

# Product Release

Information for Correspondent Lenders of SunTrust now Truist Bank  
April 7, 2020 • COR20-011



Alert

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Reminder

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Preview

## Key Loan Program Temporarily Suspended

SunTrust now Truist (Truist) temporarily suspends the Key Loan Program, our non-conforming jumbo product.

### Effective Dates

Effective with locks and relocks after close of the lock desk on April 8, 2020.

### Background Information

The COVID-19 pandemic is the most serious challenge that financial institutions have faced in nearly a century. Given the current economic environment challenges and market volatility, we are taking concrete steps now with interim changes to our product offerings. At this time, materials will still reference this program, as we do see this as a temporary measure. Thank you for your partnership and understanding.

### Bulletin Details

#### Key Loan Program Suspension

The Key Loan Program is temporarily suspended.

#### Revised Materials

Click [Key Loan Program](#) and [Key Loan Eligibility Checklist](#) to review the revised materials.

### 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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