

Correspondent Mortgage Bulletin

Information for Correspondent Lenders of SunTrust Mortgage, Inc.

February 14, 2014 • COR14-022



Alert

Update

Reminder

Clarification

Training
Information

Preview

The Correspondent Division Expands Underwriter Phone Availability and Revises Contacts

SunTrust Mortgage, Inc. expands underwriter phone availability to 8 a.m. through 5 p.m. Eastern Standard Time (EST) Monday through Friday. Additionally, we updated the *Correspondent Seller Guide* to reflect staffing and contact information updates within the Purchase Review Department, Correspondent Sales Team, and Registration/Lock-In Staff.

Intended Audience

Origination Processing	Secondary Marketing	Underwriting	Closing Delivery Funding	Compliance Legal	Other
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Effective Dates

Friday, February 14, 2014
This update is effective immediately.

Background Information

In an ongoing effort to improve the underwriting process for our Correspondent lenders, SunTrust Mortgage announces expanded phone hours for the SunTrust Mortgage underwriting team.

In addition, we regularly update key contact information for the Correspondent Division.

Bulletin Details

Expanded Underwriting Hours of Operation
SunTrust Mortgage Correspondent Underwriters are now available by phone for questions between the hours of 8 a.m. and 5 p.m. EST Monday through Friday. Call 1.800.382.2111, option 1, and option 4.

Action Required

Origination, Processing, Secondary Marketing, Underwriting, Closing, Delivery, Funding, Compliance, and Legal
Starting February 14, 2014
Refer to The Correspondent Division in the *Correspondent Seller Guide* for updated information.

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Bulletin Details, continued

Department Changes

The departments listed below announce updates to their key contact information.

- The Purchase Review Department
- The Correspondent Sales Team
- The Registration and Lock Desk

Revised Materials

Click the [Correspondent Division](#) to view the revised material.

Former Guideline

Previously, SunTrust Mortgage Underwriter phone availability was limited to 3 p.m. to 5 p.m. EST Monday through Friday.

Other Resources

Support Group	Description and Contact Information:
Account Manager or Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Direct contact information for each account manager or correspondent relations coordinator is located in General Section 1.01: The Correspondent Division
Resource Center	Provides phone and email support on products, policies, and procedures as well as new product rollout and existing product enhancement. Contact the Resource Center at 800.382.2111, Option 1, Option 2.

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