



CLIENT GUIDE | CHAPTER 1

# Doing Business with Gateway First Bank

CORRESPONDENT LENDING



Gateway First Bank, Correspondent Lending. Member FDIC. Equal Housing Lender. NMLS 7233. 244 South Gateway Place  
Jenks, OK 74037. 877.406.8109. Maryland Mortgage Lender License 19468.



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# Doing Business with Gateway First Bank,

## CORRESPONDENT LENDING

### General

Gateway is delighted that you have become our business partner! This Chapter contains general information you will need in order to transact business with Gateway First Bank, Correspondent Lending. Please direct questions to the Correspondent Division associates at their direct numbers and addresses shown below.

### Purpose of this Guide

The purpose of this Gateway First Bank, Correspondent Lending Client Guide (“Guide”) is to provide Gateway’s approved Correspondent clients (“Clients”) with policy and procedure requirements to follow when doing business with us. The Guide is a critical component of the Contract Documents governing our relationship. Exceptions to the requirements of this Guide, the Correspondent Loan Purchase and Sale Agreement (“Agreement”) or any other Contract Documents (as defined in the Agreement) must be granted in writing by an authorized officer of Gateway.

This Guide contains information that is confidential and is the property of Gateway First Bank, Correspondent Lending Channel. It may not be copied, published, or used, in whole or part, for any purpose other than as expressly authorized by Gateway.

It is important that the contents of this Guide be shared with all pertinent parties within your organization to ensure compliance with Gateway’s guidelines when registering, underwriting, or delivering loans to Gateway for purchase.

As new products, policies, or procedures are introduced, or existing policies and procedures are revised, you will receive a Correspondent Client Announcement as initial notification of the change. The contents of the announcements will be incorporated into the Guide.

Additionally, the Gateway First Bank, Correspondent Lending website is a vital component of doing business with Gateway. It is located at [www.gatewaycorrespondent.com](http://www.gatewaycorrespondent.com)

## Gateway Business Hours and Holiday Schedule

Gateway’s business hours are between 8:30 a.m. and 6:00 p.m. CT Monday through Friday.

Gateway is closed on the following U.S. Federal holidays:

### New Year’s Day

Thursday January 1, 2026

### Martin Luther King, Jr. Day

Monday, January 19, 2026

### Washington’s Birthday / President’s Day

Monday, February 16, 2026

### Memorial Day

Monday, May 25, 2026

### Juneteenth

Friday, June 19, 2026

### Independence Day

Saturday, July 4, 2026

### Labor Day

Monday, September 7, 2026

### Columbus Day/Indigenous People’s Day

Monday, October 12, 2026

### Veteran’s Day

Wednesday, November 11, 2026

### Thanksgiving Day

Thursday, November 26, 2026

### Christmas Day

Friday, December 25, 2026



# The Gateway First Bank

## CORRESPONDENT LENDING TEAM

### Correspondent Division Management Team

**Jared Edmonds**

**DEVP Mortgage Operations**

972.372.2624 *direct*

214.914.9001 *mobile*

[Jared.Edmonds@GatewayLoan.com](mailto:Jared.Edmonds@GatewayLoan.com)

**Linda Garloch**

**SVP Correspondent Operations**

972.372.2546 *direct*

[Linda.Garloch@GatewayLoan.com](mailto:Linda.Garloch@GatewayLoan.com)

**Tatum Hunter**

**Senior Manager, Client Liaison**

972.476.8739 *direct*

[Tatum.Hunter@GatewayLoan.com](mailto:Tatum.Hunter@GatewayLoan.com)

**Francheska Allen**

**Manager, Purchase Audit**

972.908.3390 *direct*

[Francheska.Allen@GatewayLoan.com](mailto:Francheska.Allen@GatewayLoan.com)

### Correspondent Division Client Liaisons

**Jeremy Parker**

**Senior Client Liaison Specialist**

972.372.2554 *direct*

855.825.6522 *toll free*

[Jeremy.Parker@GatewayLoan.com](mailto:Jeremy.Parker@GatewayLoan.com)

**Carmelita Primer**

**Client Liaison Specialist II**

972.777.6129 *direct*

855.825.6522 *toll free*

[Carmelita.Primer@GatewayLoan.com](mailto:Carmelita.Primer@GatewayLoan.com)



# The Gateway First Bank

## CORRESPONDENT LENDING TEAM

### Correspondent Division Sales Team

**Jared Edmonds**

**DEVP Mortgage Operations**

972.372.2624 *direct*

214.914.9001 *mobile*

[Jared.Edmonds@GatewayLoan.com](mailto:Jared.Edmonds@GatewayLoan.com)

**Jace Cowan**

**Regional Sales Manager**

816.305.7782 *mobile*

[Jace.Cowan@GatewayLoan.com](mailto:Jace.Cowan@GatewayLoan.com)



# The Gateway First Bank

## CORRESPONDENT LENDING SUPPORT CONTACTS

### Registration and Commitment/Lock Desk

Best Effort First & Second Liens

[CorrLock@GatewayLoan.com](mailto:CorrLock@GatewayLoan.com)

Best Effort TVLB Locks and ALL Specialty Loan Program Lock

[CorrBonds@GatewayLoan.com](mailto:CorrBonds@GatewayLoan.com)

Mandatory Commitment Desk

[MandatoryBids@GatewayLoan.com](mailto:MandatoryBids@GatewayLoan.com)

Commitment/Lock Desk Personnel Hours

8:00 a.m. to 6:00 p.m. CT

Manual Locking Hours for TVLB Locks and ALL Specialty Loan Program Second Lien Locks

8:00 a.m. to 6:00 p.m. CT

GEMS Online Locking Hours

First Posting to 11:59 pm CT

### General Questions

Questions regarding post-delivery operational issues, including suspense conditions, reconciliations, and website technical assistance, should be directed to:

#### Tatum Hunter

**Senior Manager, Client Liaison**

972.476.8739 **direct**

[Tatum.Hunter@GatewayLoan.com](mailto:Tatum.Hunter@GatewayLoan.com)

#### Jeremy Parker

**Senior Client Liaison Specialist**

972.372.2554 **direct**

855.825.6522 **toll free**

[Jeremy.Parker@Gatewayloan.com](mailto:Jeremy.Parker@Gatewayloan.com)

#### Carmelita Primer

**Client Liaison Specialist II**

972.777.6129 **direct**

855.825.6522 **toll free**

[Carmelita.Primer@GatewayLoan.com](mailto:Carmelita.Primer@GatewayLoan.com)

All questions regarding underwriting policies, guidelines, and scenarios can be emailed by the Client's Underwriter to [Corrunderwriting@GatewayLoan.com](mailto:Corrunderwriting@GatewayLoan.com). Emails will be responded to by the end of the following business day.

### Correspondent Loan Servicing

**Correspondent Liaison for Servicing Issues  
(Clients and Borrowers)**

Customer Service Hours

877.764.9319 toll free

7:30 a.m. & 5:30 p.m. CT, Monday-Friday



# Other Helpful INFORMATION

## Wire Transfers (Borrowers Only)

Gateway Borrowers seeking payment or payoff wire transfer instructions, please visit <https://www.gatewayfirst.com/support/account-help> for Payoff FAQs and Payment Options FAQs

## Wire Transfers (Clients Only)

Wire transfer instructions for remitting any monies due Gateway are as follows:

Wire to: Gateway First Bank  
ABA# 103-112-552  
244 S. Gateway Place  
Jenks, OK 74037

Credit to: Gateway First Bank  
244 S. Gateway Place  
Jenks, OK 74037-3448  
\*\*Please Reference: Borrower's Name and Gateway Loan Number

Acct. # for Extended Rate Lock Fees: 10005167  
Acct. # for Repurchases: 10005167  
Acct. # for EPO/EPD Payments: 10005167  
Acct. # for Corrected Purchase Advice via ACH: 10005167  
Acct. # for Corrected Purchase Advice via Wire: 7000000101994015  
Acct # for Borrower Funds (Principal Reductions/ Escrows/Borrower Payments): 414344

## Post Transfer Payments

Mail a check with a memo stating the loan number, borrower name, dollar amount and exactly where the funds should be applied to this address:

Gateway First Bank, Correspondent Lending  
Attn: Servicing  
244 South Gateway Place  
Jenks, OK 74037-3448

## Hazard & Flood Clause

Within 5 business days of the purchase date, the mortgagee clause for hazard, flood, wind, condominium insurance policies must read:

Gateway First Bank  
ISAOA ATIMA  
P.O. Box 5013  
Troy, MI 48007-5013

## Mortgage Insurance & Title

Within 5 business days of the purchase date, the mortgagee clause for mortgage insurance, title, etc. insurance policies must read:

Gateway First Bank  
ISAOA ATIMA  
244 South Gateway Place  
Jenks, OK 74037-3448

## Identification Numbers

MERS: 1002877  
FHA ID: 1578300007  
VA ID: 8695990000  
USDA ID: 731577221  
FHA Sec 184: 73-1577221  
CoreLogic ID: 0002819028  
HMDA Purchaser Code: 6  
UCDP Aggregator ID: AAZ008

## Mortgage Insurance Master Policy ID Numbers

Arch: 13930-0001-0  
Essent: 3600230001  
Enact: (formerly Genworth): B2222289HV  
MGIC: 35-680-4-0278  
National MI: 00153  
Radian: MP 60663-008



# Other Helpful INFORMATION

## Definition of Repurchase

“Repurchase Price” means, for each Loan other than an EPD Loan, on any day, the price for which such Loan is to be resold by Buyer to Client is (x) the purchase price paid by Buyer to Client for the Loan pursuant to the Commitment; plus, if the repurchase occurs within the first 23 months following the date of purchase of the Loan by Buyer, any premium paid for the Loan; plus any unreimbursed advances Gateway has made on the loan, minus (y) the sum of all payments received from the borrower/mortgagor in accordance with the terms of the Loan.

## Early Payment Default (“EPD”)

EPD is defined as any loan sold by Client to Gateway where any of the first four (4) payments due to Gateway becomes ninety (90) days or more delinquent. In certain EPD situations, Gateway may, at Gateway’s sole discretion, offer to Client an indemnification option in lieu of an immediate repurchase of the loan, on the following terms and conditions:

1. Gateway and Client would execute a letter summarizing the terms of the arrangement.
2. Client would agree to pay a one-time, non-refundable fee of \$3,000 on a conventional or government loan, in exchange for Gateway providing the services listed below and for administration of the indemnification process. In addition, Client would pay back to Gateway any service-released premium (“SRP”) and above-par pricing that was paid by Gateway to Client on the subject loan.
3. Gateway would be responsible for handling the foreclosure process, including allfiling and legal fees associated with the foreclosure.
4. Gateway would forebear on enforcing its repurchase obligations on the loan until the foreclosure process is completed. At the end of the foreclosure process Client would agree to compensate Gateway for the difference between the net proceeds of the foreclosure process realized and the outstanding principal balance of the loan, plus accrued interest, and fees, at the time the foreclosure is completed. Gateway would assign the rights, if any, to pursue any deficiency owed by the borrower to Client as part of this process.
5. Gateway and Client might also agree to undertake a loan modification, short sale, or deed in lieu of foreclosure as an alternative to foreclosure.
6. Entry into an indemnification arrangement with respect to any loan would not serve as a waiver of any other rights of Gateway with respects to that loan, or waive, modify, or create any other rights with respect to any other Loan sold by Client to Gateway. In all other respects other than as expressly addressed in this section or the letter issued as part of the indemnification process, the rights, duties, and obligations of the parties remain as set forth in the Guide or in the written agreement between Gateway and Client.



# Other Helpful INFORMATION

## Definition of Early Payoff (“EPO”)

Early Payoff (“EPO”) means a loan that is paid in full on or before **120** days following the applicable Purchase Date. In the event of an EPO, Client would pay back to Gateway any SRP and above-par pricing that was paid by Gateway to Client on the subject loan

EPO period for Gateway’s Jumbo Loan Program is any loan paid in full on or before 180 days following the applicable Purchase Date.

EPO period for Gateway’s Second Lien Program is any loan paid in full on or before 180 days following the applicable Purchase Date.



# The Gateway First Bank

## CORRESPONDENT LENDING WEBSITE



### Website

Gateway First Bank's, Correspondent Lending business-to-business website, GEMS (Gateway's Expert Mortgage System) [www.GatewayCorrespondent.com](http://www.GatewayCorrespondent.com) offers our correspondent clients the ability to perform the following functions online:

- Access to product, pricing, and pipeline information
- Register, lock, extend or profile change a lock with immediate confirmation\*
- View and print lock confirmations
- View loan status
- Import the MISMO 3.4 loan file to Gateway
- Upload and deliver imaged files and documents
- Print approvals and view purchase advices
- Access the Correspondent Client Guide

Access to GEMS is set up by your Gateway Regional Sales Manager upon client approval for each employee you designate. The individual users will be notified of GEMS access by email with their User ID and temporary password. After initial login, the system will prompt the user to change their password. We recommend you designate an Admin User and notify your Gateway Regional Sales Manager of the Admin User. Then require your team goes through your Admin User to request GEMS access. This will assist with your responsibility to notify Gateway to remove GEMS access for inactive users. Failure to notify results in users still having access to our GEMS system and possibly access to our rates/prices. Please notify your Gateway Regional Sales Manager to request user access changes to current staff with GEMS access, i.e., name change or departure. Email your Gateway Regional Sales Manager any time for a list of your active users.

Effective November 1, 2023, the GEMS portal requires multi-factor authentication (MFA) when logging into our site.

- Gateway recommends the use of Google Authenticator, but Microsoft Authenticator will also work for MFA.
- Once you have an Authenticator installed on your phone, please scan the prompted QR Code to setup your MFA for the GEMS portal:
  - Once Scanned please input the 6-digit code produced by your authenticator application in the box in GEMS.
  - Please contact your Gateway Regional Sales Manager (RSM) If you experience problems logging into GEMS.



# Mailing

## ADDRESSES

Please refer to this chart for specific mailing addresses for overnight and regular U.S. Mail.  
To ensure proper processing, reference Gateway loan number and Borrower Name when applicable.

Type of Documentation	Addresses
Original Notes	Gateway First Bank, Correspondent Lending <b>Attn: Correspondent Note Custodian</b> 244 South Gateway Place Jenks, OK 74037-3448
Suspense Items for Loan Purchase Review (Note: Preferred delivery method is image upload)	Gateway First Bank, Correspondent Lending <b>Attn: Correspondent Suspense Team</b> 5100 Tennyson Parkway, Suite 100, Plano, TX 75024
Miscellaneous Correspondence relating to Sales and Marketing	Gateway First Bank, Correspondent Lending <b>Attn: Correspondent Sales</b> 5100 Tennyson Parkway, Suite 100, Plano, TX 75024
Fees Due Gateway (if not net funded, e.g., DO Payments, Late Doc fees, Extended Lock Payments, EPO/EPD fees, repurchase proceeds) (Note: Preferred delivery method is by wire. See also Wiring Instructions in <a href="#">Chapter 1.</a> )	Gateway First Bank, Correspondent Lending <b>Attn: Correspondent Accounting</b> 244 South Gateway Place, Jenks, OK 74037-3448
Final Documents, Title Policies, Recorded Security Instruments and Recorded Subordination Agreements must be mailed to Gateway. Government Insuring Certificates may be emailed to <a href="mailto:Insuring@gatewayfirst.com">Insuring@gatewayfirst.com</a>	Gateway First Bank, Correspondent Lending <b>Attn: Correspondent Final Documents</b> 244 South Gateway Place, Jenks, OK 74037-3448
Tax Bills	Gateway First Bank, Correspondent Lending <b>Attn: Tax Department</b> 244 South Gateway Place, Jenks, OK 74037-3448
Hazard/Flood/PMI Invoices	Gateway First Bank, Correspondent Lending <b>Attn: Insurance Department</b> 244 South Gateway Place, Jenks, OK, 74037-3448
Hazard / Flood / Mortgagee Clause	Gateway First Bank ISA/OA/ATIMA PO Box 5013; Troy, MI 48007-5013
Correspondent Lender Mortgage Payments (Note: Preferred delivery method is by wire. See also Wire Transfer in this <a href="#">Chapter 1.</a> )	Gateway First Bank, Correspondent Lending <b>Attn: Payment Processing</b> PO Box 21044, Tulsa, OK 74121
Mortgage Payoffs (Note: Preferred delivery method is by wire. See also Wire Transfer in this <a href="#">Chapter 1.</a> )	Gateway First Bank, Correspondent Lending <b>Attn: Payoffs</b> 244 South Gateway Place, Jenks, OK 74037-3448
Client Approval/Recertification Documents	Gateway First Bank, Correspondent Lending <b>Attn: Counterparty Credit Risk</b> 5100 Tennyson Parkway, Suite 100, Plano, TX 75024

