

Section 1.01 - The Correspondent Division

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Related Bulletins

General

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

- [2024](#)
 - [2023](#)
 - [2022](#)
 - [2021](#)
 - [2020](#)
 - [2019](#)
-

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. (ET). Truist is closed on the following holidays:

- New Year's Day
 - Martin Luther King, Jr. Day
 - Presidents' Day
 - Memorial Day
 - Independence Day
 - Juneteenth
 - Labor Day
 - **Indigenous Peoples / Columbus Day**
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day
-

Key Correspondent Division Contacts

Jon Highfield, Senior Vice President Head of Correspondent and Mortgage Warehouse Lending Jonathan.Highfield@truist.com	407.835.6622
Elizabeth Godwin, Senior Vice President Head of Correspondent Operations and Post Closing Elizabeth.Godwin@truist.com	
Tina Wells, Vice President Client Delight Coordinator Tina.Wells@truist.com	252.296.0268
Debbie Markert, Senior Vice President Director of Correspondent Credit Debbie.Markert@truist.com	804.291.0874
Ana Restrepo, Vice President Delegated Quality Manager Ana.Restrepo@truist.com	847.409.2627
Vicky Hamilton, Senior Vice President Director of Set up and Purchase Review Vicky.L.Hamilton@truist.com	949.341.5858
Meredith Cox, Senior Vice President Director of Compliance, Flood and QA Meredith.Cox@truist.com	252.296.0234
Desiree Craig, Vice President Director of Client Support and Funding Desiree.Craig@truist.com	949.735.0305
Mary Kathryn Brizendine, Vice President Director of Post Closing and Shared Services Mary.Brizendine@truist.com	804.319.2408

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Key Correspondent Division Contacts, Continued

Purchase Relations Specialists

Purchase Relations Specialist	Contact Information
Donna Holley	804.291.2201 Donna.Holley@truish.com
Melanie Little	804.923.0710 Melanie.Little@truish.com
Tiffany Hoffman	804.291.0877 Tiffany.L.Hoffman@truish.com
Sherita Grooms	804.291.2160 Sherita.Grooms@truish.com
Ayodele Shokunbi	804.291.0852 Ayodele.Shokunbi@truish.com
Amanda Bedford	252.296.0233 Amanda.Bedford@truish.com
Kassy Whitlow	252.296.0901 Kassy.Whitlow@truish.com
Debra Burke	252.296.0443 Debra.Burke@truish.com
Rebecca Brady	252.296.0410 RLBrady@truish.com
Carly Thomas	804.291.0790 Carly.Thomas@truish.com

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Key Correspondent Division Contacts, Continued

Correspondent Delegated Sales Team	Andrew Webb, Senior Vice President Director of CWL Performance and Integration Andrew.Webb@truist.com	252.360.2005
	Cristy DeWitt, Senior Vice President Correspondent National Sales Manager Cristy.Dewitt@truist.com	904.710.8175

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

Correspondent Delegated Sales Team	States	Phone Number
Brad Burney, Vice President Account Manager Brad.Burney@truist.com	AL, AR, IL, IN, KY, LA, MI, MS, OH, TN	501.258.4425
Natylia Bradberry Correspondent Relationship Coordinator Natylia.Bradberry@truist.com		619.866.0591
Melissa Van Horn, Vice President Account Manager Melissa.L.VanHorn@truist.com	CA, KS, MO, OK, TX	805.550.6193
Heather Rusch Correspondent Relationship Coordinator Heather.Rusch@truist.com		804.923.0708
Karen Anderson, Vice President Account Manager Karen.Anderson@truist.com	AZ, CO, ID, IA, MN, MT, NE, NV, NM, ND, OR, SD, UT, WA, WI, WY	480.205.4485
Michaela McVey Correspondent Relationship Coordinator Michaela.McVey@truist.com		213.458.8731

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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@trui.com	DC METRO, NC, PA, SC, VA, WV	804.282.4019
Rich Robertson Correspondent Relationship Coordinator Richard.E.Robertson@trui.com		804.923.0713
Eric Blanks, Vice President Account Manager Eric.Blanks@trui.com	CT, DE, FL, GA, MA, ME, MD, NH, NJ, NY, RI, VT	706.338.6012
Lincoln Branscome Correspondent Relationship Coordinator Lincoln.Branscome@trui.com		804.923.0702

Key Non-Delegated Contacts

Jon Highfield, Senior Vice President Head of Correspondent and Mortgage Warehouse Lending Jonathan.Highfield@truist.com	407.835.6622
Cristy DeWitt, Senior Vice President Correspondent National Sales Manager Cristy.DeWitt@truist.com	904.710.8175
Vicky Hamilton, Senior Vice President Director of Set up and Purchase Review Vicky.L.Hamilton@truist.com	949.341.5858
Debbie Markert, Senior Vice President Director of Correspondent Credit Debbie.Markert@truist.com	804.291.0874
Andrew Webb, Senior Vice President Director of CWL Performance and Integration Andrew.Webb@truist.com	252.360.2005

Inside Sales Managers

Inside Sales Managers	States	Phone Number
Southeast Region Rachel Bailey Truist Correspondent Lending 1001 Semmes Ave., Mail Code 306-40-05-55 Richmond, VA 23224 Rachel.Bailey@truist.com	AL, AR, CT, DC, DE, FL, GA, IN, KY, LA, MA, MD, ME, MI, MO, MS, NC, NH, NJ, NY, OH, PA, RI, SC, TN, TX, VA, VT, WV	804.658.4461
Northwest Region, Non-Delegated Barbara Nelson Truist Correspondent Lending 1001 Semmes Ave., Richmond, VA 23224 Barbara.Nelson@truist.com	AZ, CA, CO, IA, ID, IL, KS, MN, MT, ND, NE, NM, NV, OK, OR, SD, UT WA, WI, WY	425.417.6264
Donnie Moore Correspondent Relationship Coordinator Donnie.Moore@truist.com		252.296.0863

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Key Non-Delegated Division Contacts, Continued

Underwriting	Judy Hall, Vice President Non-Delegated Underwriting Manager Richmond, VA Judy.Hall@truist.com	804.319.2068
	Terri Rex, Vice President Non-Delegated Underwriting Manager Irvine, CA Terri.Rex@truist.com	213.442.1545
	Trena Hoskins, Vice President Non-Delegated Underwriting Manager Duluth, GA Trena.Hoskins@truist.com	770.936.3341
	Lisa Kurtz, Vice President Non-Delegated Underwriting Support Manager Richmond, VA Lisa.Kurtz@truist.com	804.319.2455
	Underwriting Support and General Underwriting Questions (8 a.m. – 8 p.m. ET)	800.382.2111
	Loan Status Calls and Current Underwriting Turn Time	800.382.2111
	Conventional Underwriting Scenarios and Questions E-mail Box (8 a.m. – 6 p.m. ET) Correspondent.Underwriting@truist.com	

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

Purchase Review/CSR

Vicky Hamilton, Senior Vice President
Director of Set up and Purchase Review
Vicky.L.Hamilton@truist.com

Desiree Craig, Vice President
Director of Client Support and Funding
Desiree.Craig@truist.com

Christina Tsang, Assistant Vice President
Customer Service Representative
Christina.Tsang@truist.com

Slobodan Simikic, Assistant Vice President
Customer Service Representative
Slobodan.Simikic@truist.com

Mayra Hernandez, Assistant Vice President
Customer Service Representative
Mayra.Hernandez@truist.com

Correspondent Funding Department

Bridgett Tedder, Assistant Vice President
Funding Manager
Correspondentfunding.COR@truist.com

Correspondent Support Contacts

Product Support	Product Support Team CorrespondentProductSupport@truist.com	800.382.2111
	Hours of Operation	8:00 a.m. to 6:00 p.m. ET

Registration/ Lock-in Staff	LaTekia Taylor, Assistant Vice President Lock Desk Team Lead LaTekia.Taylor@truist.com	
	Thomas E. Kimmey Subject Matter Expert (SME) - Pricing Thomas.e.Kimmey@truist.com	
	Kim Goodbody, Vice President Pricing Administration Manager Kim.Goodbody@truist.com	
	Kay Marshall, Senior Vice President Capital Markets Client Strategy Kay.Marshall@truist.com	804.291.2402
	Lock-in and Registration Desk	
	Hours of Operation	8:30 a.m. to 7:00 p.m. ET
	Lock in Desk E-mail Box for Changes and General Questions: Correspondentlockdesk@truist.com	
	Note: Locks are not accepted through email, except when LendingSpace is unavailable.	

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. ET

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Correspondent Support Contacts, Continued

**Final
Documentation
Department**

Stephanie Marcinkevich 804.319.2519
Operations Manager
Stephanie.Marcinkevich@truist.com

Sheila Miles 804.291.0094
Team Lead
Sheila.Miles@truist.com

Simone Clark–Taylor 804.291.2200
Team Lead
Simone.ClarkTaylor@truist.com

Final Docs Email:
MTG.CorrespondentFD@truist.com

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

**CorrAdvantage
Support
Contacts**

Funding:
Bridgett Tedder, Assistant Vice President 252.296.0942
Bridgett.Tedder@Truist.com

Closed Loan Set Up:
Pamela Rooker, Assistant Vice President 804.814.1809
Pam.Rooker@truist.com

Final Documents:
MTG.CorrespondentFD@truist.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
	Mortgage Client Services Research-payoffs, 3rd party authorization forms, request for Mortgage Client Services	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

For Invoices (EPOs, Underwriting Fees, Extended Locks, Pair-Offs, etc):
Truist Bank, Atlanta, GA
ABA 061000104
Credit: Truist Bank
Account Number: 1000174212505
Message: Include Client's Name, Truist loan number, and payment reason

Return Wires (returning funds due to a funding correction, etc.):
Truist Bank, Atlanta, GA
ABA 061000104
Account Number: 5115720156909
Message: Include Client's Name and Truist loan number

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

Truist business to business website, *LendingSpace* (<https://portal.truist.lendingspace.dmattercloud.com>), 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.

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
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: 306-40-05-45 1001 Semmes Avenue Richmond, VA 23224	Truist Bank Attn.: Final Docs Mail Code: 306-40-05-45 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