



ITEMS NEEDED FROM THE LISTING AGENT

- ZOOM! Loss Mitigation Agent Acknowledgement and Authorization Form
- Copy of listing agreement and MLS Input Form
- MLS Print Out
- Broker Price Opinion (please use our BPO form—attached or online) including Property Photos
- Copy of County Record and/or Tax Data Information
- Listing History and/or Showing Service Feedback
- Offer to Purchase (if available)
- Pre-Qualification Letter or Proof of Funds
- AS-IS Addendum (if available)
- Short Sale Addendum (if available)
- Buyer Agent Information (if applicable)

Time of the essence-

It is urgent that we have these documents within 72 hours of the property listing in order to expedite the short sale transaction.

Normal servicing of the home owner's loan will continue. Therefore, if foreclosure action relating to the property has been commenced, it will not be canceled or postponed, but will continue unless their lender agrees otherwise in writing or unless the loan is paid off in-full or brought current.

Please contact us should you need additional information.

Thank You!!!

ZOOM! Loss Mitigation Specialists
Direct: 801-527-2011
E-Fax: 888-315-3401
Info@ZOOMLossMitigation.com
www.ZOOMlossmitigation.com



How to Submit a New Loss Mitigation File

1. Go to www.ZOOMLossMitigation.com and click on the Online Document Manager or simply go to www.ZOOMDocuments.com
2. Print off:
 - a. Items Needed from Agent
 - b. Items Needed from Client
 - c. VIP Seller Recovery Program Information
3. Save the BPO form to the desktop on your computer or use the one attached. Please fill out the BPO form and submit it with your short sale file. It can make or break your deal!
4. Gather ALL documentation required.
5. Submit all documents to 888-315-3401 or e-mail directly to NewFile@ZOOMLossMitigation.com
6. Call or e-mail our office if you do not receive an e-mail or a phone call confirming the receipt of your new file within 24 hours

Thank you,

Client Care

ZOOM! Loss Mitigation

Toll-Free: 1.800.480.1917

Direct: 801.527.2011

Fax: 888.315.3401

E-Mail: ClientCare@ZOOMLossMitigation.com

Website: www.ZOOMLossMitigation.com

Blog: www.ZOOMLossMitigation.blogspot.com



Real Estate Agent Acknowledgement and Authorization

Thank you for submitting your new file to ZOOM! Loss Mitigation Specialists. As you already know, short sales are a lot of work. It is because of our experience, systems, and processes that we are so successful in getting your client's short sale approved.

Short Sale Processing Requirements:

- This acknowledgement and authorization form must be returned with all other documentation requested.
- Your client should be 100% committed to getting their home sold.
- It is your responsibility to resolve any and all issues with the homeowner and the sale of the property.
- A loss mitigation file will not be submitted to any lien holders without a valid offer to purchase.
- All title work shall be performed by ZOOM! Loss Mitigation Specialists preferred service provider. If title work is performed by a company other than the preferred service provider, a fee to the seller and/or the seller's agent may apply.
- A split settlement is highly discouraged. ZOOM! Loss Mitigation Specialists highly recommend that all buyers utilize the preferred service provider.

Agreement: The parties to the short sale submission shall be known as follows:

ZOOM! Loss Mitigation Specialists – Service Provider

Client – Seller and/or Home Owner (a separate Acknowledgement and Authorization form has been provided to the seller)

Agent – Real Estate Agent representing the Seller

Lender and/or Lien Holder – Any person and/or entity holding recorded interest in the subject property.

Acknowledgement: ZOOM! Loss Mitigation Specialists is a neutral third party representing the home seller and/or the agent throughout the short sale process. This agreement may be cancelled within three (3) days of receipt.

Advise: ZOOM! Loss Mitigation Specialists are not providing any legal or tax advice. A legal professional such as an attorney or other competent tax advisor should be sought out as needed.

Authorization: This form shall serve as written authorization for ZOOM! Loss Mitigation Specialists to contact and speak directly with the seller, the seller's lender, legal counsel, lien holder(s), and any other person or entity throughout the short sale process.

Agent Initials _____



Commission: ZOOM! Loss Mitigation Specialists does not guarantee the compensation an agent will receive based upon lender and/or lien holder approval. It is further understood that your compensation on a closed transaction could be reduced to as low as 1.0% of the net proceeds to the lender and/or lien holder.

Compensation: All files are subject to a \$500.00 service fee at the time the initial file is submitted to ZOOM! Loss Mitigation Specialists. If submission of the file is within 30 days of a scheduled foreclosure sale, an additional \$250.00 is required and shall be non-refundable unless the subject property is foreclosed upon within 12 months from the date of this agreement. A final payment of \$1,497.00 will be due and payable upon successful closing from the client and/or listing agent. Any of the above fees can be paid in the form of cash, check, or credit card and can be paid by the client, real estate agent, buyer, investor, or any other party. **Please make payable to Masters, LLC.**

In the event ZOOM! Loss Mitigation Specialists is successful in negotiating their professional fees with the lender and/or servicing company and receives a minimum professional service fee of \$1,997.00 upon closing, all money received prior to settlement including the initial deposit of \$500.00 shall be refunded to the contributing party and/or parties within fourteen (14) calendar days of closing.

In the event of a successful closing, any remaining balance of the total minimum fee of \$1,997.00 shall be received directly from the listing agent, in the form of a referral fee. By signing this form the Listing Agent agrees to have his/her Broker pay the agreed upon referral fee within seven (7) calendar days of closing to **Masters, LLC**. A 10% late fee shall apply on any balance owed after ten (10) calendar days.

Agent Initials _____

Confidentiality: Throughout the short sale process ZOOM! Loss Mitigation Specialists may receive confidential information about the seller. This information may include the seller's financial status and personal information. ZOOM! Loss Mitigation Specialists shall act in good faith throughout the short sale process.

Constant Contact: Constant contact shall be provided to the agent via email and the ZOOM! Loss Mitigation Specialists Information Center **www.ZOOMUpdate.com**. With the agent's permission, ZOOM! Loss Mitigation Specialists shall provide the same constant contact with the seller.

I, the agent, authorize ZOOM! Loss Mitigation Specialists to provide the seller with constant contact. Choose one: **Yes** **No**

Agent Initials _____



Disclosure: This is to provide notice that ZOOM! Loss Mitigation Specialists has a regular business relationship with the following entities but there is no common ownership between the owners of these companies and the owners of the following:

1. AAA Fair Credit Foundation
2. City 1st Mortgage Services

You are not required to use any of the above entities; however, we recommend the use of these companies and do business with them on a regular basis.

Entire Agreement: This agreement and acknowledgement constitutes the entire agreement of the parties with regard to the subject property, and replaces and supersedes all other agreements or understandings, whether written or oral.

Governing Law: This agreement and acknowledgement shall be governed by the laws of the State of Utah and was entered into in Salt Lake County, Utah, in the venue of Salt Lake County, Utah.

Guarantee: ZOOM! Loss Mitigation Specialists can not promise, represent, or guarantee that a foreclosure will be stopped or a short sale will be approved by the lender and/or other lien holder with interest in the subject property. ZOOM! Loss Mitigation Specialists shall not be held responsible or liable for the seller's foreclosure should one occur.

Hold Harmless: The agent agrees to recommend that the client seeks independent counsel pertaining to the sale of their home, land, real property in the matters of state and federal taxes and legal implications. The client shall be responsible for contacting the appropriate real estate attorney and/or certified public accountant to obtain qualified counsel relating to implications of and questions about selling the below mentioned real property.

The undersigned further agree that there have been no guarantees or promises of sale made to them or the client. It has been explained that in a changing real estate market Brokers and agents can make no warranties implied or otherwise as to time of sale, sale price, and probability of sale of any property. Any information that you as the listing agent have presented to the client is to assist them in making an educated decision in the sale of their home but in no way should preclude the client from seeking professional legal as well as tax advice. It is expressly suggested that the client do both.

Independent Contractor: Nothing in this agreement shall be construed to create an employer/employee relationship between the agent and ZOOM! Loss Mitigation Specialists. ZOOM! Loss Mitigation Specialists is an independent contractor and not an employee of the agent or the seller.

No Contact: The Agent shall not make direct contact with any of the lenders and/or note holders once ZOOM! Loss Mitigation Specialists has received the loss mitigation file.

Agent Initials _____



Any direct contact without the expressed written consent of ZOOM! Loss Mitigation Specialists will be considered a “Withdrawal”. The file shall be immediately suspended and a fee of \$1,497.00 shall apply and shall be paid in full by the seller and/or agent.

Preferred Service Provider: The use of any of the services of ZOOM! Loss Mitigation Specialists is not conditioned on the use of any other person or company, including the companies listed above or any other company with which we are affiliated. However, if the seller and/or agent make the decision to use a non-preferred service provider of ZOOM! Loss Mitigation Specialists an upfront forensic loan audit, filing, compliance, and legal document review fee may apply. This fee may be paid in full or part by the seller and/or agent.

Refusal: ZOOM! Loss Mitigation Specialists reserves the right to refuse any file submission at their sole discretion.

Representation: ZOOM! Loss Mitigation Specialists is not acting in the capacity of a Real Estate Agent or Broker and is not responsible for obtaining an offer on the subject property or the successful sale of the subject property.

Term: This agreement shall remain in effect until the successful completion and approval by any and all lien holders of record. Should a foreclosure occur during the short sale process, this agreement shall be immediately terminated and the file shall be suspended.

Termination Without Notice: ZOOM! Loss Mitigation Specialists reserves the right to terminate, cancel or withdraw any submitted file without notice or delay at their sole discretion at any time.

Withdrawal: Upon submission of the complete file to the lender and/or lien holders of record, any withdrawal(including claiming bankruptcy or filing a loan modification) prior to written approval or denial by any/all of the lien holders of record for any reason other than a foreclosure having taken place, a \$1497.00 fee shall apply and can be payable in the form of cash, check, or credit card to Masters, LLC and can be paid by the client, real estate agent, buyer, investor, or any other party.

Agent Name: _____

Agent Phone: _____ Email: _____

Subject Property Address: _____

Agent Signature

Date

ZOOM! Loss Mitigation Specialists
7070 South 2300 East, # 110
Salt Lake City, Utah 84121
Phone: 801-527-2011 Fax: 888-315-3401
www.ZOOMLossMitigation.com



Credit Card Authorization

Date:

Client Name:

Property Address:

I/We hereby authorize ZOOM! Loss Mitigation Specialists(Masters, LLC) to charge my Credit Card in the amount of:

- I/We, _____, acknowledge that ZOOM! Loss Mitigation Specialists is an independent third party processing company and charges a \$500.00 non-refundable file processing and submission fee.
- I/We, _____, acknowledge that we are submitting our file **within 30 days of a scheduled foreclosure sale** and authorize an additional payment of \$250.00 non-refundable file processing and submission fee.
- I/We, _____, acknowledge that ZOOM! Loss Mitigation has provided written notice of third party approval and authorize a final payment upon closing for services rendered of \$1,497.00.

Card:

Visa Mastercard Discover Card

Name as it appears on the card: _____

Card # _____ Expires: _____

Security Code: _____

Billing Address: _____

Card Holder Signature

Date

Phone # _____

E-Mail Address: _____



BROKER PRICE OPINION

BORROWER: _____

LOAN #: _____

Please check applicable box if - Yes or No

Property Address: _____ City: _____ State: _____ Zip Code: _____

The above premises was inspected on: _____ by: _____

The property was: Vacant Occupied

Is the exterior in good repair? Yes No Is the house & yard free from debris? Yes No

Has the property been boarded, screened, or otherwise secured? Yes No Keybox Yes No

Has the property been vandalized? Yes No

Details:

Exterior repairs needed (in order of importance) to market property. Give a "best knowledge" estimate of costs.

_____ \$
 _____ \$
 _____ \$

Color Exterior/Interior Photos Attached

NEIGHBORHOOD DATA

Property Values: Increasing Declining Stable
 Supply/Demand: Shortage Abundance Normal
 Marketing Time: Under 3 Months 4 - 6 Months Over 6 Months

Price Range: (Neighborhood) High \$ _____ Low \$ _____

Number of houses in Direct Competition with Subject: _____ Number of sales in the past 6 months: _____

Appraisal/Room count provided by lender: Yes No

SUBJECT PROPERTY

Address	Style	Age	SQ FT	# Rms	# BRs	# Baths	Gar/CP	List Price	List Date	Fin Terms

CURRENT HOMES FOR SALE

Competitive Listings	Style	Age	SQ FT	# Rms	# BRs	# Baths	Gar/CP	List Price	List Date	Days on Market	Prox to Subject

CLOSED PROPERTIES

Competitive Sales	Style	Age	SQ FT	# Rms	# BRs	# Baths	Gar/CP	List Price	Sale Price	Date Closed	Days on Market	Prox to Subject

Please supply comps even if distance is a factor. Explain any absence of available comps, i.e., no sales, etc.

PROPERTY VALUES

For Ninety (90) Day Market Period: _____

As Is Condition: \$ _____

Repaired: \$ _____

For Thirty (30) Day Market Period: _____

Quick Sale: \$ _____

Recommended List Price: \$ _____

MARKETABILITY

What current market conditions will affect the sale of the home? Available financing?

Note specific items that could be a potential problem:

Submitted By: _____ Company: _____

Phone: _____ Fax: _____

Address: _____ City/State: _____ Zip: _____

Interior and Exterior Photos to be on an additional page following this one.