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## 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 loan applications on or after December 6, 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 Truist contact information.

### Bulletin Details

#### The Correspondent Division

Truist updates the *Correspondent Seller Guide* Truist Holiday Schedule to include Indigenous Peoples Day. Truist updates the *Correspondent Seller Guide* Key Correspondent Division Contacts, Purchase Relations Specialists, Correspondent Delegated Sales Team, Key Non-Delegated Contacts, Inside Sales Managers and Final Documentation Department contact information 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 provided in the Bulletin Details section of this bulletin to access the former standards.



# Product Release

Information for Correspondent Lenders of Truist Bank  
December 6, 2024 • COR24-066

## 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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