



Thank you for your inquiry. Our process is intended to help you do what you do best...**sell real estate**. Our **NATSSTAR** (**N**orth **A**merican **T**itle **S**hort **S**ale **T**ransaction **A**ssistance & **R**esource) handles the files as follows:

1. We prefer to receive the order at the initial Listing phase. Due to lender's requirements, we cannot begin processing the file until ALL DOCUMENTS listed on **NATSSTAR** Required Documents List (attached) are received. They should be submitted to **your favorite Business Development Manager**.

After the package is reviewed and the escrow file is opened, the title report is ordered and addressed. The package is then sent to the **NATSSTAR** unit for processing. You can expect to receive a welcome email providing you with your **NATSSTAR** contact information within 3-5 business days. We submit all orders as promptly as possible and in the order in which they are received. **Please note: If we do not receive the appropriate documentation, we cannot process the new order immediately.**

2. Due to time constraints, the **NATSSTAR** unit is unable to accept a short sale when the Trustee Sale Date (TSD) is less than 15 days away. However, if you are able to get a postponement to the TSD, we will be happy to service your file. **Please note: If a package has already been submitted to the lender with a HUD-1 that was not prepared by North American Title Company, we cannot process the file.**
3. **NATSSTAR** will submit the Borrower Authorization (BA) to the bank immediately upon receipt of the package from Escrow. The BA is crucial because it allows us to contact the lender(s) as an approved point of contact for the seller. Please fill out the BA and sign it with live signatures in front of a notary. Having this notarized will speed up the approval process. As noted on the attached document list, all documents should be submitted together up front. This is to ensure that your file is processed quickly and efficiently. Most lenders will not even consider a short sale package that has missing documentation.
4. Once an offer is received we will submit it to the lender promptly along with the estimated HUD-1 and required supporting documentation. We will follow up regularly to ensure receipt of the documentation and check on the status of the file. Typically you will receive a weekly update on your files from your **NATSSTAR** team. In the event that a lender outlines a specific timeline for follow up, we will advise you at once and follow up accordingly. **Please be advised:** Lenders often require their own documentation and/or additional documents. In this case, once **NATSSTAR** is notified by the lender, they will contact you for the additional documents. **Returning them promptly ensures the accelerated processing of your file.** Some documents are redundant but required. **NATSSTAR** will not know this in advance as each lender differs. The lender may also request repeat documents that are more current as the process moves along (updated bank statements for example).

5. If negotiations of any kind are required, we will immediately contact you to request assistance as we **cannot** legally negotiate any terms whatsoever. Our role is solely to act as a liaison between you, the seller, and the lender(s). We try very hard to provide this service in its entirety and will only involve you if we feel it might be beneficial to the process or if (in our opinion) the lender is not responding promptly or is unwilling to move forward. Please know that we follow up weekly on every file, even if there is no activity from the lender. We email agents, business development managers, and escrow officers with all updates. This eliminates phone and email traffic so we are free to do what we do best – ***process your files!***

Some correspondence with lenders can take more time than others. Please allow up to 2 business days for phone or email responses from **NATSSTAR** when you have inquiries. We do our best to respond right away and ensure quality service however we are a processing unit and want to continue the expeditious processing of your files. Phone calls will be routed to the **NATSSTAR** unit directly and you should reach an individual when you call in most cases. Emails will receive an immediate response so you know we have received your email as soon as you send it. Please note that unnecessary phone and email traffic only serves to slow down the processing of your files. If you have an urgent matter, such as submitting documentation on a deadline, please email us with the word “URGENT” in the subject line of your email or call your processor at the number provided. Please reserve this for true emergencies such as a file nearing a foreclosure date that requires follow up.

6. Once a short sale is approved, we turn the file back over to your NATC Escrow Officer and she/he will perform the normal closing functions on the transaction.

The list of Required Documents and our required forms are attached. Please feel free to contact your NATC Business Development Manager or Escrow Officer if you have additional questions.

**NOTE: *Please submit the items required to your Business Development Manager.*** Your Business Development Manager will get the package to the Escrow Officer to open your order and forward the items needed to the Short Sale Processing Dept. **Once this is step is completed your point of contact will be the Short Sale Processing Department or **NATSSTAR**** at 602-280-7500 or [AZNATSSTAR@nat.com](mailto:AZNATSSTAR@nat.com) until the acceptance letter is received. You will work with the same team on all of your files with **NATSSTAR** and their information will be provided in your introductory email.

Thank you,  
**NATSSTAR**  
North American Title Short Sale Transaction Assistance & Resource

