



# Partner Reference Guide

## Delegated

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

<b>Your Newrez Team is:</b>
<b>Client Manager - Single Point of Contact:</b>
Each client is assigned a Single Point of Contact for File Specific or Compliance Questions, Servicing, Loan Set Up or Closed Loan Suspense
<b>Underwriting Status, Scenarios &amp; Product ?'s</b>
Contact our Underwriting Team for underwriting, product and guideline scenarios or questions and DU/LPA releases
<b>U/W Scenarios:</b> <a href="mailto:CorrespondentUnderwritingSupport@newrez.com">CorrespondentUnderwritingSupport@newrez.com</a>
<b>Questions:</b> Products, AUS, Underwriting Status, Scenarios, General Underwriting Guidelines
<b>Phone:</b> 877-700-4622 Opt#4
<b>Registration &amp; Negotiated Trades Desk - "Lock Desk"</b>
(For Authorized Users) <b>Phone:</b> 877-700-4622 Opt #3
Contact the lock desk for password resets and loan commitment questions or email <a href="mailto:Registrations@newrez.com">Registrations@newrez.com</a>
<b>Bulk Bid - Registration Info for Fort Washington</b>
You must be approved to submit bulk registrations (Contact your Regional)
Email Bulk Bids to <a href="mailto:Newrez.Bulk.FTW@Newrez.com">Newrez.Bulk.FTW@Newrez.com</a>
For questions regarding trades or loans <a href="mailto:Bulkbidresolutions.ftw@newrez.com">Bulkbidresolutions.ftw@newrez.com</a>
<b>Condo Questions or Assistance</b>
<a href="mailto:projectreview@newrez.com">projectreview@newrez.com</a>
Include Project name, Borr name and LN# in email subject line
<b>Condo Forms:</b> <a href="http://newrezcorrespondent.com">newrezcorrespondent.com</a> > Client Library > Project Review
<b>Job Aids Section - Very Helpful!</b>
<b>Located <a href="#">HERE</a> or under the left hand navigational tool bar and then Job Aids.</b> 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.
<b>Customer Service - Consumer/Servicing</b>
Conforming, Government & All Other
<b>NewRezLLC: 866-317-2347</b> <a href="http://www.newrez.com">www.newrez.com</a>
<a href="mailto:loanservicing@newrezservicing.com">loanservicing@newrezservicing.com</a>
<b>Live Webinar Training Classes</b>
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 <a href="#">here</a>
<small>* Access to these functions (and rate sheets) are defined in the individual user profile as established by the web administrator</small>
<small>**For a complete list, please see the Transaction Guide</small>
10/01/2024

<b>TurnTimes</b>
Current turn times are posted on the <a href="#">landing page</a> 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
<b>Information Center *</b>
<b>Product Profiles</b> - General at a glance reference guide
<b>Client Guide</b> - More detailed guidelines, client contract terms, delivery info, compliance etc.
<b>Bulletins</b> - NewRez news or latest changes to products and process. Please email your Sales Director to receive by email
<b>Forms Library</b> - Fee schedule and all NewRez forms
<b>Pipeline Manager *</b>
<b>Reports</b> - 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
<b>Loan Status</b> - 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.
<b>Transaction Guide</b>
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 <a href="#">here</a>
<b>Transactional Information**</b>
<b>Lender ID's:</b> FHA: 2557400019 - VA: 6001710000 FNMA: 27471 - FreddieMac: 158390 - MERS: 1007544
<b>Mortgagee Clause</b> for Hazard, Flood, Wind and Earthquake: <b>Newrez LLC</b> ISAOA ATIMA PO Box 7050 Troy MI 48007-7050
<b>Texas Properites - Mortgagee Clause</b> Hazard, Flood, Wind, Earthquake: Newrez LLC ISAOA ATIMA PO Box 7050 Troy MI 48007-7050
<b>First Payment Address:</b> Shellpoint Mortgage Servicing PO Box 650840 Dallas, TX 75265-0840
<b>Note Endorsement - Without Recourse pay to the order of:</b> Newrez, LLC (Seller Name) (Officer Name and Title)
<b>Send the Original Note to:</b> Deutsche Bank National trust Company ATTN: DATA ENTRY / NEWREZ CORRESPONDENT TEAM 1761 East St. Andrew Place Santa Ana, CA 92705-4934
<b>Final Document Address:</b> Indecomm Global Services 1427 Energy Park Drive Saint Paul, MN 55108 Mail Stop Code NR - 9915
<b>Government Insuring:</b> <a href="mailto:delegatedgovernmentuninsured@newrez.com">delegatedgovernmentuninsured@newrez.com</a>
<b>Correspondent Fees at a Glance</b>
Underwriting Fees for Prior Approved Underwrite for Delegated Clients: \$495 - Conforming Prior Approve: Underwritten and Purchased \$350 - Conforming Prior Approve: Underwritten and Not Purchased Non-Delegated Government Loans: \$595 - Underwritten Smart Series: \$995 - Underwritten Funding Fee: Conforming \$305 Government \$295 Tax Service Fee: \$80 - All Loan types Life of Loan Flood Cert Fee: \$5 - All Loan Types Condo Fees Delegated: Conventional Existing & New Projects \$350 Condo Fees Prior Approved Underwrite/Non-Delegated Conventional Existing & New Projects \$150 FHA Existing & New Projects \$200 Full Fee Schedule located in the Forms Library on the <a href="#">Newrez website</a>