

## Important Contact List

### ADMIN / Manager Contact List

|                                                              |                                               |                                                                                                                                                                                          |              |
|--------------------------------------------------------------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Accounts Payable:</b>                                     |                                               | <a href="mailto:accountspayable@canopymortgage.com">accountspayable@canopymortgage.com</a><br>(Check Request forms / Appraisal Refunds / Any other accounting related questions)         |              |
|                                                              | <b>Jared Heal</b>                             | <a href="mailto:jheal@canopymortgage.com">jheal@canopymortgage.com</a><br>(Divvy Cards)                                                                                                  | 801.441.6934 |
| <b>Closing Group Inbox:</b>                                  |                                               | <a href="mailto:closing@canopymortgage.com">closing@canopymortgage.com</a>                                                                                                               |              |
| <b>Closing Escalations:</b>                                  | <b>Madison Moore</b>                          | <a href="mailto:mmoore@canopymortgage.com">mmoore@canopymortgage.com</a><br><a href="mailto:closingandfundingmanager@canopymortgage.com">closingandfundingmanager@canopymortgage.com</a> |              |
| <b>Compliance Group Inbox:</b>                               |                                               | <a href="mailto:compliance@canopymortgage.com">compliance@canopymortgage.com</a>                                                                                                         |              |
| <b>Compliance Escalations:</b>                               | <b>Kally Squire</b>                           | <a href="mailto:ksquire@canopymortgage.com">ksquire@canopymortgage.com</a>                                                                                                               | 801.851.1484 |
| <b>Compliance Advertising:</b>                               |                                               | <a href="mailto:advertising@canopymortgage.com">advertising@canopymortgage.com</a>                                                                                                       |              |
| <b>Compliance Licensing:</b>                                 |                                               | <a href="mailto:licensing@canopymortgage.com">licensing@canopymortgage.com</a>                                                                                                           |              |
| <b>Executive Assistant:</b>                                  | <b>Meredith Kleven</b>                        | <a href="mailto:mkleven@canopymortgage.com">mkleven@canopymortgage.com</a>                                                                                                               | 801.441.0587 |
| (Corporate executive escalations should go through Meredith) |                                               |                                                                                                                                                                                          |              |
| <b>Credit Policy Escalations:</b>                            |                                               |                                                                                                                                                                                          |              |
| <b>Funding Group Inbox:</b>                                  |                                               | <a href="mailto:funding@canopymortgage.com">funding@canopymortgage.com</a>                                                                                                               |              |
| <b>Funding Escalations:</b>                                  | <b>Madison Moore</b>                          | <a href="mailto:mmoore@canopymortgage.com">mmoore@canopymortgage.com</a><br><a href="mailto:closingandfundingmanager@canopymortgage.com">closingandfundingmanager@canopymortgage.com</a> | 801.989.5801 |
| <b>Human Resources:</b>                                      | <b>John Bishoff</b>                           | <a href="mailto:jbishoff@canopymortgage.com">jbishoff@canopymortgage.com</a>                                                                                                             | 801.441.7011 |
|                                                              | New Hire Questions:                           | <a href="mailto:hr@canopymortgage.com">hr@canopymortgage.com</a>                                                                                                                         | 801.441.6960 |
|                                                              | Payroll Questions:                            | <a href="mailto:payroll@canopymortgage.com">payroll@canopymortgage.com</a>                                                                                                               |              |
| <b>IT Support:</b>                                           | <b>Brandon Walton</b>                         | <a href="mailto:itsupport@canopymortgage.com">itsupport@canopymortgage.com</a><br>(Computer / Office equipment questions)                                                                |              |
| 801.609.8949                                                 |                                               |                                                                                                                                                                                          |              |
| <b>Marketing:</b>                                            | <b>Ben Brown</b>                              | <a href="mailto:bbrown@canopymortgage.com">bbrown@canopymortgage.com</a><br><a href="mailto:marketing@canopymortgage.com">marketing@canopymortgage.com</a>                               | 801.441.6970 |
| <b>NANO Support:</b>                                         |                                               | <a href="mailto:support@nanolos.com">support@nanolos.com</a><br>(Software questions ONLY)<br>*For Nano "How to Input" questions contact Originating                                      |              |
| <b>NANO Wishlist (System Configuration):</b>                 |                                               | <a href="mailto:wishlist@canopymortgage.com">wishlist@canopymortgage.com</a>                                                                                                             |              |
| <b>Operations Escalations:</b>                               | <b>Naomi Mayne</b>                            | <a href="mailto:nmayne@canopymortgage.com">nmayne@canopymortgage.com</a>                                                                                                                 | 801.441.6919 |
| <b>Originating:</b>                                          |                                               |                                                                                                                                                                                          |              |
|                                                              | <b>Loan Officer Support:</b>                  | <a href="mailto:training@canopymortgage.com">training@canopymortgage.com</a>                                                                                                             |              |
|                                                              | <b>Canopy Loan Officer Assistant Support:</b> | <a href="mailto:training@canopymortgage.com">training@canopymortgage.com</a>                                                                                                             |              |
|                                                              | <b>Corporate LOA/Fulfillment Escalations:</b> |                                                                                                                                                                                          |              |
|                                                              | <b>Candis McKay</b>                           | <a href="mailto:cmackay@canopymortgage.com">cmackay@canopymortgage.com</a>                                                                                                               | 801.441.6955 |



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|----------------------------------------------------------------------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Payments (1st payment q's)                                                 | Sherry Fertig | <a href="mailto:servicing@canopymortgage.com">servicing@canopymortgage.com</a>                                                                                                                                                                                   | 844.369.4030                 |
| Pricing/Lock Desk Group Inbox:                                             |               | <a href="mailto:secondary@canopymortgage.com">secondary@canopymortgage.com</a><br><a href="mailto:lockdesk@canopymortgage.com">lockdesk@canopymortgage.com</a>                                                                                                   |                              |
| Salesforce Escalations:<br>(SMS Magic, Velocity Pulse)                     | Stefen Gale   | <a href="mailto:sgale@canopymortgage.com">sgale@canopymortgage.com</a>                                                                                                                                                                                           | 801.882.2528                 |
| Secondary Escalations:                                                     | Tim Sheahan   | <a href="mailto:tsheahan@canopymortgage.com">tsheahan@canopymortgage.com</a>                                                                                                                                                                                     | 215.407.2481                 |
| Processing Group Inbox:<br>Processing/Fulfillment:                         | Candis MacKay | <a href="mailto:processors@canopymortgage.com">processors@canopymortgage.com</a><br><a href="mailto:cmackay@canopymortgage.com">cmackay@canopymortgage.com</a><br><a href="mailto:processingmanager@canopymortgage.com">processingmanager@canopymortgage.com</a> | 801.441.6955                 |
| Post-Closing Group Inbox:<br>Post-Closing Escalations:                     | Diann Ward    | <a href="mailto:postclosing@canopymortgage.com">postclosing@canopymortgage.com</a><br><a href="mailto:dward@canopymortgage.com">dward@canopymortgage.com</a>                                                                                                     | 385.269.2122                 |
| Sales Escalations:                                                         | McKay Shoell  | <a href="mailto:mshoell@canopymortgage.com">mshoell@canopymortgage.com</a>                                                                                                                                                                                       | 801.830.3773                 |
| Service Transfer/Inquiries Group Inbox:<br>Servicing Transfer escalations: | Sherry Fertig | <a href="mailto:servicing@canopymortgage.com">servicing@canopymortgage.com</a><br><a href="mailto:servicing@canopymortgage.com">servicing@canopymortgage.com</a>                                                                                                 | 844.369.4030<br>844.369.4030 |
| Third Party Escalations:                                                   | Erin Hannay   | <a href="mailto:ehannay@canopymortgage.com">ehannay@canopymortgage.com</a><br><a href="mailto:specialistmanager@canopymortgage.com">specialistmanager@canopymortgage.com</a>                                                                                     | 801.882.2464                 |
| Third Party Specialist Groups:                                             |               |                                                                                                                                                                                                                                                                  |                              |
| Appraisals:                                                                |               | <a href="mailto:appraisals@canopymortgage.com">appraisals@canopymortgage.com</a>                                                                                                                                                                                 | 801.614.2802                 |
| Condo Certs:<br>Megan Vega                                                 |               | <a href="mailto:condocerts@canopymortgage.com">condocerts@canopymortgage.com</a><br><a href="mailto:qualitycontrol@canopymortgage.com">qualitycontrol@canopymortgage.com</a>                                                                                     | 801.996.7026                 |
| FHA:                                                                       |               | <a href="mailto:pha@canopymortgage.com">pha@canopymortgage.com</a>                                                                                                                                                                                               |                              |
| Fraud Tool:                                                                |               | <a href="mailto:fraudtool@canopymortgage.com">fraudtool@canopymortgage.com</a>                                                                                                                                                                                   |                              |
| Insurance:<br>EOI/Flood Personal Policies<br>HOA/Flood Master Policies     |               | <a href="mailto:insurance@canopymortgage.com">insurance@canopymortgage.com</a><br><a href="mailto:hoa@canopymortgage.com">hoa@canopymortgage.com</a>                                                                                                             | 801.742.8917                 |
| Third Party Docs:                                                          |               | <a href="mailto:thirdpartydocs@canopymortgage.com">thirdpartydocs@canopymortgage.com</a>                                                                                                                                                                         |                              |
| Title:                                                                     |               | <a href="mailto:title@canopymortgage.com">title@canopymortgage.com</a>                                                                                                                                                                                           | 801.762.6215                 |
| Tax Transcripts (TRV):                                                     |               | <a href="mailto:trv@canopymortgage.com">trv@canopymortgage.com</a>                                                                                                                                                                                               |                              |
| VA:                                                                        |               | <a href="mailto:va@canopymortgage.com">va@canopymortgage.com</a>                                                                                                                                                                                                 |                              |
| VOE:<br>Funding VOE:                                                       |               | <a href="mailto:voe@canopymortgage.com">voe@canopymortgage.com</a><br><a href="mailto:fundingvoe@canopymortgage.com">fundingvoe@canopymortgage.com</a>                                                                                                           | 801.762.6386                 |
| Dir. of Training & Development:<br>Abby Dimick                             |               | <a href="mailto:adimick@canopymortgage.com">adimick@canopymortgage.com</a>                                                                                                                                                                                       | 801.441.6909                 |
| Training Q's / BAI & Bridge Support                                        |               | <a href="mailto:training@canopymortgage.com">training@canopymortgage.com</a>                                                                                                                                                                                     |                              |



**Underwriting Escalations:**

**Tammy Silver- Manager**

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801.851.1224

**Camille Brian-Assistant**

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801.996.7460

[underwritingmanager@canopymortgage.com](mailto:underwritingmanager@canopymortgage.com)

**Loan Guidelines / Scenarios:**

[uwscenarios@canopymortgage.com](mailto:uwscenarios@canopymortgage.com)

(\*If an underwriter is assigned to the file, they are the first point of contact for questions.)