



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.

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
SVP Correspondent Lending
18583 Dallas Parkway Suite 250
Dallas, Texas 75287
972.372.2624 – direct
214.914.9001 – mobile
Jared.Edmonds@GatewayLoan.com

Correspondent Division Operations Managers

Linda Garloch
VP Correspondent Operations
972.372.2546 – direct
Linda.Garloch@GatewayLoan.com

Bruce Brown
Purchase Audit Manager
972.725.7051 – direct
855.825.6522 – toll free
Bruce.Brown@GatewayLoan.com

Tatum Hunter
Correspondent Client Liaison Manager
972.476.8739 – direct
855.825.6522 – toll free
Tatum.Hunter@GatewayLoan.com

Ashley Garza
Correspondent Client Liaison
972.453.1469 – direct
855.825.6522 – toll free
Ashley.Garza@GatewayLoan.com

Gary Lemley
Correspondent Client Liaison
972.372.2590 – direct
855.825.6522 – toll free
Gary.Lemley@GatewayLoan.com

Jason Tiemann
Correspondent Client Liaison
972.453.1521 – direct
855.825.6522 – toll free
Jason.Tiemann@GatewayLoan.com

Jeremy Parker
Correspondent Client Liaison
972.372.2554 – direct
855.825.6522 – toll free
Jeremy.Parker@GatewayLoan.com

The Gateway Correspondent Team

Correspondent Sales Team

Jared Edmonds

SVP Correspondent Lending

972.372.2624 – direct

214.914.9001 – mobile

Jared.Edmonds@GatewayLoan.com

Barbara Burton

Regional Sales Manager

AZ, CA, NV

619.956.6186 – direct

Barbara.Burton@GatewayLoan.com

Jace Cowan

Regional Sales Manager

IA, KS, MO, NE, SD

816.305.7782 – mobile

Jace.Cowan@GatewayLoan.com

Andy Gauder

Regional Sales Manager

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

312.968.3020 – mobile

Andy.Gauder@GatewayLoan.com

Greg Komar

Regional VP - Central Region

AR

972.372.2571 – direct

972.523.9733 – mobile

Greg.Komar@GatewayLoan.com

Rick Martinez

Regional Sales Manager

CT, DE, MD, NJ, PA, DC

508.415.1415 – mobile

Rick.Martinez@GatewayLoan.com

Donell McMullen

Regional Sales Manager

OK, TX

972.372.2543 – direct

469.867.1951 – mobile

Donell.McMullen@GatewayLoan.com

Joanne Posen

Regional Sales Manager

NM, TX

505.263.6110 – mobile

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

Kris Willoughby

Regional Sales Manager

972.325.4921 – direct

214.907.2082 – mobile

Kris.Willoughby@GatewayLoan.com

Correspondent Support Contacts

Registration and Commitment/Lock Desk

Best Effort First & Second Liens	CorrLock@GatewayLoan.com
Best Effort TVLB Locks and SETH GoldStar CAFA Gold 100 GSFA Open Door 2nd Lien Locks	CorrBonds@GatewayLoan.com
Mandatory Bid Lock Desk	MandatoryBids@GatewayLoan.com
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

Gary Lemley
Correspondent Client Liaison
972.372.2590 direct
855.825.6522 toll free
Gary.Lemley@GatewayLoan.com

Jason Tiemann
Correspondent Client Liaison
972.453.1521 direct
855.825.6522 toll free
Jason.Tiemann@GatewayLoan.com

Ashley Garza
Correspondent Client Liaison
972.453.1469 direct
855.825.6522 toll free
Ashley.Garza@GatewayLoan.com

Jeremy Parker
Correspondent Client Liaison
972.372.2554 direct
855.825.6522 toll free
Jeremy.Parker@GatewayLoan.com

All questions regarding underwriting policies, guidelines, and scenarios can be emailed by the Client's Underwriter to 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

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 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](#)

GSFA Open Doors Send Lien registered in GEMS [GSFA Open Doors 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 Attn: Correspondent Note Custodian 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 Chapter 4 for instructions.)	Gateway Mortgage Group Attn: Correspondent File Set-Up 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Suspense Items for Loan Purchase Review (Note: Preferred delivery method is image upload)	Gateway Mortgage Group Attn: Correspondent Suspense Team 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Miscellaneous Correspondence relating to Sales and Marketing	Gateway Mortgage Group Attn: Correspondent Sales 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 Wiring Instructions in Chapter 1.)	Gateway Mortgage Group Attn: Correspondent Accounting 244 South Gateway Place, Jenks, OK 74037-3448
Final Documents, Title Policies, Recorded Security Instruments Recorded Subordination Agreements	Gateway Mortgage Group Attn: Correspondent Final Documents 244 South Gateway Place, Jenks, OK 74037-3448
Tax Bills	Gateway Mortgage Group Attn: Tax Department 244 South Gateway Place, Jenks, OK 74037-3448
Hazard Insurance Policies, Flood Insurance Policies, Mortgage Insurance Certificates/Invoices	Gateway Mortgage Group Attn: Insurance Department 244 South Gateway Place, Jenks, OK 74037-3448
Correspondent Lender Mortgage Payments (Note: Preferred delivery method is by wire. See also Wire Transfer in this Chapter 1.)	Gateway Mortgage Group Attn: Payment Processing PO Box 21044, Tulsa, OK 74121
Mortgage Payoffs (Note: Preferred delivery method is by wire. See also Wire Transfer in this Chapter 1.)	Gateway Mortgage Group Attn: Payoffs 244 South Gateway Place, Jenks, OK 74037-3448
Client Approval/Recertification Documents	Gateway Mortgage Group Attn: Counterparty Credit Risk 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 Attn: Servicing 244 South Gateway Place, Jenks, OK 74037-3448