

25

BANK SHORT SALE ROLODEX

BY SHORT SALES DON'T SUCK LLC



The 25 Bank Short-Sale Rolodex

We have provided our compilation of Short Sale bank notes for your enjoyment. This guide will save you a whole heap of time during your short-sale process...because lets face it, we all know they take long enough as-is.

We hope that this aids you in your business and we believe that our inside-notes on each bank will benefit you greatly.

For each bank short-sale package, it's ideal to send the "Authorization Letter" to the dedicated fax for authorization letters and to also include it in your short-sale package. Another tip is to put the loan number at the top of every page and include a cover sheet with table of contents for your comprehensive short sale package. A well organized and identified short-sale package is proven to cut short-sale processing time dramatically.

Below we are also including common forms used in short-sale submissions, which you may find useful. Use them at your own risk, attorney involvement is ideal to be on the safe side.

Authorization Letter:

<http://shortsalesdentsuck.com/downloads/sample/authorization.pdf>

Arms Length Transaction Affidavit:

<http://shortsalesdentsuck.com/downloads/sample/armslength.pdf>

Financial Form (Freddie Mac form for when bank-specific form isn't required):

<http://shortsalesdentsuck.com/downloads/sample/financial.pdf>

Hardship Letter Sample:

<http://shortsalesdentsuck.com/downloads/sample/hardship.pdf>

Disclaimer:

The information in this guide is as accurate as a guide like this can get...but not 100%. This is due to the fact that bank phone numbers, fax numbers, phone trees, etc. change periodically.

Table of Contents

EverHome.....	1
OCWEN.....	2
Navy Federal Credit Union.....	3
Aurora Loan Services.....	4
GMAC/Homecomings Financial.....	5
Suntrust Mortgage.....	6
IndyMac/One West.....	7
ING Direct Orange	8
American Home Mortgage Servicing Inc.....	9
US Bank.....	10
Wachovia.....	11
5/3 Bank	12
Saxon.....	13
Sovereign Bank.....	14
E-Trade.....	15
Chase.....	16
Litton Loan Servicing.....	17
Flagstar.....	18
Wells Fargo.....	19
Citi.....	20
HSBC.....	21
USAA.....	22
Bank of America.....	23
PNC.....	24
Nationstar.....	25



Bank Name:

EverHome Mortgage

Letter of Authorization Fax #:

904-281-6380

Short Sale Package Fax #:

904-281-2337

Short Sale Department Phone Number:

800-669-7724

Phone Tree to get to live Human:

Press 0 >> then Press # for Customer Service >> then ask to be transferred to the "Homeowner Solution Department"

Short Sale Package Requirements:

Letter of Authorization

Financial Form

Hardship Letter

Last 2 Bank Statements

Last 2 Pay Stubs

Signed copy of last years' tax return

Notes:

If you have an offer to submit with your short-sale proposal, email it to shortsaleoffer@everhomemortgage.com and reference the loan number in the body of the email. Also, the financial form can be done online at:

<http://shortsalesdontsuck.com/downloads/everhome/financialstatement.pdf>

versus in paper form.



Bank Name:
OCWEN

Letter of Authorization Fax:
407-737-6300

Short Sale Package Fax:
407-737-5071

Short Sale Department Phone Number:
877-596-8580

Phone Tree to get to live Human:
When asked for account number Press # >> then Press 2

Short Sale Package Requirements:

- Letter of Authorization
- Financial Form
- Hardship Letter
- Last 2 Bank Statements
- Last 2 Pay Stubs
- Last 2 years' tax return
- Listing Agreement
- Written offer for Short Sale
- Fully executed Real Estate contract (if applicable)
- Copy of payoff letters from all other lien holders (if applicable)
- Authorization for Interior access
- Draft copy of HUD-1
- Name of Closing Agent who will be handling the closing and telephone number

Notes:

Ron Ferris EVP of OCWEN phone number: 561-682-8560. Ocwen will not typically discount their outstanding debt in order to satisfy other subordinate lien holder's debt.



Bank Name:

Navy Federal Credit Union

Letter of Authorization Fax:

703-255-7947

Short Sale Package Fax:

703-255-7947

Short Sale Department Phone Number:

800-258-5948

Phone Tree to get to live Human:

As soon as you hear the prompt for different departments, just Press 0 or stay on the line

Short Sale Package Requirements:

Letter of Authorization

Financial Form

Hardship Letter

Last 2 Bank Statements

Last 2 Pay Stubs

Signed copy of last years' tax return and all tax schedules

Rental/Lease agreements (if applicable)

Divorce Decree/Property Settlement Agreement or Court order for Child Support (if applicable)

Fully Executed Sales Contract

Listing Agreement

Preliminary HUD-1

Notes:

SS Package Email: mortgage_collection_loss_mitigation@navyfederal.org

Company Email Schema - FirstName(underscore)Lastname@navyfederal.org

Example - Jane_Doe@navyfederal.org



Bank Name:

Aurora Loan Services

Letter of Authorization Fax:

303-728-7648

Short Sale Package Fax:

866-517-7976

Short Sale Department Phone Number:

800-550-0509

Phone Tree to get to live Human:

Just ignore the prompts and you will eventually be transferred to a human being

Short Sale Package Requirements:

Refer to Page #2 of <http://shortsalesdontsuck.com/downloads/aurora/package.pdf>

FREETIME COMMISSION

GMAC Mortgage

Bank Name:

GMAC/Homecomings Financial

Letter of Authorization Fax:

866-501-1610 (make the Attn: to Correspondence Customer Care)

Short Sale Package Fax:

866-709-4744 or 972-538-0739

Short Sale Department Phone Number:

800-850-4622

Phone Tree to get to live Human:

Just ignore the prompts and you will eventually be asked to Press 1 for “Foreclosure Prevention/Loan Modification”

Short Sale Package Requirements:

Refer to Page #2 of <http://shortsalesdontsuck.com/downloads/gmac/financial.pdf>

FREETIME COMMISSION



Bank Name:
Suntrust Mortgage

Letter of Authorization Fax:
804-291-0748 (Attn: Research Department)

Short Sale Package Fax:
804-675-7399 (Attn: Setup)

Short Sale Department Phone Number:
800-634-7928

Phone Tree to get to live Human:
Press 5 >> Enter Extension 58791

Short Sale Package Requirements:
Refer to Page #2 of <http://shortsalesdontsuck.com/downloads/Suntrust/suntrustss.pdf>

Notes:
You may also email your SS package instead of faxing. The destination email address is stm.24hour.supportservices@suntrust.com



Bank Name:
IndyMac/One West

Letter of Authorization Fax:
269-353-2474

Short Sale Package Fax:
866-234-3623

Short Sale Department Phone Number:
800-880-6813

Phone Tree to get to live Human:
Not Applicable

Short Sale Package Requirements:
Refer to <http://shortsalesdontsuck.com/downloads/indymac/indyreqs.pdf>

Notes:
Indy Mac Short Sale website
<https://www.indymacmortgageservices.com/IndyMac/Manage-My-Account/Home-Preservation/>



Bank Name:

ING Direct Orange

Letter of Authorization Fax:

888-464-8541

Short Sale Package Fax:

888-464-8541

Short Sale Department Phone Number:

888-464-6118

Phone Tree to get to live Human:

Not applicable

Short Sale Package Requirements:

Refer to <http://shortsalesdentsuck.com/downloads/ing/ingss.pdf>

Notes:

The 2nd lien acceptance letter (if applicable) must be received before offers presented are reviewed by ING.





Bank Name:

American Home Mortgage Servicing Inc.

Letter of Authorization Fax:

866-795-6529

Short Sale Package Fax:

866-452-1837

Short Sale Department Phone Number:

877-304-3100

Phone Tree to get to live Human:

Not Applicable

Short Sale Package Requirements:

<http://shortsalesdentsuck.com/downloads/ahmsi/package.pdf>

FREETIME COMMISSION



Bank Name:

US Bank

Letter of Authorization Fax:

877-903-6972

Short Sale Package Fax:

877-903-6972

Short Sale Department Phone Number:

800-365-7900

Phone Tree to get to live Human:

Press 0

Short Sale Package Requirements:

Letter of Authorization

Financial Form

Hardship Letter

Last 2 Bank Statements

Last 2 Pay Stubs

Last 2 years' tax return

Listing agreement

Preliminary HUD-1

Notes:

Property must be on the market for at least 90 days before they consider the short-sale.



Bank Name:
Wachovia

Letter of Authorization Fax:
210-509-1174

Short Sale Package Fax:
210-257-2736

Short Sale Department Phone Number:
866-858-4289

Phone Tree to get to live Human:
Just hold for an operator

Short Sale Package Requirements:
Fully executed purchase contract
Preliminary HUD-1
Authorization Letter
Hardship Letter

Notes:
Expiration date is needed on the authorization letter





Bank Name:

5/3 Bank

Letter of Authorization Fax:

513-358-8697

Short Sale Package Fax:

513-358-8697

Short Sale Department Phone Number:

866-601-6391

Phone Tree to get to live Human:

Press 1 for a 2nd Mortgage, Press 2 for a 1st Mortgage

Short Sale Package Requirements:

Letter of Authorization

Financial Form

Hardship Letter

Last 2 Bank Statements

Last 2 Pay Stubs

Last 2 years' tax return

Listing agreement

Preliminary HUD-1



Bank Name:
Saxon Mortgage

Letter of Authorization Fax:
817-665-7970

Short Sale Package Fax:
888-240-1885

Short Sale Department Phone Number:
888-325-3502

Phone Tree to get to live Human:
Keep pressing 0

Short Sale Package Requirements:

- Financial Worksheet
- Hardship Letter
- Last 2 pay stubs
- Last 2 bank statements (all pages)
- Last 2 years' W-2's
- Listing agreement
- Executed purchase agreement
- Preliminary HUD-1

Notes:

The financial worksheet must be on Saxon Mortgage letterhead, you'll have to call in once you have authorization and request the financial form. They will only mail it to the address of the homeowner.

Sovereign



Bank Name:
Sovereign Bank

Letter of Authorization Fax:
800-881-9334

Short Sale Package Fax:
800-881-9334

Short Sale Department Phone Number:
888-656-8101

Phone Tree to get to live Human:
Not Applicable

Short Sale Package Requirements:
Refer to Page #3 of <http://shortsalesdentsuck.com/downloads/sovereign/app.pdf>

FREETIME COMMISSION



Bank Name:

E-Trade

Letter of Authorization Fax:

866-709-4744

Short Sale Package Fax:

866-709-4744

Short Sale Department Phone Number:

866-899-5308

Phone Tree to get to live Human:

Not Applicable

Short Sale Package Requirements:

Authorization Letter

Preliminary HUD-1

Sales Contract (if available)

Listing Agreement

Financial Form

Signed and dated copy of the Acknowledgement/Agreement

Completed IRS Form 4506T-EZ

Documentation confirming occupancy (i.e. utility bill)

Documentation verifying expenses for Homeowners or Condominium Association Dues for condominiums and Co Ops (if applicable)

Documentation to verify the income of each borrower



Bank Name:

Chase

Letter of Authorization Fax:

888-249-1593

Short Sale Package Fax:

866-220-4130

Short Sale Department Phone Number:

866-277-1348

Phone Tree to get to live Human:

Not Applicable

Short Sale Package Requirements:

Refer to Page #1 of <http://shortsalesdontsuck.com/downloads/chase/chase.pdf>

FREETIME COMMISSION



Bank Name:

Litton Loan Servicing

Letter of Authorization Fax:

713-218-3777

Short Sale Package Fax:

972-653-6389

Short Sale Department Phone Number:

800-247-9727

Phone Tree to get to live Human:

Not Applicable

Short Sale Package Requirements:

Last 2 Year Tax Returns

Last 2 Months Bank Statements

Last 2 Months Pay Stubs

Hardship letter

Personal/Household Financial Statement

Letter of Authorization

Purchase Contract

Listing Agreement

Estimated HUD-1



Bank Name:

Flagstar

Letter of Authorization Fax:

866-234-9845

Short Sale Package Fax:

866-234-9845

Short Sale Department Phone Number:

800-945-7700

Phone Tree to get to live Human:

Press 0 >> Sends you right to operator

Short Sale Package Requirements:

Refer to Page #3 of <http://shortsalesdontsuck.com/downloads/flagstar/flagstar.pdf>

FREETIME COMMISSION



Bank Name:
Wells Fargo

Letter of Authorization Fax:
866-917-1877

Short Sale Package Fax:
866-359-1975

Short Sale Department Phone Number:
866-903-1053

Phone Tree to get to live Human:
You go directly to Operator

Short Sale Package Requirements:

- Letter of Authorization
- Financial Worksheet
- Hardship Letter
- Last 2 pay stubs
- Last 2 bank statements (all pages)
- Last 2 years' W-2's
- Listing agreement
- Executed purchase agreement
- Preliminary HUD-1





Bank Name:

Citi

Letter of Authorization Fax:

866-989-208

Short Sale Package Fax:

866-641-4350

Short Sale Department Phone Number:

866-520-5499

Phone Tree to get to live Human:

You go directly to Operator

Short Sale Package Requirements:

Letter of Authorization

Financial Worksheet

Hardship Letter

Last 2 pay stubs

Last 2 bank statements (all pages)

Last 2 years' W-2's

Listing agreement

Executed purchase agreement

Preliminary HUD-1





Bank Name:

HSBC

Letter of Authorization Fax:

732-352-7519

Short Sale Package Fax:

813-571-8917

Short Sale Department Phone Number:

800-617-0531

Phone Tree to get to live Human:

Press 2 >> Speak to Operator

Short Sale Package Requirements:

Letter of Authorization

Financial Worksheet

Hardship Letter

Last 2 pay stubs

Last 2 bank statements (all pages)

Last 2 years' W-2's

Listing agreement

Executed purchase agreement

Preliminary HUD-1

Notes:

Make sure you submit offer right where you are looking to purchase the property at.

HSBC has decided they are no longer going to take big losses on properties and are just buying them back at auction and holding them.



Bank Name:

USAA

Letter of Authorization Fax:

866-501-1610

Short Sale Package Fax:

866-355-6034

Short Sale Department Phone Number:

866-899-5308

Phone Tree to get to live Human:

Not applicable

Short Sale Package Requirements:

Authorization Letter

Financial Statement

Hardship Letter

Executed Purchase contract

Listing Agreement

Last 2 pay stubs

Last 2 bank statements

Last 2 tax returns

Arms Length affidavit





Bank Name:
Bank of America

Letter of Authorization Fax:
888-491-4947

Short Sale Package Fax:
866-808-5050

Short Sale Department Phone Number:
877-633-4744

Phone Tree to get to live Human:
Not applicable

Short Sale Package Requirements:

Authorization Letter
Financial Statement
Hardship Letter
Executed Purchase contract
Listing Agreement
Last 2 pay stubs
Last 2 bank statements
Last 2 tax returns
Arms Length affidavit

Notes:

Company email schema: Firstname.Lastname@bankofamerica.com



Bank Name:
PNC

Letter of Authorization Fax:
412-705-2979

Short Sale Package Fax:
412-705-2979

Short Sale Department Phone Number:
888-567-9893

Phone Tree to get to live Human:
Not Applicable

Short Sale Package Requirements:
Refer to <http://shortsalesdentsuck.com/downloads/pnc/pncss.pdf>

FREETIME COMMISSION



Bank Name:

Nationstar

Letter of Authorization Fax:

972-315-6827

Short Sale Package Fax:

972-315-6827

Short Sale Department Phone Number:

888-480-2432

Phone Tree to get to live Human:

Not Applicable

Short Sale Package Requirements:

Authorization Letter

Financial Statement

Hardship Letter

Executed Purchase contract

Listing Agreement

Last 2 pay stubs

Last 2 bank statements

Last 2 tax returns

Arms Length affidavit

