

New Wholesale EMB Application Package

After careful consideration, Citizens has made the difficult decision to discontinue originations in the mortgage wholesale channel.

For Wholesale broker partners, Citizens will no longer accept applications for review after close of business Wednesday, November 15, 2023. All broker submissions received after close of business Wednesday, November 15, 2023, will not be processed. Any submissions received prior to close of business Wednesday, November 15, 2023, will be processed through the normal course of business.

For emerging mortgage banker partners, Citizens will no longer accept applications for review after close of business Wednesday, December 6, 2023. All broker submissions received after close of business Wednesday, December 6, 2023, will not be processed. Any submissions received prior to close of business Wednesday, December 6, 2023, will be processed through the normal course of business.

Citizens will continue to service all existing mortgages in accordance with our existing processes. We are committed to providing the unmatched customer service and support you have come to expect from Citizens.

We appreciate the opportunity to have served you and your borrowers throughout the years, and it has been a privilege to earn your business. Your partnership is highly valued, and we extend our best wishes for your ongoing success.

If you have any questions, please do not hesitate to reach out to Jon McCash, Wholesale Acquisition Regional Sales Manager, at 617.598.5855.

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