

Short Sale Frequently Asked Questions

General Questions

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- What other foreclosure prevention options are available for consideration if a short sale is not practical?

Equator FAQ

- What is Equator and how do I start the process?
- How do I initiate a short sale in Equator?

Short Sale Frequently Asked Questions

General Questions

Q: What are your hours of operation?

A: Hours of Operation* are as follows:

Short Sale Department: Mon-Thurs 8:00 AM – 7:00 PM, Fri 8:00 AM – 5:00 PM Central Time

Realtor Assistance Desk: Mon-Fri 8:00 AM – 5:00 PM Central Time

Equator Support: Mon-Fri 5:00 AM – 5:00 PM, Sat 8:00 AM – 5:00 PM Pacific Time

**Nationstar is closed on national holidays*

Q: Is an offer required to initiate the property in Equator?

A: No. An offer is not required to initiate the process in Equator. The benefits of initiating before are:

- Value will be determined before any offers are received.
- Nationstar will review the marketing and listing information and advise what options are available to assist in gaining a potential offer.
- All documents will be out of the way so the negotiations can start right away.

Q: What is the Realtor Assistance Desk?

A: The Realtor Assistance Desk is designed to help agents who encounter an issue while processing a short sale with Nationstar.

Q: I have an issue that I need to discuss with my Short Sale Specialist what is the best way to get in touch with them?

A: The best way to reach your assigned Short Sale Specialist is to call their direct number. The number can be easily located in Equator. If the assigned Short Sale Specialist is not available you can also contact Nationstar by calling the toll free 800#.

Toll free numbers:

<u>Non GSE</u>	
Conventional Loan	(888) 811-5281
<u>GSE</u>	
Fannie Mae	(866) 312-2432
Freddie Mac/USDA/FHA/VA	(866) 312-2432 ext. 15044

Q: Why is there more than one toll-free number and how do I know which one to call?

A: In an effort provide the quickest turn around times Short Sale Specialists have dedicated toll-free phone numbers for specific loan types. Your Short Sale Specialist should provide the appropriate phone number for each loan at time of initiation.

Short Sale Frequently Asked Questions

Q: How do I know if I need to contact Equator or Nationstar about an issue I'm encountering?

A:

- Equator can assist with any software / technical issues. These may include navigating the system, resetting user logins, workflow issues, task issues, uploading document issues, errors messages, etc.
- Nationstar can assist with questions pertaining to the short sale process such as investor guidelines, negotiations, closings, status updates or questions on an individual loan number.

Q: Why do I have to upload documents I already submitted?

A: Per investor guidelines, all income verification and hardship documentation must be as up-to-date as possible. If documents are requested from your Short Sale Specialist, it is either because Nationstar did not receive the specified document initially or because the documents need to be updated to meet investor guidelines. Failure to provide updated documentation could increase the amount of time necessary to issue an approval or could result in rejection altogether. As soon as you are aware of what documents are required please advise your clients. Timely submission of updated documents will aid in a quicker short sale process.

Q: Why is buyer financing information required?

A: Buyer financing information is required in order to ensure the buyer is qualified to purchase the property. If the buyer has already established a pre-qualified loan with another lender, please provide a pre-qualified letter stating the amount of the loan, the date that loan pre-approval expires, and that the buyer's credit report has been pulled to validate the buyer is qualified.

For cash offers please provide the buyer's proof of funds showing an amount exceeding the contract price and dated within the last 60 days.

Value Disputes

Q: How do I submit a value dispute?

A: All required documents should be submitted via Equator. Your Short Sale Specialist will begin the process of reviewing the documentation and provide an answer once the value has been assessed.

Q: What documents are needed for a value dispute?

A: Each value dispute is dependent upon each specific loan type or investor requirements. In most cases, a value dispute requires some or all of the following:

- Buyer appraisal
- Realtor BPO
- Comparable Market Analysis of sold properties- only use only sold comps - pending or active comps will not be accepted.
 - Property listing histories,
 - Pictures
 - Listing agents comments

All appraisals, BPO's and CMA's must be no older than 30 days in order to reflect current market conditions.

Short Sale Frequently Asked Questions

Q: How long does a value dispute take to review?

A: In most cases a value dispute takes 7 to 10 business days from the date that the listing agent submits the dispute to the Short Sale Specialist. Keep in mind that the estimate of 7 to 10 business days is a normal review timeline, but each dispute can vary on a case-by-case basis.

Q: Will a value dispute guarantee a value reduction?

A: Although a value reduction is possible, it is not guaranteed. There are some instances in which the values remain the same or even increase. Value dispute assessments are partially based on current market analysis and trends.

Q: How often can I submit a value dispute? Additionally, how can I submit an additional value dispute?

A: Values are based on a critical examination of an internal-external BPO or appraisal. Once valuations are complete, in most cases, the value will not expire for 120 days.

Investor Submissions

Q: What is the timeframe for short sale offers that are submitted to an investor?

A: Nationstar is your primary servicer, but in some cases investor approval is required. In these instances, the review can take up to 10 business days. However, as no two loans are alike, investor review times may vary on a case-by-case basis. In most instances the investors do not provide status updates until a resolution has been reached or it is determined that more information is required.

Second Lien Approval

Q: Does Nationstar require approval from 2nd lien holders before they will issue approval of a short sale offer?

A: Yes. Second lien approval is required for every short sale and must be obtained before Nationstar will issue their approval. Nationstar also requires lien approval from any other lien on the property such as Homeowners Association liens, tax liens, county liens, home repair liens, etc.

Seller Contributions

Q: Will the seller be required to contribute funds in order to close a short sale transaction?

A: Each short sale is unique and will be reviewed on a case-by-case basis. If a contribution is required, the amount will be agreed upon by all parties before approval is issued.

Short Sale Frequently Asked Questions

Other Options

Q: What other foreclosure prevention options are available for consideration if a short sale is not practical?

A: Nationstar offers numerous foreclosure prevention options. These options include:

- Deed in Lieu of Foreclosure
- Short-Term Modification
- Home Affordable Modification Program (HAMP)
- Other investor-specific modifications
- Repayment Plans
- Refinance

Equator FAQ

Q: What is Equator and how do I start the process?

A: Equator is an agent-to-lender interface that ensures efficient completion of the short sale process. Once a property has been initiated in Equator the listing agent will be assigned a series of “tasks”. Tasks allow the agent to submit required information to the Nationstar Short Sale Specialist for review. Completing Agent tasks initiates the process with the Short Sale Specialist. For example, once the listing agent completes the task ‘Upload 3rd Party Authorization’ Equator will prompt the Short Sale Specialist to ‘Review 3rd Party Authorization’ and begin the process.

Q: How do I initiate a short sale in Equator?

A: The listing agent must establish an Equator account at www.equator.com (there is no cost to set up the account). The agent will then have the ability to initiate short sales from their individual Equator homepage.