

# Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.  
November 7, 2014 • COR14-105

Alert

Update

Reminder

Clarification

Training  
Information

Preview

## Support Team Contacts

SunTrust Mortgage, Inc. updates the *Correspondent Seller Guide* to reflect department and contact information changes throughout the Correspondent Division.

## Intended Audience

Origination  
Processing

Secondary  
Marketing

Underwriting

Closing  
Delivery  
Funding

Compliance  
Legal

Other

## Effective Dates

**Friday, November 7, 2014**  
This update is effective immediately.

## Background Information

In an ongoing effort to improve the client experience for our correspondent lenders, SunTrust Mortgage reminds lenders of the various support teams available to assist them in doing business with SunTrust Mortgage. The relaunched SunTrust Mortgage Correspondent Support toll free line (800.382.2111) offers direct connection to area of specialization.

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

## Bulletin Details

### Department Updates

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

- Production
- Purchase Review
- Purchase Relations
- The Correspondent Sales Team
- Emerging Banker Sales Team

### Department Name Change

The Resource Center Support Team is now Product Support.

## Action Required

**Origination, Processing, Secondary Market, Underwriting, Closing, Delivery, Funding, Compliance, and Legal Starting November 7, 2014**

Refer to The Correspondent Division in the *Correspondent Seller Guide* for updated information.

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## Bulletin Details, continued

### Condominium and Planned Urban Development (PUD) Department Contact Information

Contact the SunTrust Mortgage Condo and PUD Department in the following ways:

- Telephone: 800-382-2111
- Facsimile: 804-319-8396
- Email: [mortgage.condodesk@suntrust.com](mailto:mortgage.condodesk@suntrust.com)

### Refreshed Correspondent Support Telephone Menu

The SunTrust Mortgage Correspondent Support toll free helpline has a streamlined menu listing. Contact the various support departments as follows:

800.382.2111	Support Department	Service Provided
Option 1	Correspondent Relations Coordinator	Sales support
Option 2	Lock Desk	Lock or register loans
Option 3	Correspondent Support	Loan status questions
Option 4	Product Support	Product and lending guideline questions
Option 5	Correspondent Underwriting Support Team	Underwriting questions and loan scenario discussions
Option 6	Condo and PUD Department	Condo and PUD related questions
Option 7	STMinet	Systems and technology related support
	Option 1 Password resets	
	Option 2: STMPartners website support	
Option 8	SunTrust Mortgage Servicing department	Loan servicing support

### Revised Materials

Click the [Correspondent Division](#), [Condominium and PUD Approval Requirements](#), and [Condominium/PUD Approval Request \(For Agency and Non-Agency Transactions\) \(COR 0215\)](#) to view the revised material.

## Other Resources

Support Group	Description and Contact Information:
Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Direct contact information for each correspondent relations coordinator is located in General Section 1.01: The Correspondent Division.
Emerging Banker Account Executive	Specific questions on applying this procedure to specific loan files. Direct contact information for each account executive is located in General Section 1.01: The Correspondent Division.
Product Support	Provides phone and email support on products, policies, and procedures as well as new product rollout and existing product enhancement. Contact Product Support at 800.382.2111, option 4.

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