Who, How, Where - Using NewRez Resources

NewRez CORRESPONDENT

Delegated

corr.newrezcorrespondent.com

NewRez Team
Regional Account Manager
Associate Regional Account Manager
Client Manager - **Single Point of Contact (SPOC)**:
Contact for File Specific or Compliance Questions, Servicing, Loan Set Up or Closed Loan Suspense Issues
877-700-4622 Option #2

Underwriting Status, Scenarios & Product ?'s
Contact our Underwriting Team for Underwriting, Product and Guideline Scenarios or Questions and DU/LPA releases **Phone:** 877-700-4622 Option #4 **Underwriting Scenarios:** Temporary Email = underwriting_hotline@ditech.com
Questions: Products, AUS, Underwriting Status, Scenarios, General Underwriting Guidelines

Registration & Negotiated Trades Desk (NT Desk)
(For Authorized Users) **Phone:** 877-700-4622 Option 3
Direct Phone: 866-396-4622 Loan Commitment Questions - NTRequestsMailbox.FTW@newrez.com

Bulk Bid - Registration Info for Fort Washington
You must be approved to submit bulk registrations
Email Bulk registrations to Newrez.bulk.ftw@newrez.com
Contact your Regional Account Manager for approval

Condo Questions or Assistance
UWCondosMailbox.FTW@newrez.com
Condo Sub Job Aid can be found in the Job Aids section

Transaction Guide
The Transaction Guide is a tool that provides information on transacting business with ditech - including but not limited to: Delivery of Notes, Post Funding Adjustments, Final Docs and Servicing info. The transaction guide is located in the Job Aid booklet or under the resource tab on our website found here

Customer Service - Consumer/Servicing
Conforming, Government & All Other
NewRezLLC: 888-673-5521 **www.newrez.com**

Password Resets
Contact the NT Desk to have your password reset
NTRequestsMailbox.FTW@newrez.com or 877-700-4622 #3

This document is effective for NewRez customers delivering to the Ft Washington Facility (transitioning customers)

Live Webinar Training Classes
Take one of our "Best in Class" training sessions on Products and Process'. Topics include: Affordable Lending Products, DU Refi Plus, FHA, Condos, Conforming, Loan Processing, Calculating Income, Tax Return Analysis, Mortgage Basics, Credit Reports and many more! Log in to our website > Left Hand Toolbar > Select Training Center > Web Based Training or go here

TurnTimes
Current turn times are posted on the landing page of our website before you log in by selecting the stop watch in the bottom center or under the latest news section of the website once you have logged in

Information Center *
Product Matrix - General at a glance reference guide
Client Guide - More detailed guidelines, client contract terms, delivery info, compliance etc.
Bulletins - ditech news or latest changes to products and process. Please email your Sales Director to receive by email
Forms Library - Fee schedule and all ditech forms

Pipeline Manager *
Reports - Use this section to find the status of suspended loans that have been submitted for purchase, status of expiring lock, underwriting status for prior underwrites or purchase advice
Loan Status - Enter your loan number to find the status of your loan. Loan status will provide lock status/pricing detail, underwriting and suspense status if applicable.

Job Aid Booklet - Very Helpful!
The Product Matrix provides clear and concise product guidelines. The Job Aid Booklet contains several process explanation and product comparison documents that facilitate doing business with ditech. These "at a glance" one pagers are great quick reference guides. ***There is no need to log into our website to access the Product Matrices or Job Aids*** . The Product Matrices can be found under the **"Products"** tab and the Job Aids can be found under the **"Resources"** tab of the log-in page.

* Access to these functions as well as rate sheets on our website are defined in the individual user profile by the client web administrator at your company

10/01/19