

Contact sheet for Correspondent

Seller guide online

[AllRegs](#) to access the Rocket Corr+ Seller Guide or select the hyperlink at [rocketcorplus.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](#)

Best Efforts Lock Desk

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

[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](#)

Correspondent post purchase assistance

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

Correspondent Billing/Invoicing: [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](#)

Servicing Escalations: [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

Co-Issue Ops

Billy Reed

(469) 249-0974

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

Co-issue post transfer escalations

Servicing Related:

whiteglove@rocket.com

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

Document Questions: 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

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;
*after 2/16 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

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 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 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](#)