

# Lender Best Practice: Underwriter Email Box Support Tips

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The SunTrust Correspondent underwriting department is available to assist our clients with conventional scenario & product questions. Our underwriting email box was introduced several years ago. We are providing tips below to optimize this popular tool to your best advantage.

- The Underwriting Email box address is: [Correspondent.Underwriting@SunTrust.com](mailto:Correspondent.Underwriting@SunTrust.com) and is available from 9 am to 7 pm EST M-F.
- The email box is for general underwriting questions, scenarios & assistance on Conventional loan programs. Questions on Government loans should be directed to FHA/VA. For SunTrust overlay questions, call the SunTrust Mortgage Product Support Team at 800.382.2111 and press 3.
- For loans that are currently in underwriting, call or email the underwriter (or out of office contact) that is assigned to the specific loan directly.
- Include the following information in your email:
  - descriptive subject line
  - loan product type & AUS type (if appl.)
  - whether you are delegated or non-delegated
  - only relevant details to your question
- Keep in mind that when Fannie Mae or Freddie Mac change their guidelines, we do not adopt immediately. All proposed changes must be thoroughly vetted to consider the impact to risk and our systems. The decision process for changes could take weeks.

**Thank you for your business!**  
**Your SunTrust Correspondent Team**