

Product Release

Information for Correspondent Lenders of Truist Bank
November 20, 2020 • COR20-058



Alert

Update

Reminder

Clarification

Training
Information

Preview

Correction to Electronic Signature Expansion

Truist Bank (Truist) announced an expansion to the allowance of electronic records and signatures to include the Right To Cancel for Agency and Government transactions. With this update, we correctly identify Key Loan Program transaction documents as ineligible for electronic signature.

Background Information

On November 6, 2020, Truist announced the Right to Cancel as an eligible document for electronic signature for Agency and Government transactions. With that update, we did not correctly identify Key Loan Program transaction documents that are ineligible for electronic signatures.

Bulletin Details

Electronic Signature Requirements

For Key Loan Program transactions, Truist allows the use of electronic signatures on all documents except the following:

- Note,
- Security Agreement and Addendums,
- Right to Cancel,
- IRS Form W-9, and
- Any notarized documents.

Revised Materials

Click [Electronic Signature Requirements](#) to review the revised product materials.

Former Guidelines

Previously, electronic signature eligibility for Key Loan Program transactions was not correctly identified.

Other Resources

Support Group	Description and Contact Information:
Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Contact Correspondent Relations Coordinators at 800.382.2111, Option 1.
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 3.

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