

# Contact sheet for Correspondent

## Seller guide online

[AllRegs](#) to access the Rocket Corr+ Seller Guide or select the hyperlink at [rocketcorrplus.com](https://rocketcorrplus.com).

### Operations Toll Free Number:

(855)-320-8346 (8am – 4pm CST)

### Mandatory Trade Desk Toll Free Number:

(855)-683-3100 (8am – 4pm CST)

### Loan Commitments

**Mandatory Trade Desk** (Bulk Bid Tapes, AOT, Hybrid AOT, Forwards)

[CorrMandatory@rocket.com](mailto:CorrMandatory@rocket.com)

### Best Efforts Lock Desk

- Lock via MOXI: 9:30am – 10:00 pm CST
- Email Coverage: 9:30am – 7:00 pm CST

[locks@rocket.com](mailto:locks@rocket.com)

**Corr+ Connect Portal:** <https://corrplusconnect.rocket.com/>

### Loan Delivery Portal:

**Moxi Portal:** <https://moxi.loanhd.com>

### Moxi Password Reset:

[MOXIPasswordReset@rocket.com](mailto:MOXIPasswordReset@rocket.com)

## Correspondent post purchase assistance

**Purchase Advice Reconciliation:** [PostPurchaseAdjustment@rocket.com](mailto:PostPurchaseAdjustment@rocket.com)

**Correspondent Billing/Invoicing:** [claimssupport@rocket.com](mailto:claimssupport@rocket.com)

**ACH Preferred:** Contact your AR or Claims Support for Wire instructions

**Checks (trackable delivery):**

**Rocket Mortgage**

**Attn: Accounts Receivable**

**8950 Cypress Waters Blvd**

**Dallas TX, 75019**

**Repurchase & Post Purchase Questions:** [CRADR@rocket.com](mailto:CRADR@rocket.com)

**Servicing Escalations:** [whiteglove@rocket.com](mailto:whiteglove@rocket.com) (\*For Partner use only)

## Correspondent original collateral

Original Endorsement, Note Assignment or Allonge endorsed to:

**(Leave Blank)**

Deutsche Bank/custodian will endorse with correct language.

**Document/Note Custodian | Mail Original Collateral Package to:**

**Deutsche Bank National Trust Company**

**Attn: Rocket Corr+**

**1761 East St. Andrew Place**

**Santa Ana, CA 92705**



## Contact sheet for Co-Issue

### Operations & support

**VP, Co-Issue Ops**

**Rocky Lucero**

(972) 956-6573

[RockyLucero@rocket.com](mailto:RockyLucero@rocket.com)

**Co-Issue Ops**

**Billy Reed**

(469) 249-0974

[BillyReed@rocket.com](mailto:BillyReed@rocket.com)

### SERVICING TRANSFER INSTRUCTIONS

Access the Co-Issue Folder in the Rocket Corr+ Library [HERE](#) to access the Rocket Corr+ Co-Issue STIs.

### CO-ISSUE SUPPORT DOCUMENTATION

All supporting documentation related to Co-Issue transactions and how to do business with Rocket Corr+ is located in the Rocket Corr+ Co-Issue library within AllRegs (Seller Guide, Overlay Matrix, Co-Issue Playbook, Servicing Guide, & Goodbye Letter Job Aid). Access the site [HERE](#).

### Co-Issue Original Collateral:

Sellers: Send the original note directly to your custodian for certification prior to Agency settlement.

Purchase Advice Reconciliation: [PostPurchaseAdjustment@rocket.com](mailto:PostPurchaseAdjustment@rocket.com)

### Co-issue post transfer escalations

**Servicing Related:**

[whiteglove@rocket.com](mailto:whiteglove@rocket.com)

- Escrow
- Payment requests
- Post purchase adjustments
- Payoff requests

**Document Questions:** [Corrpluscoissuedocs@rocket.com](mailto:Corrpluscoissuedocs@rocket.com)

**Delivery Questions:**

- Critical and Trailing Doc Delivery Options
- SMP Easy Transfer/BOX
- Freddie Cash Xchange FAST
- Sterling SFTP
- Pyro SFTP
- STI (Servicing Transfer Instructions) Requests
- GNMA Custodian Questions

**Repurchase:** [CRADR@rocket.com](mailto:CRADR@rocket.com)





# Mailing Addresses

## Insurance

**Notify insurance companies to bill this address:**  
Rocket Mortgage  
8950 Cypress Waters Blvd.  
Coppell, TX 75019  
Attn: Tax & Insurance Dept.

**Hazard/Flood Mortgagee Clause:**  
Rocket Mortgage  
ISAOA/ATIMA  
Loan Number: \_\_\_\_\_  
PO Box 7729  
Springfield, OH 45501-7729

**Goodbye letter**  
**Toll Free: (888)-480-2432**  
Rocket Mortgage  
Attn: Customer Service  
8950 Cypress Waters Blvd.  
Coppell, TX 75019

## Borrower post purchase assistance

**Borrower Customer Service**  
Toll Free Number – (888) 480-2432  
Borrower Website: until 2/16 [www.mrcooper.com](http://www.mrcooper.com);  
\*after 2/16 [www.rocket.com](http://www.rocket.com)

**Borrower regular mail payment address**  
Attn: Payment Processing  
Rocket Mortgage  
P.O. Box 650783  
Dallas, TX 75265-0783

**Borrower overnight payment address**  
Rocket Mortgage– 650783  
Attn: Payment Processing  
3000 Kellway Drive, Suite 120  
Carrollton, TX 75006-3356

**Please include the following information:**

- Lender Name (Prior Servicer)
- Borrower Name & Rocket Loan Number
- Check Amount & Check Number
- Description of Funds (Borrower Payment/Escrow Deposit/Etc.)

**TO SEND PAYMENT VIA WIRE**  
For Wiring Borrower Payments, please contact your AR

## Identifiers

**MERS:** 1003972 [mersresearch@rocket.com](mailto:mersresearch@rocket.com)  
**FHA HUD ID:** 71970-00003  
**FHA Servicer and Holder:** 71970  
**VA:** 880587-00-00  
**USDA ID:** 75-2921540  
**HMDA Code:** 71 (nonbank)  
**Seller/Servicer ID:**

- FNMA ID: 24147-000-8
- FHLMC ID: 152360

  
**FNMA:** UCDP Aggregator Appraisal Portal: KSJ363  
**Tax ID:** 45-2156869  
  
**ARCH:** 15553-1-0  
**MGIC:** 42-250-4-1706



## Trailing documents

### Correspondent

#### Agency (FHLMC & FNMA)

Email imaged trailing docs to [Corrplusfinaldocs@rocket.com](mailto:Corrplusfinaldocs@rocket.com) or your respective Rocket Corr+ Final Doc SFTP.

*Original Trailing Docs not required.*

#### GNMA (FHA, VA & USDA):

Trailing Docs must be physically mailed to Rocket Corr+ Document Custodian AND copies emailed to Rocket Corr+ at

[Corrplusfinaldocs@rocket.com](mailto:Corrplusfinaldocs@rocket.com)

or your respective Rocket Corr+ Final Doc SFTP.

**Reference Section 6.4.a of Seller Guide for required documents.**

#### Rocket Corr+ Custodian:

**Deutsche Bank National Trust Company**

**Attn: Rocket Corr+**

**1761 East St. Andrew Place**

**Santa Ana, CA 92705**

### Co-issue

#### Agency (FHLMC & FNMA)

Send imaged Trailing Docs via the online FNMA portal (FNMA Box), FHLMC portal (FAST) or your respective Rocket Corr+ Final Doc SFTP.

*Original Trailing Docs not required.*

#### GNMA (FHA, VA & USDA):

Trailing Docs must be physically mailed to the Seller's Designated Custodian, and the corresponding images must be transmitted to Rocket Corr+.

**Agency Portal Links:** Instructions on FNMA Easy Transfer (BOX) and FHLMC Portal (FAST) set up and delivery, please reference the guides below.

- [FNMA BOX QRG](#)
- [FHLMC FAST QRG](#)

**FOR processing, the Rocket Mortgage loan number must be included on all documents. Trailing Doc Frequently Asked Questions (FAQs): [Here](#)**