

**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.

**Short Sale Overview:** The Short Sale Specialist assigned will work directly with the listing agent to answer questions and move the decision or transaction to conclusion. Most issues can be resolved by your assigned short sale specialist, the realtor assistance desk is for unique situations.

First the listing agent has created an account at Equator.com and submitted a property for short sale consideration. Nationstar will assign a Short Sale Specialist and begin document collection, which includes a property evaluation. Once all the required documents and Value are back the negotiations will begin. Once the required value is met the loan will be reviewed for approval.

**Nationstar asks that you Contact and work with the assigned Short Sale Specialist Directly. If an issue exists after working with the Assigned Short Sale Specialist the following process will occur:**

**Step 1:** Agent completes and emails the provided Escalation form describing the issue to [RealtorAssistance@nationstarmail.com](mailto:RealtorAssistance@nationstarmail.com) or call 1-877-343-6386

**Step 2:** An Escalation Resolution Specialist will acknowledge receipt of escalation and begin researching the issue.

**Step 3:** Once the research is completed the resolution will be communicated.

***Please allow 2 business days for a resolution. For time sensitive issue please contact the Short Sale specialist's manager.***

#### **Important note:**

Ensuring all listing agent tasks are complete and all requested documents are uploaded into Equator will expedite processing. 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 website 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 be addressed by the assigned Short Sale Specialist or Manager:**

- Status updates
- Value disputes
- Approval decision
- Missing documents