

Alert

Update

Reminder

Clarification

Training
Information

Preview

Correspondent Registration/Lock-In Updates

Truist Bank (Truist) updates the *Correspondent Seller Guide* materials to reflect changes made to Registration/Lock-In standards.

Effective Dates

Effective for existing and new loan applications on or after September 1, 2023.

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 Registration/Lock-In standards with current information.

Bulletin Details

Correspondent Support Contacts

Truist updates the standard to reflect the correct information to reach teammates as well as the Lock-In and Registration Desk.

Loan Registration and Lock-In Procedures

Truist updates the standard and the Correspondent Registration/Rate Lock Request Form ([COR0001](#)) to reflect the current Registration/Lock-In policy of registering and/or locking loans through the Truist Correspondent website, removing the outdated information of doing so through telephone or fax.

Before and After Matrix

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

Revised Material/Materials

Click [The Correspondent Division](#), [Loan Registration and Lock-in Procedures](#), and ([COR0001](#)) to review the revised product 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 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.

This information is for use by mortgage professionals only and should not be distributed to or used by consumers or other third parties. This is not for solicitation of sales. Information is accurate as of date of posting and is subject to change without current product details and lending procedure. Truist Bank does not guarantee or assume liability for any third-party products or services. Truist Bank is an Equal Housing Lender. ©2023 Truist Financial Corporation. All rights reserved.