

■ Name of Department or Division Goes Here

# Short Sale New Hire Orientation

## Facilitator Guide

- Introduction to Short Sale

Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.

This document is classified for internal use only.

Course Code:	ABCDE12345
--------------	------------

# Table of Contents

---

<b>Before You Begin</b>	<b>1</b>
Facilitator Overview .....	1
Audience Consideration .....	1
Prerequisite .....	1
Preparation .....	1
Materials/Equipment .....	2
<b>Agenda</b>	<b>3</b>
<b>Introduction</b>	<b>4</b>
Overview .....	4
Objectives .....	4
<b>What is a Short Sale?</b>	<b>5</b>
Short Sale Defined.....	5
Who is involved? .....	6
Benefits of a Short Sale .....	7
Typical Borrower Situations.....	7
<b>The Short Sale Process</b>	<b>8</b>
<b>Initiation</b>	<b>9</b>
<b>Document Collection</b>	<b>10</b>
Activity: Quick Document Review .....	10
Purpose.....	10
Instructions .....	10
<b>Scavenger Hunt</b>	<b>11</b>
<b>(Optional) Side by Side Observation</b>	<b>12</b>
<b>Knowledge Check</b>	<b>13</b>

This page left blank intentionally.

# Before You Begin

---

## Facilitator Overview

This module provides an introduction to completing short sales reviews using the systems, job aids and procedures. The instruction is facilitator-led training. Participants will be engaged in classroom-based discussion and activities using the *Short Sale New Hire* participant guide (PG).

## Audience Consideration

- **For contracted participants:** Do not use references to ACME Corporation Guiding Principles and Core Values.
- **For FNMA and FHLMC sites:** This training is specific to processing shorts sales using the SYSTEM Name workflow. Additional FNMA and FHLMC specific training is covered after completing the Short Sale New Hire training.

## Prerequisite

- Introduction to Default Servicing (Not required for contractors.)
- Systems Day 1 training

## Preparation

- Select a loan number from the Training Loan Number spreadsheet to demonstrate the initiation process.
- Search SYSTEM Name for loan numbers to use during demonstrations.
  - One loan number per participant to complete Searching for loan numbers, SYSTEM Name Scavenger Hunt..
  - One loan number per pair of participants to complete Welcome Call Practice activity. (Search for loans currently at the *Determine Delegation* task.)

# Before You Begin - continued

---

- Verify access to the following SYSTEM Name sites: (Passwords are case sensitive.)
- Verify access to the SYSTEM Name SharePoint Site:
- For Optional Side by Side Observations only: Print the observation questions. One per participant.

## Materials/Equipment

- *Short Sale New Hire* participant guide
- Facilitator PC connected to a projector with access to SYSTEM Name
- PCs with Intranet
- Prepared flipchart and markers
- Pens and pencils
- Notepads

# Agenda

---



Pg #

Topic

Estimated  
Time

---

1	Introduction	10 minutes
2	What is a Short Sale?	10 minutes
3	The Short Sale Process	10 minutes
4	Initiation	30 minutes
5	Document Collection	1 hour
6	Scavenger Hunt	1 hour
7	Knowledge Check	30 minutes

**Total:** 

---

 3 hours 30 minutes

# Introduction

---

## Overview

In this module, we will discuss how to review a short sale request using the systems, job aids and procedures. We will review the entire process, the documents, and business partners involved. As a short sale specialist you are in a position to help a homeowner through a difficult situation and avoid foreclosure.



### Say

- Today's session will cover the following objectives.

## Objectives



By the end of the module, you should be able to:

- Define the processes involved in the document collection phase of a short sale.
- Given an example loan in SYSTEM Name, define each step for the initiation and document collection process and identify missing or incomplete information.
- Decipher the key areas on the documents sent in that need to be reviewed by the specialist.
- Demonstrate providing direct contact to the borrower or authorized party and delivering the information necessary in a timely manner.
- Demonstrate a quick review and determine the next step.



### Ask

What questions do you have before we move into our first lesson in this session?  
*Allow time for associates to ask questions and respond appropriately.*



# What is a Short Sale?

---



## Ask

- Can someone explain what a short sale is?

*[Answer] A homeowner sells his/her home for less than what is owed.*

## Short Sale Defined

Definition was explained here in 2 paragraphs. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.

Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.



## Facilitator Note

- Delegated and non-delegated loans are defined as having or not having permission to act on behalf of the investor. More details are discussed later in the training.
- This is a policy developed by ACME Corporation to follow when decisioning a short sale.

Wrapped up the definition.

Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.

# What is a Short Sale? - continued

---

## Who is involved?

There are several parties involved in the short sale process. Another way to describe the relationship is there are several business partners working together to make the transaction happen.

Those business partners, in addition to ACME Corporation include a:

- Homeowner – also known as the borrower or preferably, the customer
- Realtor – also known as the agent, authorized 3<sup>rd</sup> party, real estate agent, or preferably, the business partner

If needed, explain that an authorized 3<sup>rd</sup> party is defined as someone that the borrower has given permission to speak with us on the borrower's behalf. A 3<sup>rd</sup> Party Authorization document is required on all files.

- Short Sale Specialist – also known as short sale associate, ACME associate, or Negotiator
- Investor – an institution which holds the mortgage debt
- Insurer – usually a mortgage insurance company
- Buyer – the individual interested in purchasing the home



### **Facilitator Note**

- Read the following story to the class.

Here is a story about a family faced with a potential short sale situation.

Five years ago, Mr. and Mrs. Donaldson bought a new house in Orlando, Florida. Their children were getting older and they were outgrowing their current home. They found a new house with more space in a newer neighborhood. The payments were higher, but both Mr. and Mrs. Donaldson had good jobs in Orlando. They also got an adjustable rate mortgage which kept the payments lower for the first five years. Mr. and Mrs. Donaldson both expected to be getting raises on their jobs.

The Donaldsons ran into some unexpected hardships. First, their daughter had an illness that required hospitalization and they were faced with unexpected medical bills. Their daughter recovered, but then Mrs. Donaldson lost her job and she hasn't had any success finding another one. Then the interest rate adjusted up on their mortgage and the Donaldsons could not make their payment. Without both incomes, they didn't have the finances to support a modification. Their home goes into foreclosure with a sale date in two months. Due to the soft real estate market in Florida, they will not be able to sell the property for the amount they owe, so they call ACME Corporation and inquire about a short sale.

# What is a Short Sale? - continued

---

## Benefits of a Short Sale



### Ask

- What would the benefit of a short sale be for the Donaldsons? For us?

Proprietary content follows. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.

Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.

Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet. Lorem ipsum dolor sit amet.

## Typical Borrower Situations



### Ask

- Considering the reasons for delinquencies which do you think might result in a short sale?

Most short sale requests result from:

Curtailment of income

Loss of job

Death

Illness

Divorce

Investment properties (considered case by case situations)



### Ask

What questions do you have before we move on?

*Allow time for associates to ask questions and respond appropriately.*

# The Short Sale Process

---



## **Explain**

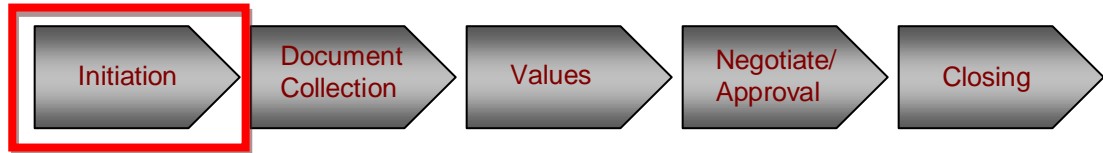
- This is a high level overview of the short sale process. We will go into further detail later in the training as we discuss specific tasks in the process.

The typical short sale begins with initiation and ends in closing. In general, the process works this way:

1. The borrower, agent or attorney initiates the short sale by submitting a valid offer on the property.
2. Step includes proprietary information.
3. Step includes proprietary information.
4. Step includes proprietary information.
5. When all parties have approved the final offer details, the deal closes.

# Initiation

---



The initiation stage begins with the request for a short sale. There are 3 ways in which a short sale request can be initiated.

1. Borrower calls into ABC Department (ABC) and ABC enters the request into SYSTEM Name.
2. Realtor calls ABC to initiate a short sale through SYSTEM Name.
3. Realtor initiates the file via the SYSTEM Name Agent Portal.



## **Explain**

- We will follow this method throughout the training. We will demonstrate this process using the agent portal. You will not be able to access the agent portal after training is complete. However, being familiar with some of its features may be helpful in answering general questions from agents.



## **Facilitator Note**

- Access the agent portal to demonstrate an agent initiating a short sale. The specialist should be familiar with the agent portal, however will not have access to use the agent portal in the production system. Access to the agent portal is for training purposes only.

# Document Collection

---

## Activity: Quick Document Review



### Say

- Now that we've talked about these documents let's put what we know to the test.



30 mins

***Time to complete this section: 20 mins***



Pg 17

### Purpose

To become familiar with the documents and the key areas necessary to processing a short sale.

Give each group sample documents and the Key Areas Check Sheet. They have to:

- Identifying each document. (Check with each group to ensure they can name each document.)
- Review the different key areas and determine if each field is complete, incomplete or incorrect.
- Allow 15 minutes to review the documents and complete the key areas sheet.



### Instructions

1. Select the correct document to complete the Key Area Check List.
2. Review each of the key areas of the documents.
3. Identify if the information in the key areas are complete/incomplete/incorrect.



### Debrief

- By a show of hands, which group completed their review?
- Let's go over the key areas list together.

Review the Key Areas Answer Key with the class.

# Scavenger Hunt

---

Distribute a loan number and the SYSTEM Name Scavenger Hunt for participants to become more familiar with the fields in SYSTEM Name.

1. Is there a 2<sup>nd</sup> lien on the property? \_\_\_\_\_
2. What is the status of the file? \_\_\_\_\_
3. Proprietary screen data. \_\_\_\_\_
4. Is there a scheduled foreclosure sale date? \_\_\_\_\_
5. What is the original principal balance? \_\_\_\_\_
6. Does the borrower have technology?  
How can you tell? \_\_\_\_\_
7. Are there any documents in the library?  
If so, list one. \_\_\_\_\_
8. What is the original appraisal amount? \_\_\_\_\_
9. Proprietary screen data. \_\_\_\_\_
10. Proprietary screen data. \_\_\_\_\_
11. How many offers have been made on the property? \_\_\_\_\_
12. Proprietary screen data. \_\_\_\_\_
13. Proprietary screen data \_\_\_\_\_
14. What is the buyer's name? \_\_\_\_\_

# (Optional) Side by Side Observation

---



## **Facilitator Note**

- Depending on the site, a side by side observation with tenured associates is available. Check with your management staff to discuss this option.



**1 hour 30  
minutes**

## **Time to complete this section: 1 hour and 30 minutes**

- Side by side observations should consist of a 1 hour timeframe observing the associate completing Short Sale tasks.
- Distribute a list of observation questions to each participant.
- Discuss guidelines for observations as defined by your site.
- Advise the questions



## **Debrief**

- Review the list of observation questions with the class.



# Knowledge Check

---

1. We created 10 Knowledge Check questions that included T/F, multiple choice, and multiple response. Only the Facilitator Guide has the answers highlighted in gray shading.
  - a. Lorem ipsum dolor sit amet.
  - b. Lorem ipsum dolor sit amet.
  - c. Lorem ipsum dolor sit amet.
  - d. Lorem ipsum dolor sit amet.