Agent Equator Tasks Guidelines

➢ Please log in to your Equator account and accept the short sale assignment. The first task that you will need to complete is "upload signed 3rd party authorization." (Note: The authorization must be for Nationstar and it cannot be dated before loan servicing was transferred to Nationstar.)

➢ Once you have uploaded the signed authorization I will be tasked to review and accept or reject the authorization. After I accept the signed authorization an additional 3 tasks will become available (borrower contact, Hardship, and financial info.). You will need to complete those tasks; be sure to "save and submit <u>now</u>" at the bottom of each page so the task will show as "complete. "

➢ Once the first set of 3 tasks is completed additional tasks will become available and that is where you will submit the offer, the offer documents, and the supporting documents. Once again, after you have entered all the information be sure to "save and submit <u>now.</u>" NOTE: The offer will stay in "Verify offer" for the processor until internal documents have been received back. This task will remain open for several business days. Please be patient while we work on these documents.

➢ We **REQUIRE** a hardship letter and it needs to be uploaded directly to the library. Please see the attached instructions on how to upload the hardship letter to the library.

➢ Please do not upload any documents, other than the hardship letter, directly to the library. Upload the documents where they are asked for in Equator. If you fill up the library because you uploaded the documents to the library or because you have attached every document in every space it will be a minimum of 30 days before the documents can deleted and the short sale will not move forward.

➢ We require all potential buyers to qualify with Nationstar Internal Financing, application attached. ***Buyers ARE NOT required to finance with Nationstar*** Cash buyers must submit proof of funds sufficient to cover the sale.

➢ Please upload documents in .PDF format. If a photo is requested please upload the photo in .jpg format.

➢ If you run into a problem or issue while attempting to complete tasks with Equator please contact Equator Agent Support. Equator also has a live chat feature that you can use to resolve most problems quickly.

➢ Any properties with a foreclosure sale date cannot be postponed until the offer is received with all tasks completed in equator AND approval has been received from the investor and MI carrier. We will be unable to review any short sale within 30 days of a scheduled foreclosure with offers that have MI on the loan. Accounts with no MI will be unable to be reviewed if it is within 10 days of a scheduled foreclosure.

➢ If there is a second lien on the property, it is the realtor's responsibility to obtain and submit a payoff statement from the second lien. (This includes second mortgages, HOA dues, tax liens, etc.)

Hardship Letter Guidelines

Once you have **completed** the 'Hardship Reasons' task, please upload the Hardship Letter to the Library.

1. Click on 'Library,' from the property header.
2. Click on the + next to Property Files to expand.
3. Click on the + next to Tasks to expand.
4. From the drop down menue, select the completed task, 'Hardship Reasons.'
5. Use the Browse feature to locate the Harship Letter.
6. Enter text 'Hardship Letter,' from the Comments field and click Upload.

Please find the attached visual aid to support the steps outlined above.