

Product Support Bulletin

Information for Correspondent Lenders of SunTrust Mortgage, Inc.
March 16, 2018 • COR18-011



Alert

Update

Reminder

Clarification

Training
Information

Preview

Refreshed Correspondent Underwriting Information

We updated our *Correspondent Seller Guide* with information pertaining to conventional loans submitted to SunTrust Mortgage, Inc., for underwriting approval. Updates include various clarifications as well as the following:

- a refresh of information pertaining to loan approvals, loan denials, and incomplete files for conventional loans submitted to SunTrust Mortgage for underwriting
- elimination of the *Appraisal Review Checklist* (COR 0049), previously provided as an optional underwriting tool for both delegated and non-delegated loans

Effective Dates

Information in this bulletin is effective for conventional loans awaiting underwriting decisions on or after March 19, 2018.

Background Information

Based on a review of Underwriting submission content in [Section 1.05: Underwriting](#) of our *Correspondent Seller Guide*, we identified opportunities to refresh the contents.

Bulletin Details

Underwriting Submission for Conventional Non-Delegated Loans

Highlights of the refreshed material within [Section 1.05: Underwriting](#) of our *Correspondent Seller Guide* include the following:

Loan Approval

- On loans underwritten by SunTrust, Correspondent lenders will be notified via telephone and e-mail when a credit file is approved. The commitment will be documented on the *Decision Letter* which is delivered via email through the LendingSpace portal.
- The *Decision Letter* indicating approval is subject to compliance with the stated terms and stipulations and satisfaction of the prior to closing and settlement stipulations. These terms and stipulations will be listed first by order of priority (i.e.; prior to funding, prior to closing, at settlement, etc.) and then by category (i.e.; asset, closing, credit/liability, employment/income, etc.).
- The *Decision Letter* indicating approval will contain a credit and appraisal expiration date. If the credit expiration date expires before the loan closes, the credit documents must be updated.

Incomplete Credit File Pending Status

- If the credit file is incomplete, the underwriter will notify the correspondent of the additional information needed to make a credit decision. A *Pended Loan Notification* will be delivered via the LendingSpace portal.
- Correspondent lenders may deliver underwriting stipulations electronically by uploading into the LendingSpace portal.
- If the underwriter has not received the proper documentation, by the end of the tenth (10th) business day, the loan may be designated as “withdrawn” or “denied.”
- If the loan is denied, a *Notice of Action Taken* will be issued.

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Bulletin Details, continued

[Underwriting Submission for Conventional Non-Delegated Loans, continued](#)

Loan Denial

SunTrust is required to provide the originating correspondent with a completed *Notice of Action Taken*. It is the correspondent's responsibility to create and provide an adverse action notification to the applicant.

File Retention

- An image of the entire file for all denied and withdrawn loans will be retained in the SunTrust Mortgage, Inc. Headquarters for a period of twenty-five (25) months.
- The files will include a copy of the *Notice of Action Taken*.

[Elimination of the *Appraisal Review Checklist* \(COR 0049\)](#)

This form is now eliminated, and was previously provided as an optional underwriting tool for both delegated and non-delegated loans. Discontinue use of the *Appraisal Review Checklist* (COR 0049), and discard an existing copies of this form that you may have retained.

Revised Materials

Click [Section 1.05: Underwriting](#) and [Section 1.07: Appraisal Guidelines](#) to view the revised material.

Former Guidelines

[Click here](#) to see a before-and-after matrix of the changes referenced in this bulletin, and additional clarifications.

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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