

# Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.  
March 6, 2015 • COR15-015

Alert

**Update**

Reminder

Clarification

Training  
Information

Preview

## New SunTrust Portfolio Loan Lookup Tool Available

SunTrust Mortgage, Inc. updated the SunTrust Portfolio to SunTrust Portfolio Loan Lookup Tool for the Key Loan Program.

### Intended Audience

Origination Processing	Secondary Marketing	Underwriting	Closing Delivery Funding	Compliance Legal	Other
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### Effective Dates

#### Friday, March 6, 2015

Use the updated SunTrust Portfolio Loan Lookup Tool to determine eligibility on all Key Loan Program rate/term refinance loan transactions that are currently serviced by SunTrust Mortgage.

### Background Information

SunTrust Mortgage developed the SunTrust Portfolio Loan Lookup Tool to determine the eligibility for waiving the declining markets loan-to-value/total loan-to-value (LTV/TLTV) reduction on Key Loan Program rate/term refinance loan transactions that are currently serviced by SunTrust Mortgage. The updated tool contains all eligible SunTrust portfolio loans.

### Bulletin Details

#### Key Loan Program

The Key Loan Program product description contains the updated link for the SunTrust Portfolio Loan Lookup Tool.

#### Revised Material

Click [SunTrust Portfolio Loan Lookup Tool](#) to access the revised tool.

### Action Required

**Origination, Processing, Secondary Marketing, Underwriting, Closing, Delivery, and Funding  
As of March 6, 2015**

Use the updated SunTrust Portfolio Loan Lookup Tool to determine eligibility on all Key Loan Program rate/term refinance loan transactions that are currently serviced by SunTrust Mortgage.

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## Other Resources

Support Group	Description and Contact Information:
Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Direct contact information for each correspondent relations coordinator is located in General Section 1.01: The Correspondent Division.
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 4.

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