

Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.
May 25, 2018 • COR18-024

Alert

Update

Reminder

Clarification

Training
Information

Preview

Correspondent Division Updates and Other Revisions

SunTrust Mortgage, Inc. updates the *Correspondent Seller Guide* to include the following:

- Revised department and contact information changes throughout the Correspondent Division
- Revised Lock-In policy to update address change for remitting upfront commitment fees

Effective Dates

Effective on May 25, 2018.

Background Information

We regularly update information pertaining to the Correspondent Division within our *Correspondent Seller Guide*.

Bulletin Details

Contact Information

The *Correspondent Seller Guide* includes updates to key contacts for various support areas including the following departments:

- Key Correspondent Division Contacts
- Key Non-Delegated Contacts
- Key Non-Delegated Sales Team
- Correspondent Support Contacts
- Regular and Express Mail Address Matrix

Upfront Commitment Fees

Upfront commitment fees need to be remitted to VA-MTG 1612, Attn: Correspondent Billing, Extended Locks, 901 Semmes Avenue, Richmond, VA 23224.

Revised Materials

Click [The Correspondent Division](#) and [Loan Registration and Lock-in Procedures](#) to review the revised materials.

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 3.

This information is for use by mortgage professionals only and should not be distributed to or used by consumers or other third parties. This is not for solicitation of sales. Information is accurate as of date of posting and is subject to change without current product details and lending procedure. SunTrust Mortgage, Inc. does not guarantee or assume liability for any third-party products or services. ©2018 SunTrust Banks, Inc. SunTrust, and SunTrust Mortgage are federally registered service marks of SunTrust Banks, Inc.