

# Correspondent Mortgage Bulletin

Information for Correspondent Lenders of SunTrust Mortgage, Inc.

May 23, 2014 • COR14-057



Alert

Update

Reminder

Clarification

Training  
Information

Preview

## Underwriter Availability and Division Updates

SunTrust Mortgage, Inc. expands underwriter phone availability to 8 a.m. through 8 p.m. Eastern Standard Time (EST) Monday through Friday. Additionally, a new conventional underwriting email box is available for questions from 9 a.m. through 7 p.m. EST Monday through Friday.

We are also updating the *Correspondent Seller Guide* to reflect department and contact information changes throughout the Correspondent Division.

### Intended Audience

Origination Processing	Secondary Marketing	Underwriting	Closing Delivery Funding	Compliance Legal	Other
------------------------	---------------------	--------------	--------------------------	------------------	-------

### Effective Dates

**Friday, May 23, 2014**  
This update is effective immediately.

### Background Information

In an ongoing effort to improve the underwriting process for our correspondent lenders, SunTrust Mortgage announces expanded phone hours and a new conventional underwriting email box for the SunTrust Mortgage underwriting team.

In addition, we regularly update department and contact information for the Correspondent Division.

### Bulletin Details

**Expanded Underwriter Phone Availability**  
SunTrust Mortgage Correspondent Underwriters are now available by phone for conventional loan questions between the hours of 8 a.m. and 8 p.m. EST Monday through Friday.

### Action Required

**Origination, Processing, Secondary Marketing, Underwriting, Closing, Delivery, Funding, Compliance, and Legal**  
**Starting May 23, 2014**

Refer to The Correspondent Division in the *Correspondent Seller Guide* for updated information.

# Correspondent Mortgage Bulletin

Information for Correspondent Lenders of SunTrust Mortgage, Inc.

May 23, 2014 • COR14-057



## Bulletin Details, continued

### Conventional Underwriting Email Box

SunTrust Mortgage Correspondent Underwriters are now available by email for conventional underwriting questions from 9 a.m. through 7 p.m. EST Monday through Friday at: [Correspondent.Underwriting@suntrust.com](mailto:Correspondent.Underwriting@suntrust.com).

### Government Underwriting Questions

Contact your local FHA Home Ownership Center (HOC) or VA Regional Office for government underwriting questions.

### Department Name Changes

The departments listed below announce name changes:

- The File Administration/STM Partners Specialist Team is now Correspondent Support and Funding.
- The Purchase Relations and Funding Department is now Purchase Relations.

### Department Updates

The departments listed below announce updates to their key contact information:

- Production
- Correspondent Support and Funding
- Purchase Review
- Purchase Relations
- The Correspondent Sales Team
- The Registration and Lock Desk
- Underwriting
- STMiNet HelpDesk

### Revised Materials

Click the [Correspondent Division](#) to view the revised material.

## Former Guideline

Previously, SunTrust Mortgage Underwriter phone availability was limited to 8 a.m. to 5 p.m. EST Monday through Friday.

## Other Resources

Support Group	Description and Contact Information:
Account Manager or Correspondent Relations Coordinator	Specific questions on applying this procedure to specific loan files. Direct contact information for each account manager or correspondent relations coordinator is located in General Section 1.01: The Correspondent Division
Resource Center	Provides phone and email support on products, policies, and procedures as well as new product rollout and existing product enhancement. Contact the Resource Center at 800.382.2111, Option 1, Option 2.

This information is for use by mortgage professionals only and should not be distributed to or used by consumers or other third parties. This is not for solicitation of sales. Information is accurate as of date of posting and is subject to change without current product details and lending procedure. SunTrust Mortgage, Inc. does not guarantee or assume liability for any third-party products or services. ©2014 SunTrust Banks, Inc. SunTrust, and SunTrust Mortgage are federally registered service marks of SunTrust Banks, Inc.