AGENT GUIDELINES

Please use the following steps to assist you when navigating the Equator program. Contact Equator Agent Support if any issues arise or if you are new to equator and need navigation/system assistance. Contact information is found on the Help tab from your home page. Equator also has a live chat feature that you can utilize to resolve most issues in a timely manner. **Our toll free number is 866.312.2432 if you need immediate assistance, account inquiry, and all account status updates.**

- Equator Task:
  - **Accept Assignment:** Please log on to you equator, accept the short sale assignment and upload the 3rd party authorization form signed and dated by the borrower. This form must include Nationstar Mortgage as the lender and the date of the form must be within the timeframe Nationstar has been servicing the loan.
  - **Documents Required:** Once your authorization is accepted you will be required to provide additional items needed for short sale review. The borrower's contact, current financial information as well as a hardship letter is necessary.
    - From the date the task was complete you'll need to provide the following: the last two months paystubs, the last two months bank statements (If they have PMI as their Mortgage Insurance CO. they will need to provide 6 mos. of bank statements) and the last two years tax returns.
    - If the borrower has assets (401K, IRA, etc.) you must upload proof of those assets as well. Be sure to click save and submit now at the bottom of each page to ensure the information was added successfully.
    - A hardship affidavit is also required (this will be sent to you in a separate attachment) and you will need to upload it directly to the library. See instructions on page 2.

*Note- All documents should be uploaded in PDF format and all photos uploaded in JPEG format. The hardship affidavit/letter and buyer's finance application should be the only document uploaded directly in the library. When the documents have exceeded the library's capacity, there is a minimum of 30 days before the documents can be deleted.

  - **Submit Offer:** The next step is to submit the detailed offer, the offer documents, and the supporting documents. You can only submit an offer for one buyer. After entering the necessary information, click save and submit now. The status of the offer will reflect "Verify Offer", the status is for our processors and will remain in that status for several business days. Please be patient while the documents are being reviewed. Once the review is completed it will be assigned to a negotiator to be worked.
  - **Marketing:** You must complete your task (provide the borrowers contact, financial information and hardship) even if you currently do not have an offer. Once the marketing plan task is completed the file will be assigned a negotiator for review. Once the property is in the marketing status, you will have 2 days to upload any missing documentation and complete the marketing plan task or the account will be made unavailable.
- **MI Requirements:** Unless there is a death of the Borrower/Co-Borrower or either one is transferred out of the state for their job, MI companies require that the account be delinquent for 30 days before they review for a short sale. Also, if they have PMI as their Mortgage Company, they will have to provide 6 mos. of bank statements.
- **Second Liens:** 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 tax liens, HOA's and second mortgages.)
- **Buyers Funding:** Offers from buyers not paying in cash must complete and provide a Finance Application (this will be sent to you in a separate attachment) along with their Pre-Qualification letter. The buyer is not required to use our financing but, the form is required to proceed. Buyers paying with cash need to submit recent proof of funds that are sufficient to cover the sales price.
- **Foreclosure Sale Dates:** Any property with a foreclosure sale date cannot be reviewed for a possible postponement until the offer is approved. All of the agent's tasks must be completed within 15 days prior to the foreclosure sale date. If the property is in the Redemption period, all the agent's tasks have to be completed 45 days prior to the Redemption Expiration Date to be assigned to a negotiator .
- **Borrower Contact:** We require the borrower to have contact with a representative in our short sale department after the initiation in equator. Please have the borrower call 866.312.2432.

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- **Cancelation:** If the agent's tasks are not completed and there is no activity in Equator within a 45 day timeframe after initiation, it will be made unavailable due to inactivity or missing documentation.

Uploading Hardship Affidavit / Hardship Letter:

Once you have completed the 'Hardship Reasons' task, please upload the Hardship Affidavit / 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 menu, select the completed task, 'Hardship Reasons.'
5. Use the Browse feature to locate your completed Hardship Affidavit / Hardship Letter.
6. Enter text 'Hardship Affidavit or Hardship Letter,' from the Comments field and click Upload.

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