

Section 1.01 - The Correspondent Division

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Related Bulletins

General

Related bulletins are provided below in PDF format. To view the list of published bulletins, select the applicable year below.

- [2018](#)
 - [2017](#)
 - [2016](#)
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General Information

General

Questions concerning sales and marketing may be directed to the Correspondent Division. Personnel and their direct numbers follow.

SunTrust Business Hours and Holiday Schedule

The business hours of SunTrust are between 8:00 a.m. and 5:00 p.m. (EST or EDT, as applicable). SunTrust is closed on the following holidays:

- New Year's Day
 - Martin Luther King, Jr. Day
 - President's Day
 - Memorial Day
 - Independence Day
 - Labor day
 - Columbus Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day
-

Key Correspondent Division Contacts

	Matthew Holland, Senior Vice President National Correspondent Production Manager Matthew.W.Holland@suntrust.com	804.291.0306
	Tonya Satterfield, Officer Department Specialist Tonya.Satterfield@suntrust.com	804.319.2124
	Jennifer Hatcher, First Vice President Client Delight Manager Jennifer.Hatcher@suntrust.com	804.291.0468
	Dave Van Aken, Vice President Eastern Division Operations Manager Dave.VanAken@suntrust.com	804.319.8886
	Vicky Hamilton, Group Vice President Western Division Operations Manager Vicky.L.Hamilton@suntrust.com	949.341.5858
	Lisa Kurtz, Assistant Vice President Delegated Loan Quality Manager Lisa.Kurtz@suntrust.com	804.319.2455
	Debbie Markert, Group Vice President National Correspondent Underwriting Manager Debbie.Markert@suntrust.com	804.291.0874
Correspondent Support and Funding	Heather O'Connell, Vice President Correspondent Funding & Support Manager Heather.OConnell@suntrust.com	804.319.2292

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Key Correspondent Division Contacts, Continued

Purchase Review

Purchase Review Department-Richmond, VA

Rhoda Raymond, Vice President 804.319-1474
Purchase Review Manager
Rhoda.L.Raymond@suntrust.com

Heather Perkinson, Assistant Vice President 804.291.0314
Purchase Review Supervisor
Heather.L.Perkinson@suntrust.com

Amanda G. Frost, Assistant Vice President 804.291.0798
Purchase Review Supervisor/Flood
Amanda.G.Frost@suntrust.com

Purchase Review Department-Irvine, CA

Desiree Craig, Assistant Vice President 949.341.5813
Non-Delegated Operations Manager
Desiree.Craig@suntrust.com

Scott Schurmer, Assistant Vice President 949.341.5873
Operations Manager
Scott.Schurmer@suntrust.com

Sherry Carter, Officer
Purchase Review Team Lead
Sherry.Carter@suntrust.com

Key Correspondent Division Contacts, Continued

Purchase Relations

Purchase Relations

Teresa Johnston, Vice President Correspondent Relationship Manager Teresa.Johnston@suntrust.com	804.291.0826
Kathy Neldon, Assistant Vice President Purchase Relations Specialist Supervisor Kathryn.Neldon@suntrust.com	804.923.0712
Audrey Bauer, Assistant Vice President Purchase Relations Specialist Supervisor Audrey.Bauer@suntrust.com	804.923.0701
Carly Thomas, Officer Senior Purchase Relations Specialist/Post-Purchase-Delivery Carly.Thomas@suntrust.com	804.291.0790

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Key Correspondent Division Contacts, Continued

Purchase Relations, (continued)

Purchase Relations Specialist	Contact Information
Donna Holley	804.291.2201 Donna.Holley@suntrust.com
Trish Clark	804.923.0704 Trish.Clark@suntrust.com
Helen Duty	804.923.0706 Helen.Duty@suntrust.com
Kendra Simmons	804.319.2125 Kendra.P.Simmons@suntrust.com
Melanie Little	804.923.0710 Melanie.Little@suntrust.com
Tiffany Hoffman	804.291.0877 Tiffany.L.Hoffman@suntrust.com
Sherita Frederick	804.923.0707 Sherita.Frederick@suntrust.com
Ivette Pulgarin	804.319.1445 Ivette.Pulgarin@suntrust.com
Yashica Dennis	804.291.0381 Yashica.Dennis@suntrust.com
Edith Kidd	804.319.4793 Edith.Kidd@suntrust.com
Mykeia Davis	804.319.8452 Mykeia.Davis@suntrust.com
Ayodele Shokunbi	804.291.0852 Ayodele.Shokunbi@suntrust.com
Michael Zwicker	804.291.0639 Michael.Zwicker@suntrust.com

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Key Correspondent Division Contacts, Continued

Correspondent Sales Team **Chris A. Karnes, Senior Vice President** 214.973.5592
 Correspondent Western Division Production Manager
Chris.Karnes@suntrust.com

Cristy DeWitt, Senior Vice President 904.249.6414
 Correspondent Eastern Division Production Manager
Cristy.Dewitt@suntrust.com

Correspondent Relationship Coordinator Teams		800.382.2111 Option #1
CRC.Orange.Team	CRC.Blue.Team	
Heather Cosby	Christie Poulsen	
Lincoln Branscome	Harrol Christian	
Heather Rusch	Scott McGinnis	

The following table shows Account Manager and Correspondent Relations Coordinator Teams:

Correspondent Sales Team	States	Phone Number
Patrick D. McLaughlin, Vice President Account Manager Patrick.D.McLaughlin@SunTrust.com CRC.Blue.Team Correspondent Relations Coordinator CRC.Blue.Team@suntrust.com	NY, MA, NJ, RI, VT, ME, CT, NH	508.744.6848 800.382.2111 Option #1
Beth A. Kazinski, Vice President Account Manager Beth.Kazinski@suntrust.com CRC.Blue.Team Correspondent Relations Coordinator CRC.Blue.Team@suntrust.com	IA, IL, MI, MN, WI	262.613.3763 800.382.2111 Option #1
Brad Burney, Vice President Account Manager Brad.Burney@suntrust.com CRC.Orange.Team Correspondent Relations Coordinator CRC.Orange.Team@suntrust.com	AR, KS, MO, NE, OK	501-217-3520 800.382.2111 Option #1
Rebecca Sommer, Vice President Account Manager Rebecca.Sommer@suntrust.com CRC.Orange.Team Correspondent Relations Coordinator CRC.Orange.Team@suntrust.com	Northern CA, NV, WA, OR	916.740.4416 800.382.2111 Option #1

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Key Correspondent Division Contacts, Continued

Correspondent Sales Team, (continued)

Correspondent Sales Team	States	Phone Number
Melissa L. Van Horn, Vice President Account Manager Melissa.L.VanHorn@suntrust.com CRC Orange Team Correspondent Relations Coordinator CRC.Orange.Team@suntrust.com	Southern CA	Office: 805.439.1317 Mobile: 805.550.6193 800.382.2111 Option #1
Joe Molkeen, Vice President Account Manager Joseph.Molkeen@suntrust.com CRC.Orange.Team Correspondent Relations Coordinator CRC.Orange.Team@suntrust.com	LA, TX	214.971.5186 800.382.2111 Option #1
Karen Anderson, Vice President Account Manager Karen.Anderson@suntrust.com CRC.Orange.Team Correspondent Relations Coordinator CRC.Orange.Team@suntrust.com	AZ, CO, NM, UT	480.205.4485 800.382.2111 Option #1
Keith Northen, Vice President Account Manager Keith.Northen@suntrust.com CRC.Blue.Team Correspondent Relations Coordinator CRC.Blue.Team@suntrust.com	DE, IN, KY, MD, OH, WV	Office: 804.360.2168 Mobile: 804.916.9859 800.382.2111 Option #1
Barb Nelson, Vice President Account Manager Barbara.Nelson@suntrust.com CRC.Orange.Team Correspondent Relations Coordinator CRC.Orange.Team@suntrust.com	ID, MT, ND, SD, WY	949.341.5896 800.382.2111 Option #1

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Key Correspondent Division Contacts, Continued

Correspondent Sales Team, (continued)

Correspondent Sales Team	States	Phone Number
Sam Hall, Vice President Account Manager Sam.Hall@suntrust.com	NC, TN, PA, SC	804.282.4019
CRC.Blue.Team Correspondent Relations Coordinator CRC.Blue.Team@suntrust.com		800.382.2111 Option #1
Timothy J. Sheehy, Vice President Account Manager Timothy.Sheehy@suntrust.com	DC, VA	704.752.9669
CRC.Blue.Team Correspondent Relations Coordinator CRC.Blue.Team@suntrust.com		800.382.2111 Option #1
Eric Blanks, Vice President Account Manager Eric.Blanks@suntrust.com	AL, FL, GA, MS	706.338.6012
CRC.Blue.Team Correspondent Relations Coordinator CRC.Blue.Team@suntrust.com		800.382.2111 Option #1

Key Non-Delegated Contacts

	Matthew Holland, Senior Vice President National Correspondent Production Manager Matthew.W.Holland@suntrust.com	804.291.0306
	Cristy DeWitt, Senior Vice President East Coast & Non Delegated Production Manager Cristy.DeWitt@SunTrust.com	904.249.6414
	Dave Van Aken, Vice President Eastern Division Operations Manager Dave.VanAken@suntrust.com	804.319.8886
	Vicky Hamilton, Group Vice President Western Division Operations Manager Vicky.L.Hamilton@suntrust.com	949.341.5858
	Debbie Markert, Group Vice President National Correspondent Underwriting Manager Debbie.Markert@suntrust.com	804.291.0874
Underwriting	Judy Hall, Vice-President Underwriting Manager Richmond Judy.Hall@suntrust.com	804.319.2068
	Terri Rex, Vice-President Underwriting Manager Irvine Terri.Rex@suntrust.com	949.341.5910
	Underwriting Support and General Underwriting Questions (8 a.m. – 8 p.m. EST)	800.382.2111
	Loan Status Calls and Current Underwriting Turn Time www.stmpartners.com	800.382.2111
	Conventional Underwriting Scenarios and Questions E-mail Box (9 a.m. – 7 p.m. EST) Correspondent.Underwriting@suntrust.com	

Reference: See [Section 1.05: Underwriting](#) for information on where and how to submit appraisals.

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Key Non-Delegated Division Contacts, Continued

Purchase Review/CSR	Vicky Hamilton, Group Vice President Western Division Operations Manager Vickly.L.Hamilton@suntrust.com	949.341.5858
	Desiree Craig Non-Delegated Operations Manager Desiree.Craig@suntrust.com	949.341.5813
	Gloria Papa, Officer Customer Service Representative Gloria.J.Papa@suntrust.com	949.341.5817
	Lisa Neilson, Officer Customer Service Representative Lisa.Neilson@suntrust.com	949.341.5830
	Christina Tsang, Officer Customer Service Representative Christina.Tsang@suntrust.com	949.341.5857
	Slobodan Simikic Customer Service Representative Slobodan.Simikic@suntrust.com	949.341.5843
	Ana Sagastegui - Mexicano Customer Service Representative Ana.Sagastegui@suntrust.com	949.341.5897

Correspondent Support and Funding Department	Heather O'Connell, Vice President Correspondent Support & Funding Manager Heather.Oconnell@suntrust.com	804.319.2292
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Correspondent Support Contacts

Product Support	Product Support Team	800.382.2111
	Hours of Operation	8:00 a.m. to 6:00 p.m. EST
	Facsimile	804.231.7178

Registration/ Lock-in Staff	LaTekia Taylor	804.923.0651
	Lock Desk Team Lead LaTekia.Taylor@suntrust.com	
	Thomas E. Kimmey	
	Subject Matter Expert (SME) - Pricing Thomas.Kimmey@suntrust.com	
	Kay Marshall, First Vice President	804.291-2402
	Lock Desk Manager Kay.Marshall@suntrust.com	
	Kim Goodbody, Vice President	804.923.0650
	Pricing Administration Manager Kim.Goodbody@suntrust.com	
	Lock-in and Registration Desk	800.382.2111
	Hours of Operation	8:30 a.m. to 7:00 p.m. EST
	Facsimile	804.231.7233
	Lock in Desk E-mail Box for Changes and General Questions: Correspondentlockdesk@suntrust.com	
	Note: Locks are not accepted through the email box.	

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Correspondent Support Contacts, Continued

Origination Systems Support (OSS)	LendingSpace Assistance	800.382.2111
	AUS Support and OSS Team	800.382.2111

Hours of Operation	8:00 a.m. – 7:00 p.m. EST
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Final Documentation Department	Sheila Miles	804.291.0094
	Team Lead Sheila.Miles@suntrust.com	

	Simone Clark – Taylor	804.291.2200
	Team Lead Simone.Clark-Taylor@suntrust.com	

	Stephanie Marcinkevich	804.319.2519
	Operations Manager Stephanie.Marcinkevich@SunTrust.com	

	Final Docs Email: MTG.CorrespondentFD@suntrust.com	
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Hours of Operation:	7:30 a.m. – 4:30 p.m. EST
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Customer Service Support

Correspondent Customer Service Support	Correspondent Liaison for Servicing Issues (Lenders Only)	800.382.2111
	Servicing Department (Borrowers Only)	800.634.7928 804.291.0740
	Payoff Department	Facsimile 801.567.6651

Wire Transfer

Wire Transfer Wire transfer instructions are as follows:

For monies involving loan purchases:

SunTrust Bank, Atlanta, Georgia
ABA 061000104
Credit: SunTrust Bank
Account Number: 9175327601
SunTrust Bank
Borrower Mortgage Loan Number
Borrower Name
Attn.:
MTG.Notifications.Returned.Wire@SunTrust.com

For payoffs and payments:

SunTrust Bank, Richmond, Virginia
ABA 061000104
Credit: SunTrust Bank
Account Number: 201721740
Borrower Mortgage Loan Number
Borrower Name
Purpose: Payoff / Payment and
Property address if Payoff

Please be certain to use the accounts only for the purpose designated. For proper credit, the wire must reference the borrower's name and account number.

SunTrust Websites

Business to Business Website – LendingSpace.com

SunTrust business to business website, *LendingSpace* (<https://loansphere.lending.space/bkiconnect.com/stm/SRVLPSPORTAL/LsAuth/Application/LsLogin/LsSubscriber.jsp>), offers lenders the ability to perform the following functions on-line:

- view or download rate sheets and SRP schedules,
- register and/or lock a loan with immediate confirmation,
- view loan status using Pipeline Manager,
- access the online Correspondent Seller Guide

SunTrust Home Mortgage website for Borrowers

SunTrust's Home Mortgage website (<https://www.suntrust.com/home-mortgages>) is a comprehensive website offering current SunTrust borrowers many timesaving on-line servicing related options including, but not limited to the following:

- make a mortgage payment at any time,
- access current mortgage loan information,
- update personal information,
- request a statement or loan documents, and
- sign up for SurePay automatic draft payment option.

Delivery of Notifications

Correspondent Clients are responsible for obtaining their underwriting decisions, purchase review pends, and purchase advices by utilizing the Doc Center function in *LendingSpace*.

Regular and Express Mail Address Matrix

General

Refer to the chart below for specific mailing addresses for Express Mail and regular U.S. Mail. The addresses are divided by documentation types. It is important that the "Attn: ("individual/department name") and the "Dept #:" be included in the address.

Type of Documentation	Express Mail Address	Regular Mail Address	Mail Code
DU Payments, SRP Payments, Late Doc fees, and Extended Lock Payments	SunTrust Bank Attn: Accounts Receivable Specialist Mail Code: MTG 1642 901 Semmes Avenue Richmond, VA 23224	SunTrust Bank Attn: Accounts Receivable Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	MTG 1612
Miscellaneous Correspondence relating to Sales and Marketing	SunTrust Bank Attn.: Correspondent Sales Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	SunTrust Bank Attn.: Correspondent Sales Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	MTG 1612
Final Documents Title Policies Recorded Security Instruments Recorded Subordination Agreements	SunTrust Bank Attn.: Correspondent Final Docs Mail Code: RVW 5023 1001 Semmes Avenue Richmond, VA 23224	SunTrust Bank Attn.: Correspondent Final Docs Mail Code: RVW 5023 1001 Semmes Avenue Richmond, VA 23224	RVW 5023
Notes Department	SunTrust Bank Attn: Notes Department Mail Code: RVW 4303 1001 Semmes Avenue Richmond, VA 23224	N/A	RVW 4303
Tax Bills	SunTrust Bank Mail Code: RVW 3166 1001 Semmes Avenue Richmond, VA 23224	SunTrust Bank Mail Code: RVW 3166 P.O. Box 85118 Richmond, VA 23285-5188	RVW 3166
Hazard Insurance Policies, Flood Insurance Policies	SunTrust Bank Attn: Insurance Dept. Mail Code: RVW 3012 1001 Semmes Avenue Richmond, VA 23224	SunTrust Bank P. O. Box 47047 Atlanta, GA 30362	RVW 3012
PMI/MIP Checks or Transfer of Servicing Information	SunTrust Bank Attn: PMI/MIP Department Mail Code: RVW 0532 1001 Semmes Avenue Richmond, VA 23224	SunTrust Bank Attn: PMI/MIP Department Mail Code: RVW 0532 1001 Semmes Avenue Richmond, VA 23224	RVW 0532
Mortgage Payments	SunTrust Bank Attn: Payment Processing Mail Code: RVW 3042 1001 Semmes Avenue Richmond, VA 23224	SunTrust Bank P. O. Box 79041 Baltimore, MD 21279-0041	RVW 3042