

## Section 1.01 - The Correspondent Division

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## Related Bulletins

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### General

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

- [2022](#)
  - [2021](#)
  - [2020](#)
  - [2019](#)
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## General Information

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### General

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

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### 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 | • Juneteenth       | • Thanksgiving Day |
| • President's Day             | • Labor Day        | • Christmas Day    |
| • Memorial Day                | • Columbus Day     |                    |
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## Key Correspondent Division Contacts

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<b>Matthew Holland, Senior Vice President</b> Head of Correspondent and Warehouse Lending Channel <a href="mailto:Matthew.W.Holland@truist.com">Matthew.W.Holland@truist.com</a>	804.291.0306
<b>Elizabeth Godwin, Senior Vice President</b> Correspondent National Operations Leader <a href="mailto:Elizabeth.Godwin@truist.com">Elizabeth.Godwin@truist.com</a>	804.291.0164
<b>Tina Wells, Vice President</b> Client Delight Manager <a href="mailto:Tina.Wells@truist.com">Tina.Wells@truist.com</a>	252-296-0268
<b>Dave Van Aken, Vice President</b> Sale Administration and Support Manager <a href="mailto:Dave.VanAken@truist.com">Dave.VanAken@truist.com</a>	804.319.8886
<b>Ana Restrepo, Vice President</b> Delegated Quality Manager <a href="mailto:Ana.Restrepo@truist.com">Ana.Restrepo@truist.com</a>	252.296.0359
<b>Debbie Markert, Senior Vice President</b> National Correspondent Credit Leader <a href="mailto:Debbie.Markert@truist.com">Debbie.Markert@truist.com</a>	804.291.0874

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## Key Correspondent Division Contacts, Continued

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<b><u>Richmond, VA</u></b> <b><u>Campus</u></b>	<b>Meredith Cox, Vice President</b> Campus Manager <a href="mailto:Meredith.Cox@truist.com">Meredith.Cox@truist.com</a>	252-296-0234
	<b>Susan Michaels, Vice President</b> Flood Manager <a href="mailto:Susan.G.Michaels@truist.com">Susan.G.Michaels@truist.com</a>	804.291.0314
	<b>Kathy Neldon, Vice President</b> Compliance Manager <a href="mailto:Kathryn.Neldon@truist.com">Kathryn.Neldon@truist.com</a>	804.923.0712
	<b>Madeline LaRose, Assistant Vice President</b> Offshore Funding Manager <a href="mailto:Madeline.LaRose@truist.com">Madeline.LaRose@truist.com</a>	804.319.2461
	<b>Pam Rooker, Assistant Vice President</b> Offshore Setup Manager <a href="mailto:Pam.Rooker@truist.com">Pam.Rooker@truist.com</a>	804.291.2300
	<b>LaTasha Wagstaff, Vice President</b> Execution & Implementation Manager <a href="mailto:LaTasha.T.Wagstaff@truist.com">LaTasha.T.Wagstaff@truist.com</a>	804.319.4585
<b><u>Irvine, CA</u></b> <b><u>Campus</u></b>	<b>Vicky Hamilton, Senior Vice President</b> Senior Campus Manager <a href="mailto:Vicky.L.Hamilton@truist.com">Vicky.L.Hamilton@truist.com</a>	949.341.5858
	<b>Desiree Craig, Vice President</b> Non-Delegated Purchase Manager <a href="mailto:Desiree.Craig@truist.com">Desiree.Craig@truist.com</a>	949.341.5813
	<b>Scott Schurmer, Vice President</b> Purchase Review Manager <a href="mailto:Scott.Schurmer@truist.com">Scott.Schurmer@truist.com</a>	949.341.5873
	<b>Amanda G. Frost, Assistant Vice President</b> Purchase Review Manager <a href="mailto:Amanda.G.Frost@truist.com">Amanda.G.Frost@truist.com</a>	804.291.0798
	<b>Misty Humphrey, Assistant Vice President</b> Vendor Relationship Manager <a href="mailto:Misty.Humphrey@truist.com">Misty.Humphrey@truist.com</a>	804.252.7615
	<b>Sherry Carter, Assistant Vice President</b> Vendor Relationship Manager <a href="mailto:Sherry.Carter@truist.com">Sherry.Carter@truist.com</a>	804.370.7222

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## Key Correspondent Division Contacts, Continued

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<b><u>Wilson, NC</u></b> <b><u>Campus</u></b>	<b>Christina Powers, Senior Vice President</b> Senior Campus Manager <a href="mailto:Christina.Powers@truist.com">Christina.Powers@truist.com</a>	252.296.0259
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	<b>Amanda Capps, Assistant Vice President</b> Purchase Review Manager <a href="mailto:Amanda.Capps@truist.com">Amanda.Capps@truist.com</a>	252.296.0289
	<b>Bridgett Tedder, Assistant Vice President</b> Onshore Setup Funding Manager <a href="mailto:Bridgett.Tedder@truist.com">Bridgett.Tedder@truist.com</a>	252.296.0942
	<b>Julie Wood, Assistant Vice President</b> Correspondent Purchase Review Manager <a href="mailto:Julie.Wood@truist.com">Julie.Wood@truist.com</a>	252.296.0274
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	<b>Victoria Barnett, Vice President</b> Purchase Relations Manager <a href="mailto:Victoria.Barnett@truist.com">Victoria.Barnett@truist.com</a>	252.296.0266
	<b>Julie Grubb, Vice President</b> Purchase Relations Manager <a href="mailto:Julie.Grubb@truist.com">Julie.Grubb@truist.com</a>	252.296.0202
	<b>Melissa Sutton, Assistant Vice President</b> Purchase Review Manager <a href="mailto:Melissa.Sutton@truist.com">Melissa.Sutton@truist.com</a>	252.296.0944

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## Key Correspondent Division Contacts, Continued

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	<b>Julie Grubb, Vice President</b> Purchase Relations Manager <a href="mailto:Julie.Grubb@truist.com">Julie.Grubb@truist.com</a>	252.296.0202
	<b>Victoria Barnett, Vice President</b> Purchase Relations Manager <a href="mailto:Victoria.Barnett@truist.com">Victoria.Barnett@truist.com</a>	252.296.0266

Purchase Relations Specialist	Contact Information
Donna Holley	804.291.2201 <a href="mailto:Donna.Holley@truist.com">Donna.Holley@truist.com</a>
Alicia Lynch	804.291.0004 <a href="mailto:Alicia.Lynch@truist.com">Alicia.Lynch@truist.com</a>
Helen Duty	804.923.0706 <a href="mailto:Helen.Duty@truist.com">Helen.Duty@truist.com</a>
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## Key Correspondent Division Contacts, Continued

Purchase Relations, (continued)	Purchase Relations Specialist	Contact Information
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	Marissa Tarzier	804.319.2722 <a href="mailto:marissa.a.tarzier@truist.com">marissa.a.tarzier@truist.com</a>
	Amanda Bedford	252.296.0233 <a href="mailto:Amanda.Bedford@truist.com">Amanda.Bedford@truist.com</a>
	Kassy Whitlow	252.296.0901 <a href="mailto:Kassy.Whitlow@truist.com">Kassy.Whitlow@truist.com</a>
	Jada Oakey	252.296.0980 <a href="mailto:Jada.Oakey@truist.com">Jada.Oakey@truist.com</a>
	Leiny Gibson	252.296.0291 <a href="mailto:Leiny.Gibson@truist.com">Leiny.Gibson@truist.com</a>
	Tara Lyons	252.296.0907 <a href="mailto:Tara.Lyons@truist.com">Tara.Lyons@truist.com</a>
	Debra Burke	252.296.0443 <a href="mailto:Debra.Burke@truist.com">Debra.Burke@truist.com</a>
	Michaela Cartagena	252.296.0104 <a href="mailto:Michaela.Cartagena@truist.com">Michaela.Cartagena@truist.com</a>
	Jessica Faulk	<a href="mailto:Jessica.Faulk@truist.com">Jessica.Faulk@truist.com</a>
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	Rebecca Wilson	252.296.0410 <a href="mailto:RLWilson@truist.com">RLWilson@truist.com</a>
	Samantha Joann Edmondson	252.296.0446 <a href="mailto:Samantha.Edmondson@truist.com">Samantha.Edmondson@truist.com</a>
	Stephanie Bass	252.296.0862 <a href="mailto:Stephanie.bass@truist.com">Stephanie.bass@truist.com</a>

## Key Correspondent Division Contacts, Continued

<b>Correspondent Delegated Sales Team</b>	<b>Robert Ross, Senior Vice President</b> Correspondent Western Division Production Manager <a href="mailto:Robert.Ross@truist.com">Robert.Ross@truist.com</a>	918.364.1112
	<b>Cristy DeWitt, Senior Vice President</b> Correspondent Senior Production Manager <a href="mailto:Cristy.Dewitt@truist.com">Cristy.Dewitt@truist.com</a>	904.710.8175

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

Correspondent Delegated Sales Team	States	Phone Number
<b>Donna Miller, Vice President</b> Account Manager <a href="mailto:Donna.Miller@truist.com">Donna.Miller@truist.com</a>	<b>CT, IN, MA, ME, NH, NY, RI, VT</b>	<b>508.380.1801</b>
<b>Heather Rusch</b> Correspondent Relations Coordinator <a href="mailto:Heather.Rusch@truist.com">Heather.Rusch@truist.com</a>		<b>804.923.0708</b>
<b>Jennifer Peters, Vice President</b> Account Manager <a href="mailto:Jennifer.Peters@truist.com">Jennifer.Peters@truist.com</a>	<b>IA, MI, MO, MN, WI</b>	<b>816.674.6912</b>
<b>Holly Nguyen</b> Correspondent Relations Coordinator <a href="mailto:Holly.Nguyen@truist.com">Holly.Nguyen@truist.com</a>		<b>804.923.0705</b>
<b>Brad Burney, Vice President</b> Account Manager <a href="mailto:Brad.Burney@truist.com">Brad.Burney@truist.com</a>	<b>AL, AR, KS, LA, MS, NE, OK</b>	<b>501.258.4425</b>
<b>Donnie Moore</b> Correspondent Relations Coordinator <a href="mailto:Donnie.Moore@truist.com">Donnie.Moore@truist.com</a>		<b>252.296.0863</b>

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## Key Correspondent Division Contacts, Continued

### Correspondent Delegated Sales Team, (continued)

Correspondent Delegated Sales Team	States	Phone Number
<b>Melissa Van Horn, Vice President</b> Account Manager <a href="mailto:Melissa.L.VanHorn@truist.com">Melissa.L.VanHorn@truist.com</a>	TX	<b>Office: 805.439.1317</b> <b>Mobile: 805.550.6193</b>
<b>Rich Robertson</b> Correspondent Relations Coordinator <a href="mailto:Richard.E.Robertson@truist.com">Richard.E.Robertson@truist.com</a>		804.923.0713
<b>Mark Egolf, Vice President</b> Account Manager <a href="mailto:Mark.Egolf@truist.com">Mark.Egolf@truist.com</a>	DC, DE, MD, NJ, PA	410.279.6437
<b>Natylia Bradberry</b> Correspondent Relations Coordinator <a href="mailto:Natylia.Bradberry@truist.com">Natylia.Bradberry@truist.com</a>		619.866.0591
<b>Karen Anderson, Vice President</b> Account Manager <a href="mailto:Karen.Anderson@truist.com">Karen.Anderson@truist.com</a>	AZ, CO, NM, UT	480.205.4485
<b>Holly Nguyen</b> Correspondent Relations Coordinator <a href="mailto:Holly.Nguyen@truist.com">Holly.Nguyen@truist.com</a>		804.923.0705
<b>Steven Campbell, Vice President</b> Account Manager <a href="mailto:Steven.Campbell@truist.com">Steven.Campbell@truist.com</a>	KY, NC, OH, SC	800.803.5549
<b>Heather Rusch</b> Correspondent Relations Coordinator <a href="mailto:Heather.Rusch@truist.com">Heather.Rusch@truist.com</a>		804.923.0708
<b>Kym Wright, Vice President</b> Account Manager <a href="mailto:Kymberly.Wright@truist.com">Kymberly.Wright@truist.com</a>	NV, CA	760.518.8527
<b>Lincoln Branscome</b> Correspondent Relations Coordinator <a href="mailto:Lincoln.Branscome@truist.com">Lincoln.Branscome@truist.com</a>		804.823.0702

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## Key Correspondent Division Contacts, Continued

### Correspondent Delegated Sales Team, (continued)

Correspondent Delegated Sales Team	States	Phone Number
<b>Sam Hall, Vice President</b> Account Manager <a href="mailto:Sam.Hall@truist.com">Sam.Hall@truist.com</a>	TN, VA, WV	804.282.4019
<b>Diane Grady</b> Correspondent Relations Coordinator <a href="mailto:Diane.Grady@truist.com">Diane.Grady@truist.com</a>		804.923.0703
<b>Randy Cowell, Vice President</b> Account Manager <a href="mailto:Randy.Cowell@truist.com">Randy.Cowell@truist.com</a>	ID, MT, ND, OR, SD, WA, WY	509.999.5321
<b>Rich Robertson</b> Correspondent Relations Coordinator <a href="mailto:Richard.E.Robertson@truist.com">Richard.E.Robertson@truist.com</a>		804.923.0713
<b>Eric Blanks, Vice President</b> Account Manager <a href="mailto:Eric.Blanks@truist.com">Eric.Blanks@truist.com</a>	FL, GA, IL	706.338.6012
<b>Lincoln Branscome</b> Correspondent Relations Coordinator <a href="mailto:Lincoln.Branscome@truist.com">Lincoln.Branscome@truist.com</a>		804.923.0702

## Key Non-Delegated Contacts

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<b>Matthew Holland, Senior Vice President</b> Head of Mortgage Correspondent and Warehouse Lending Channel <a href="mailto:Matthew.W.Holland@truist.com">Matthew.W.Holland@truist.com</a>	<b>804.291.0306</b>
<b>Cristy DeWitt, Senior Vice President</b> Correspondent Senior Production Manager <a href="mailto:Cristy.DeWitt@truist.com">Cristy.DeWitt@truist.com</a>	<b>904.710.8175</b>
<b>Dave Van Aken, Vice President</b> Sales Administration and Support Manager <a href="mailto:Dave.VanAken@truist.com">Dave.VanAken@truist.com</a>	<b>804.319.8886</b>
<b>Vicky Hamilton, Senior Vice President</b> Senior Campus Manager <a href="mailto:Vicky.L.Hamilton@truist.com">Vicky.L.Hamilton@truist.com</a>	<b>949.341.5858</b>
<b>Debbie Markert, Senior Vice President</b> National Correspondent Credit Leader <a href="mailto:Debbie.Markert@truist.com">Debbie.Markert@truist.com</a>	<b>804.291.0874</b>
<b>Robert Ross, Senior Vice President</b> Sales – Western Division <a href="mailto:Robert.Ross@truist.com">Robert.Ross@truist.com</a>	<b>918.364.1112</b>

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## Key Non-Delegated Division Contacts, Continued

### Inside Sales Managers

Inside Sales Managers	States	Phone Number
<b>Southeast Region</b> <b>Rachel Bailey</b> Truist Correspondent Lending 1001 Semmes Ave., Mail Code 306-40-05-55 Richmond, VA 23224 <a href="mailto:Rachel.Bailey@truist.com">Rachel.Bailey@truist.com</a>	AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, SC, TN, VA	<b>804.658.4461</b> <b>(Office)</b>
<b>Southwest Region</b> <b>Gloria Papa</b> Truist Correspondent Lending 133 Technology Drive, Suite 250 Irvine, CA 92618 <a href="mailto:Gloria.J.Papa@truist.com">Gloria.J.Papa@truist.com</a>	AZ, CO, NM, NV, TX, Southern CA, UT	<b>714.476.4144</b> <b>(Office)</b>
<b>Northeast Region</b> <b>Anthony Freeman</b> Truist Correspondent Lending 1001 Semmes Ave., Mail Code 306-40-05-55 Richmond, VA 23224 <a href="mailto:Anthony.R.Freeman@truist.com">Anthony.R.Freeman@truist.com</a>	CT, IA, IL, IN, MA, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI	<b>515.783.2201</b> <b>(Office)</b>
<b>Northwest Region, Non-Delegated</b> <b>Barbara Nelson</b> Truist Correspondent Lending 133 Technology Drive, Suite 250 Irvine, CA 92618 <a href="mailto:Barbara.Nelson@truist.com">Barbara.Nelson@truist.com</a>	ID, KS, MT, ND, NE, Northern CA, OK, OR, SD, WA, WY	<b>949.542.3811</b> <b>(Office)</b>

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## Key Non-Delegated Division Contacts, Continued

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	<b>Terri Rex, Vice President</b> Underwriting Manager Irvine, CA <a href="mailto:Terri.Rex@truist.com">Terri.Rex@truist.com</a>	949.341.5910
	<b>Trena Hoskins, Vice President</b> Underwriting Manager Duluth, GA <a href="mailto:Trena.Hoskins@truist.com">Trena.Hoskins@truist.com</a>	770.936.3341
	<b>Kim McLane, Vice President</b> Underwriting Manager, Southport, NC <a href="mailto:Kimberly.Mclane@truist.com">Kimberly.Mclane@truist.com</a>	804.923.0640
	<b>Lisa Kurtz, Vice President</b> Underwriting Support Manager Richmond, VA <a href="mailto:Lisa.Kurtz@truist.com">Lisa.Kurtz@truist.com</a>	804.319.2455
	<b>Underwriting Support and General Underwriting Questions</b> (8 a.m. – 8 p.m. EST)	800.382.2111
	<b>Loan Status Calls and Current Underwriting Turn Time</b>	800.382.2111
	<b>Conventional Underwriting Scenarios and Questions E-mail Box</b> (9 a.m. – 7 p.m. EST) <a href="mailto:Correspondent.Underwriting@truist.com">Correspondent.Underwriting@truist.com</a>	

Reference: See [Appraisal Delivery Reference Guide](#) for information on where and how to submit appraisals.

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## Key Non-Delegated Division Contacts, Continued

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<b>Purchase Review/CSR</b>	<b>Vicky Hamilton, Senior Vice President</b> Senior Campus Manager <a href="mailto:Vickly.L.Hamilton@truist.com">Vickly.L.Hamilton@truist.com</a>	<b>949.341.5858</b>
	<b>Desiree Craig, Vice President</b> Non-Delegated Purchase Manager <a href="mailto:Desiree.Craig@truist.com">Desiree.Craig@truist.com</a>	<b>949.341.5813</b>
	<b>Christina Tsang, Assistant Vice President</b> Customer Service Representative <a href="mailto:Christina.Tsang@truist.com">Christina.Tsang@truist.com</a>	<b>949.341.5857</b>
	<b>Slobodan Simikic, Assistant Vice President</b> Customer Service Representative <a href="mailto:Slobodan.Simikic@truist.com">Slobodan.Simikic@truist.com</a>	<b>949.341.5843</b>
	<b>Mayra Hernandez, Assistant Vice President</b> Customer Service Representative <a href="mailto:Mayra.Hernandez@truist.com">Mayra.Hernandez@truist.com</a>	<b>949.341.5856</b>
	<b>Vivian Delfin, Assistant Vice President</b> Customer Service Representative <a href="mailto:Vivian.Delfin@truist.com">Vivian.Delfin@truist.com</a>	
<b>Correspondent Funding Department</b>	<b>Madeline LaRose, Assistant Vice President</b> Offshore Funding Manager <a href="mailto:Madeline.LaRose@truist.com">Madeline.LaRose@truist.com</a>	<b>804.319.2461</b>
	<b>Bridgett Tedder, Assistant Vice President</b> Onshore Funding Manager <a href="mailto:Bridgett.Tedder@truist.com">Bridgett.Tedder@truist.com</a>	<b>252.296.0942</b>

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## Correspondent Support Contacts

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<b>Product Support</b>	<b>Product Support Team</b>	<b>800.382.2111</b>
	<a href="mailto:CorrespondentProductSupport@truist.com">CorrespondentProductSupport@truist.com</a>	
	<b>Hours of Operation</b>	<b>8:00 a.m. to 6:00 p.m. EST</b>
	Facsimile	804.231.7178

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<b>Registration/ Lock-in Staff</b>	<b>LaTekia Taylor, Officer</b>	<b>804.923.0651</b>
	Lock Desk Team Lead	
	<a href="mailto:LaTekia.Taylor@truist.com">LaTekia.Taylor@truist.com</a>	
	<b>Thomas E. Kimmey</b>	
	Subject Matter Expert (SME) - Pricing	
	<a href="mailto:Thomas.e.Kimmey@truist.com">Thomas.e.Kimmey@truist.com</a>	
	<b>Kay Marshall, First Vice President</b>	<b>804.291.2402</b>
	Lock Desk Manager	
	<a href="mailto:Kay.Marshall@truist.com">Kay.Marshall@truist.com</a>	
	<b>Kim Goodbody, Vice President</b>	<b>804.923.0650</b>
	Pricing Administration Manager	
	<a href="mailto:Kim.Goodbody@truist.com">Kim.Goodbody@truist.com</a>	
	<b>Lock-in and Registration Desk</b>	<b>800.382.2111</b>
	<b>Hours of Operation</b>	<b>8:30 a.m. to 7:00 p.m. EST</b>
	<b>Lock in Desk E-mail Box for Changes and General Questions:</b>	
	<a href="mailto:Correspondentlockdesk@truist.com">Correspondentlockdesk@truist.com</a>	
	<b>Note:</b> Locks are not accepted through the email box.	

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*Continued on next page*

## Correspondent Support Contacts, Continued

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<b>Origination Systems Support (OSS)</b>	<b>LendingSpace Assistance</b>	<b>800.382.2111</b>
	<b>AUS Support and OSS Team</b>	<b>800.382.2111</b>

**Hours of Operation** 8:00 a.m. – 7:00 p.m. EST

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<b>Final Documentation Department</b>	<b>Sheila Miles</b>	<b>804.291.0094</b>
	Team Lead	
	<a href="mailto:Sheila.Miles@truist.com">Sheila.Miles@truist.com</a>	

	<b>Simone Clark – Taylor</b>	<b>804.291.2200</b>
	Team Lead	
	<a href="mailto:Simone.Clark-Taylor@truist.com">Simone.Clark-Taylor@truist.com</a>	

	<b>Stephanie Marcinkevich</b>	<b>804.319.2519</b>
	Operations Manager	
	<a href="mailto:Stephanie.Marcinkevich@truist.com">Stephanie.Marcinkevich@truist.com</a>	

**Final Docs Email:**  
[MTG.CorrespondentFD@truist.com](mailto:MTG.CorrespondentFD@truist.com)

**Hours of Operation:** 7:30 a.m. – 4:30 p.m. EST

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<b>CorrAdvantage Support Contacts</b>	<b>Funding:</b>	<b>252.296.0942</b>
	<b>Bridgett Tedder, Assistant Vice President</b>	

	<b>Closed Loan Set Up</b>	<b>252.360.2039</b>
	<b>Deandra Lucas, Assistant Vice President</b>	
	<a href="mailto:Deandra.Lucas@truist.com">Deandra.Lucas@truist.com</a>	

**Final Documents:**  
[MTG.CorrespondentFD@truist.com](mailto:MTG.CorrespondentFD@truist.com)

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## Customer Service Support

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

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## Wire Transfer

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**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.

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## Truist Websites

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### **Business to Business Website – LendingSpace.com**

Truist business to business website, *LendingSpace* (<https://loanspherelendingspace.bkiconnect.com/tcl/SRVLPSPORTAL/>), 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 automatic draft payment option.

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### **Delivery of Notifications**

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

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## 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
Underwriting Fees, EPO payments, Final Doc Fees, Extended Lock Payments	Truist Bank Attn: Accounts Receivable Specialist Mail Code: 306-40-05-55 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Attn: Accounts Receivable Mail Code: 306-40-05-55 1001 Semmes Avenue Richmond, VA 23224
Miscellaneous Correspondence relating to Sales and Marketing	Truist Bank Attn.: Correspondent Sales Mail Code: 306-40-05-55 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Attn.: Correspondent Sales Mail Code: 306-40-05-55 1001 Semmes Avenue Richmond, VA 23224
Final Documents Title Policies Recorded Security Instruments Recorded Subordination Agreements	Truist Bank Attn.: Final Docs Mail Code: 306-40-03-45 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Attn.: Final Docs Mail Code: 306-40-03-45 1001 Semmes Avenue Richmond, VA 23224
Notes Department	Truist Bank Attn: Notes Department Mail Code: 306-40-02-50 1001 Semmes Avenue Richmond, VA 23224	N/A
Tax Bills	Truist Bank Mail Code: RVW 3166 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Mail Code: 304-40-06-90 P.O. Box 85118 Richmond, VA 23285-5188
Hazard Insurance Policies, Flood Insurance Policies	Truist Bank P. O. Box 7952 Springfield, OH 45501	Truist Bank P. O. Box 7952 Springfield, OH 45501
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
Mortgage Payments	Truist Bank Attn: Cash Operations Department Mail Code: 900-01-01-04 111 Millport Circle Greenville, SC 29607	Truist Bank P. O. Box 79041 Baltimore, MD 21279-0041