



# Doing Business with Gateway Correspondent Lending

Client Guide — Chapter 1



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# Doing Business with Gateway Correspondent Lending

## General

Gateway is delighted that you have become our business partner! This Chapter contains general information you will need in order to transact business with Gateway's Correspondent Division. Please direct questions to the Correspondent Division associates at their direct numbers and addresses shown below.

## Purpose of this Guide

The purpose of this Gateway Correspondent Client Guide ("Guide") is to provide Gateway's approved Correspondent clients ("Clients") with policy and procedure requirements to follow when doing business with us. The Guide is a critical component of the Contract Documents governing our relationship. Exceptions to the requirements of this Guide, the Correspondent Loan Purchase and Sale Agreement ("Agreement") or any other Contract Documents (as defined in the Agreement) must be granted in writing by an authorized officer of Gateway.

This Guide contains information that is confidential and is the property of Gateway's Correspondent Channel. It may not be copied, published, or used, in whole or part, for any purpose other than as expressly authorized by Gateway.

It is important that the contents of this Guide be shared with all pertinent parties within your organization to ensure compliance with Gateway's guidelines when registering, underwriting, or delivering loans to Gateway for purchase.

As new products, policies, or procedures are introduced, or existing policies and procedures are revised, you will receive a Correspondent Client Announcement as initial notification of the change. The contents of the announcements will be incorporated into the Guide.

Additionally, the Gateway Correspondent Website is a vital component of doing business with Gateway. It is located at [www.gatewaycorrespondent.com](http://www.gatewaycorrespondent.com).

## Gateway Business Hours and Holiday Schedule

Gateway's Correspondent Division business hours are between 8:30 a.m. and 6:00 p.m. CT Monday through Friday.

Gateway is closed on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Day

# The Gateway Correspondent Team

## Correspondent Division Manager

**Jared Edmonds**  
*VP National Production*  
4201 North State Highway 161, Suite 100  
Irving, Texas 75038-1475  
972.372.2624 – direct  
214.914.9001 – mobile  
[Jared.Edmonds@GatewayLoan.com](mailto:Jared.Edmonds@GatewayLoan.com)

## Correspondent Division Operations Managers

**Linda Garloch**  
*VP Correspondent Operations*  
972.372.2546 – direct  
[Linda.Garloch@GatewayLoan.com](mailto:Linda.Garloch@GatewayLoan.com)

**Bruce Brown**  
*Purchase Audit Manager*  
972.725.7051 – direct  
855.825.6522 – toll free  
[Bruce.Brown@GatewayLoan.com](mailto:Bruce.Brown@GatewayLoan.com)

**Tatum Hunter**  
*Correspondent Client Liaison Manager*  
972.476.8739 – direct  
855.825.6522 – toll free  
[Tatum.Hunter@GatewayLoan.com](mailto:Tatum.Hunter@GatewayLoan.com)

**Ashley Garza**  
*Correspondent Client Liaison*  
972.453.1469 – direct  
855.825.6522 – toll free  
[Ashley.Garza@GatewayLoan.com](mailto:Ashley.Garza@GatewayLoan.com)

**Gary Lemley**  
*Correspondent Client Liaison*  
972.372.2590 – direct  
855.825.6522 – toll free  
[Gary.Lemley@GatewayLoan.com](mailto:Gary.Lemley@GatewayLoan.com)

**Jason Tiemann**  
*Correspondent Client Liaison*  
972.453.1521 – direct  
855.825.6522 – toll free  
[Jason.Tiemann@GatewayLoan.com](mailto:Jason.Tiemann@GatewayLoan.com)

**Jeremy Parker**  
*Correspondent Client Liaison*  
972.372.2554 – direct  
855.825.6522 – toll free  
[Jeremy.Parker@GatewayLoan.com](mailto:Jeremy.Parker@GatewayLoan.com)

# The Gateway Correspondent Team

## Correspondent Sales Team

### Jared Edmonds

#### *VP National Production*

972.372.2624 – direct

214.914.9001 – mobile

[Jared.Edmonds@GatewayLoan.com](mailto:Jared.Edmonds@GatewayLoan.com)

### Barbara Burton

#### *Regional Sales Manager*

AZ, CA, NV

619.956.6186 – direct

[Barbara.Burton@GatewayLoan.com](mailto:Barbara.Burton@GatewayLoan.com)

### Jace Cowan

#### *Regional Sales Manager*

IA, KS, MO, NE, SD

816.305.7782 – mobile

[Jace.Cowan@GatewayLoan.com](mailto:Jace.Cowan@GatewayLoan.com)

### Amy Ellenburg

#### *Regional Sales Manager*

AL, FL, LA, MS, NC, SC, TN, VA, WV

972.543.0675 – direct

901.270.6564 – mobile

[Amy.Ellenburg@GatewayLoan.com](mailto:Amy.Ellenburg@GatewayLoan.com)

### Andy Gauder

#### *Regional Sales Manager*

IL, IN, KY, MI, MN, OH, WI

312.968.3020 – mobile

[Andy.Gauder@GatewayLoan.com](mailto:Andy.Gauder@GatewayLoan.com)

### Greg Komar

#### *Regional VP - Central Region*

AR

972.372.2571 – direct

972.523.9733 – mobile

[Greg.Komar@GatewayLoan.com](mailto:Greg.Komar@GatewayLoan.com)

### Rick Martinez

#### *Regional Sales Manager*

CT, DE, MD, NJ, PA, DC

508.415.1415 – mobile

[Rick.Martinez@GatewayLoan.com](mailto:Rick.Martinez@GatewayLoan.com)

### Donell McMullen

#### *Regional Sales Manager*

OK, TX

972.372.2543 – direct

469.867.1951 – mobile

[Donell.McMullen@GatewayLoan.com](mailto:Donell.McMullen@GatewayLoan.com)

### Joanne Posen

#### *Regional Sales Manager*

NM, TX

505.263.6110 – mobile

[Joanne.Posen@GatewayLoan.com](mailto:Joanne.Posen@GatewayLoan.com)

### Ryan Renz

#### *Regional Sales Manager*

CO, ID, OR, UT, WA, WY

720.414.8346 – direct

720.217.6362 – mobile

[Ryan.Renz@GatewayLoan.com](mailto:Ryan.Renz@GatewayLoan.com)

### Barbara Niedt

#### *Pricing and Product Specialist*

305.303.5375 – direct

303.929.0236 – mobile

[Barbara.Niedt@GatewayLoan.com](mailto:Barbara.Niedt@GatewayLoan.com)

### Kris Willoughby

#### *Regional Sales Manager*

972.325.4921 – direct

214.907.2082 – mobile

[Kris.Willoughby@GatewayLoan.com](mailto:Kris.Willoughby@GatewayLoan.com)

# Correspondent Support Contacts

## Registration and Commitment/Lock Desk

Best Effort First & Second Liens	<a href="mailto:CorrLock@GatewayLoan.com">CorrLock@GatewayLoan.com</a>
Best Effort TVLB Locks and SETH GoldStar Second Lien Locks	<a href="mailto:CorrBonds@GatewayLoan.com">CorrBonds@GatewayLoan.com</a>
Mandatory Bid Lock Desk	<a href="mailto:MandatoryBids@GatewayLoan.com">MandatoryBids@GatewayLoan.com</a>
Commitment/Lock Desk Personnel Hours	8:00 a.m. to 6:00 p.m. CT
Manual Locking Hours for Gateway Second Liens and SETH GoldStar Second Liens	8:00 a.m. to 6:00 p.m. CT
GEMS Online Locking Hours	First Posting to 11:59 pm CT

## General Questions

For questions regarding post-delivery operational issues, including suspense conditions, reconciliations, and website technical assistance, should be directed to:

**Tatum Hunter**  
*Correspondent Client Liaison Manager*  
972.476.8739 direct  
855.825.6522 toll free  
[Tatum.Hunter@GatewayLoan.com](mailto:Tatum.Hunter@GatewayLoan.com)

**Gary Lemley**  
*Correspondent Client Liaison*  
972.372.2590 direct  
855.825.6522 toll free  
[Gary.Lemley@GatewayLoan.com](mailto:Gary.Lemley@GatewayLoan.com)

**Jason Tiemann**  
*Correspondent Client Liaison*  
972.453.1521 direct  
855.825.6522 toll free  
[Jason.Tiemann@GatewayLoan.com](mailto:Jason.Tiemann@GatewayLoan.com)

**Ashley Garza**  
*Correspondent Client Liaison*  
972.453.1469 direct  
855.825.6522 toll free  
[Ashley.Garza@GatewayLoan.com](mailto:Ashley.Garza@GatewayLoan.com)

**Jeremy Parker**  
*Correspondent Client Liaison*  
972.372.2554 direct  
855.825.6522 toll free  
[Jeremy.Parker@GatewayLoan.com](mailto:Jeremy.Parker@GatewayLoan.com)

All questions regarding underwriting policies, guidelines, and scenarios can be emailed by the Client's Underwriter to [Corrunderwriting@GatewayLoan.com](mailto:Corrunderwriting@GatewayLoan.com).  
**Emails will be responded to by the end of the following business day.**

## Correspondent Loan Servicing

### Correspondent Liaison for Servicing Issues (Clients and Borrowers)

877.764.9319 – toll free  
Customer Service Hours 7:30 a.m. and 5:30 p.m. CT, Monday through Friday  
[CustomerCare@GatewayLoan.com](mailto:CustomerCare@GatewayLoan.com)

## Other Helpful Information

### Wire Transfer

Wire transfer instructions for remitting any monies due Gateway are as follows:

NexBank SSB  
2515 McKinney Avenue, Suite 1100  
Dallas, TX 75201  
ABA 311 973208  
Credit: Gateway Mortgage Group  
Gateway Loan Number: (insert Gateway loan number)  
Borrower Name (insert borrower name)

Attn: Correspondent Accounting

Purpose: (Specify) \_\_\_\_\_

Please state the purpose of the wired funds (e.g., mortgage payment, funding reconciliation, pair-off fees, repurchase proceeds). For proper credit, the wire must also reference the borrower's name and account number.

### Post Transfer Payments

Mail a check with a memo stating the loan number, borrower name, dollar amount and exactly where the funds should be applied to this address:

Gateway Mortgage Group  
Attn: Servicing  
244 South Gateway Place, Jenks, OK 74037-3448

### Mortgage Clause

As of the purchase date, the mortgagee clause for all types of insurance policies (hazard, flood, MI, title) must read:

Gateway Mortgage Group, a division of Gateway First Bank  
ISAOA ATIMA  
244 South Gateway Place  
Jenks, OK 74037-3448

### Identification Numbers

**MERS:** 1002877  
**FHA ID:** 1578300007  
**VA ID:** 8695990000  
**USDA ID:** 731577221  
**FHA Sec 184:** 73-1577221  
**CoreLogic ID:** 0002819028  
**HMDA Purchaser Code:** 6

### Mortgage Insurance Master Policy ID Numbers

**Arch:** 13930-0001-0  
**Essent:** 3600230001  
**Genworth:** B2222289HV  
**MGIC:** 35-680-4-0278  
**National MI:** 00153  
**Radian:** MP 60663-008



## Other Helpful Information

### Repurchase, Early Payment Default and Early Payoff

#### Definition of Repurchase

“Repurchase Price” means, for each Loan other than an EPD Loan, on any day, the price for which such Loan is to be resold by Buyer to Client is (x) the purchase price paid by Buyer to Client for the Loan pursuant to the Commitment; plus, if the repurchase occurs within the first 23 months following the date of purchase of the Loan by Buyer, any premium paid for the Loan; plus any unreimbursed advances Gateway has on the loan, minus (y) the sum of all payments received from the borrower/mortgagor in accordance with the terms of the Loan.

#### Early Payment Default (“EPD”)

EPD is defined as any loan sold by Client to Gateway where any of the first four (4) payments due to Gateway becomes ninety (90) days or more delinquent. In certain EPD situations, Gateway may, at Gateway’s sole discretion, offer to Client an indemnification option in lieu of an immediate repurchase of the loan, on the following terms and conditions:

1. Gateway and Client would execute a letter summarizing the terms of the arrangement.
2. Client would agree to pay a one-time, non-refundable fee of \$3,000 on a conventional or government loan, in exchange for Gateway providing the services listed below and for administration of the indemnification process. In addition, Client would pay back to Gateway any service-released premium (“SRP”) and above-par pricing that was paid by Gateway to Client on the subject loan.
3. Gateway would be responsible for handling the foreclosure process, including all filing and legal fees associated with the foreclosure.
4. Gateway would forebear on enforcing its repurchase obligations on the loan until the foreclosure process is completed. At the end of the foreclosure process Client would agree to compensate Gateway for the difference between the net proceeds of the foreclosure process realized and the outstanding principal balance of the loan, plus accrued interest and fees, at the time the foreclosure is completed. Gateway would assign the rights, if any, to pursue any deficiency owed by the borrower to Client as part of this process.
5. Gateway and Client might also agree to undertake a loan modification, short sale or deed in lieu of foreclosure as an alternative to foreclosure.
6. Entry into an indemnification arrangement with respect to any loan would not serve as a waiver of any other rights of Gateway with respects to that loan, or waive, modify or create any other rights with respect to any other Loan sold by Client to Gateway. In all other respects other than as expressly addressed in this section or the letter issued as part of the indemnification process, the rights, duties and obligations of the parties remain as set forth in the Guide or in the written agreement between Gateway and Client.

#### Definition of Early Payoff (“EPO”)

EPO with respect to any Loan shall mean that Loan is prepaid in full on or before 120 days following the applicable Purchase Date. In the event of an EPO, Client would pay back to Gateway any SRP and above-par pricing that was paid by Gateway to Client on the subject loan.



# Correspondent Website

## Website

Gateway Mortgage Group's business-to-business website, GEMS (Gateway's Expert Mortgage System) [www.GatewayCorrespondent.com](http://www.GatewayCorrespondent.com) offers our correspondent clients the ability to perform the following functions on line:

- Access to product, pricing and pipeline information
- Register, lock or extend a lock with immediate confirmation\*
- View and print lock confirmations
- View loan status
- Import the Fannie Mae 3.2 loan file to Gateway
- Upload and deliver imaged files and documents
- Print approvals and view purchase advices
- Access the Correspondent Client Guide

Access to GEMS is set up by your Regional Sales Manager upon client approval for each employee you designate. They will be notified of GEMS access by email with their User ID and temporary password. After initial login, the system will prompt the user to change their password. Please notify your Regional Sales Manager to request additional access to GEMS for new employees, and for changes to current staff with GEMS access, i.e., name change or departure.

\*The following products must be locked by our Commitment Desk, click on the links here and follow the instructions outlined on each form. These forms are found on our website within the Resource Center, Associated Documents tab:

Gateway Second Lien [Second Lien Manual Lock Form](#)

TVLB First Liens registered in GEMS [TVLB Registration Form](#)

GoldStar Second Lien registered in GEMS [SETH GoldStar Registration Form](#)

CAFA Gold 100 Second Lien registered in GEMS [CAFA Gold 100 Registration Form](#)

# Mailing Addresses

Please refer to this chart for specific mailing addresses for overnight and regular U.S. Mail.

Type of Documentation	
Original Notes	Gateway Mortgage Group <b>Attn: Correspondent Note Custodian</b> 244 South Gateway Place Jenks, OK 74037-3448
Files for Underwriting, and/or Purchase Review and Funding (Note: Preferred delivery method is via imaging upload. See Delivery <a href="#">Chapter 4</a> for instructions.)	Gateway Mortgage Group <b>Attn: Correspondent File Set-Up</b> 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Suspense Items for Loan Purchase Review (Note: Preferred delivery method is image upload)	Gateway Mortgage Group <b>Attn: Correspondent Suspense Team</b> 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Miscellaneous Correspondence relating to Sales and Marketing	Gateway Mortgage Group <b>Attn: Correspondent Sales</b> 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Fees Due Gateway (if not net funded, e.g. DO Payments, Late Doc fees, Extended Lock Payments, EPO/EPD fees, repurchase proceeds) (Note: Preferred delivery method is by wire. See also <a href="#">Wiring Instructions in Chapter 1.</a> )	Gateway Mortgage Group <b>Attn: Correspondent Accounting</b> 244 South Gateway Place, Jenks, OK 74037-3448
Final Documents, Title Policies, Recorded Security Instruments Recorded Subordination Agreements	Gateway Mortgage Group <b>Attn: Correspondent Final Documents</b> 244 South Gateway Place, Jenks, OK 74037-3448
Tax Bills	Gateway Mortgage Group <b>Attn: Tax Department</b> 244 South Gateway Place, Jenks, OK 74037-3448
Hazard Insurance Policies, Flood Insurance Policies, Mortgage Insurance Certificates/Invoices	Gateway Mortgage Group <b>Attn: Insurance Department</b> 244 South Gateway Place, Jenks, OK 74037-3448
Correspondent Lender Mortgage Payments (Note: Preferred delivery method is by wire. See also <a href="#">Wire Transfer in this Chapter 1.</a> )	Gateway Mortgage Group <b>Attn: Payment Processing</b> PO Box 21044, Tulsa, OK 74121
Mortgage Payoffs (Note: Preferred delivery method is by wire. See also <a href="#">Wire Transfer in this Chapter 1.</a> )	Gateway Mortgage Group <b>Attn: Payoffs</b> 244 South Gateway Place, Jenks, OK 74037-3448
Client Approval/Recertification Documents	Gateway Mortgage Group <b>Attn: Counterparty Credit Risk</b> 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Post-Transfer Payments (Mail a check with a memo stating loan number, borrower name, dollar amount and exactly where the funds should be applied)	Gateway Mortgage Group <b>Attn: Servicing</b> 244 South Gateway Place, Jenks, OK 74037-3448