

Your Team with ditech - TEAM #13

Sales Director- **Tony Petronio**

Client Manager - Single Point of Contact (SPOC):

Darlene Richards - Contact for File Specific or Compliance Questions, Servicing, Loan Set Up or Closed Loan Suspense Issues
Darlene.Richards@ditech.com or 267.419.5847

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

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

Condo Questions or Assistance

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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