

Section 1.01 - The Correspondent Division

In This Policy Section

This policy section contains the following topics.

Related Bulletins	2
General Information	2
Truist Business Hours and Holiday Schedule	2
Key Correspondent Division Contacts	3
Purchase Relations	6
Correspondent Delegated Sales Team	9
Key Non-Delegated Contacts	12
Inside Sales Managers	13
Underwriting	14
Purchase Review/CSR	15
Correspondent Support and Funding Department	15
Correspondent Support Contacts	16
Product Support	16
Registration/ Lock-in Staff	16
Origination Systems Support (OSS)	17
Final Documentation Department	17
CorrAdvantage Support Contacts	17
Customer Service Support.....	18
Correspondent Customer Service Support	18
Wire Transfer	18
Truist Websites	19
Business to Business Website –LendingSpace.com	19
Delivery of Notifications.....	19
Regular and Express Mail Address Matrix	20

Related Bulletins

General

Related bulletins are provided below in PDF format. To view the list of published bulletins, select the applicable year below.

- [2021](#)
 - [2020](#)
 - [2019](#)
 - [2018](#)
-

General Information

General

Questions concerning sales and marketing may be directed to the Correspondent Division. Personnel and their direct numbers follow.

Truist Business Hours and Holiday Schedule

The business hours of Truist are between 8:00 a.m. and 5:00 p.m. (EST or EDT, as applicable). Truist is closed on the following holidays:

- | | | |
|-------------------------------|--------------------|--------------------|
| • New Year's Day | • Independence Day | • Veterans Day |
| • Martin Luther King, Jr. Day | • Labor day | • Thanksgiving Day |
| • President's Day | • Columbus Day | • Christmas Day |
| • Memorial Day | | |
-

Key Correspondent Division Contacts

Matthew Holland, Senior Vice President National Correspondent Production Manager Matthew.W.Holland@truist.com	804.291.0306
Elizabeth Godwin, Senior Vice President Correspondent Mortgage Operations Manager Elizabeth.Godwin@truist.com	804.291.0164
Jennifer Hatcher, First Vice President Client Delight Manager Jennifer.Hatcher@truist.com	804.291.0468
Dave Van Aken, Vice President Sale Administration and Support Manager Dave.VanAken@truist.com	804.319.8886
Ana Restrepo, Vice President Delegated Quality Manager Ana.Restrepo@truist.com	252.296.0359
Debbie Markert, Group Vice President National Correspondent Credit Leader Debbie.Markert@truist.com	804.291.0874

Continued on next page

Key Correspondent Division Contacts, Continued

Richmond, VA Campus

Rhoda Raymond, Group Vice President 804.319.1474
VA Campus Manager
Rhoda.L.Raymond@truist.com

Susan Michaels 804.291.0314
Compliance Manager
Susan.G.Michaels@truist.com

Amanda G. Frost, Assistant Vice President 804.291.0798
Purchase Review Manager
Amanda.G.Frost@truist.com

Madeline LaRose 804.319.2461
TPO Funding Manager
Madeline.LaRose@truist.com

Pam Rooker 804.291.2300
TPO Setup Manager
Pam.Rooker@truist.com

Irvine, CA Campus

Vicky Hamilton, Group Vice President 949.341.5858
CA Campus Manager
Vicky.L.Hamilton@truist.com

Desiree Craig, Assistant Vice President 949.341.5813
Non-Delegated Operations Manager
Desiree.Craig@truist.com

Scott Schurmer, Assistant Vice President 949.341.5873
Operations Manager
Scott.Schurmer@truist.com

Continued on next page

Key Correspondent Division Contacts, Continued

Wilson, NC Campus

Christina Powers, Senior Vice President Wilson Campus Manager Christina.Powers@truist.com	252.296.0259
Donna Baker, Assistant Vice President Purchase Review Manager Donna.Baker@truist.com	252.296.0292
Alana Gilbert, Vice President Purchase Review Manager Alana.Gilbert@truist.com	252.296.0269
Jennifer McLeod, Assistant Vice President Purchase Review Manager Jennifer.McLeod@truist.com	252.296.0282
Amanda Capps, Assistant Vice President Purchase Review Manager Amanda.Capps@truist.com	252.296.0289
Bridgett Tedder, Assistant Vice President Set Up Funding Manager Bridgett.Tedder@truist.com	252.296.0942
Julie Wood, Assistant Vice President Purchase Review Manager Julie.Wood@truist.com	252.296.0274
Deandra Lucas, Assistant Vice President Set Up Funding Manager Deandra.Lucas@truist.com	252.360.2039
Melissa Sutton, Assistant Vice President Purchase Review Manager Melissa.Sutton@truist.com	252.296.0944

Continued on next page

Key Correspondent Division Contacts, Continued

Purchase Relations

Purchase Relations

Teresa Johnston, Vice President Purchase Relations Manager Teresa.Johnston@truist.com	804.291.0826
Kathy Neldon, Assistant Vice President Purchase Relations Manager Kathryn.Neldon@truist.com	804.923.0712
Carly Thomas, Assistant Vice President Senior Purchase Relations Specialist/Post-Purchase-Delivery Carly.Thomas@truist.com	804.291.0790
Julie Grubb, Vice President Purchase Relations Manager Julie.Grubb@truist.com	252.296.0202
Victoria Barnett, Vice President Purchase Relations Manager Victoria.Barnett@truist.com	252.296.0266

Continued on next page

Key Correspondent Division Contacts, Continued

Purchase Relations, (continued)	Purchase Relations Specialist	Contact Information
	Donna Holley	804.291.2201 Donna.Holley@truist.com
	Trish Clark	804.923.0704 Trish.Clark@truist.com
	Helen Duty	804.923.0706 Helen.Duty@truist.com
	Melanie Little	804.923.0710 Melanie.Little@truist.com
	Tiffany Hoffman	804.291.0877 Tiffany.L.Hoffman@truist.com
	Sherita Frederick	804.923.0707 Sherita.Frederick@truist.com
	Yashica Dennis	804.291.0381 Yashica.Dennis@truist.com
	Edith Kidd	804.319.4793 Edith.Kidd@truist.com
	Tanya Tyree Cole	tanya.tyreecole@truist.com
	Ayodele Shokunbi	804.291.0852 ayodele.shokunbi@truist.com
	Marissa Tarzier	804.319.2722 marissa.a.tarzier@truist.com
	LaTanya Marsh	latanya.marsh@truist.com

Continued on next page

Key Correspondent Division Contacts, Continued

**Purchase Relations,
(continued)**

Purchase Relations Specialist	Contact Information
Amanda Bedford	252.296.0233 Amanda.Bedford@truist.com
Kassy Whitlow	252.296.0901 Kassy.Whitlow@truist.com
Jada Oakey	252.296.0980 Jada.Oakey@truist.com
Leiny Gibson	252.296.0291 Leiny.Gibson@truist.com
Tara Lyons	252.296.0907 Tara.Lyons@truist.com
Debra Burke	252.296.0443 Debra.Burke@truist.com
Michaela Cartagena	252.296.0104 Michaela.Cartagena@truist.com
Jessica Faulk	Jessica.Faulk@truist.com
Morenda Barnes	252.296.0906 Morenda.Barnes@truist.com

Key Correspondent Division Contacts, Continued

Correspondent Delegated Sales Team	Robert Ross, Senior Vice President Correspondent Western Division Production Manager Robert.Ross@truist.com	918.364.1112
	Cristy DeWitt, Senior Vice President Correspondent Senior Production Manager Cristy.Dewitt@truist.com	904.710.8175

The following table shows Delegated Account Manager and Correspondent Relations Coordinator Teams:

Correspondent Delegated Sales Team	States	Phone Number
Donna Miller, Vice President Account Manager Donna.Miller@truist.com	CT, IN, MA, ME, NH, NY, RI, VT	508.380.1801
Heather Rusch Correspondent Relations Coordinator Heather.Rusch@truist.com		804.923.0708
Jennifer Peters, Vice President Account Manager Jennifer.Peters@truist.com	IA, MO, MN, WI	816.674.6912
Holly Nguyen Correspondent Relations Coordinator Holly.Nguyen@truist.com		804.923.0705
Brad Burney, Vice President Account Manager Brad.Burney@truist.com	AL, AR, KS, LA, MS, NE, OK	501.217.3520
Donnie Moore Correspondent Relations Coordinator Donnie.Moore@truist.com		252.296.0863

Continued on next page

Key Correspondent Division Contacts, Continued

Correspondent Delegated Sales Team, (continued)

Correspondent Delegated Sales Team	States	Phone Number
Melissa Van Horn, Vice President Account Manager Melissa.L.VanHorn@truist.com	TX	Office: 805.439.1317 Mobile: 805.550.6193
Rich Robertson Correspondent Relations Coordinator Richard.E.Robertson@truist.com		804.923.0713
Mark Egolf, Vice President Account Manager Mark.Egolf@truist.com	DC, DE, MD, NJ, PA	410.279.6437
Donnie Moore Correspondent Relations Coordinator Donnie.Moore@truist.com		252.296.0863
Karen Anderson, Vice President Account Manager Karen.Anderson@truist.com	AZ, CO, NM, UT	480.205.4485
Holly Nguyen Correspondent Relations Coordinator Holly.Nguyen@truist.com		804.923.0705
Steven Campbell, Vice President Account Manager Steven.Campbell@truist.com	KY, NC, OH, SC	800.803.5549
Rich Robertson Correspondent Relations Coordinator Richard.E.Robertson@truist.com		804.923.0713
Kym Wright, Vice President Account Manager Kymberly.Wright@truist.com	NV, CA	760.518.8527
Lincoln Branscome Correspondent Relations Coordinator Lincoln.Branscome@truist.com		804.823.0702

Continued on next page

Key Correspondent Division Contacts, Continued

Correspondent Delegated Sales Team, (continued)

Correspondent Delegated Sales Team	States	Phone Number
Sam Hall, Vice President Account Manager Sam.Hall@truist.com	MI, TN, VA, WV	804.282.4019
Diane Grady Correspondent Relations Coordinator Diane.Grady@truist.com		804.923.0703
Randy Cowell, Vice President Account Manager Randy.Cowell@truist.com	ID, MT, ND, OR, SD, WA, WY	509.999.5321
Diane Grady Correspondent Relations Coordinator Diane.Grady@truist.com		804.923.0703
Eric Blanks, Vice President Account Manager Eric.Blanks@truist.com	FL, GA, IL	706.338.6012
Lincoln Branscome Correspondent Relations Coordinator Lincoln.Branscome@truist.com		804.923.0702

Key Non-Delegated Contacts

Matthew Holland, Senior Vice President National Correspondent Production Manager Matthew.W.Holland@truist.com	804.291.0306
Cristy DeWitt, Senior Vice President Correspondent Senior Production Manager Cristy.DeWitt@truist.com	904.710.8175
Dave Van Aken, Vice President Sales Administration and Support Manager Dave.VanAken@truist.com	804.319.8886
Vicky Hamilton, Group Vice President CA Campus Manager Vicky.L.Hamilton@truist.com	949.341.5858
Debbie Markert, Group Vice President National Correspondent Credit Leader Debbie.Markert@truist.com	804.291.0874
Robert Ross, Senior Vice President Sales – Western Division Robert.Ross@truist.com	918.364.1112

Key Non-Delegated Division Contacts, Continued

Inside Sales Managers

Inside Sales Managers	States	Phone Number
Rachel Bailey Southeast Region Truist Correspondent Lending 901 Semmes Ave., Mail Code VA-MTG-1224 Richmond, VA 23224 Rachel.Bailey@truist.com	AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, SC, TN, VA	804.658.4461 (Office)
Gloria Papa Southwest Region Truist Correspondent Lending 133 Technology Drive, Suite 250 Irvine, CA 92618 Gloria.J.Papa@truist.com	AZ, CO, NM, NV, TX, Southern CA, UT	714.476.4144 (Office)
Anthony Freeman Northeast Region Truist Correspondent Lending 901 Semmes Ave., Mail Code VA-MTG-1224 Richmond, VA 23224 Anthony.R.Freeman@truist.com	CT, IA, IL, IN, MA, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI	515.783.2201 (Office)
Barbara Nelson Northwest Region, Non-Delegated Truist Correspondent Lending 133 Technology Drive, Suite 250 Irvine, CA 92618 Barbara.Nelson@truist.com	ID, KS, MT, ND, NE, Northern CA, OK, OR, SD, WA, WY	949.542.3811 (Office)

Continued on next page

Key Non-Delegated Division Contacts, Continued

Underwriting	Judy Hall, Vice-President Underwriting Manager Richmond, VA Judy.Hall@truist.com	804.319.2068
	Terri Rex, Vice-President Underwriting Manager Irvine, CA Terri.Rex@truist.com	949.341.5910
	Trena Hoskins, Vice President Underwriting Manager Duluth, GA Trena.Hoskins@truist.com	770.936.3341
	Kima Rogers, Vice President Underwriting Manager Wilson, NC Kima.Rogers@truist.com	252.296.0815
	Lisa Kurtz, Vice President Underwriting Support Manager Richmond, VA Lisa.Kurtz@truist.com	804.319.2455
	Underwriting Support and General Underwriting Questions (8 a.m. – 8 p.m. EST)	800.382.2111
	Loan Status Calls and Current Underwriting Turn Time www.stmpartners.com	800.382.2111
	Conventional Underwriting Scenarios and Questions E-mail Box (9 a.m. – 7 p.m. EST) Correspondent.Underwriting@suntrust.com	

Reference: See [Section 1.05: Underwriting](#) for information on where and how to submit appraisals.

Continued on next page

Key Non-Delegated Division Contacts, Continued

Purchase Review/CSR	Vicky Hamilton, Group Vice President CA Campus Manager Vickly.L.Hamilton@truist.com	949.341.5858
	Desiree Craig, Assistant Vice President Non-Delegated Operations Manager Desiree.Craig@truist.com	949.341.5813
	Scott Schurmer, Assistant Vice President Correspondent Operations Manager Scott.Schurmer@truist.com	949.341.5873
	Christina Tsang, Officer Customer Service Representative Christina.Tsang@truist.com	949.341.5857
	Slobodan Simikic Customer Service Representative Slobodan.Simikic@truist.com	949.341.5843
	Mayra Hernandez Customer Service Representative Mayra.Hernandez@truist.com	949.341.5856
	Vivian Delfin Customer Service Representative Vivian.Delfin@truist.com	

Correspondent Support and Funding Department	Pam Rooker TPO Setup Manager Pam.Rooker@truist.com	804.291.2300
---	--	---------------------

Continued on next page

Correspondent Support Contacts

Product Support

Product Support Team	800.382.2111
Hours of Operation	8:00 a.m. to 6:00 p.m. EST
Facsimile	804.231.7178

Registration/ Lock-in Staff

LaTekia Taylor, Officer 804.923.0651
Lock Desk Team Lead
LaTekia.Taylor@truist.com

Thomas E. Kimmey
Subject Matter Expert (SME) - Pricing
Thomas.e.Kimmey@truist.com

Kay Marshall, First Vice President 804.291.2402
Lock Desk Manager
Kay.Marshall@truist.com

Kim Goodbody, Vice President 804.923.0650
Pricing Administration Manager
Kim.Goodbody@truist.com

Lock-in and Registration Desk 800.382.2111
Hours of Operation 8:30 a.m. to 7:00 p.m. EST
Facsimile 804.231.7233

Lock in Desk E-mail Box for Changes and General Questions:
Correspondentlockdesk@suntrust.com

Note: Locks are not accepted through the email box.

Continued on next page

Correspondent Support Contacts, Continued

Origination Systems Support (OSS)	LendingSpace Assistance	800.382.2111
	AUS Support and OSS Team	800.382.2111
	Hours of Operation	8:00 a.m. – 7:00 p.m. EST

Final Documentation Department	Sheila Miles Team Lead Sheila.Miles@truist.com	804.291.0094
	Simone Clark – Taylor Team Lead Simone.Clark-Taylor@truist.com	804.291.2200
	Stephanie Marcinkevich Operations Manager Stephanie.Marcinkevich@truist.com	804.319.2519
	Final Docs Email: MTG.CorrespondentFD@suntrust.com	
	Hours of Operation:	7:30 a.m. – 4:30 p.m. EST

CorrAdvantage Support Contacts	Funding: Bridgett Tedder Bridgett.Tedder@Truist.com	252.296.0942
	Delivery: Julie Wood Julie.Wood@Truist.com	252.296.0274
	Final Documents: CorrAdvantage@BBandT.com	

Customer Service Support

Correspondent Customer Service Support	Correspondent Liaison for Servicing Issues (Lenders Only)	800.382.2111
	Servicing Department (Borrowers Only)	800.634.7928 804.291.0740
	Payoff Department	Facsimile 801.567.6651

Wire Transfer

Wire Transfer Wire transfer instructions are as follows:

For payoffs and payments:

Truist Bank, Richmond, Virginia

ABA 061000104

Credit: Truist Bank

Account Number: 201721740

Borrower Mortgage Loan Number

Borrower Name

Purpose: Payoff / Payment and

Property address if Payoff

Please be certain to use the accounts only for the purpose designated. For proper credit, the wire must reference the borrower's name and account number.

Truist Websites

Business to Business Website – LendingSpace.com

Truist business to business website, *LendingSpace* (<https://loanspherelending.space.bkicconnect.com/stm/SRVLPSPORTAL/LsAuth/Application/LsLogin/LsSubscriber.jsp>), offers lenders the ability to perform the following functions on-line:

- view or download rate sheets and SRP schedules,
- register and/or lock a loan with immediate confirmation,
- view loan status using Pipeline Manager,
- access the online Correspondent Seller Guide

Mortgage website for Borrowers

Our [mortgage website](#) is a comprehensive website offering borrowers many timesaving online servicing related options including, but not limited to the following:

- make a mortgage payment at any time,
- access current mortgage loan information,
- update personal information,
- request a statement or loan documents, and
- sign up for SurePay automatic draft payment option.

Delivery of Notifications

Correspondent Clients are responsible for obtaining their underwriting decisions, purchase review pends, and purchase advices by utilizing the Doc Center function in *LendingSpace*.

Regular and Express Mail Address Matrix

General

Refer to the chart below for specific mailing addresses for Express Mail and regular U.S. Mail. The addresses are divided by documentation types. It is important that the "Attn: ("individual/department name")" and the "Dept #" be included in the address.

Type of Documentation	Express Mail Address	Regular Mail Address	Mail Code
Underwriting Fees, EPO payments, Final Doc Fees, Extended Lock Payments	Truist Bank Attn: Accounts Receivable Specialist Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	Truist Bank Attn: Accounts Receivable Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	MTG 1612
Miscellaneous Correspondence relating to Sales and Marketing	Truist Bank Attn.: Correspondent Sales Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	Truist Bank Attn.: Correspondent Sales Mail Code: MTG 1612 901 Semmes Avenue Richmond, VA 23224	MTG 1612
Final Documents Title Policies Recorded Security Instruments Recorded Subordination Agreements	Truist Bank Attn.: Correspondent Final Docs Mail Code: RVW 5023 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Attn.: Correspondent Final Docs Mail Code: RVW 5023 1001 Semmes Avenue Richmond, VA 23224	RVW 5023
Notes Department	Truist Bank Attn: Notes Department Mail Code: RVW 4303 1001 Semmes Avenue Richmond, VA 23224	N/A	RVW 4303
Tax Bills	Truist Bank Mail Code: RVW 3166 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Mail Code: RVW 3166 P.O. Box 85118 Richmond, VA 23285-5188	RVW 3166
Hazard Insurance Policies, Flood Insurance Policies	Truist Bank Attn: Insurance Dept. Mail Code: RVW 3012 1001 Semmes Avenue Richmond, VA 23224	Truist Bank P. O. Box 47047 Atlanta, GA 30362	RVW 3012
PMI/MIP Checks or Transfer of Servicing Information	Truist Bank Attn: PMI/MIP Department Mail Code: RVW 0532 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Attn: PMI/MIP Department Mail Code: RVW 0532 1001 Semmes Avenue Richmond, VA 23224	RVW 0532
Mortgage Payments	Truist Bank Attn: Payment Processing Mail Code: RVW 3042 1001 Semmes Avenue Richmond, VA 23224	Truist Bank P. O. Box 79041 Baltimore, MD 21279-0041	RVW 3042