

Account Executive
Account Executive - Phone: Email:
Wholesale Operations
Contact - Client Managers Phone: 877.700.4622 Option 8 then Option 1 Email: wholesaleclientsupport@ditech.com
Contact for File Specific, Loan Level or Compliance Questions and Loan Set Up Issues or Questions
Contact - Closing Team Phone: 877.700.4622 Option 8 then Option 2
Contact for Questions and Information regarding Loan Closings
Underwriting Status, Scenarios & Product ?'s
Contact our Underwriting Team for Underwriting, Product and Guideline Questions or Scenarios Phone: 877-700-4622 Option #6 Underwriting Scenarios: underwriting_hotline@ditech.com Questions for: Products, AUS, Underwriting Status, Scenarios and General Underwriting Questions
Registration & Lock Desk
(For Authorized Users) Phone: 877-700-4622 Option 5 Fax: 866-445-8476 Email: nt_requests@ditech.com
Contact for Questions on Rates Locks, Pricing, Registrations or Change of Circumstance
Mercury Portal/Appraisal Questions
For questions call 877-700-4622 Option #4. Access Mercury by logging in to ditech's website and selecting "Mercury Network" from the navigation bar on the left side or log in directly by going here to the Mercury Portal
Mortgagee Clause and Closing Protection Letter
Mortgagee Clause/Loss Payee: Ditech Financial LLC - Its Affiliates and/or Assigns - PO Box 979282 - Miami, FL 33197-9282 Closing Protection Letter/Title: Ditech Financial LLC ISAOA/ATIMA - 1100 Virginia Dr, Suite 100A - Fort Washington PA 19034
Transaction Guide
The Transaction Guide is a tool that provides information on doing business with ditech - including but not limited to: Req's for Title Commitment, Closing Protection Letter, Subordination Agreements, Insurance etc. The transaction guide is located in the Job Aids section or under the Resources tab of our website
Down Payment Assistance (DPA) Programs
DPA Program eligibility must be approved for loans submitted to ditech for underwriting. The DPA Job Aid can be found in the job aid section of the website

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 "Wholesale" under Today's Turn Times or under the latest news section of the website once you have logged in																				
Condo Questions or Assistance uw.condos@ditech.com																				
Condo Sub Job Aid can be found in the Job Aids section																				
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 Acct Exec to receive by email Forms Library - All ditech forms and the Fee Schedule																				
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Reports - Use this section to find the status of suspended loans, status of expiring locks, underwriting status or to find your Loan Status - Enter your loan number to find the status of your loan. Loan status will provide lock status/pricing, suspense status for Loan Setup items and Loan Decision Letter ("LDL"/Approval access) Custom Quote, Register, Lock or Revise Loans, Access Electronic Docs																				
Job Aids - Very Helpful!																				
The Job Aids section contains several process explanation and product comparison documents. These "at a glance" one pagers are great quick reference guides.																				
Government Loans																				
FHA: FHA Lender ID (22947-00224) ditech will order all Case #'s and will email client once Case # is obtained. VA: ditech sponsor ID is 6393140000 . Enter vaappraisalreview@ditech.com in appraisal notifications section in webLGY																				
Customer Service - Consumer/Servicing																				
Conforming or Government - Ditech: 800-643-0202																				
* Access to these functions as well as rate sheets are defined in the user profile by the client web administrator at your company																				



