

Product Release



Information for Correspondent Lenders of SunTrust Bank
September 20, 2019 • COR19-043

Alert

Update

Reminder

Clarification

Training
Information

Preview

VA Refinance Clarification

SunTrust Bank (SunTrust) revises Veterans Affairs (VA) guidelines to align eligible refinance transactions. With this update we remove references to Other Refinances.

Effective Dates

Effective with new and existing locks on or after September 20, 2019.

Background Information

SunTrust reviewed VA guidelines and identified an opportunity to clarify eligible refinance transactions.

Bulletin Details

Other Refinances are ineligible for VA transactions.

Revised Materials

Click [Veterans Administration \(VA\) Loan Program](#) to review revised materials.

Former Guidelines

Previously, SunTrust's VA guidelines indicated Other Refinances were eligible.

Other Resources

Support Group	Description and Contact Information:
Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Contact Correspondent Relations Coordinators at 800.382.2111, Option 1.
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.

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