

What Real Estate Professionals Say About the Short Sale Assistance Desk...

The Short Sale Assistance Desk is helping real estate professionals across the country quickly resolve issues on Fannie Mae short sales that may arise after a short sale offer is made. The Short Sale Assistance Desk marks an important step toward helping homeowners and real estate professionals avoid the frustration, complexities, and delays that are so common in short sale transactions.



"The Assistance Desk is fabulous. I love it. I have a 95% resolution rate on my short sale transactions. I don't understand why other agents are not using the Assistance Desk. This is a fantastic benefit from our MLS." — **Sylvester Harding, Orlando, FL**



"This was a fantastic experience. Reps were helpful and responded quickly to e-mails and phone calls. We got this issue resolved quickly and painlessly – many thanks to Fannie Mae for this process!" — **Michele Herndon, Tampa, FL**



"The Fannie Mae Assistance Desk is amazing. I submitted a request Tuesday and had two calls from the lender the next day. I was in the field showing houses, but she called the second time because I had not called her back quickly that's – what I call responsive! – and she couldn't have been more helpful." — **Marty Hunt, Orlando, FL**



"Once I submitted, Fannie Mae contacted me within two days, and within another two days told me what needed to be done to get the transaction closed. The staff at Fannie Mae was completely professional and gave great customer service. Believe it or not, this closed a mere three weeks after it was submitted to the Short Sale Assistance Desk; thanks to MRED for stepping up and providing this new service!" — **Diana Jones, Chicago, IL**



"The Fannie Mae Short Sale Assistance Desk helped my seller and me get results even after we felt like we had hit a dead end with the lien holder. We were at the point where we could not even get through on the phone and were about to give up hope. After we engaged the Assistance Desk, a senior negotiator from the lien holder contacted me, falling all over himself with apologies and promises to help. We had a short sale approval just 27 days later and my client is thrilled that he gets to open a new chapter in his life." — **Damian Janssen, Sparks, NV**



"Every time I worked with the representative on the Assistance Desk, I had an excellent experience. If I can't get a short sale resolved using the normal channels, I always use the Assistance Desk. It works." — **Lisa Reeves, Orlando, FL**



"I am absolutely convinced that without Fannie Mae's Short Sale Assistance Desk the short sale property would have gone to foreclosure sale the next day. I want to thank Fannie Mae's representatives for their attention, professionalism, and follow-through. My buyers and their agent, my client, and I are very grateful for your help." — **Bob Sewell, Zephyr Cove, NV**

SSAD Can Help You

Eliminate red tape

Increase Revenue

Resolve Issues Quickly

Gain a single point of contact