

## Your Team with ditech - TEAM #7

**Sales Director- Bruce Larkin**

**Associate Sales Director - Justin Sutton**

**Client Manager - Single Point of Contact (SPOC):**

**Kasey Booz** - Contact for File Specific or Compliance Questions, Servicing, Loan Set Up or Closed Loan Suspense Issues  
[Kasey.Booz@ditech.com](mailto:Kasey.Booz@ditech.com) or 267.419.4588

## Underwriting Status, Scenarios & Product ?'s

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

**Phone:** 877-700-4622 Option #6

**Underwriting Scenarios:** [underwriting\\_hotline@ditech.com](mailto:underwriting_hotline@ditech.com)

**Questions for:** Products, AUS, underwriting status, scenarios, general underwriting guidelines

## Registration & Negotiated Trades Desk (NT Desk)

(For Authorized Users) **Direct Phone:** 866-396-4622

**Phone:** 877-700-4622 Option 5 **Fax:** 866-445-8476

Loan Commitment Questions - [nt\\_requests@ditech.com](mailto:nt_requests@ditech.com)

## Condo Questions or Assistance

[uw.condos@ditech.com](mailto:uw.condos@ditech.com)

Condo Sub Job Aid can be found in the [Job Aid Booklet](#)

## Mercury Portal/Appraisal Questions

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

## Down Payment Assistance (DPA) Programs

DPA Program eligibility must be approved for loans submitted to ditech for underwriting. However, ditech DPA approval is not required for loans underwritten under client's delegated authority. The DPA Job Aid from the job aid booklet can be found [here](#) for details

## Transaction Guide

The Transaction Guide is a tool that provides information on transacting business with ditech - including but not limited to: Delivery of Notes, Post Funding Adjustments, Final Docs and Servicing info. The transaction guide is located in the Job Aid booklet or under the resource tab on our website found [here](#).

## Customer Service - Consumer/Servicing

**Conforming, Government, Jumbo & Home Equity**

**Ditech: 800-643-0202**

## Live Webinar Training Classes

Take one of our "Best in Class" training sessions on Products and Process'. Topics include: HomeReady, Jumbos, 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](#)

## TurnTimes

Current turn times are posted on the [landing page](#) of our website before you log in by selecting the stop watch in the bottom center or under the latest news section of the website once you have logged in

## Information Center \*

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

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

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

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

## Job Aid Booklet - Very Helpful!

The Product Matrix provides clear and concise product guidelines. The Job Aid Booklet contains several process explanation and product comparison documents that facilitate doing business with ditech. These "at a glance" one pagers are great quick reference guides. **There is no need to log into our website to access the Product Matrices or Job Aids**. The Product Matrices can be found under the "**Products**" tab and the Job Aids can be found under the "**Resources**" tab of the log-in page.

\* Access to these functions as well as rate sheets on our website are defined in the individual user profile by the client web administrator at your company



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