



# Partner Reference Guide

## Non-Delegated

[newrezcorrespondent.com](http://newrezcorrespondent.com)

### Your Newrez Team is:

[Empty box for team information]

### Client Manager Single Point of Contact (SPOC):

Each client is assigned a Client Manager. Contact for File Specific or Compliance Questions, Servicing, Loan Set Up or Closed Loan Suspense items

### Underwriting Status, Scenarios & Product ?'s

Contact our Underwriting Team for underwriting, product and guideline scenarios or questions and DU/LPA releases

**U/W Scenarios:** [CorrespondentUnderwritingSupport@newrez.com](mailto:CorrespondentUnderwritingSupport@newrez.com)

**Questions:** Products, AUS, Underwriting Status, Scenarios, General Underwriting Guidelines

**Phone:** 877-700-4622 Opt#4

### Registration & Negotiated Trades Desk - "Lock Desk"

(For Authorized Users) **Phone:** 877-700-4622 Opt #3

Contact the lock desk for password resets and loan commitment questions or email [Registrations@newrez.com](mailto:Registrations@newrez.com)

### Condo Questions or Assistance

[projectreview@newrez.com](mailto:projectreview@newrez.com)

Include Project name, Borr name and LN# in email subject line

**Condo Forms:** [newrezcorrespondent.com](http://newrezcorrespondent.com) > Client Library > Project Review

### Job Aids Section **Very Helpful!**

**Located under the left hand navigational tool bar and then Job Aids.** The Job Aids Section contains several process explanation and product comparison documents such as how to "Set up New Users", "Submit a Loan for Purchase" or "Submitting a File for Underwriting" etc. These "at a glance" one pagers are great quick reference guides.

### Customer Service Consumer/Servicing

Conforming, Government & All Other

**NewRezLLC:** 866-317-2347 [www.newrez.com](http://www.newrez.com)

[loanservicing@newrezservicing.com](mailto:loanservicing@newrezservicing.com)

### 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](#)

\* Access to these functions (and rate sheets) are defined in the individual user profile as established by the web administrator.

\*\*For a complete list, please see the Transaction Guide.

9/24/2021

### TurnTimes

Current turn times are posted on the [landing page](#) of our website before you log in by selecting "Turn Times" from the tool bar at the top of the page or under the latest news section of the website once you have logged in

### Information Center \*

**Product Profiles** - General at a glance reference guide

**Client Guide** - More detailed guidelines, client contract terms, delivery info, compliance etc.

**Bulletins** - Newrez news or latest changes to products and process. Please email your Sales Director to receive by email

**Forms Library** - Fee schedule and all Newrez 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.

### Transaction Guide

The Transaction Guide provides information on transacting business with Newrez - including but not limited to: Delivery of Notes, Post Funding Adjustments, Final Docs and Servicing info. Find the Transaction Guide [here](#)

### Transactional Information\*\*

**Lender ID's:** FHA: 2557400019 - VA: 6001710000

FNMA: 27471 - FreddieMac: 158390 - MERS: 1007544

**Mortgagee Clause** for Hazard, Flood, Wind, Earthquake

**Shellpoint Mortgage Servicing** ISAOA ATIMA PO Box 7050 Troy MI 48007-7050

### First Payment Address:

PO Box 740039 Cincinnati, OH 45274-0039

### Note Endorsement - Without Recourse pay to the order of:

Newrez, LLC

(Seller Name)

(Officer Name and Title)

### Send the Original Note to:

Computershare Trust Company, National Association

1100 Virginia Drive

Ft. Washington PA 19034-3276

Suite - 190 - FTW-30

### Final Document Address:

Indecomm Global Services

1427 Energy Park Drive

Saint Paul, MN 55108

Mail Stop Code NT - 9915

### Government Insuring:

[delegatedgovernmentuninsured@newrez.com](mailto:delegatedgovernmentuninsured@newrez.com)

### Correspondent Standard Fee Schedule

Underwriting Fees Non-Delegated

Conforming \$350 / Government \$499

Funding Fee

Conforming and Government \$295

Miscellaneous Fees

Tax Service Fee \$80

Gov Insuring Fee \$100 Non-Delegated

USDA Technology Fee \$25 Non-Delegated

Condo Fees Non-Delegated

Conventional Existing & New Projects \$150 - FHA Existing & New Projects \$200

Please refer to the full Fee Schedule located in the Form section of the Client Library of the Newrez website to view all applicable, current fees.