



# Doing Business with Gateway First Bank, Correspondent Lending

Client Guide — Chapter 1



Gateway First Bank, Correspondent Lending, Member FDIC. Equal Housing Lender. NMLS 7233. HQ: 244 South Gateway Place, Jenks, OK 74037. Tel: 877.406.8109. Maryland Mortgage Lender License 19468. – 11.05.2020



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# Doing Business with Gateway First Bank, 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 First Bank, Correspondent Lending. 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 First Bank, Correspondent Lending 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 First Bank, Correspondent Lending 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 First Bank, Correspondent Lending 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 business hours are between 8:30 a.m. and 6:00 p.m. CT Monday through Friday.

Gateway is closed on the following U.S. Federal holidays:

- New Year's Day
- Birthday of Martin Luther King, Jr.
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day



# The Gateway First Bank, Correspondent Lending 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](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  
[Bruce.Brown@GatewayLoan.com](mailto:Bruce.Brown@GatewayLoan.com)

**Randee Standridge**  
Purchase Audit Manager  
972.833.2070 – direct  
[Randee.Standridge@GatewayLoan.com](mailto:Randee.Standridge@GatewayLoan.com)

**Allen Herrington**  
Funding Manager  
972.453.1482 – direct  
[Allen.Herrington@GatewayLoan.com](mailto:Allen.Herrington@GatewayLoan.com)

**Tatum Hunter**  
Correspondent Client Liaison  
Manager 972.725.7051 direct  
855.825.6522 toll free  
[Tatum.Hunter@GatewayLoan.com](mailto:Tatum.Hunter@GatewayLoan.com)

## Correspondent Division – Client Liaisons

**Jasmine Donnell**  
Correspondent Client Liaison  
972.725.7051 direct  
855.825.6522 toll free  
[Jasmine.Donnell@GatewayLoan.com](mailto:Jasmine.Donnell@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)

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

**Ebony Lafayette**  
Correspondent Client Liaison  
972.685.1704 direct  
855.825.6522 toll free  
[Ebony.Lafayette@GatewayLoan.com](mailto:Ebony.Lafayette@GatewayLoan.com)



# The Gateway First Bank, Correspondent Lending Team

## Correspondent Sales Team

### Jared Edmonds

#### SVP Correspondent Lending

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, ID, IL, KS, KT, MN, MO, NE, OH, SD, TN, WI

816.305.7782 – mobile

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

### Rick Martinez

#### Regional Sales Manager

CT, DC, DE, FL, GA, IN, KY, MD, MI, NJ, NC, PA, SC

508.415.1415- mobile

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

### Donell McMullen

#### Regional Sales Manager

AL, AK, LA, MS, OK

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)



# Gateway First Bank, Correspondent Lending 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, SETH GoldStar, CAFA Gold 100, GSFA Open Door 2nd Lien, and REI FLEX 100 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)

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

**Jasmine Donnell**  
Correspondent Client Liaison  
972.453.1445 direct  
855.825.6522 toll free  
[Jasmine.Donnell@GatewayLoan.com](mailto:Jasmine.Donnell@GatewayLoan.com)

**Ebony LaFayette**  
Correspondent Client Liaison  
972.685.1704 direct  
855.825.6522 toll free  
[Ebony.Lafayette@GatewayLoan.com](mailto:Ebony.Lafayette@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



## 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 First Bank, Correspondent Lending  
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 First Bank, Correspondent Lending  
Attn: Servicing  
244 South Gateway Place, Jenks, OK 74037-3448

### Hazard & Flood Clause

Within 5 business days of the purchase date, the mortgagee clause for hazard, flood, wind, condominium insurance policies must read:

Gateway First Bank, Correspondent Lending  
ISAOA ATIMA  
P.O. Box 5013  
Troy, MI 48007-5013

### Mortgage Insurance & Title

Within 5 business days of the purchase date, the mortgagee clause for mortgage insurance, title, etc. insurance policies must read:

Gateway First Bank, Correspondent Lending  
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 PolicyID Numbers

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



## Other Helpful Information

### 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.

### EPD Flexibility on loans in Forbearance

In response to the CARES Act, Gateway First Bank is temporarily suspending enforcement of the EPD provision noted in this section of our client Guide for borrower(s) who request a forbearance as a result of a COVID-19 financial hardship. Gateway may elect to resume enforcement of the EPD provision after the conclusion of the forbearance period and will notify you at that time. The Early Payment Default will be revised temporarily as follows:



## Other Helpful Information

- For all Agency and Specialty Lending loans (excluding FHA): Loans that go into forbearance with Gateway, due to COVID-19 will not trigger the Early Payment Default provision listed herein. A processing fee of up to \$3,000 may be assessed for loans classified as in forbearance. Once the initial forbearance period has concluded, the Early Payment Default provision defined in this chapter will resume. In such cases, the Client's obligation to Gateway will include the Client refunding to Gateway any service-released premium ("SRP") and above par pricing that was paid by Gateway to Client on the subject loan.
- For any FHA loans where borrowers request a forbearance after closing and prior to endorsement, Gateway is aligning with the recent FHA published letter [ML 2020-16](#). Clients will be obligated for losses as defined in this Mortgagee Letter, where borrowers fail to make at least 2 payments over the course of the first two years, including a 2-Year Partial Indemnification Agreement for the loan to be eligible for insurance.
- **Note:** Gateway will not purchase loans that are already in forbearance. Loans that are uninsurable are subject to repurchase by the client. Loans that require the 2 Year Partial Indemnification Agreement may be subject to repurchase if Client does not enter into an indemnification agreement with FHA to be eligible for insurance endorsement.

### 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.



# Gateway First Bank, Correspondent Lending Website

## Website

Gateway First Bank's, Correspondent Lending 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, extend or profile change 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.



# Mailing Addresses

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

Type of Documentation	
Original Notes	Gateway First Bank, Correspondent Lending <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 First Bank, Correspondent Lending <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 First Bank, Correspondent Lending <b>Attn: Correspondent Suspense Team</b> 18583 Dallas Parkway, Suite 250, Dallas, TX 75287
Miscellaneous Correspondence relating to Sales and Marketing	Gateway First Bank, Correspondent Lending <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 First Bank, Correspondent Lending <b>Attn: Correspondent Accounting</b> 244 South Gateway Place, Jenks, OK 74037-3448
Final Documents, Title Policies, Recorded Security Instruments and Recorded Subordination Agreements must be mailed to Gateway. Government Insuring Certificates may be emailed to <a href="mailto:Insuring@gatewayfirst.com">Insuring@gatewayfirst.com</a>	Gateway First Bank, Correspondent Lending <b>Attn: Correspondent Final Documents</b> 244 South Gateway Place, Jenks, OK 74037-3448
Tax Bills	Gateway First Bank, Correspondent Lending <b>Attn: Tax Department</b> 244 South Gateway Place, Jenks, OK 74037-3448
Hazard Insurance Policies, Flood Insurance Policies, Mortgage Insurance Certificates/Invoices	Gateway First Bank, Correspondent Lending <b>Attn: Insurance Department</b> P.O. Box 5013, Troy, MI 48007-5013
Correspondent Lender Mortgage Payments (Note: Preferred delivery method is by wire. See also <a href="#">Wire Transfer in this Chapter 1.</a> )	Gateway First Bank, Correspondent Lending <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 First Bank, Correspondent Lending <b>Attn: Payoffs</b> 244 South Gateway Place, Jenks, OK 74037-3448
Client Approval/Recertification Documents	Gateway First Bank, Correspondent Lending <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 First Bank, Correspondent Lending <b>Attn: Servicing</b> 244 South Gateway Place, Jenks, OK 74037-3448