

# Lender Best Practice: Responding on QC Audits

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We value your partnership in maintaining quality & managing risk. We know how important it is to get things right the first time but for those exceptions we will roll up our sleeves and dig in until it is right. We have noticed a decrease in responses and we want to ensure our lines of communication remain open to you. We've compiled some best practices developed from our observations. Please see below for a few tips on responding to QC audits.

## QC Responses

- Quality Control Audit findings come from: [DQM.Audits@SunTrust.com](mailto:DQM.Audits@SunTrust.com). This email box is only used for Quality Control audits.
- Please make every effort to respond to the audit by the due date which is system-set & unchangeable.
- If you are not the party who should respond please forward our email to the appropriate party & copy us.
- Include any documentation needed to cure the defect(s) found.
- Respond even if you cannot collect documents to cure by the deadline so we will know you are working on the loan.
- If you miss the deadline we still require that you resolve the defects.
- Keep us informed of your progress if you need to continue to work on errors after the deadline passes.

## Your Contact Information

We send notification of QC errors via email & have found that our contact information is out of date for many of our Correspondent clients. Please inform your Account Managers & Correspondent Relations Coordinators when you have turnover or other changes to contacts so we can update our records.

Thank you for your business!  
Your SunTrust Mortgage Correspondent Team