



Underwriting Help Desk Options

GMFS offers many options for you to seek answers to loan questions, as well as reviewing AUS, Credit, Income and Employment. You can even get your income calculated so when you submit your full package, you can feel more confident that final income won't be a last-minute surprise.

For general scenario questions related to each product, you can call and speak to someone or email your question so you'll have it in writing, and a live person will respond as soon as possible. You should receive a response within 1-2 hours on each channel.

Product Type	Phone #	Email
Conventional	888-505-3588	UWHelpConv@gmfslending.com
FHA	888-533-6488	UWHelpFHA@gmfslending.com
VA	888-505-3586	UWHelpVA@gmfslending.com
USDA/RD	888-505-3595	UWHelpUSDA@gmfslending.com
Non-QM	888- 533-6496	UWHelpNonQM@GMFSLending.com

If you need Credit reviewed and Income/Employment reviewed and calculated, we have two Prelook options in which you can submit limited information to GMFS and have the income calculated by an underwriter. You can potentially submit as little as a completed 1003 and all income documents to get an income figure from an underwriter, and that underwriter will finish your file upon submission of full package at a later date. For those details, please click the link below:

<https://gmfspartners.com/resource/prelook-request-process-guide/>

* If you have a file that's already been reviewed by an underwriter and you have specific questions to that file, please contact the underwriter on the file.

August 2026