

Short Sales Initiated with an Offer[♦]

Quick Reference Guide for Real Estate Professionals

Bank of America  Home Loans

Use this guide to initiate a short sale after your client has received an offer. Time frames for each step will vary based upon your response times, the quality of documents submitted and investor requirements. **Note: Bank of America requires all real estate agents to be licensed. All buyers are subject to an arm's-length review.**

Visit our Agent Resource Center for tools, tips and more:
bankofamerica.com/shortsaleagent

Access the Equator short sale processing system at agent.equator.com

Short Sale Customer/Agent Care
1.866.880.1232

8 a.m. to 10 p.m. Eastern, Monday to Friday
9 a.m. to 5:30 p.m. Eastern, Saturday

Equator Timeline and Steps for Short Sales Initiated with an Offer

	Initiation	Document Collection/Valuations	Offer Analysis	Closing
Key Steps for Agents	<ul style="list-style-type: none"> Create a free account at agent.equator.com Initiate the short sale and upload: <ul style="list-style-type: none"> Signed Purchase Contract with Bank of America Buyer's Acknowledgment and Disclosure form Bank of America Short Sale Purchase Contract Addendum & Real Estate Licensee Certification Estimated HUD-1 (prorated for 60 days) IRS Form 4506-T Bank of America Third-Party Authorization Form All documents must be submitted for your short sale to progress. Begin negotiating any second liens not serviced by Bank of America 	<ul style="list-style-type: none"> Complete the following tasks: <ul style="list-style-type: none"> Submit Short Sale Offer (submit the buyer's highest and best offer) Home Owner's Document Collection Financial Information Coordinate access to the property, if needed <p>Agent will be notified if the homeowner is eligible for Home Affordable Foreclosure Alternatives (HAFA) program participation.</p>	<ul style="list-style-type: none"> View the Offer Worksheet Respond to counter offers before the expiration date (3 days) Update closing date each time a counter offer is submitted Communicate any stipulations or changes, if needed, to seller/buyer's agent 	<ul style="list-style-type: none"> Complete the following tasks: <ul style="list-style-type: none"> Is Closing on Schedule? Upload Preliminary Closing HUD Upload Final Certified Docs <p>Once you have uploaded the final certified documents, your tasks are complete.</p>
Key Steps for Bank of America	<ul style="list-style-type: none"> Assign a short sale specialist Review initiation documents Review homeowner for all eligible short sale programs 	<ul style="list-style-type: none"> Determine and communicate required homeowner documents Verify homeowner documents have been received within 10 days of Initiation Determine the fair market value of the property Review loan status and payoff information <p>Homeowners' documents will be reviewed upon task completion and must be accepted along with the valuation before the short sale can progress.</p>	<ul style="list-style-type: none"> Analyze collected information and negotiate offer to be presented to investors Submit offer to mortgage insurers and investor(s), as needed Receive approval, decline, or renegotiate stipulations from investor(s) Notify agent and seller of final decision from investor(s) Issue approval letter 	<ul style="list-style-type: none"> Assign a closing officer Work with agent and title company to ensure sale closes by date indicated in approval letter
Status in Equator	Initiation	Document Collection/Valuations	Offer Analysis	Closing Close of Escrow Short Sale Complete
Equator Status Notification	<ul style="list-style-type: none"> Reviewing initiation documents 	<ul style="list-style-type: none"> Notification upon acceptance of initiation documents Notification when valuation is complete 	<ul style="list-style-type: none"> Notification when Offer Analysis is complete and offer is ready for review by investor(s) Notification if the decision is taking longer than expected 	
Typical Time Frame*	1 – 5 days	Up to 14 days	Up to 30 days	Up to 45 days

*Time frames depend on agent, homeowner and investor(s) completing each task promptly.

♦Note: This guide is not applicable to HAFA, FHA or VA short sales. To initiate an FHA or VA short sale, contact **Short Sale Customer/Agent Care** at **1.866.880.1232**. Short sales initiated with an offer will be evaluated to determine if the homeowner is eligible to be reviewed for HAFA participation. If eligible, the homeowner will need to call Customer Care to discuss the program.

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Agent Checklist

Agent-Assigned Tasks

This section details the tasks agents will complete in Equator during the Initiation and Document Collection/Valuations steps. To expedite the process, please complete tasks promptly and ensure information is accurate and complete.

1. Required Initiation Documents

- ☐ Signed Purchase Contract with Bank of America Buyer's Acknowledgment and Disclosure form
- ☐ Bank of America Short Sale Purchase Contract Addendum & Real Estate Licensee Certification
- ☐ Estimated HUD-1 (prorated for 60 days)
- ☐ IRS Form 4506-T
- ☐ Bank of America Third-Party Authorization Form

2. Submit Short Sale Offer (Fill out the Offer Worksheet using a HUD-1 prorated for at least 60 days.) To avoid delays, always submit your **highest** and **best** offer. Complete all steps of this task, including:

- ☐ Agency
- ☐ Buyer
- ☐ Financing
- ☐ Offer (price, fees, closing costs and expected closing date)

3. Homeowner's Document Collection and Financial Information Tasks

(Required for each borrower on the loan.)

Your short sale specialist will contact you for homeowner documentation and information required by the investor(s). Work with the homeowner to upload all required documents to the Equator task within 10 days of receiving the task.

Homeowners may choose to submit documents on their own. In this case, direct them to Customer Care/Agent Care at **1.866.880.1232**, where they will be given access to the homeowner portal.

Most commonly required documents include:

- ☐ Two most recent months' bank statements for each borrower
- ☐ Two most recent pay stubs (or income/expense reports, if self-employed) for each borrower
- ☐ Signed hardship letter

Note: Additional documentation, such as a promissory note or arm's-length affidavit, may be required by the investor.

Education and Resources

Bank of America offers online education and resources to help agents achieve a smoother short sale process. As a real estate professional, you can visit the Agent Resource Center at bankofamerica.com/shortsaleagent to access this information and more:

- **Education Library** – Short sale guides and webinar replays
- **What's New** – The latest news, updates and improvements; stay informed with an email subscription
- **Events** – Upcoming seminars and webinars
- **Forms** – Commonly used forms


Homeowners can access resources to help them transition out of their home by visiting bankofamerica.com/hometransition.

Personal Support from a Dedicated Team

To receive timely responses to your questions, please contact team members **in this order**:

- 1. Your short sale specialist:** Send a message via Equator by selecting **Negotiator** or **Closing Officer** in the **To** field and providing details of your issue. You should receive a response within two business days. If there's been no answer after that time, you may contact the team lead.
- 2. The short sale team lead:** Send a message via Equator to explain your issue. You can select **Team Lead** from the drop-down menu in the **To** field when composing an Equator message. Allow two business days for a response. If you still do not have an answer, you may call Short Sale Customer Care.
- 3. Short Sale Customer/Agent Care:** Call **1.866.880.1232** to explain your issue. Short Sale Customer Care is available Monday through Friday, 8 a.m. to 10 p.m. Eastern and Saturday, 9 a.m. to 5:30 p.m. For urgent issues, Customer Care should always be your first point of contact.

During the short sale process, loan servicing may be transferred to a different loan servicer. Servicing refers to collecting principal, interest, and escrow payments, if any, as well as sending monthly or annual statements, tracking account balances, and handling other aspects of the loan. We may assign, sell, or transfer the servicing of a loan at any point while the loan is outstanding. Your client will be given advance notice before a transfer occurs. Depending on the status of the short sale when the servicing of a loan is transferred, the new servicer may not be required to accept the terms and conditions of a short sale.

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