

Product Support Bulletin

Information for Correspondent Lenders of SunTrust Mortgage, Inc.
December 2, 2016 • COR16-038



Alert

Update

Reminder

Clarification

Training
Information

Preview

New Lock Cut-off Time

SunTrust Mortgage, Inc. announces the new lock cut-off time of 10 p.m., Eastern time.

Intended Audience

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

Monday, December 5, 2016
Effective with loans locked on
or after this date.

Background Information

Delighting our correspondent lenders remains a top priority for SunTrust Mortgage. In support of this, SunTrust Mortgage announces a new lock cut-off time of 10 p.m., Eastern time.

Bulletin Details

Lock Cut-off Time

SunTrust Mortgage extends the lock cut-off time to 10 p.m., Eastern time.

Revised Material

Click [Loan Registration and Lock-in Procedures](#) to view the revised material.

Action Required

**Origination, Processing and Secondary
Marketing
Starting December 5, 2016**

Follow the guidance outlined in this
bulletin.

Former Guidelines

Previously, the lock cut-off time was 7 p.m., local time.

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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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