

# green tree

December 3, 2009

Customer Name:  
Co-Borrower Name:  
Address:  
City,State,Zip:

Green Tree Servicing LLC  
Attention: Central Recovery, T120  
7360 S. Kyrene Road  
Tempe, AZ 85283-9814

RE: Account #  
Prop. Addr:  
Fax #:  
Short Sale Processing Procedures

Dear :

Thank you for contacting Green Tree Servicing LLC\* ("Green Tree"). Listed below is an overview of the short sale process guidelines. Please read them carefully, as failing to provide the appropriate documents could lead to slower processing of your application.

- Before your property can be considered for a short sale, ***you will need to complete the attached Short Sale Application in its entirety.***
- A complete application includes the:
  - Pre-filled fax cover sheet
  - General Customer/Realtor Information Worksheet (1 page)
  - Customer Financial Information Worksheet (3 pages)
  - 1<sup>st</sup> Mortgage Information Worksheet, including Authorization to speak to 1<sup>st</sup> Lien Holder (2 pages)
  - Short Sale Application Instruction
  - Preliminary, completed HUD-1 for the transaction
  - Your customer hardship letter
  - statements for all asset accounts disclosed in the Customer Financial Worksheet (all pages).
  - 2 months of checking and savings accounts (all pages).
  - Listing Agreement
  - Purchase Agreement
  - 2 months proof of income (recent paycheck stubs).
  - 2007 & 2008 tax returns
- *We will not consider incomplete applications*, and sending any unnecessary information will only slow down the application process.
- ***Please fax the completed application to us at (866) 238-6143***
- ***Please do not call to confirm receipt of your application.*** Due to the volume of applications, we are not able to confirm receipt of faxes. Your fax machine confirmation serves as sufficient confirmation that we have received your application.
- Applications are reviewed on a first-come, first-served basis. Once the process begins, an associate will be assigned to review your application and will call you about your application status. ***The application review process may take between 10-15 business days, so please be patient.***
- If you do not receive a call from one of our associates ***within 15 business days*** of submitting your application, please call us at (877) 256-4871. However, if you call us before this time, we will not have your application review completed, and will be unable to help you. NOTE: Once a Green Tree associate calls, you may contact us directly so that we may complete your approval.
- As you put together your short sale package, please note that ***we will decline offers that include excessive fees or charges*** such as realtor commissions or loss mitigation/short sale consulting fees.

Sincerely,

Green Tree

\* For purposes of this communication, Green Tree Servicing LLC includes: in Alabama, Green Tree-AL LLC; in Minnesota, Green Tree Loan Company; and in Pennsylvania, Green Tree Consumer Discount Company.

This is an attempt to collect a debt and any information obtained will be used for that purpose.

Short Sale Fax Cover Sheet

**Date:** \_\_\_\_\_  
**From:** \_\_\_\_\_  
**Number of Pages:** \_\_\_\_\_  
  
**To:** \_\_\_\_\_  
**Customer Name:** \_\_\_\_\_  
**Account #:** \_\_\_\_\_  
**Property Address:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Green Tree Servicing LLC  
 Central Recovery, T120  
 7360 S. Kyrene Road  
 Tempe, AZ 85283-9814  
  
 Contact #: 1-877-256-4871  
 Fax: 1-866-238-6143

**Short Sale Application completion checklist:**

Please make sure that you have completed the following items before faxing in your application. Incomplete applications will not be considered.

- General Customer/Realtor Information Worksheet (1 page)
- Customer Financial Information Worksheet (3 pages)
- 1<sup>st</sup> Mortgage Information Worksheet, including Authorization to speak to 1<sup>st</sup> Lien Holder (1 page)
- Short Sale Application Instruction (1 page)
- Completed, preliminary HUD-1 for this transaction
- Customer hardship letter
- Statements for all asset accounts disclosed in the Customer Financial Worksheet
- 2 months of checking and savings accounts (all pages).
- Listing Agreement
- Purchase Agreement
- Proof of Income (2 recent paycheck stubs )
- 2007 & 2008 tax returns

**As a reminder, your fax machine’s confirmation serves as confirmation that we have received your application. Please wait 10-15 business days before calling to check on the status of your application, as we will not have any information prior to that time. Thank you in advance for your patience.**

*The information contained in this facsimile transmission is privileged and confidential, and for the sole use of the intended recipient. If the reader of this message is not the intended recipient, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of the accompanying communication is prohibited. If you have received this communication in error, immediately notify us by telephone at the contact number above.*

## General Customer / Realtor Information Worksheet

Please provide the information below for the customer/account requesting a short sale:

**Name:** \_\_\_\_\_

**Account #:** \_\_\_\_\_

**Address of mortgaged property:** \_\_\_\_\_

\_\_\_\_\_

**Current address:** \_\_\_\_\_

\_\_\_\_\_

**Home phone:** \_\_\_\_\_

**Work phone:** \_\_\_\_\_

**Current employer:** \_\_\_\_\_

**Employer address:** \_\_\_\_\_

\_\_\_\_\_

**Tenure with employer:** \_\_\_\_\_

**Is the property to be short sold owner-occupied (circle one):**                      Yes                      No

**Realtor name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Work phone:** \_\_\_\_\_

**Cell phone:** \_\_\_\_\_

## Customer Financial Worksheet (Page 1 of 3)

All information **must be completed** for your Short Sale Application to be considered.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

### How were the Mortgage Loan Proceeds used?

<u>Uses</u>	<u>Amount</u>	
To purchase this property:	\$ _____	
Payoff other Debt:		
Credit Cards:	\$ _____	
Mortgages:	\$ _____	
Vehicle (e.g., car, boat):	\$ _____	
Living Expenses:	\$ _____	
Make Payments on 1 <sup>st</sup> Mortgage:	\$ _____	
Home Repairs:	\$ _____	
Repairs on other real estate:	\$ _____	Address: _____ _____
Home Upgrades:	\$ _____	
Upgrades on other real estate:	\$ _____	Address: _____ _____
Purchase other real estate:	\$ _____	Address: _____ _____
Down payment on other real estate:	\$ _____	Address: _____ _____
Purchase other assets (e.g., car, boat, RV):		
	\$ _____	Type: _____
	\$ _____	Type: _____
	\$ _____	Type: _____

## Customer Financial Worksheet (Page 2 of 3)

All information **must be completed** for your Short Sale Application to be considered.

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

### Other Real Estate Owned:

1. Address: \_\_\_\_\_  
\_\_\_\_\_

1<sup>st</sup> Mortgage: Lender: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

2<sup>nd</sup> Mortgage: Lender: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

2. Address: \_\_\_\_\_  
\_\_\_\_\_

1<sup>st</sup> Mortgage: Lender: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

2<sup>nd</sup> Mortgage: Lender: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

3. Address: \_\_\_\_\_  
\_\_\_\_\_

1<sup>st</sup> Mortgage: Lender: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

2<sup>nd</sup> Mortgage: Lender: \_\_\_\_\_ Balance: \$ \_\_\_\_\_

### Other Assets (All assets must be disclosed): Statements for all asset accounts **MUST** be included.

Automobile/Truck/Motorcycle: Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
Amount Owed: \$ \_\_\_\_\_ Lien Holder: \_\_\_\_\_

Automobile/Truck/Motorcycle: Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
Amount Owed: \$ \_\_\_\_\_ Lien Holder: \_\_\_\_\_

Automobile/Truck/Motorcycle: Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_  
Amount Owed: \$ \_\_\_\_\_ Lien Holder: \_\_\_\_\_

Retirement Account: Type: \_\_\_\_\_ Value: \_\_\_\_\_

Investment Account: Type: \_\_\_\_\_ Value: \_\_\_\_\_

Bank Account: Type: \_\_\_\_\_ Value: \_\_\_\_\_

Bank Account: Type: \_\_\_\_\_ Value: \_\_\_\_\_

Savings Account: Type: \_\_\_\_\_ Value: \_\_\_\_\_

Other: Description: \_\_\_\_\_ Value: \_\_\_\_\_

All assets should be listed. Additional assets not included above may be listed on a separate sheet.

## Customer Financial Worksheet (Page 3 of 3)

All information **must be completed** for your Short Sale Application to be considered.

**Name:** \_\_\_\_\_ **Account #:** \_\_\_\_\_

### Monthly Income:

Source Name: \_\_\_\_\_ Monthly Gross/Net: \$ \_\_\_\_\_ / \_\_\_\_\_

Source Name: \_\_\_\_\_ Monthly Gross/Net: \$ \_\_\_\_\_ / \_\_\_\_\_

Source Name: \_\_\_\_\_ Monthly Gross/Net: \$ \_\_\_\_\_ / \_\_\_\_\_

Source Name: \_\_\_\_\_ Monthly Gross/Net: \$ \_\_\_\_\_ / \_\_\_\_\_

### Monthly Expenses:

Transportation (gas, maintenance, insurance, etc.): \$ \_\_\_\_\_

Household (food, maintenance, taxes, insurance etc.):  
\$ \_\_\_\_\_

Utilities: \$ \_\_\_\_\_

HOA: \$ \_\_\_\_\_

Medical: \$ \_\_\_\_\_

Insurance: \$ \_\_\_\_\_

Automobiles/Other: \$ \_\_\_\_\_

Credit Cards: \$ \_\_\_\_\_

Are there any other changes to your financial situation since loan origination that we should be aware of that are not already incorporated into your hardship letter? Please explain fully.

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**1<sup>st</sup> Mortgage Information Worksheet**

Name of first mortgage holder: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_

Name of Account Holder: \_\_\_\_\_

Account Number: \_\_\_\_\_

Payment Due: \_\_\_\_\_

Foreclosure date if applicable: \_\_\_\_\_

Payoff amount \$ \_\_\_\_\_

Please indicate if accepting (circle one):    Settlement        Short Sale

Amount of settlement / short sale (if applicable): \$ \_\_\_\_\_

**Authorization for First Mortgage Holder to Release Information and Authorization for Green Tree Servicing LLC to Obtain an Updated Credit Report**

I (We), \_\_\_\_\_ hereby gives \_\_\_\_\_ authorization to release any and all information concerning the above-referenced account to Green Tree Servicing LLC (“Green Tree”). I (We) also give authorization for Green Tree to obtain an updated credit report.

Dated this the \_\_\_\_ day of \_\_\_\_\_ 200\_\_

\_\_\_\_\_  
Borrower

\_\_\_\_\_  
Co-Borrower