

# *Special Programs*

## **ORIENTATION OVERVIEW**

**CITIMORTGAGE, INC.**  
**4000 Regent Blvd.**  
**Mail Code N3B-345**  
**Irving, TX 75063**

*It is very important that mail code **N3B-345** is included in the address. This will insure that your package will be delivered directly to the Correspondent Special Programs department.*

### **PHONE NUMBERS**

### **FAX NUMBERS**

<b>Registration:</b>	<b>800-784-8396, Opt 1</b>	<b>636-261-3046</b>
<b>Customer Relations Rep:</b>	<b>800-784-8396, Opt 1</b>	<b>636-261-3061</b>

*The Customer Relations Department and Commitment Desk is available from 7:00 a.m. to 6:00 p.m. CST. Other department hours may vary.*

*Customer Relations Department can assist with:*

- ? *Loan status and Pending inquiries*
- ? ***Purchase advise inquiries***

### **Your Customer Relations Representatives:**

Yesenia Sosa, Supervisor  
Nora Salas, Team Leader  
Chasity Stallings - Customer Relations Representative  
Marjorie Ferguson - Customer Relations Representative

For any Customer Relations issues or questions. Correspondents may now

e-mail us at [csp.dallas@citigroup.com](mailto:csp.dallas@citigroup.com).

# Website

Address: <http://correspondent.citimortgage.com/SpecialPrograms>

Our website offers useful tools and resources regarding our programs and delivery to CMI Special Programs including:

- Contact Directory for Division
- Summaries of all Active Programs including important links
- Rate Sheets
- Frequently Asked Questions
- What's New Section – to include all CSP Bulletins
- Our Operational Procedures



## **PURCHASE PROCESS**

- . • Enclose wiring instructions in each file
- . • Purchase advice faxed on day of wire
- . • Review Purchase Advice for discrepancies within 24 hours
- . • Fees

### **Conventional loans:**

\$89 tax service

\$10 LOL Flood Monitoring contract\*

### **Government loans:**

\$70 tax service fee

\$10 LOL Flood Monitoring contract\*

- . • Goodbye letter should be sent within 48 hrs. AFTER CitiMortgage's purchase notification of loan **[DO NOT NOTIFY BORROWER PRIOR TO CITIMORTGAGE PURCHASE]**.

\* Due to the merger between Transamerica and First American, CitiMortgage is accepting Life of Loan (LOL) Flood Certifications from both flood determination services at no charge to the Correspondent. Loans that are submitted for purchase with LOL certifications from flood determination services other than Transamerica or First American are assessed a \$10 fee.

## **Note Endorsements**

The Note Endorsements should read: Without recourse, pay to the order of CitiMortgage, Inc.

**Exception:** In the state of New Mexico, the Note Endorsement should read: Without recourse, pay to the order of CitiMortgage, Inc. doing business as Citicorp Mortgage .

### Assignment Address:

CitiMortgage, Inc.

1000 Technology Drive

OFallon, MO. 63368-2240

## **FINAL OUTSTANDING DOCUMENT PROCESS**

- In instances where the originals of the recorded Mortgage, recorded Assignment of Mortgage, or the Title Insurance Policy cannot be delivered to CitiMortgage as required because of a delay in connection with recording prior to funding, they should be sent to the following address....

CitiMortgage, Inc.

Attn: Document Processing, MS 321

1000 Technology Drive

O'Fallon, MO 63304-2240

- CitiMortgage requests that these documents be delivered no later than 90 days from the date of delivery for each Mortgage File.

- An Outstanding Document Report is generated on a monthly basis. This report will keep you updated on final documents still outstanding

## **CORRESPONDENT SERVICES UNIT**

? CitiMortgage, Inc.  
Attn: Correspondent Services Unit  
Mail Station #301  
1000 Technology Drive  
O'Fallon, MO 63304

Phone number 800 967 2205 Option 4  
Fax number 636 261 7176

Correspondent Services provides a central point of contact for Correspondent post purchase inquiries. Correspondent Services is available for the **Correspondent only** and unable to speak with borrowers. The following questions and/or issues should be directed to the Correspondent Services Unit:

? Types of questions/issues:  
Payment Inquiries ( i.e.: verification of the first payment due to CitiMortgage, request for reimbursement of a payment sent to CitiMortgage in error, etc.)  
Escrow Exceptions (i.e.: real estate taxes, homeowners insurance, MI, funding discrepancies, etc.)  
Miscellaneous questions regarding servicing questions from the Correspondent Lender.

All BORROWER calls concerning loan servicing should be directed to the CitiMortgage Customer Service Center (800 283 7918) – not the Correspondent Services Unit. In accordance with Citigroup's Privacy Promise, **Customer Service can only speak with borrowers only.**

## Summary of key addresses:

### SHIPPING, UNDERWRITING:

(All Loan Types)  
Programs

CitiMortgage, Inc.  
Attn: Correspondent Special

4000 Regent Blvd  
Mail Code N3B-345  
Irving, TX 75063

### FINAL DOCUMENTS:

CitiMortgage, Inc.  
Attn: Document Processing, MS 321  
1000 Technology Drive  
O'Fallon, MO 63304-2240

### NEW LOAN RESEARCH:

CitiMortgage, Inc.  
Attn: New Loan Research  
Mail Station #301  
1000 Technology Drive  
O'Fallon, MO 63304

### HAZARD AND FLOOD POLICIES AND ENDORSEMENT LETTERS:

CitiMortgage, Inc.  
Its Successors and/or Assigns  
Account Number# \_\_\_\_\_  
P.O. Box 7706  
Springfield, OH 45501

### TAX BILLS / TAX PAYMENTS:

CitiMortgage, Inc.  
Tax Department  
P.O. Box 23689  
Rochester, NY 14692

### CUSTOMER MORTGAGE PAYMENT ADDRESS:

(AZ, CA, GUAM, HI, FL, NV, UT,)

CitiMortgage, Inc.  
Box 6006  
The Lakes, NV 88901-6006

### CUSTOMER MORTGAGE PAYMENT ADDRESS:

(DE, DC, GA, IL, IN, KY, MD, MI, NC, NJ, OH,  
SC, TN, PA, VA, WI, WV)

CitiMortgage, Inc.  
P.O. BOX 183040  
Columbus, OH 43218-3040

### CUSTOMER MORTGAGE PAYMENT ADDRESS:

(AL, AK, AR, CT, CO, IA, ID, KS,  
LA, MA, ME, MN, MO, MS, MT,  
ND, NE, NH, NM, OK, OR, SD, TX, RI,  
VT, WI,)

CitiMortgage, Inc.  
P.O. BOX 689196  
Des Moines, IA 50368-9196

## **BILLING PROCESS**

All Correspondent Billing is processed through the Customer Relations Department.

**Early Payoffs** –\* If a non-conforming, conforming conventional, or FHA/VA loan is paid-in-full prior to CMI receiving the first mortgage payment or within 90 days of the first mortgage payment due CMI, the Servicing Release Premium and Market Price Premium will be billed back to the Correspondent.

**Early Payment Defaults\*** – If any of the following payments due CMI remain unpaid for 60 or more days, the Service Release Premium and Market Price Premium will be billed back to the Correspondent, along with an Administration Fee:

1. 1. Any of the first 4 payments on an FHA or VA Mortgage Loan, or
2. 2. Any of the first 12 payments on a Government Loan involving a HUD repossession without a property appraisal, or
3. 3. Any of the first 24 payments on a Government Loan involving a VA Streamline Refinance with a property appraisal.

**Underwriting Services** – Government Sponsorship ONLY - A fee will be charged for each loan directly underwritten by CMI, even if the loan is not purchased. The Customer Relations Department will bill on denied and cancelled loans only. For loans purchased, the fee will be net-funded.

**Pairoff Billing\*** – A pairoff fee will be billed in the event the Correspondent cancels a closed file that has been delivered to CMI or in the event suspense conditions have not been cleared on a closed loan that has been suspended for more than 60 days. Refer to the CitiMortgage Correspondent Special Programs Manual regarding how a pairoff fee is calculated.

\* Each Tax-Exempt Bond Program is separately negotiated and may have different guidelines. Please see specific Program documents for more details

## **CMI FILE CHECKLIST & STACKING ORDER**

### **Correspondent Special Programs Division**

4000 Regent Blvd Mail Code N3B-345  
Irving TX 75063

Was Automated Underwriting used?  Fannie Mae Desktop Underwriter (DU)  Freddie Mac Loan Prospector (LP)

Is this a  Conventional  FHA  VA  RD Is there a buydown/subsidy on this loan?  Yes  No

Is there subordinate financing on this loan?  Yes  No

FNMA Approved Community Second  Other

Does this loan have a Prepayment Penalty?  Yes  No Does this loan have an MCC?  Yes  No

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**Please fasten all documents to the loan folder in the following order.**

#### **First Lien Collateral Package:**

- Loan History-if reduced balance or disbursements from escrow (copy)
- Loan Note Guarantee (RD Form 1980-17) if applicable
- Wiring instructions or Bailee Letter
- Note and any applicable Riders or Addendum (originals plus one copy)
- Power of Attorney
- Name/ AKA/ Signature Affidavit
- Assignment(s) (certified true copy) with legal descriptions
- Buydown/Subsidy documentation and agreement (original)
- Mortgage/Deed of Trust completed (certified true copy) and applicable Riders or Addendum with legal description
- Title Policy/Commitment and endorsements
- Cooperative Documents/ Land Trust Documents (State of IL)/ Living Trust Documents

#### **Second Lien Collateral Package, if applicable:**

- Note and any applicable Riders or Addendum (originals plus one copy)
- Loan Modification Documents
- Power of Attorney (original), AKA/Signature Affidavit (original), if required
- Assignment(s) (certified true copy) with legal descriptions
- Mortgage/Deed of Trust completed (certified true copy) and applicable Riders or Addendum with legal description
- Title Policy/Commitment and endorsements

#### **Escrow/Impounds Documents:**

- MI Certificate / FHA case query evidencing UFMIP paid / VA268937 to evidence funding fee paid
- Warranty/Grant/Quit Claim
- Homeowners Protection Act disclosure application statement with dates and signatures (PMI Termination)
- Final HUD-1 Settlement Statement (pages 1 and 2) and Certification/Addendum and Payment Letter
- Initial Escrow Account Disclosure Statement (copy)
- Final Truth in Lending
- VA Letter of Indebtedness, if applicable
- Hazard Insurance Policy (original) with PAID receipt or copy of HUD-1 if paid at closing
- Hazard Insurance "Loss Payable" Payee Endorsement (copy)
- Flood Certification
- Flood Insurance Policy or Application, if applicable (original) with paid receipt
- Flood Insurance "Loss Payable" Payee Endorsement (copy)
- Tax Information Sheet

#### **Underwriting Documents:**

- FNMA 1008 Transmittal / FHA MCAW / VA Loan Analysis signed by underwriter
- Freddie Mac Loan Prospector (LP) or Fannie Mae Desktop Underwriter (DU) sheets
- FHA Firm Commitment / VA Certificate of Commitment 1866 (A) (copy)
- Request for and Conditional Commitment for SF Hsg Loan Guarantee (RD forms 1880-21 & 1980-18)
- Escrow Agreement for postponed improvements (original), if applicable
- Initial and Final loan application 1003/HUD/VA 92900
- Final Inspection/ Recertification of Value
- Appraisal
- Subordinate Financing Note & Mortgage
- Copy of credit report
- W-9 Form (original)
- Survey/Plat Map (original or certified true copy)
- Sales/Purchase Contract
- Credit Package (copy)
- All Approval conditions
- Good Faith Estimate (original)
- Federal/State Required Disclosures
- Quality Control Authorization (original)
- Guaranteed Loan Closing Report (RD form 1980-19)
- Guaranteed Rural Housing Lender Record Change (RD form 1980-11)

#### **Special Program Documents (Bond/Access/Lease Purchase/VLB)**

- See Specific Program Checklist for documents required, attach copy on top of documents