

Realtor Assistance Desk



Escalation Form

Date _____

Loan Number: _____

Property Address: _____

Borrower's
First Name: _____

Borrower's Last
Name: _____

Your Name: _____

Best Contact
Number: _____

Please highlight or circle the correct answer for each of the questions below.

Has the third party authorization been uploaded to Equator?	Yes	No
Have all tasks in Equator been completed?	Yes	No
If this is an Equator issue, was Equator unable to resolve your issue?	Yes	No
Have all of the requested documents been uploaded to Equator and the Short Sale Specialist notified with an Equator message?	Yes	No
Have you allowed the negotiator time to resolve the issue?	Yes	No
Have you attempted to contact the negotiator's manager?	Yes	No
Are you the sellers agent?	Yes	No
Is this the first time this issue has been escalated?	Yes	No

IF THE ANSWER IS NO TO ANY OF THE QUESTIONS ABOVE, PLEASE RESOLVE BEFORE ESCALATING.

State the issue below (please print legibly if handwriting). Provide facts , including dates, and attach any supporting documents with your email submission.

