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CSG 1.01 Correspondent Division Contacts Update

Truist Bank (Truist) updates Correspondent Seller Guide materials to reflect changes made to contact lists.

Effective Dates

Effective for existing and new locks on or after August 15, 2025.

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 Truist contact information.

Bulletin Details

Inside Sales Managers

Final Documentation Department

CorrAdvantage Support Contacts

Truist updates the *Correspondent Seller Guide* Division Contacts to reflect the correct information needed to reach support teammates.

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](#) to review the revised product materials.

Former Standards

See the before and after matrix/matrices 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.