



Thank you for your interest in completing a short sale with Real Time Resolutions. We look forward to working with you. To get started, please use the checklist below as a guide to help complete the package necessary for our analysts to review your file.

Once all documentation is obtained, please **e-mail** the completed package to [repsupport@rtresolutions.com](mailto:repsupport@rtresolutions.com). E-mail is the preferred method, but you may also fax the package to (214) 452-0533.

**Please note:**

Document processing will begin only after ALL of the requested documentation has been submitted. We will send an e-mail back to you with instructions on how to proceed along with contact information for your assigned analyst. If you do not receive a response after 5 business days, please **call** 1-(877)-840-7794 for an update.

## Short Sale Package Checklist

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Account/File Number: \_\_\_\_\_

1.  Loss Mitigation Application (“LMA”)
  - Full completion of the LMA by the seller must be executed before the customer can be considered for a short sale. To be considered complete, we must receive the completed LMA, along with the most recent primary mortgage billing statement (if applicable).
  
2.  Authorization Letter
  - Full completion of the Authorization Letter attached needs to include contact information for parties on both sides of the transaction (e-mail addresses must be included).
  - Primary seller’s information (e-mail, home phone, cell phone, and current address) must be submitted and verified before negotiations can begin.
  
3.  Listing agreement and current MLS worksheet.
  
4.  Pre HUD/Net Sheet and FINAL HUD upon closing. This itemized document must include the following:
  - **1<sup>st</sup> mortgage proceeds (typically Line 504)**      Offer Amount: \$ \_\_\_\_\_
  - **2<sup>nd</sup> mortgage proceeds (typically line 505)**      Offer Amount: \$ \_\_\_\_\_
  - No unsecured creditors are to be paid if accepting a short payoff.
  - Net/HUD sheet must reflect the actual cash amount the seller is bringing to closing.
  - If repairs are needed to the home, then the line item must be present and copies of contractor estimates must be included.

5.  Affidavit of Arm's Length Transaction (See attached).
6.  Offer/Contract (fully executed contract)
  - Copy of all offers.
7.  A pre-qualification letter for buyer along with buyer and lender contact information.
  - Proof of funds if cash buyer.
8.  1<sup>st</sup> Mortgage Payoff
  - The 1st lien payoff must be the most current that the realtor/customer can obtain.
  - You may also include a 1st mortgage statement.
9.  Foreclosure Information
  - If the 1st mortgage is in foreclosure, please provide the attorney's information along with the schedule sale date, and any file number or trustee's sale number associated with the account.
10.  First Lien approval letter (If applicable)
  - If the first mortgage is taking a short and has approved the offer, please make sure the HUD1 reflects the approval as well. **We will need the agreement from the 1st mortgage stating the acceptance of the short sale** (this document is not needed to start the review).
11.  Valuations
  - Please include the most current appraisal, BPO or comparables for the property and MLS property information sheet.

**To ensure faster processing, please use the dividers provided below to help organize the final package for submission.**

**1**

## **Loss Mitigation Application (“LMA”)**

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Full completion of the LMA by the seller must be executed before the customer can be considered for a short sale.

## Dear Customer,

Real Time Resolutions, Inc. ("RTR") would like to present you with the opportunity to resolve the delinquency on your account.

This Loss Mitigation Application will allow us to work together toward an option that is mutually acceptable. In order for us to find a manageable solution for your situation, it is important that we understand the challenges you are facing. If you have any other mortgages on this property, you should contact the other loan servicers for their Loss Mitigation Application.

Please follow the three (3) steps listed directly below.

## CONTACT US!

If you need assistance,  
give us a call at:

**877 599 7334**

Monday Friday  
7:00am 9:00pm

All Times Central

## It's easy to apply.

### STEP 1

Sign the agreement on page 2, and fill out the rest of application on pages 3-4.

### STEP 2

Enclose your most recent primary mortgage billing statement (if applicable).

### STEP 3

Email, fax, or mail your completed application and documents here:

- Email: [rs@rtresolutions.com](mailto:rs@rtresolutions.com)
- Fax: 214-452-0532
- Real Time Resolutions, Inc., P.O. Box 36655, Dallas, TX75235-1655

## We look forward to working with you.

Sincerely,  
Real Time Resolutions, Inc.

**IMPORTANT NOTICE REQUIRED BY LAW:** Real Time Resolutions, Inc. is a debt collector. This is an attempt to collect a debt, and any information obtained will be used for that purpose. However, if you are currently in bankruptcy or have received a discharge in bankruptcy, this communication is not an attempt to collect a debt from you personally to the extent it is included in your bankruptcy or has been discharged and is provided for informational purposes only.



**LOSS MITIGATION APPLICATION AGREEMENT**

**Read carefully, then sign and date.**

In making this request for consideration under your loss mitigation program, I certify under penalty of perjury:

1. That all of the information I have provided in this document is truthful and accurate.
2. I understand and agree that RTR may obtain a current credit report and bankruptcy filings (if applicable) on all customers listed on the account.
3. I understand that if I have engaged in fraud or misrepresented any fact(s) in connection with this document, RTR may cancel any loss mitigation agreement.
4. I will provide all requested documents and respond to all RTR questions in a timely manner.
5. I understand that RTR will use the information in this document to evaluate my eligibility for a loss mitigation option, but RTR is not obligated to offer me assistance based solely on the statements in this document.
6. I understand that RTR will collect and record personal information, including, but not limited to, my name, address, telephone number, social security number, credit score, income, payment history and information about account balances and activity. I understand and consent to the disclosure of my personal information and the terms of any loss mitigation agreement to any third party that needs this information to process this application, including but not limited to: any investor, insurer, guarantor or servicer that owns, insures, guarantees or services my account(s) or loan(s); any companies that perform support services in conjunction with my account(s) or loan(s).
7. By providing any phone number(s) on the subsequent contact information page, I expressly authorize RTR to call such numbers, including any number identified as a cell phone, using an automated phone system for so long as my account remains with RTR, regardless of whether loss mitigation options are offered and/or accepted.
8. By providing any email address(es) on the subsequent contact information page, I expressly authorize RTR to send me electronic notices, including, but not limited to, billing statements, to such email address(es) for so long as my account remains with RTR, regardless of whether resolution options are offered and/or accepted. I further agree to provide electronic confirmation of such consent.
9. By leaving blank responses or writing N/A, I certify that such questions are not applicable to my current situation, and with respect to Debts, Expenses, and Assets section, I do not have, own, or possess such assets or liabilities.
10. If RTR identifies material discrepancies in the information that I have provided, RTR may consider this application incomplete until such time as the discrepancies have been resolved.

**Sign Here:**

**Customer Signature** \_\_\_\_\_

**Date** \_\_\_/\_\_\_/\_\_\_

**Print Name** \_\_\_\_\_

**Customer 2 Signature** \_\_\_\_\_

**Date** \_\_\_/\_\_\_/\_\_\_

**Print Name** \_\_\_\_\_

**LOSS MITIGATION APPLICATION CONTACT INFORMATION**



Fill out your contact information, and give us some background about your current circumstances.

Account/File Number: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_\_\_

| CUSTOMER 1   |       |          |
|--|-------|----------|
| Borrower's Name  |       |          |
| Social Security Number (optional; required if Account Number is unknown) |       |          |
| Home Phone Number with Area Code   |       |          |
| Cell Number with Area Code   |       |          |
| Email Address  |       |          |
| Current Mailing Address  |       |          |
| City   | State | Zip code |

| CUSTOMER 2   |       |          |
|--|-------|----------|
| Co-Borrower's Name   |       |          |
| Social Security Number (optional; required if Account Number is unknown) |       |          |
| Home Phone Number with Area Code   |       |          |
| Cell Number with Area Code   |       |          |
| Email Address  |       |          |
| Current Mailing Address  |       |          |
| City   | State | Zip code |

Have you filed for bankruptcy?  Yes\*  No \*If Yes: Chapter 7  Chapter 13  Other  Filing Date: \_\_\_/\_\_\_/\_\_\_  
 Has your bankruptcy been discharged?  Yes  No Bankruptcy Case Number \_\_\_\_\_

I am interested in a:\*\*  Resolve for Less  Short Sale  Temporary Payment Arrangement

\*\*Note that not all accounts are eligible for the options listed in this section.

Describe your hardship (reason for default):



**Tell us about the property.**

| Property Status   |   |                                       |
|---|---|---------------------------------------|
| <input type="checkbox"/> I am the owner of the property associated with this account. | <input type="checkbox"/> I no longer own the property associated with this account. | <input type="checkbox"/> I am unsure. |

|  |
|--|
| Property Address (if same as mailing address, write "same"): |
| Estimated Property Value                                     |

|   |  |  |                                     |
|---|--|--|-------------------------------------|
| <i>I want to:</i>   | <input type="checkbox"/> Keep the Property | <input type="checkbox"/> Sell the Property | <input type="checkbox"/> Am Unsure  |
| <i>The property is my:</i>                                | <input type="checkbox"/> Primary Residence | <input type="checkbox"/> Second Home       | <input type="checkbox"/> Investment |
| <i>The property is:</i>                                   | <input type="checkbox"/> Owner Occupied    | <input type="checkbox"/> Renter Occupied   | <input type="checkbox"/> Vacant     |
| <i>The property's tax status is:</i>                      | <input type="checkbox"/> Current           | <input type="checkbox"/> Delinquent*       |                                     |
| <i>*If tax status is Delinquent, amount owed \$ _____</i> |  |  |                                     |

**Additional Liens/Mortgages or Judgments on this property:**

| Lien Holder/Service Name | Principal Balance | Regular Monthly Payment | Lien Status*                           |
|--------------------------|-------------------|-------------------------|--|
|                          | \$                | \$                      | Current, Delinquent, Foreclosure, Etc. |
|                          | \$                | \$                      | Current, Delinquent, Foreclosure, Etc. |

*\*If the lien status is in **foreclosure**, please provide the sale date: \_\_\_\_\_*

|   |
|---|
| <p><i>Is the property listed for sale?</i> <input type="checkbox"/> Yes* <input type="checkbox"/> No <i>*If Yes, list price \$ _____</i></p> <p><i>For Sale by Owner?</i> <input type="checkbox"/> Yes* <input type="checkbox"/> No <i>*If Yes, please provide required short sale documentation</i></p> <p><i>Agent's Name:</i> _____</p> <p><i>Agent's Phone Number:</i> _____</p> <p><i>Have you received an offer on the property?</i> <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><i>Date of offer</i> _____ <i>Amount of offer \$</i> _____</p> |
|---|

If you are interested in a short sale, please also provide the additional documents listed on our website at [www.realtimeresolutions.com/en/realtors](http://www.realtimeresolutions.com/en/realtors)

# 2

## Authorization Letter

- 
- Full completion of the Authorization Letter attached needs to include contact information for parties on both sides of the transaction (e-mail addresses must be included).
  - Primary seller's information (e-mail, home phone, cell phone, and current address) must be submitted and verified before negotiations can begin.

# AUTHORIZATION FORM

➔ **Account/File Number:** \_\_\_\_\_ **Date:** \_\_\_\_\_

| Seller 1                         |       |     |
|----------------------------------|-------|-----|
| Borrower's Name                  |       |     |
| Current Street Address           |       |     |
| City                             | State | Zip |
| Home Phone Number with Area Code |       |     |
| Cell Number with Area Code       |       |     |
| E-mail Address                   |       |     |
| Post Sale Address Seller 1       |       |     |
| Street Address                   |       |     |
| City                             | State | Zip |

| Seller 2                         |       |     |
|----------------------------------|-------|-----|
| Co-Borrower's Name               |       |     |
| Current Street Address           |       |     |
| City                             | State | Zip |
| Home Phone Number with Area Code |       |     |
| Cell Number with Area Code       |       |     |
| E-mail Address                   |       |     |
| Post Sale Address Seller 2       |       |     |
| Street Address                   |       |     |
| City                             | State | Zip |

| Listing Agent                        |
|--------------------------------------|
| Name                                 |
| Business Phone Number with Area Code |
| Cell Phone Number with Area Code     |
| E-mail Address                       |

| Buyer Name                       |
|----------------------------------|
| Name                             |
| Buyer's Agent's Name             |
| Cell Phone Number with Area Code |
| E-mail Address                   |

| 1st Lien Negotiator                  |
|--------------------------------------|
| Name                                 |
| Business Phone Number with Area Code |
| E-mail Address                       |

| Title Company                        |
|--------------------------------------|
| Name                                 |
| Business Phone Number with Area Code |
| E-mail Address                       |



# AUTHORIZATION FORM

➔ **Account/File Number:** \_\_\_\_\_ **Date:** \_\_\_\_\_

| Escrow                                  |
|---|
| Name                                    |
| Business Phone Number<br>with Area Code |
| E-mail Address                          |

| Attorney                                |
|---|
| Name                                    |
| Business Phone Number<br>with Area Code |
| E-mail Address                          |

I/We authorize you to provide all of the above parties involved, all information and/or documentation that they might reasonably request. Such information includes, but is not limited to account balances, credit history, monthly payment amounts, and repayment or resolution/short sale negotiations.

A copy of this authorization, including facsimile transmission or scanned copy, may be accepted as an original. Your prompt reply to Real Time Resolutions, Inc. is appreciated. This authorization is valid until revoked in writing.

| Seller 1                 |            |
|--------------------------|------------|
| Seller 1 Name _____      | Date _____ |
| Seller 1 Signature _____ |            |
| Seller 1 SSN _____       |            |

| Seller 2                 |            |
|--------------------------|------------|
| Seller 2 Name _____      | Date _____ |
| Seller 2 Signature _____ |            |
| Seller 2 SSN _____       |            |

# 3

**Listing agreement  
and current MLS  
worksheet.**

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# 4

## Pre HUD/Net Sheet and FINAL HUD upon closing

- 
- 1st mortgage proceeds (typically Line 504)
  - 2nd mortgage proceeds (typically line 505)
  - No unsecured creditors are to be paid if accepting a short payoff.
  - Net/HUD sheet must reflect the actual cash amount the seller is bringing to closing.
  - If repairs are needed to the home, then the line item must be present and copies of contractor estimates must be included.

# 5

## Affidavit of Arm's Length Transaction

- 
- 1st mortgage proceeds (typically Line 504)
  - 2nd mortgage proceeds (typically line 505)
  - No unsecured creditors are to be paid if accepting a short payoff.
  - Net/HUD sheet must reflect the actual cash amount the seller is bringing to closing.
  - If repairs are needed to the home, then the line item must be present and copies of contractor estimates must be included.



## AFFIDAVIT OF ARM S LENGTH TRANSACTION

Account/File Number: \_\_\_\_\_:

All parties to the contract on the premises dated \_\_\_\_\_:

| Property Address |       |     |
|------------------|-------|-----|
| Street Address   |       |     |
| City             | State | Zip |

Hereby affirm that this is an “Arm’s Length Transaction,”

No party to this contract is a family member, business associate of, or shares a business interest with the mortgagor or its representatives. Further, there are no hidden terms or special understandings between the seller or buyer or their agents or mortgagor.

The Buyers and Sellers nor their Agents have any agreements, written or implied, that will allow the Seller to remain in the property as renters or regain ownership of said property at any time after the execution of this short sale transaction. None of the parties shall receive any proceeds from this transaction except the sales commission.

| Sign Below                          |  |               |
|-------------------------------------|--|---------------|
| Seller 1<br>Name _____              | Seller 1<br>Signature _____            | Date<br>_____ |
| Seller 2<br>Name _____              | Seller 2<br>Signature _____            | Date<br>_____ |
| Buyer<br>Name _____                 | Buyer<br>Signature _____               | Date<br>_____ |
| Buyer Agent<br>Name _____           | Buyer Agent<br>Signature _____         | Date<br>_____ |
| Buyer Agent<br>Company Name _____   |  |               |
| Listing Agent<br>Name _____         | Listing Agent<br>Signature _____       | Date<br>_____ |
| Listing Agent<br>Company Name _____ |  |               |
| Closing Title Agent<br>Name _____   | Closing Title Agent<br>Signature _____ | Date<br>_____ |
| Closing Title<br>Company Name _____ |  |               |
| Negotiator/Attorney<br>Name _____   | Negotiator/Attorney<br>Signature _____ | Date<br>_____ |

# 6

## **Offer/Contract (fully executed contract)**

- 
- Include copies of all offers.

**7**

**A pre-qualification letter for buyer along with buyer and lender contact information.**

- 
- Include the Proof of Funds for cash buyers.

# 8

## 1st Mortgage Payoff

- 
- The 1st lien payoff must be the most current that the realtor/customer can obtain.
  - You may also include a 1st mortgage statement.

# 9

## Foreclosure Information

- 
- If the 1st mortgage is in foreclosure, please provide the attorney's information along with the schedule sale date, and any file number or trustee's sale number associated with the account.

# 10

## First Lien approval letter (If applicable)

- 
- If the first mortgage is taking a short and has approved the offer, please make sure the HUD1 reflects the approval as well. We will need the agreement from the 1st mortgage stating the acceptance of the short sale (this document is not needed to start the review).

**11**

## **Valuations**

- 
- Please include the most current appraisal, BPO or comparables for the property and MLS property information sheet.