

# Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.  
August 5, 2016 • COR16-024

Alert

**Update**

Reminder

Clarification

Training  
Information

Preview

## New Lock, Rate and Price Cut-off Time for Key Loans

SunTrust Mortgage, Inc. announces the new lock, rate and price cut-off time of 7 p.m., local time, for the Key Loan Program.

### Intended Audience

**Origination  
Processing**

**Secondary  
Marketing**

Underwriting

Closing Delivery  
Funding

Compliance Legal

Other

### Effective Dates

**Friday, August 5, 2016**

Effective with loans locked on or after this date.

### Background Information

As SunTrust Mortgage continues its focus on client delight, the alignment of the Key Loan Program lock, price and rate cut-off times with other product offerings supports this effort.

### Bulletin Details

#### Lock, Rate and Price Cut-off Time

SunTrust Mortgage extends the lock, rate and price cut-off time to 7 p.m., local time for the Key Loan Program.

#### Revised Material

Click [Loan Registration and Lock-in Procedures](#) to view the revised material.

### Action Required

**Origination, Processing and Secondary Marketing**

**Starting August 5, 2016**

Follow the guidance outlined in this bulletin.

### Former Guidelines

Previously, the lock, rate and price cut-off time for the Key Loan Program was 5 p.m., local time.

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## 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
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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