

Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.
July 28, 2017 • COR17-027

Alert

Update

Reminder

Clarification

Training
Information

Preview

Correspondent Division Updates and Other Revisions

SunTrust Mortgage, Inc. updates the *Correspondent Seller Guide* to include the following:

- revised department and contact information changes throughout the Correspondent Division
- clarifications to Early Payoff Remedy
- revised Notice of Special Flood Hazards and Availability of Federal Disaster Relief Assistance Sample Form
- refreshed Registration/Lock-in Form (COR 0001) and Renegotiation Request form (COR 0002)

Intended Audience

Origination
Processing

Secondary
Marketing

Underwriting

Closing
Delivery
Funding

Compliance
Legal

Other

Effective Dates

Friday, July 28, 2017
This update is effective immediately.

Background Information

We regularly update information pertaining to the Correspondent Division within our *Correspondent Seller Guide*.

Bulletin Details

Contact Information

The Correspondent Seller Guide includes updates to key contacts for various support areas, including the following departments:

- Key Correspondent Division Contacts
- Key Non-Delegated Contacts
- Key Non-Delegated Sales Team
- Correspondent Support Contacts

Clarification to Early Payoff Remedy

The Correspondent Eligibility, Definitions and Other Requirements section has been revised to clarify Remedy material:

- The Seller may be required to pay an Early Payoff Remedy for Mortgage Loans that prepay in full during the one hundred eighty (180) day period.

Action Required

Origination, Processing, Secondary Marketing, Underwriting, Closing, Delivery, and Funding Starting July 28, 2017

Use the online *Correspondent Seller Guide* to access the updated information presented in this bulletin.

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Bulletin Details, continued

Clarification to Early Payoff Remedy, continued

- SunTrust will notify the Seller in writing if the Seller's Early Payoff obligations exceed the one hundred twenty (120) day period.

Refresh Forms

Please begin using the following refreshed forms immediately:

- Registration/Lock-in Form (COR-0001)
- Renegotiation Request Form (COR-0002)
- Notice of Special Flood Hazards and Availability of Federal Disaster Relief Assistance Sample Form

Revised Material

Click [Correspondent Eligibility, Definitions and Other Requirements](#), [The Correspondent Division](#), [Loan Registration and Lock-in Procedures](#), [Hazard and Flood Insurance](#), [Registration/Lock-in Form \(COR 0001\)](#), and [Renegotiation Request Form \(COR 0002\)](#) to review the revised material.

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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