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Correspondent Seller Guide Contacts Update

Truist Bank (Truist) announces updates to Correspondent Seller Guide contact information in Sections 1.01 and 1.03 of the Correspondent Seller Guide.

Effective Date

Effective for existing and new loan applications on or after March 29, 2024.

Background Information

Truist continues to seek opportunities to improve client experiences in doing business with Truist. A review of the *Correspondent Seller Guide* identifies opportunities to update the Correspondent Division Contacts within Section 1.01: The Correspondent Division and the Truist Lock-In and Registration Desk in Section 1.08: Loan Delivery and Purchase Review.

Bulletin Details

Correspondent Support Contacts

Truist updates the standard to reflect the correct information to reach Correspondent teammates.

Extension Fees

Truist updates the contact information for the Truist Lock-In and Registration Desk.

Before and After Matrix

[Click here](#) to see the before and after matrix that provides a detailed overview of all standard revisions.

Revised Material

Click [The Correspondent Division](#) and [Loan Registration and Lock-in Procedures](#) to review the revised materials.

Former Standards

See the before and after matrix provided in the Bulletin Details section of this bulletin to access the former standards.

Other Resources

Support Group	Description and Contact Information:
Correspondent Relationship Coordinator	Specific questions on applying this procedure to specific loan files. Contact your Correspondent Relationship Coordinator 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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