

Product Support Bulletin

Information for Correspondent Lenders of SunTrust Mortgage, Inc.
August 21, 2015 • COR15-040



Alert

Update

Reminder

Clarification

Training
Information

Preview

Support Team Contacts and Non-Delegated Updates

SunTrust Mortgage, Inc. updates the *Correspondent Seller Guide* to reflect department and contact information changes throughout the Correspondent Division. In addition, we no longer reference Emerging Bankers as these lenders are now merged with our existing segment of non-delegated lenders. For non-delegated loan submissions, we also provide a new Appraisal Review Submission Sheet as well as a revised underwriting submission form.

Intended Audience

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

Friday, August 21, 2015
These updates are effective immediately.

Background Information

In an ongoing effort to improve the client experience for our correspondent lenders, SunTrust Mortgage merged lenders who had been Emerging Bankers into our segment of non-delegated lenders. All non-delegated lenders now use the same process for underwriting submissions. In addition, we updated department and contact information for the Correspondent Division.

Bulletin Details

Department Updates

The *Correspondent Seller Guide* includes updates to key contacts for the following departments:

- Correspondent Sales Team
- Purchase Review
- Purchase Relations
- Underwriting
- Final Documentation Department

Appraisal Review Submission Sheet (COR 0032)

Please begin using Appraisal Review Submission Sheet ([COR 0032](#)) for all non-delegated appraisal submissions to SunTrust Mortgage.

As a reminder, we receive appraisal review submissions at correspondentappraisals@suntrust.com, and the appraisal must be in MISMO XML file format. Include the SunTrust loan number and the of the Correspondent Lender company name in subject line of the e-mail.

Action Required

Origination, Processing, Secondary Market, Underwriting, Closing, Delivery, and Funding Starting August 21, 2015

Use the online *Correspondent Seller Guide* to access updated contact information and updated underwriting submission information.

Begin using the Appraisal Review Submission Sheet ([COR 0032](#)) for all non-delegated appraisal submissions to SunTrust Mortgage.

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Bulletin Details, continued

Revised Underwriting Submission Checklist

Please use the revised Underwriting Submission Checklist ([COR 0005](#)) for all non-delegated loan files submitted to SunTrust Mortgage for underwriting.

Note: The Emerging Banker Submission Checklist (COR 0013a) has been eliminated.

New and Revised Material

Click [Appraisal Review Submission Sheet \(COR 0032\)](#) to review this new form for non-delegated loan files.

Click [The Correspondent Division](#), [Eligible Mortgage Loans](#), [Underwriting](#), [Underwriting Submission Checklist \(COR 0005\)](#), [Loan Registration and Lock-in Procedures](#), and [Verbal Verification of Employment Guidelines](#) to review the revised material.

Former Guidelines

Previously, the *Correspondent Seller Guide*:

- referenced Emerging Bankers
- provided an Emerging Banker Submission Checklist (COR 0013a)
- did not have an Appraisal Review Submission Sheet for non-delegated loan files

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.
Lock Desk	Creates rate sheets and enforces pricing policies and procedures. Call 800.382.2111, option 1, then option 3, then option 1.

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