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# Summary of the Short Sale Process for Real Estate Agents

April 2012



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# HAFA & Citi-Owned

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- Relocation incentive.<sup>1</sup>

<sup>1</sup> Subject to approval

<sup>2</sup> Subject to specific conditions

<sup>3</sup> This timeline might increase if investor approval is required.

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# HAFA & Citi-Owned

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- Forgiveness of the deficiency.

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- Fast decisions – Within 10 business days once an offer is submitted.<sup>3</sup>

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- Forgiveness of the deficiency.
- Foreclosure hold or foreclosure sale postponement, if applicable.<sup>2</sup>
- Fast decisions – Within 10 business days once an offer is submitted.<sup>3</sup>
- Suggested list price is determined prior to listing the home.

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# Getting Started

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## 1. Initiate Short Sale with CitiMortgage

Homeowners Assistance Team (HAT) at (866)-272-4749.

- Account number.
- Borrower Social Security Number (SSN).
- Borrower(s) first and last name.
- Letter of Authorization (LOA).
- Borrowers Financials.



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# Getting Started

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## 2. Qualify the Borrower



Homeowner Support Specialist Hotline (HOSS)

(855) 843-2549

**Fixed 1<sup>st</sup> & 2<sup>nd</sup> Lien Fax: 866-940-8125**

**Email: [HOST.CitiLinkdocs@citi.com](mailto:HOST.CitiLinkdocs@citi.com)**

**Home Equity Line of Credit Fax: 866-989-1356**

**Email: [HOST.CUSTOMdocs@citi.com](mailto:HOST.CUSTOMdocs@citi.com)**

**OneMainFinancial or CitiFinancial\* Fax: 800-925-6751**

**Email: [HOST.Networkdocs@citi.com](mailto:HOST.Networkdocs@citi.com)**



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# Short Sale Hotline #

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1-866-520-5499



# www.homeownersupport.com

Homeowner Support - a service of CitiMortgage

## Homeowner Support


a service of CitiMortgage

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### NEWS

#### National Mortgage Settlement Information




**Know where you stand.**

If you're having trouble paying your mortgage, Homeowner Support can help you research and understand your options. [Learn More](#) »

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- ▶ I'M CURRENT ON PAYMENTS BUT WORRIED
- ▶ I'VE ALREADY MISSED ONE PAYMENT
- ▶ I'VE MISSED MULTIPLE PAYMENTS
- ▶ I'M IN FORECLOSURE
- ▶ I LOST MY HOME THROUGH FORECLOSURE
- ?

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*A word from Citi*

Hear from Sanjiv Das, CEO of CitiMortgage.

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