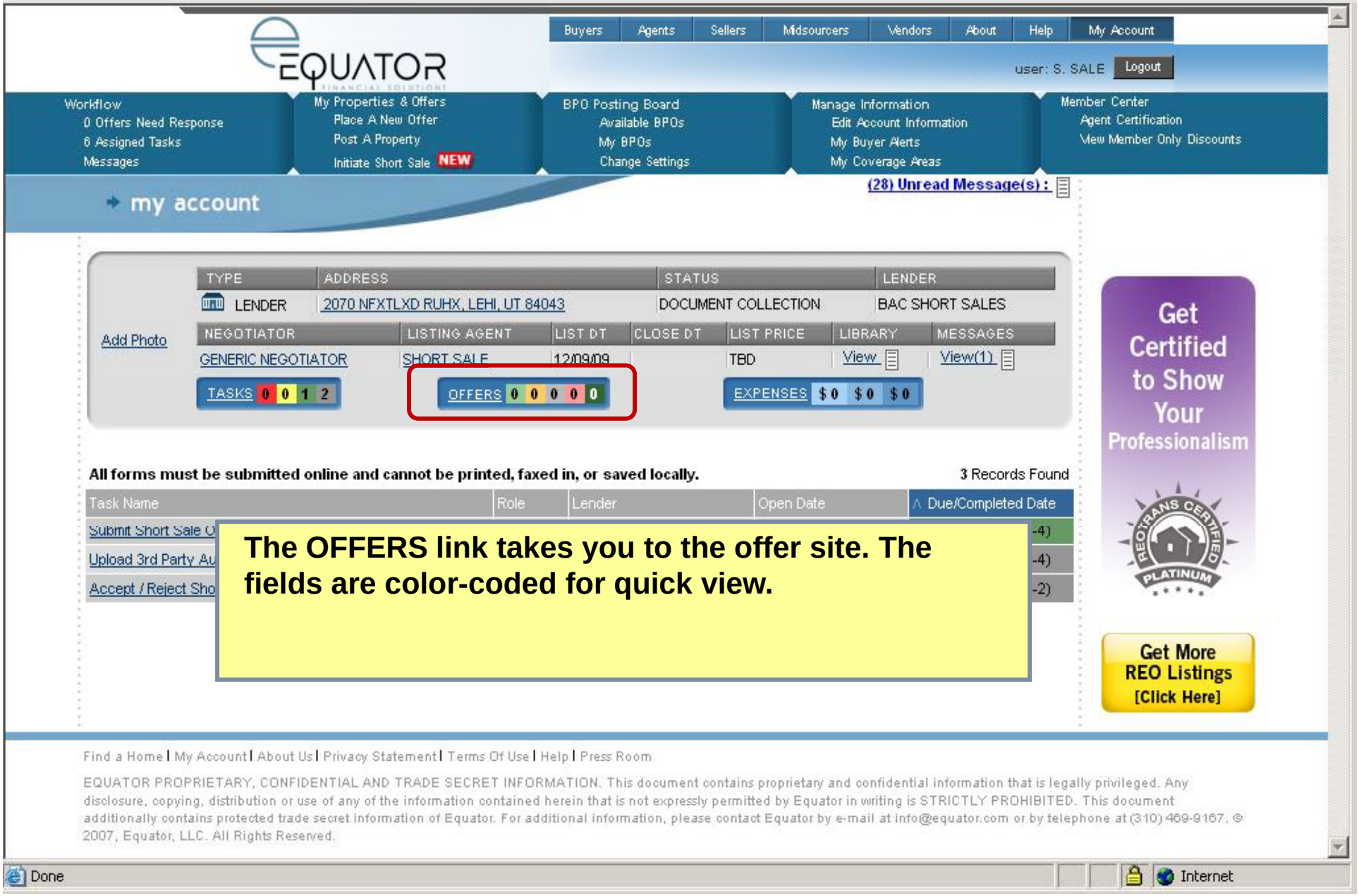
Select Browse to search your computer files to find the file you want to upload. Type in a description. Then click Upload.

Document Upload



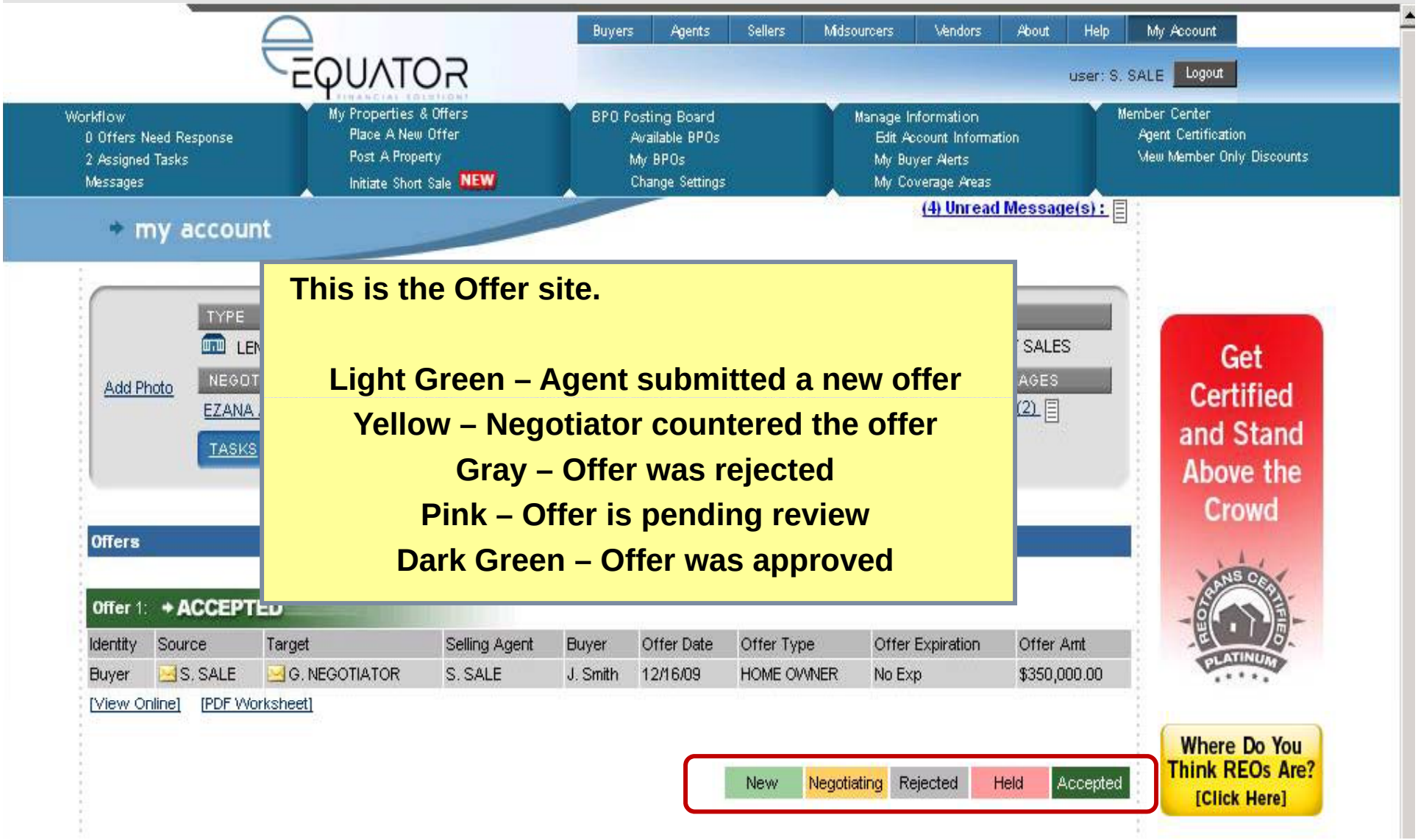
Once the file has been uploaded to the task, click Save and Submit Now.

Property View



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

Offer Site



This is the Offer site.

Light Green – Agent submitted a new offer

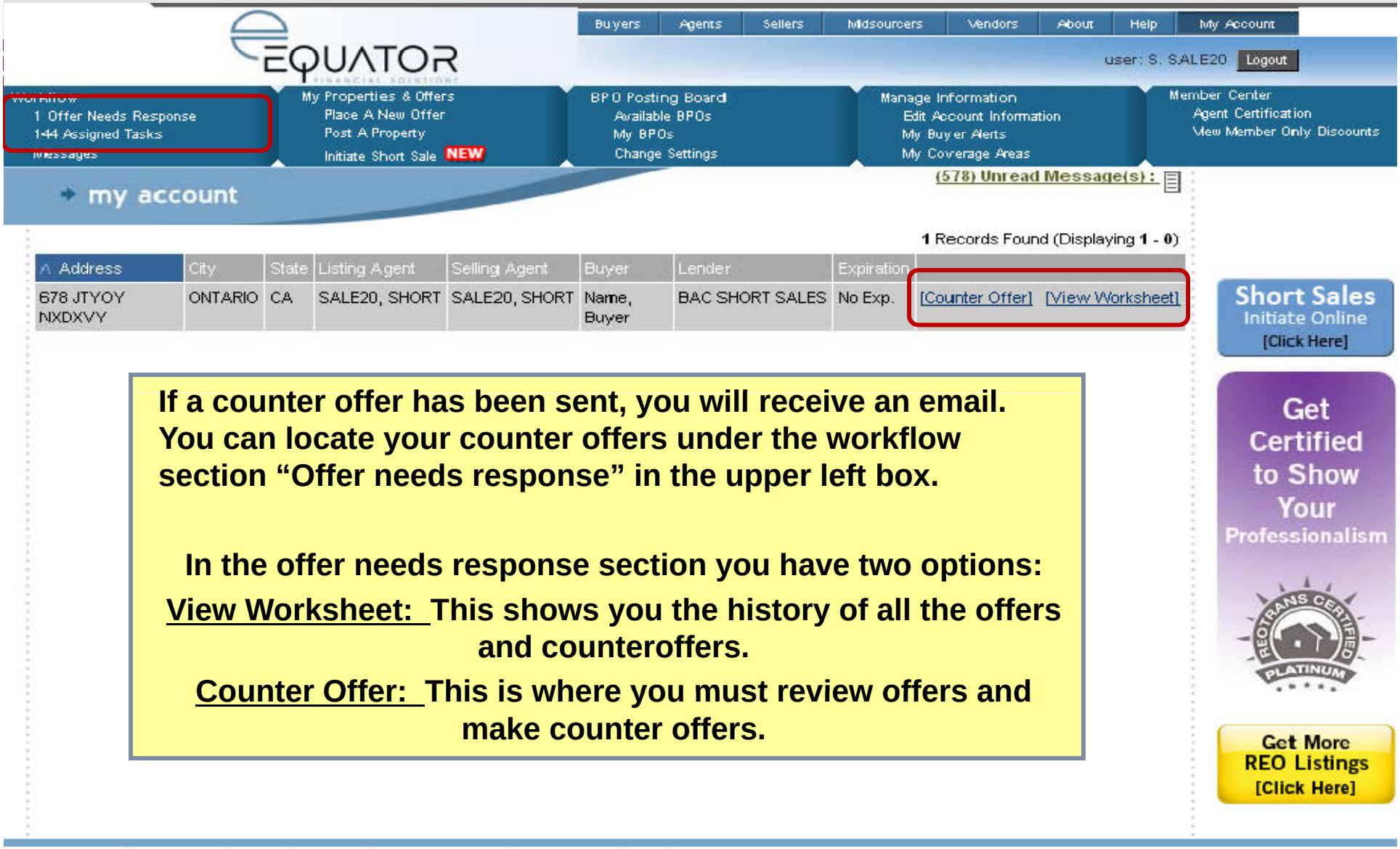
Yellow – Negotiator countered the offer

Gray – Offer was rejected

Pink – Offer is pending review

Dark Green – Offer was approved

Offer Messaging



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:

<u>View Worksheet:</u> This shows you the history of all the offers and counteroffers.

<u>Counter Offer:</u> This is where you must review offers and make counter offers.

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

Add Photo

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 0 0 0 5 | OFFERS 1 0 0 0 0 | EXPENSES $0 $0 $0

View All Offers on 678 JTYOY NXDXVY > Offer 1

Offer 1: NEW

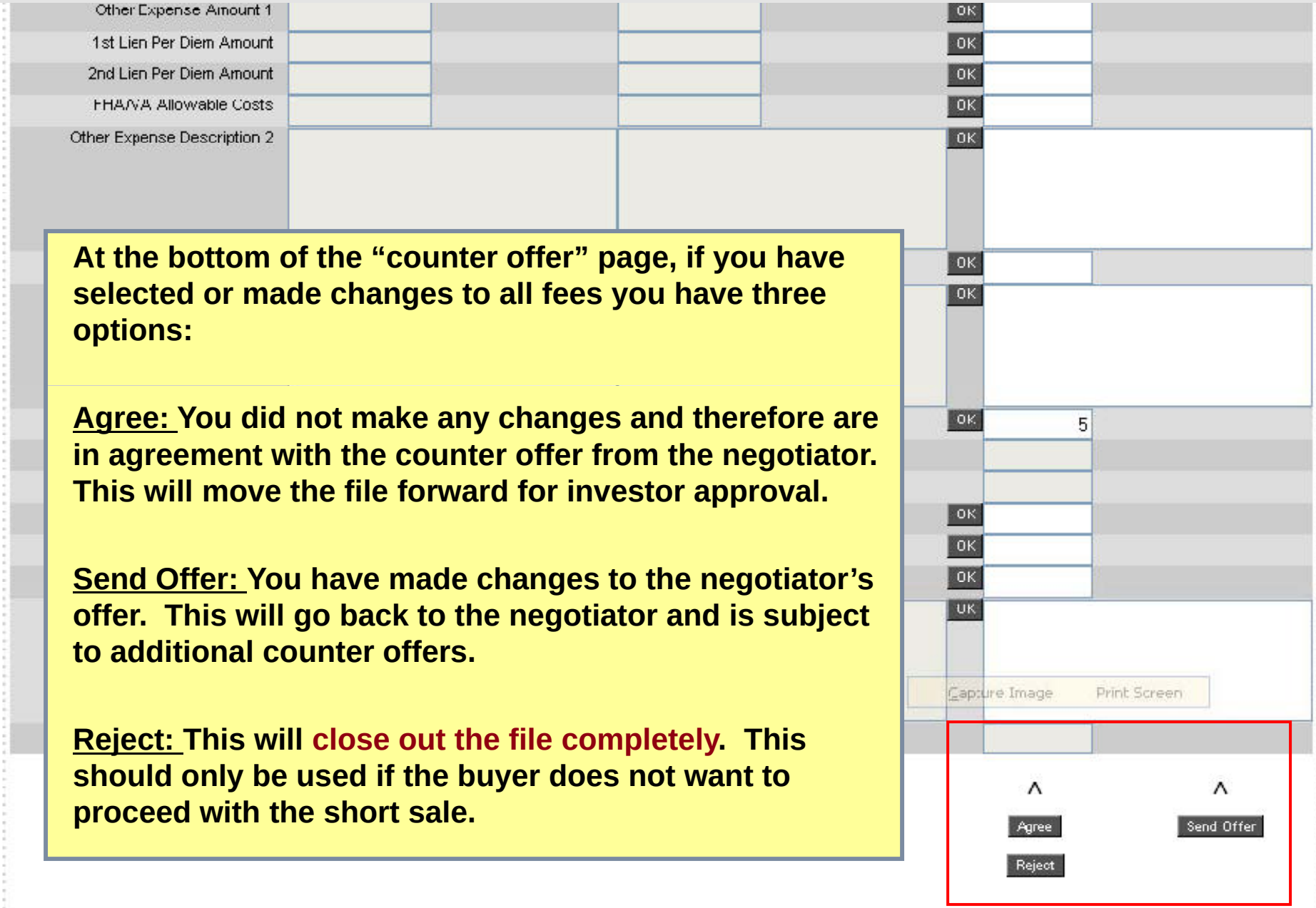
Source	Target	Selling Agent	Buyer	Offer Date	Expiration Date	Offer Amt
S. SALE20	G. NEGOTIATOR	S. SALE20	B. Name	03/11/10	No Exp	$175,000.00
C. WHITFIELD	S. SALE20	S. SALE20	B. Name	03/12/10	No Exp	$175,000.00

Capture Image Print Screen

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		
			OK		
			OK		
			OK		
Pest/Termite Repair (Sect. 1)			OK		
* Listing Date	02 02 2010	02 02 2010	OK		02/02/2010

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.

Counter Offers



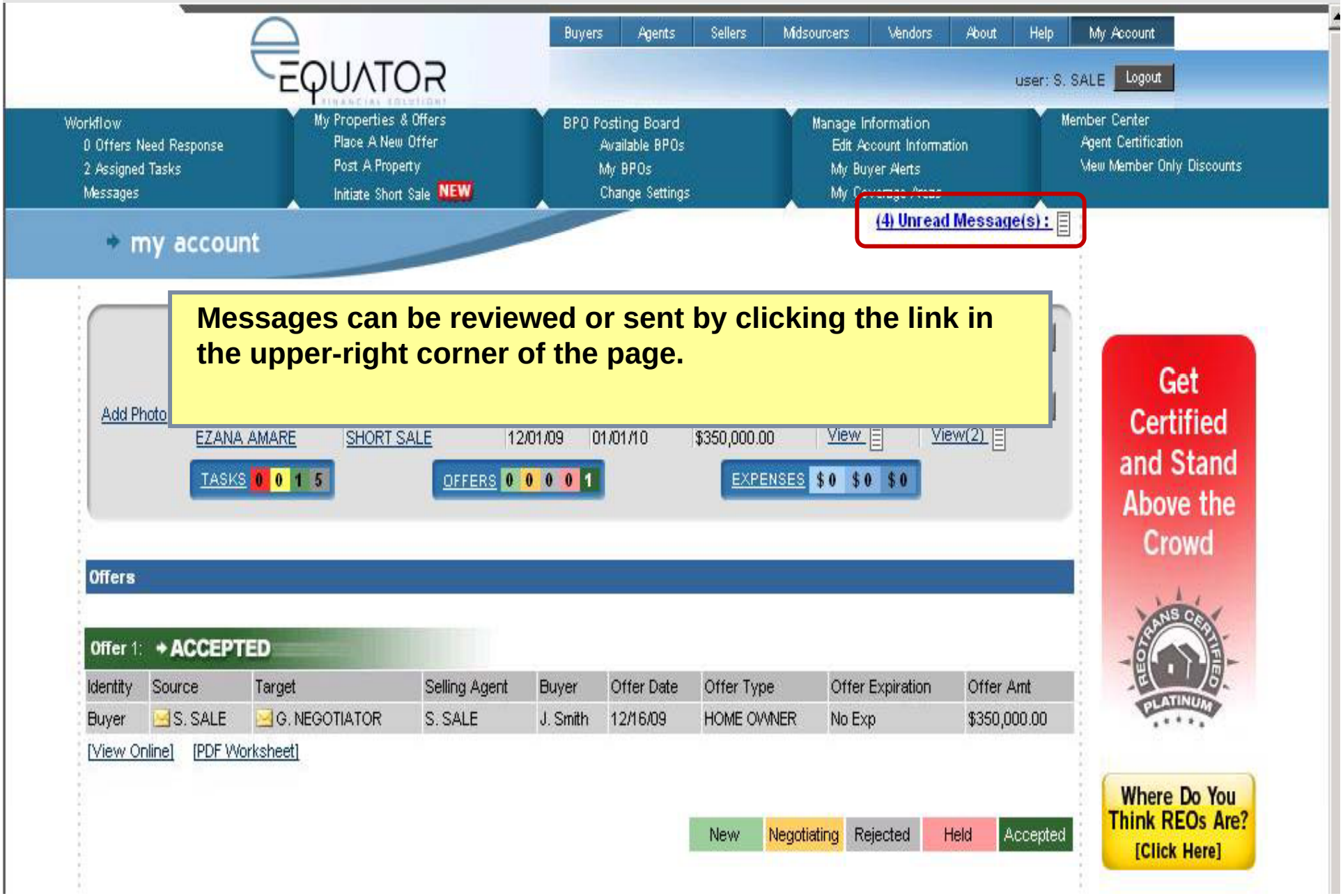
At the bottom of the "counter offer" page, if you have selected or made changes to all fees you have three options:

<u>Agree:</u> 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.

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

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

Messaging



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

Messaging

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

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

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 inquires 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

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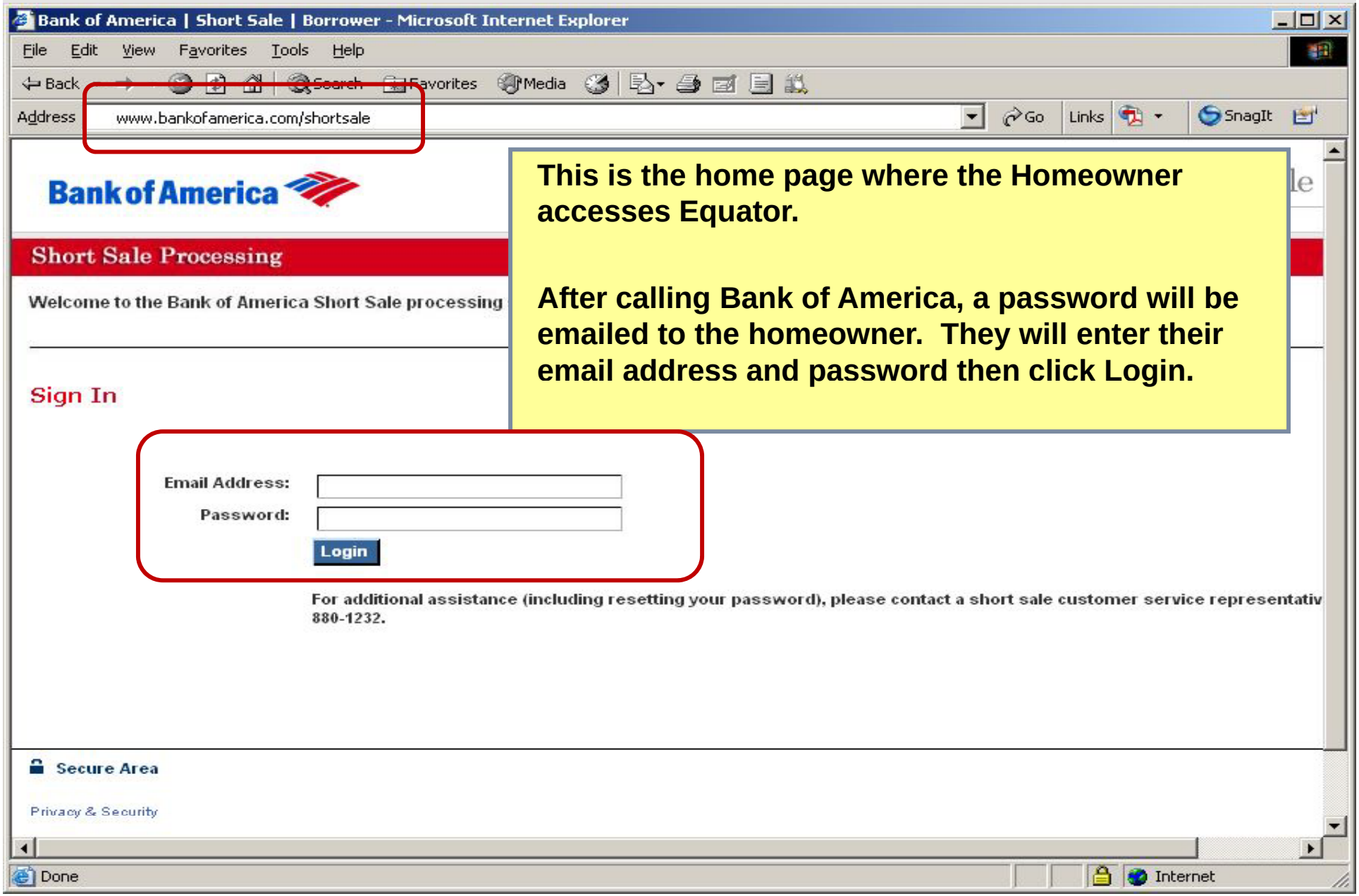
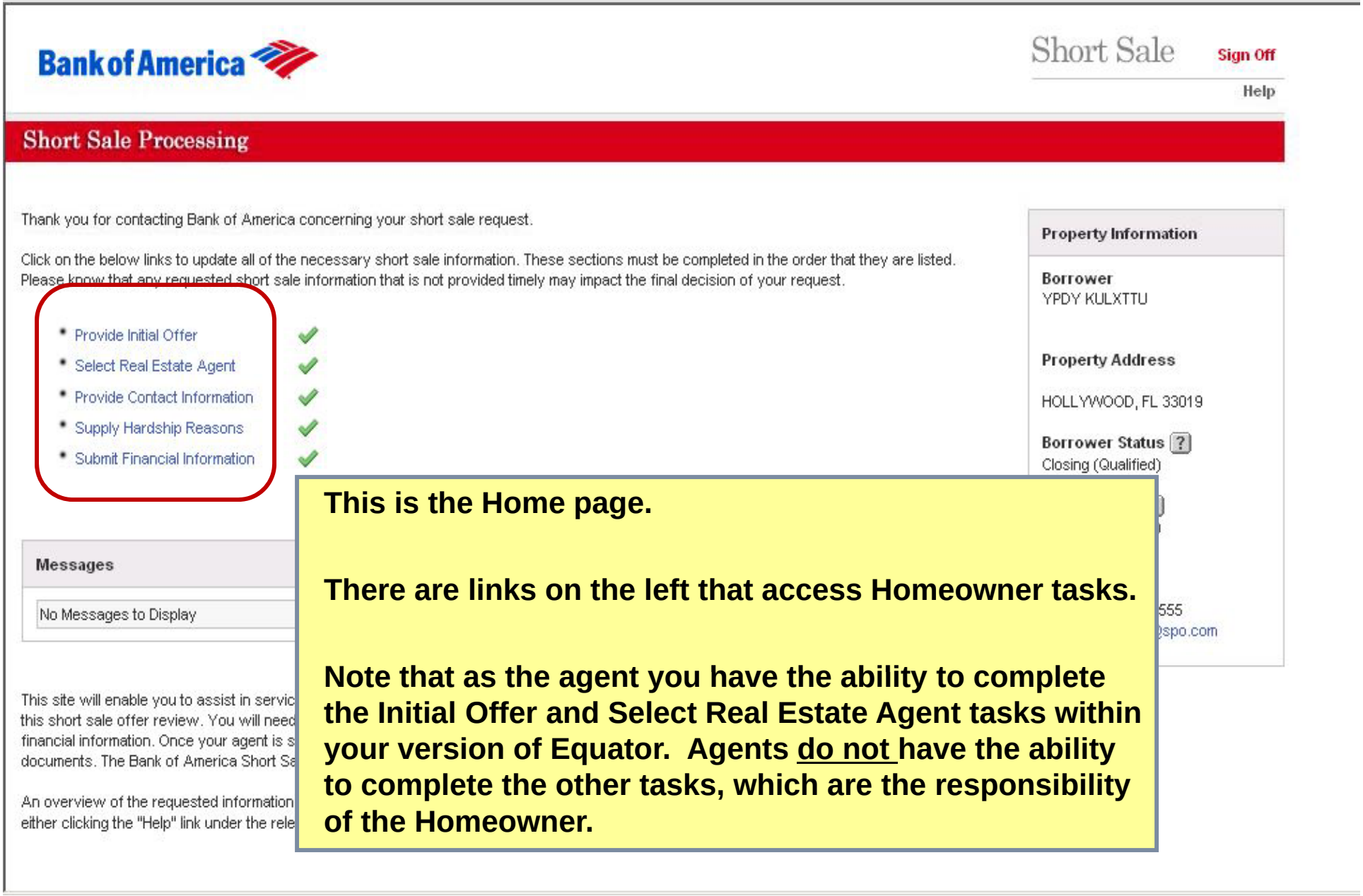
Homeowner Portal



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.

Homeowner Portal



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 <u>do not</u> have the ability to complete the other tasks, which are the responsibility of the Homeowner.

Homeowner Portal

Bank of America

Short Sale Sign Off

Help

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 ✓

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

Messages Help ?

No Messages to Display

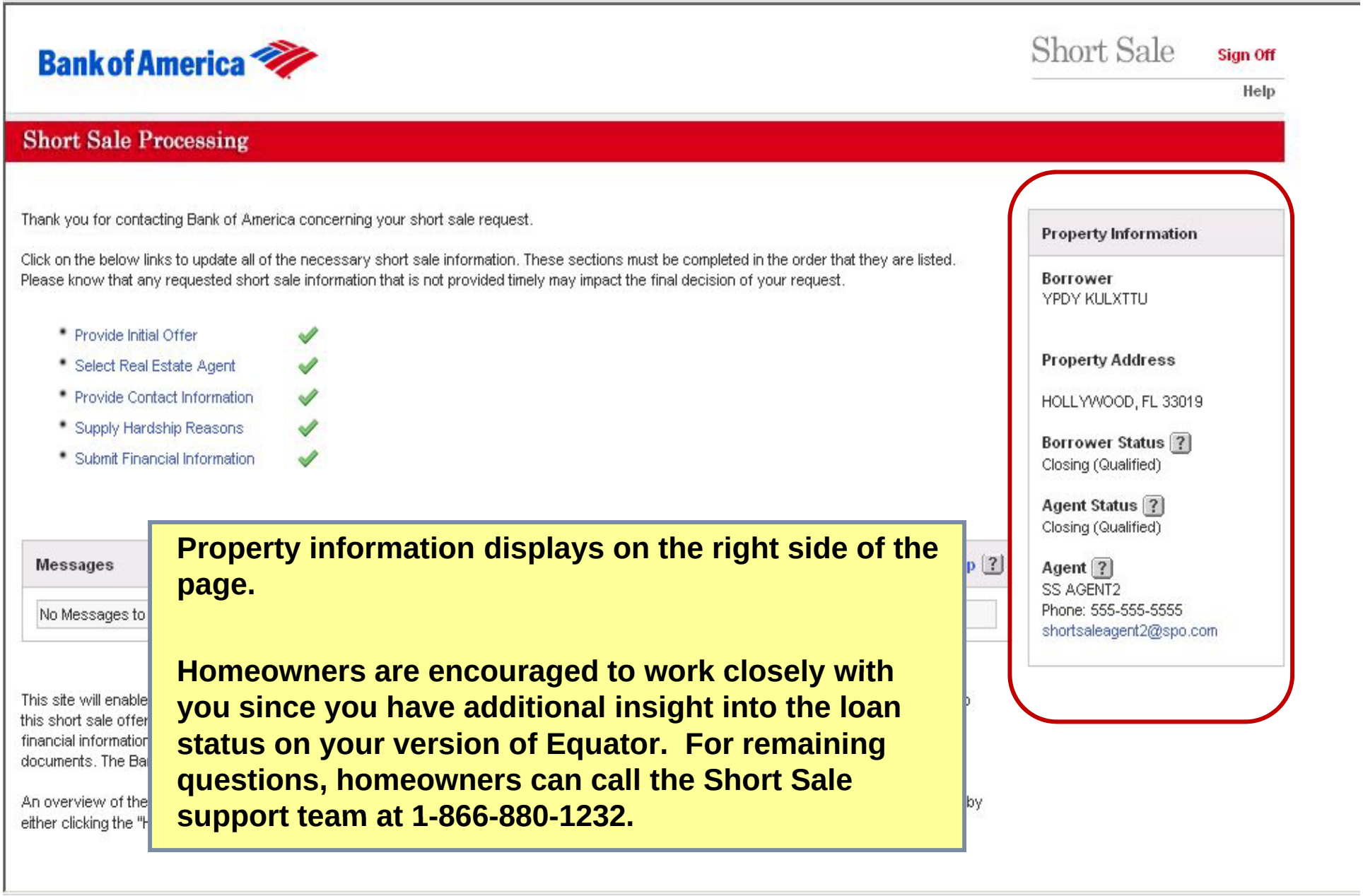
This site will enable you to assis related to
this short sale offer review. Yo e your
financial information. Once your orting
documents. The Bank of Americ line.

An overview of the requested i available by
either clicking the "Help" link unc

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.

Homeowner Portal



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.

Bank of America Home Loans