



- Correspondent Lending
- Housing Finance Agency (HFA)

## Summary



As a reminder and as shared in **B-2023-13**, we recently began publishing communications to our valued Correspondent and HFA lenders utilizing a new email distribution platform and new email templates. The new platform provides us the opportunity to share the same information you are used to receiving from U.S. Bank in a streamlined, more user-friendly platform.

Please also note a correction to the email address within the **'Prepare your systems now'** section.

### The following items will now be emailed from our new email platform:

- All Correspondent Rate Sheets (Delegated, Non-Delegated and Easy D)
- Lender Communications
  - Bulletins
  - Seller Guide Updates
  - Best Practices
  - Pricing Flashes
  - Webinars and training invitations
  - Other special communications including conference and event participation

### Prepare your systems now

To ensure that your organization receives all email communications from U.S. Bank, please make sure that you and your teams add the following email address to your address book:

- [1800USBanks@mail.usbank.com](mailto:1800USBanks@mail.usbank.com)

As mentioned, you will continue to receive the same content as you normally do, but it will now be delivered from our new platform with refreshed and updated email templates.

## Updating Communication Contacts

As a reminder, if your organization needs to update the contacts receiving our Correspondent and HFA communications, please email us at [correspondentwebsite@usbank.com](mailto:correspondentwebsite@usbank.com).

## AllRegs Libraries

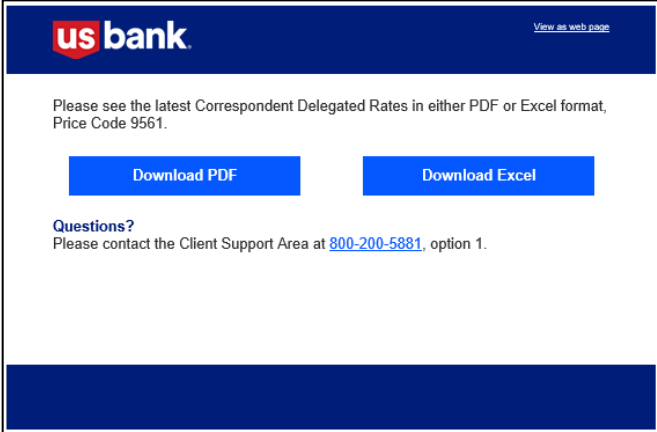
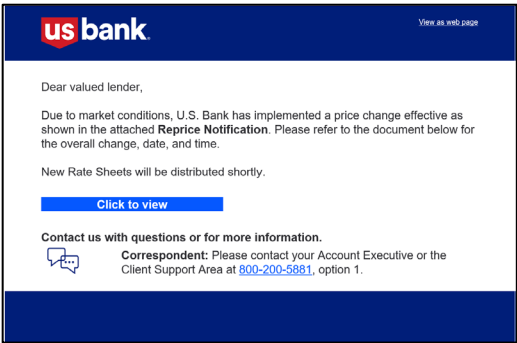
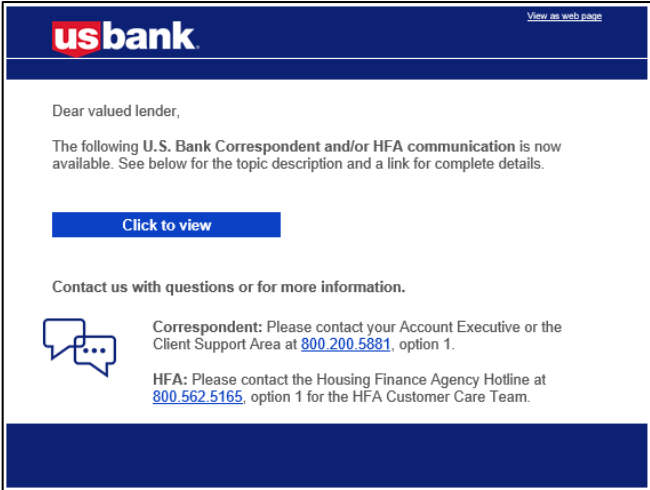
In addition to our email communications, all documents are published in our Correspondent and HFA Communications libraries in Section 1000 of AllRegs:

- 1010: Bulletins
- 1011: Seller Guide Updates
- 1012: Best Practices
- 1013: Pricing Flashes



## Sample Emails

Sample emails include the following items:

Email Type	Sample
<p><b>Correspondent Rate Sheets (PDF and Excel):</b></p> <ul style="list-style-type: none"> <li>Delegated</li> <li>Non-Delegated</li> <li>Easy D</li> </ul>	 <p>The sample email features the US Bank logo at the top right with a "View as web page" link. The main text reads: "Please see the latest Correspondent Delegated Rates in either PDF or Excel format, Price Code 9561." Below this are two blue buttons: "Download PDF" and "Download Excel". A "Questions?" section follows, stating: "Please contact the Client Support Area at <a href="tel:800-200-5881">800-200-5881</a>, option 1."</p>
<p><b>Correspondent Reprice Notification</b></p> <ul style="list-style-type: none"> <li>Notification of an upcoming price change</li> </ul>	 <p>The sample email features the US Bank logo at the top right with a "View as web page" link. The main text reads: "Dear valued lender, Due to market conditions, U.S. Bank has implemented a price change effective as shown in the attached <b>Reprice Notification</b>. Please refer to the document below for the overall change, date, and time. New Rate Sheets will be distributed shortly." Below this is a blue button: "Click to view". A "Contact us with questions or for more information." section follows, with a speech bubble icon and text: "Correspondent: Please contact your Account Executive or the Client Support Area at <a href="tel:800-200-5881">800-200-5881</a>, option 1."</p>
<p><b>Correspondent and HFA Communications (Printable PDF):</b></p> <ul style="list-style-type: none"> <li>Bulletins</li> <li>Seller Guide Updates</li> <li>Best Practices</li> <li>Pricing Flashes</li> <li>Webinars and training invitations</li> <li>Other special communications including conferences and events</li> </ul>	 <p>The sample email features the US Bank logo at the top right with a "View as web page" link. The main text reads: "Dear valued lender, The following U.S. Bank Correspondent and/or HFA communication is now available. See below for the topic description and a link for complete details." Below this is a blue button: "Click to view". A "Contact us with questions or for more information." section follows, with a speech bubble icon and text: "Correspondent: Please contact your Account Executive or the Client Support Area at <a href="tel:800-200-5881">800-200-5881</a>, option 1. HFA: Please contact the Housing Finance Agency Hotline at <a href="tel:800-562-5165">800-562-5165</a>, option 1 for the HFA Customer Care Team."</p>

## Questions



**Correspondent:** Please contact your Account Executive or the Client Support Area at 800.200.5881, option 1.

**HFA:** Please contact the Housing Finance Agency Hotline at 800.562.5165, option 1 for the HFA Customer Care Team.