

# Lender Best Practice: Final Documents

December 7, 2018  
Comm18-027



We have recently found some opportunities to improve the communication/delivery process. In order to help we are providing the below suggestions for clean final documents submission. Your time as well as your borrower's is very important to us. Here are a few tips that will ensure the final documents process goes smoothly:

- Always include SunTrust loan number on the documents as this will help alleviate the document needing additional research with locating and identifying the loan
- Best way to expedite the missing final documents is to email to your Loan Specialist as well as the Final Doc shared Mailbox: [MTG.CorrespondentFD@SunTrust.com](mailto:MTG.CorrespondentFD@SunTrust.com)
- If mailing original documents ensure you are putting the package to the attention of your Loan Specialist, Final Doc Department
- To avoid escalation, please provide all missing documents within a timely manner and submit prior to day 270 from purchase date
- If you should have any questions regarding a Final Document, please contact your loan specialist directly and/or email the shared mailbox:

Correspondent Lenders - Alphabetically	FD Loan Specialist Contact Information
Numerical # and A - C	Lance Monteiro <a href="mailto:Lance.Monteiro@SunTrust.com">Lance.Monteiro@SunTrust.com</a> (804) 291-2634
D - E and M - P	Eliza Reeves <a href="mailto:Eliza.E.Reeves@SunTrust.com">Eliza.E.Reeves@SunTrust.com</a> (804) 291-2451
F - L	Willie Hines <a href="mailto:Willie.Hines@SunTrust.com">Willie.Hines@SunTrust.com</a> (804)291-2680
Q - Z	Stephawn Banks <a href="mailto:Stephawn.T.Banks@SunTrust.com">Stephawn.T.Banks@SunTrust.com</a> (804)291-0046

Thank you for your business.  
-Your SunTrust Correspondent Team

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