

# Nationstar Mortgage LLC

Texas Veterans Housing Assistance Program (VHAP)

Program Bulletin

## Changes in Administrator from CitiMortgage Inc. to Nationstar Mortgage LLC

Bulletin #17-04  
October 1, 2017

Veterans Housing Assistance Program  
Nationstar Program Administrator

Nationstar Mortgage as Program Administrator for the Veterans Housing Assistance Program is notifying all program servicers as previously announced in Bulletin 17-02 that the TVLB is changing Administrators with regards to its mortgage loan programs. The purpose of this bulletin is to make the required changes in the Program Guidelines.

### Part Two, Loan Servicing, Part Five Forms and Part Six Exhibits changes:

Section:	Change:
Chapters 10-13, Forms, and Exhibits - rebranded from CitiMortgage to Nationstar	<ul style="list-style-type: none"> <li>- All references to Citi replaced with Nationstar including addresses, headers and footers.</li> <li>- All Citi fax references replaced with a Nationstar email reference.</li> <li>- Citi website references updated to reflect Nationstar websites, as appropriate.</li> <li>- Table of Contents updated to reflect new page numbers for Guide.</li> </ul>
11.504 Paragraph 6	<ul style="list-style-type: none"> <li>- Replaced Org ID "1002487" with "1014191".</li> <li>- Removed the sentence "In addition, the seller must record CitiMortgage, Inc. (Org ID 1000101) as Master Servicer under Associated Member".</li> </ul>
11.600	<ul style="list-style-type: none"> <li>- Removed the sentence "Further, Participants are explicitly prohibited from posting any documents or files to the Administrator's web site (URL <a href="https://www2.citimortgage.com/msd/">https://www2.citimortgage.com/msd/</a>) unless they are encrypted and password protected in a zip format. Passwords for the protected files can be sent to the appropriate contact at the Administrator via email."</li> <li>- Replaced with "All documents containing confidential borrower information should be provided to Nationstar using the Secure File Upload (<a href="https://servicerupload.nationstarmtg.com">https://servicerupload.nationstarmtg.com</a>)."</li> </ul>

### Part Three, Administrator Contacts changes:

Section:	Change:
Part Three, Contacts	<ul style="list-style-type: none"> <li>- Replaced CitiMortgage, Inc. address with Nationstar Mortgage LLC address.</li> <li>- Removed Loan Purchasing contacts table.</li> <li>- Removed Citi contacts within Loan Servicing table and replaced with Nationstar contacts.</li> </ul>

Name	Title	Phone	E-mail Address
Michele Olds	Division Manager	303-515-8152	Michele.Olds@nationstarmail.com
Deb Karr	Default Administration Manager	303-515-8133	Deb.Karr@nationstarmail.com
Joseph King	Investor Accounting Manager	303-515-8134	Joseph.King@nationstarmail.com
Nikki Scott	Investor Accounting Supervisor	303-515-8165	Nikki.Scott@nationstarmail.com
Joyce Vincent	Annual Compliance Supervisor	303-515-8182	Joyce.Vincent@nationstarmail.com
Chris Baker	Servicer Oversight Manager	303-515-8102	Chris.Baker@nationstarmail.com
Danny Xu	Document Control Supervisor	303-515-8106	Danny.Xu@nationstarmail.com
Joseph King	Cash Control Supervisor	303-515-8134	Joseph.King@nationstarmail.com

Group Mailboxes	E-mail Address
Default Loan Level Requests / Notification, Document Execution and Ordering, and MERS	MSTVLBLLRequests@nationstarmail.com
Loan Level Requests (not collateral related) on Current Loans	MSServicer.HelpDesk@nationstarmail.com
Annual Compliance Documentation	MasterServicingCompliance@nationstarmail.com

**Part Four, Glossary of Terms changes:**

Terms:	Change:
Administrator	<p>- Replace with “In regards to Chapters 1 through 9 of the Guidelines the term shall reference Gateway Mortgage Group LLC or its successors in interest or assigns, or any successor under the governing documents appointed as herein provided.</p> <p>In regards to Chapters 10 through 13 of the Guidelines the term shall reference Nationstar Mortgage LLC or its successors in interest or assigns, or any successor under the governing documents appointed as herein provided.</p> <p>The Administrator shall have all rights as designee of the VLB to enforce the representations and warranties, and all other covenants and conditions set forth by the governing documents, and the Participant shall follow and shall be entitled to rely on the instructions of the Administrator under this Agreement as if such instructions were the instructions of the VLB. The Administrator shall have the right to give any waivers or consents required or allowed under this Agreement on behalf of the VLB, and the Participants shall have the right to rely on all such waivers and consents.</p> <p>Both Gateway Mortgage Group LLC and Nationstar Mortgage LLC, each in its role as Administrator, is empowered to enter into and execute and deliver any amendments or modifications to these Guidelines as the VLB’s designee hereunder, and such amendments or modifications shall be binding upon the VLB as if the VLB had executed and delivered the same. The Participant shall treat the Administrator as “Owner” hereunder until the Participant receives written notice from the Owner that the Owner has terminated or replaced the Administrator.”</p>
Best Efforts Commitment	- Replace with “The obligation on the part of the Participant to deliver an eligible Mortgage Loan to TVLB via Gateway Mortgage Group LLC”.
Master Servicer	- Replace with “Nationstar Mortgage LLC, as Administrator”.

**Part Five and Six, Forms and Exhibits:**

Part Five Forms	- Replace with “Forms related to the program can be requested from Joyce.Vincent@nationstarmail.com”.
Part Six Exhibits	- Replace with “Exhibits related to the program can be requested from Joyce.Vincent@nationstarmail.com”.

Questions or comments regarding this Bulletin may be directed to Joyce Vincent at [Joyce.Vincent@nationstarmail.com](mailto:Joyce.Vincent@nationstarmail.com) or (303) 515-8182.

Your cooperation is appreciated.

Thank you.