

Product Support Bulletin



Information for Correspondent Lenders of SunTrust Mortgage, Inc.
October 21, 2016 • COR16-032

Alert

Update

Reminder

Clarification

Training
Information

Preview

Support Team Contacts and Form Updates

SunTrust Mortgage, Inc. updates the *Correspondent Seller Guide* to reflect department and contact information changes throughout the Correspondent Division. In addition, the refreshed SunTrust Condo/PUD Approval Request Form (COR 0215) is now available.

Intended Audience

Origination
Processing

Secondary
Marketing

Underwriting

Closing
Delivery
Funding

Compliance
Legal

Other

Effective Dates

Friday, October 21, 2016
These updates are effective immediately.

Background Information

In an ongoing effort to improve the client experience for our correspondent lenders, SunTrust Mortgage updated department and contact information for the Correspondent Division. In addition, we revised the Condo/PUD Approval Request Form (COR 0215) to make it more user-friendly.

Bulletin Details

Department Updates

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

- Correspondent Support and Funding
- Correspondent Sales Team
- Purchase Relations
- Underwriting
- Final Documentation Department
- Regular and Express Mail Address Matrix

Revised Condominium/PUD Submission Request

Please use the revised Condominium/PUD Approval Request ([COR 0215](#)) for submissions of project reviews to the SunTrust Mortgage Condominium Department.

Action Required

Origination, Processing, Secondary Market, Underwriting, Closing, Delivery, and Funding Starting October 21, 2016

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

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Bulletin Details, continued

Revised Material

Click [The Correspondent Division](#) and [SunTrust Condominium/PUD Approval Request \(COR 0215\)](#) 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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