

Credit Solutions Team

Speak Directly With a Senior Underwriter

Do you have a condition or decision question on a loan in process with PennyMac TPO? Our Credit Solutions Team is staffed with Underwriting experts available for you when you need them.

You have the ability to request a live telephone conversation with our Senior Underwriters for any credit-related questions or concerns on a specific loan.

What are the Requirements?

The only requirement for this request is that the file has already been reviewed and decisioned.

How to Request a Call

- Fill out [this short online form](#)
 - Note: Your Pipeline Account Manager or Account Executive can also submit the request on your behalf.
- A Senior Underwriter will call you (no longer than 3 hours after submission) during normal business hours: Monday through Friday from 5:30am PT through 5:00pm PT.
- We will work on requests received after 2:00pm PT on the next business day.

Important Information

- Please provide detailed and specific comments on what you would like to review with a Sr. Underwriter. If there is a specific condition, please also reference that.
- For escalations, please contact your Pipeline Account Manager or your Account Executive. The Credit Solutions Team is not an escalation solution for turn times, loan status, technical support with uploading conditions, restructure requests, etc.
- The Credit Solutions Team will take new documentation and information received from the call with you to make a determination after a thorough review.

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