

MPF® Customer Service Portal

May 24, 2022



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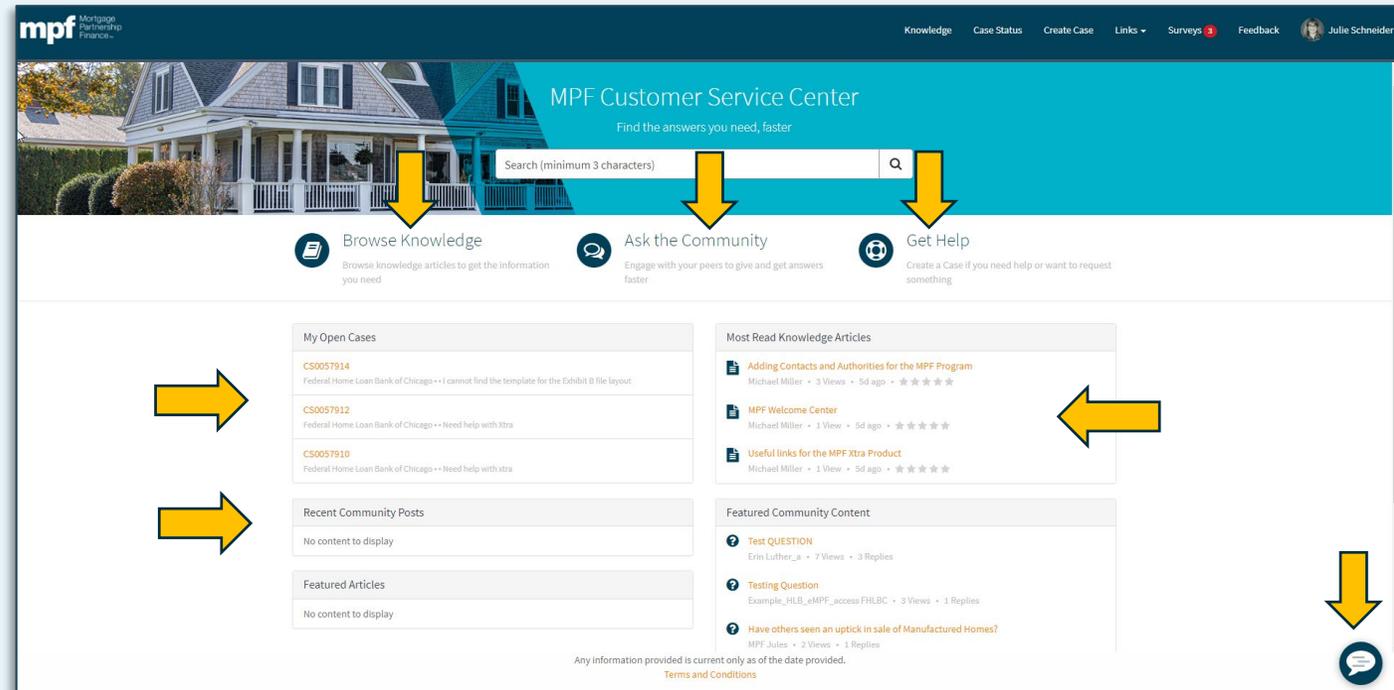
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The MPF Customer Service Portal

The MPF Provider is pleased to introduce a new customer service option

- Open and monitor cases
- Community forums
- Knowledge articles
- Options for live or virtual assistance
- *Scheduled for release around mid-summer*



Customer Service Portal Credentials

Access to the portal requires a user ID and password

- Those **with** eMPF® website access may use their current eMPF credentials to log in to the portal.
 - ✓ eMPF users will have links on each site that will allow for easy switching between eMPF and the portal without re-entering a password.
- Those **without** eMPF website credentials may obtain portal credentials by being added as a contact to their organization's Delegation of Authority.
 - ✓ In many cases, contacts listed under the Delegation of Authority can be managed via eMPF by your organization's eMPF Security Administrator.
 - ✓ If your organization is not set up to manage the Delegation of Authority in eMPF, or you do not know who your Security Administrator is, please contact your local Federal Home Loan Bank.
 - ✓ After a contact set-up is complete, an email with credential information will be sent.
 - ✓ Individuals currently listed as contacts will automatically be emailed credentials.

Information for eMPF Security Administrators

When a Security Administrator adds a contact through the eMPF self-service Delegation of Authority feature, no specific role needs to be selected

Create Contact Account Status: ●

Full Name: Test User2 Zipcode: 45678

Title: User Business Phone Number: (666) 666-6666

Street Address 1: 123 N Main Street Extension:

Street Address 2: Business Fax Number: (555) 555-5555

City: Hometown Email Address: test2@fhfbc.com

State: IL Confirm Email Address: test2@fhfbc.com

Sign PPI Agreement/Amendments Make Funding Request eMPF Access

Sign Master Commitment (MC) Submit Batch Send Reporting to Master Servicer

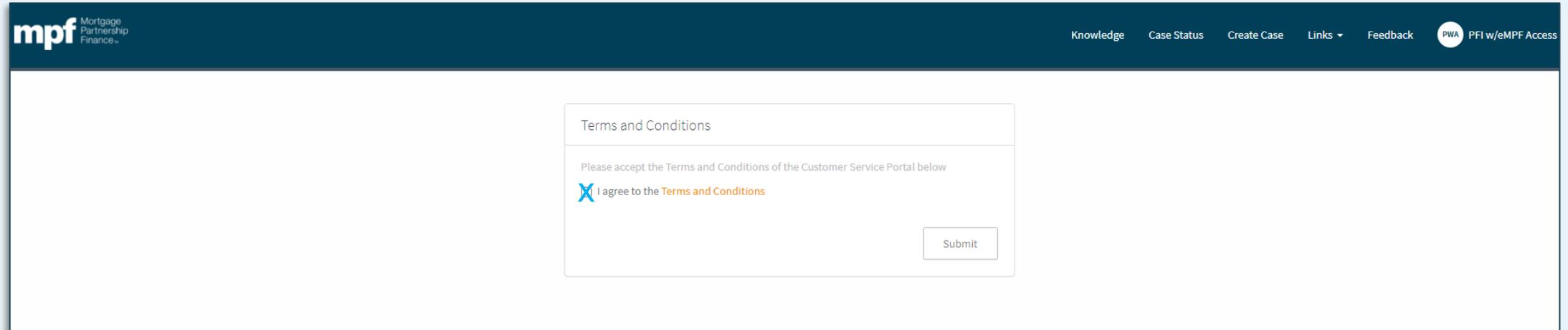
Request Delivery Commitments (DC) Loan Presentation Request Servicing Transfer

ADD CONTACT **ADD AND CREATE ANOTHER CONTACT**

- Due to MPF system updates that are made every 24 hours, credentials may not be active immediately upon receipt (please allow up to 24 hours after receipt of the emailed credentials).

Logging In

You may see the Terms and Conditions box when logging in for the first time



The screenshot shows the mpf Mortgage Partnership Finance website header with navigation links: Knowledge, Case Status, Create Case, Links, Feedback, PWA, and PFI w/eMPF Access. The main content area features a 'Terms and Conditions' box with the following text: 'Please accept the Terms and Conditions of the Customer Service Portal below'. Below this text is a checkbox with an 'X' inside, followed by the text 'I agree to the Terms and Conditions'. A 'Submit' button is located at the bottom right of the box.

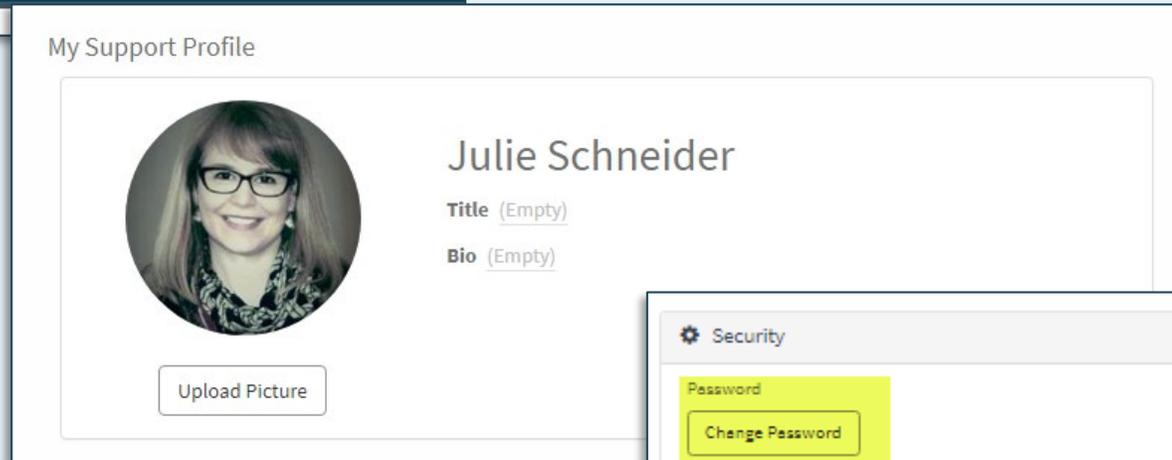
Agree and Submit.

Profile Management

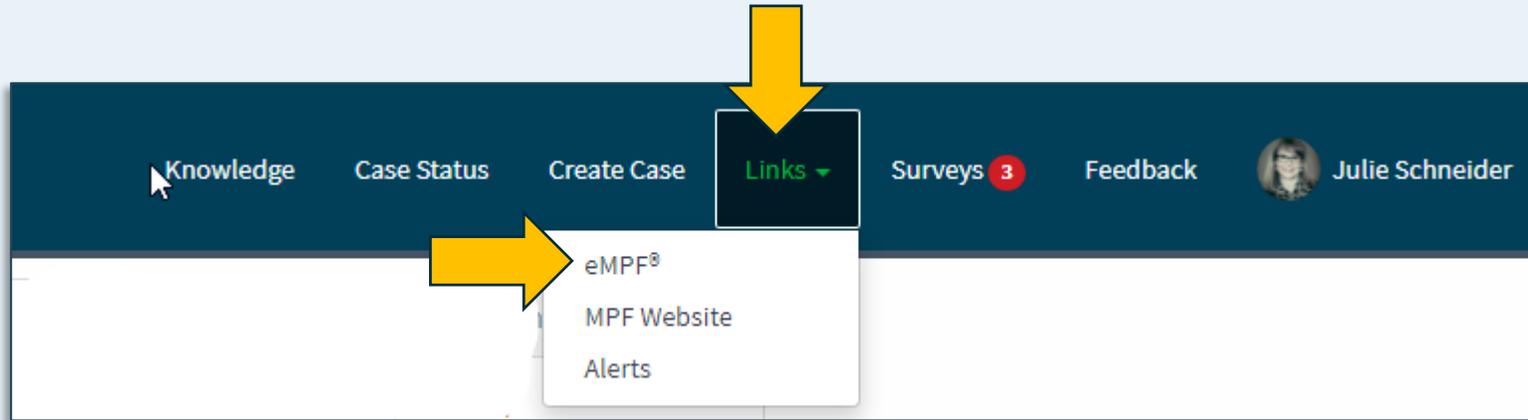
You can set up a profile with your title and other information.



A photo can be uploaded and your password can be changed, if needed.

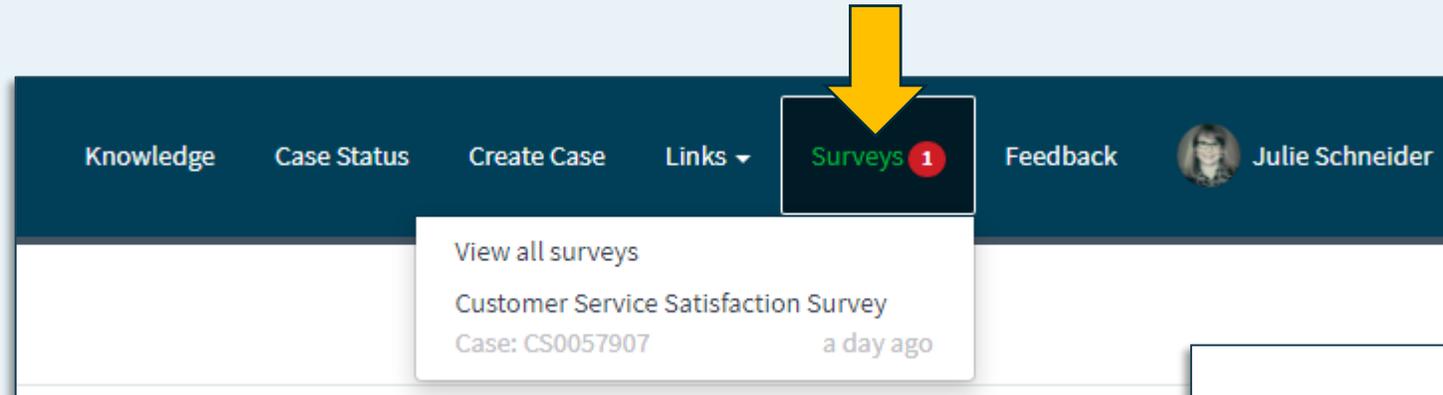


Homepage Navigation-Links

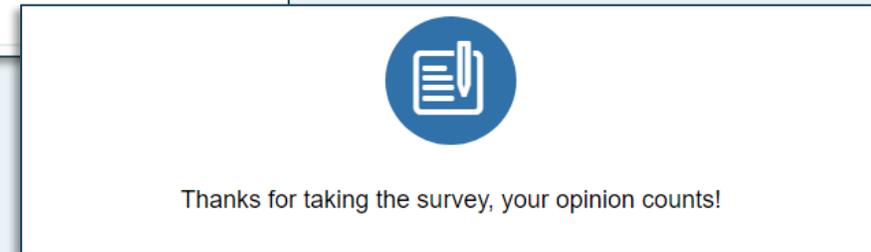


- Those with eMPF website access will have the ability to toggle back and forth between sites without re-entering their credentials.
- Everyone will see the link to the MPF Website and Alerts.

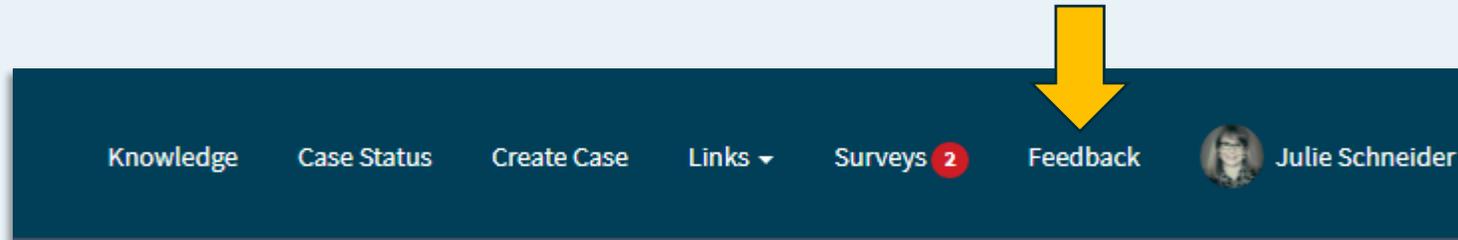
Homepage Navigation-Surveys



- **Customer Service Satisfaction Surveys** are sent after each case is addressed.

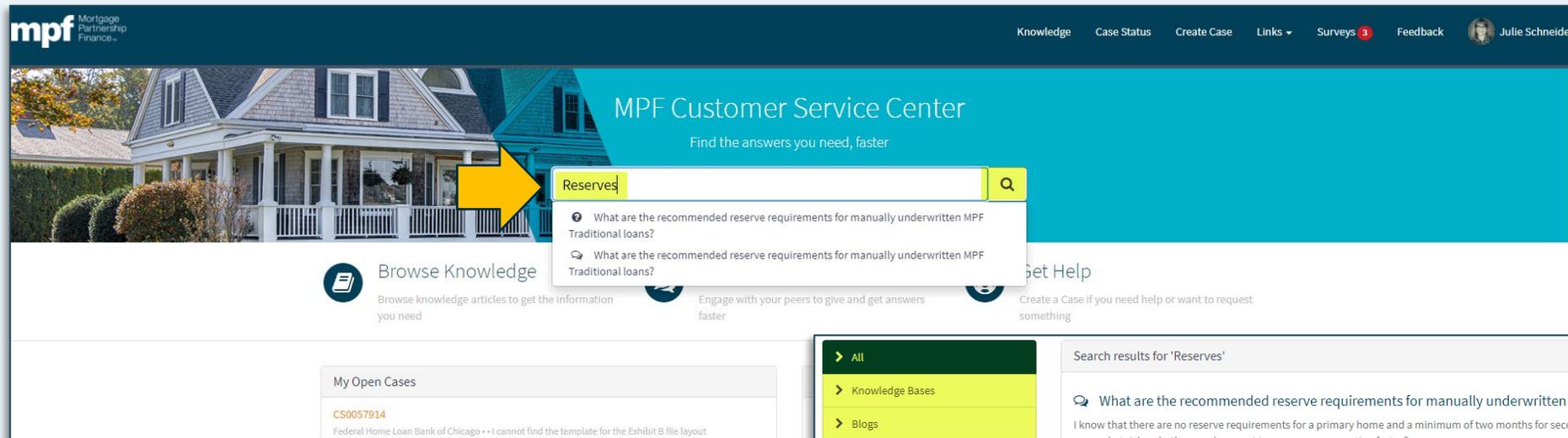


Homepage Navigation-Feedback

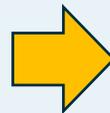


If you'd like to provide feedback to the MPF Service Center, use the Feedback link.

General Search Function



Type in a word or question-top responses will appear from all available sources or you may filter the information accordingly.



Search results for 'Reserves'

- What are the recommended reserve requirements for manually underwritten MPF Traditional loans?
I know that there are no reserve requirements for a primary home and a minimum of two months for second homes but if a loan is somewhat risky what's a good amount to use a compensating factor?
Asked 6d ago • Score: 0
- What are the recommended reserve requirements for manually underwritten MPF Traditional loans?
Question | Posted in [Sample](#)
I know that there are no reserve requirements for a primary home and a minimum of two months for second homes but if a loan is somewhat risky what's a good amount to use a compensating factor?
Author: [MPF Jules](#) • 2 Views • [Upvote \(0\)](#) • 1 Replies • Last updated 4d ago

Case Management

Get Help/Open a Case

Many of the same inquiries made over the phone or by email can be handled by submitting a case

The screenshot displays the MPF Customer Service Center website. The top navigation bar includes links for Knowledge, Case Status, Create Case, Links, Feedback, and PWA PFI w/eMPF Access. The main header features a search bar with the placeholder text "Search (minimum 3 characters)". Below the search bar are three main navigation options: "Browse Knowledge" (with a document icon), "Ask the Community" (with a speech bubble icon), and "Get Help" (with a person icon). The "Get Help" option includes the subtext "Create a Case if you need help or want to request something". The main content area is divided into several sections: "My Open Cases" (showing a case with ID CS0057907), "Recent Community Posts" (showing "No content to display"), "Featured Articles" (showing "No content to display"), "Most Read Knowledge Articles" (showing "No content to display"), and "Featured Community Content" (listing three items: "Test QUESTION", "Testing Question", and "What are the recommended reserve requirements for manually underwritten MPF Traditional loans?"). A footer note states "Any information provided is current only as of the date provided." and a "Terms and Conditions" link is present. A chat icon is visible in the bottom right corner.

Creating a Case

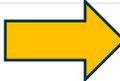
Cases can be created for a variety of reasons, such as:

- Help with batch files
- Help with user IDs and login
- Delivery Commitment questions
- Issues with eMAQCS®plus
- Eligibility and guideline questions

Create a Case

Create a Case

Please provide the following details to help us provide you assistance at the earliest.
For urgent requests please call the MPF Service Center at 877-345-2673

* Institution Name	* Requested For
<input type="text" value="Federal Home Loan Bank of Chicago"/>	<input type="text" value="PFI w/eMPF Access"/>
* Category	* Topic
<input type="text" value="Guidelines"/>	<input type="text" value="MPF Traditional"/>
* Short Description	
<input type="text" value="Are rural properties with barns permitted?"/>	
Please provide further details below	
<input type="text" value="We have a loan with a small barn on the property. The appraiser has commented that it is being used by the borrower to store a fishing boat, a riding lawn mower and some carpentry tools. Is this ok?"/>	
 <input type="button" value="Add attachments"/>	

You may attach documentation, if needed.

Cases

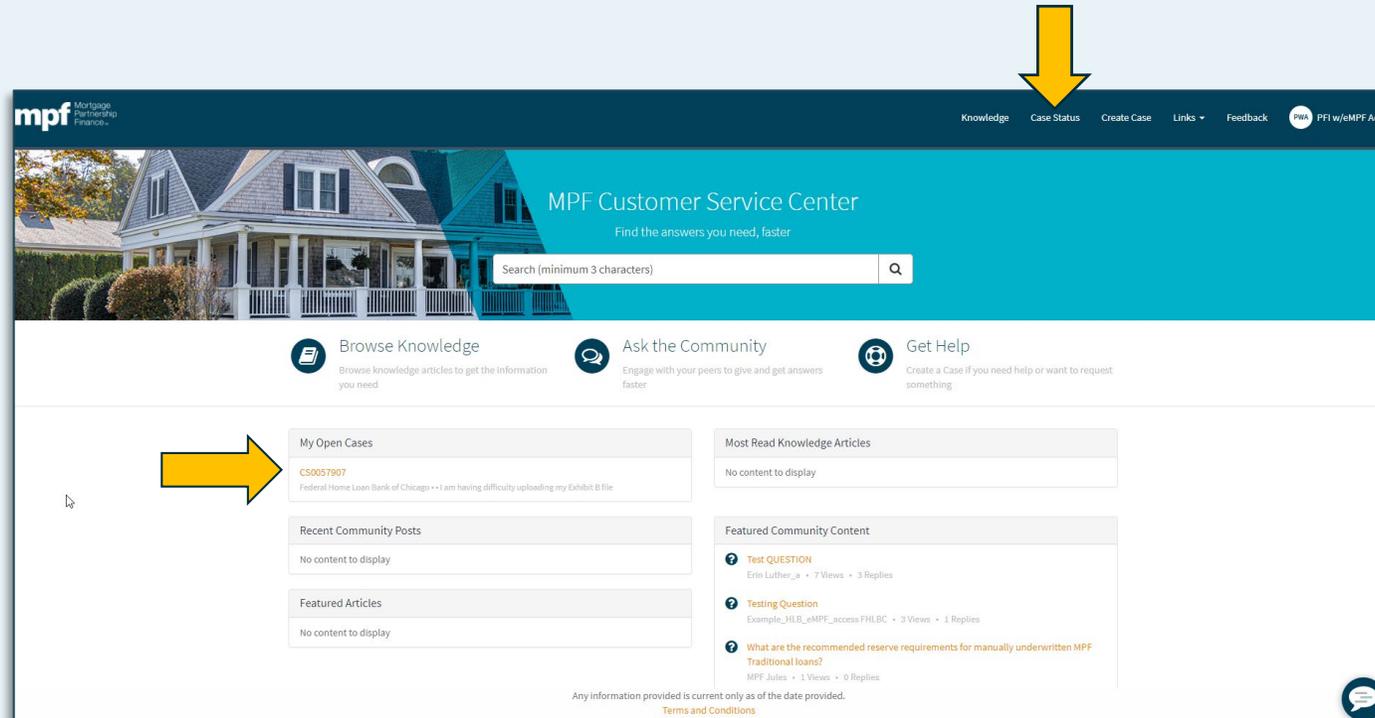
Some transactions must occur over a recorded telephone line and cannot be completed on the portal

- Any transactions that change the term of a Delivery Commitment (extensions, reductions)
- Creating a Delivery Commitment
- Any transactions involving a fee (pair-offs, etc.)
- Loan funding assistance
- Always call the MPF Service Center directly for any urgent or time-sensitive matters.



Cases

Open cases will appear on the homepage



To review a case, click on the case number or the **Case Status** link at the top of the page.

Case Status

- Review and/or add comments related to the case
- Attach additional information, if needed
- Close the case

Home > Case

I am having difficulty uploading my Exhibit B file

Type your message here... Send

Julie Schneider
05-20-2022 10:31:00 • Additional comments
I have resolved this, it can be closed

Julie Schneider
05-19-2022 13:34:24 • Additional comments
Help please

Julie Schneider
05-18-2022 11:11:38
Exhibit B Delinquent layout.xls
32.5 KB

Julie Schneider
05-18-2022 11:07:07
CS0057907 Created

Start

Actions

Close Case

Ticket Fields details

Number	Priority
CS0057907	4 - Low
State	Institution Name
New	Federal Home Loan Bank of Chicago
Category	Updated
eMAQCS [®] plus	4h ago

Attachments

Exhibit B Delinquent layout.xls (32.5 KB)
3d ago

Any information provided is current only as of the date provided.
[Terms and Conditions](#)

Ask the Community

Ask the Community

Community forums are a great way to pose questions, seek advice and connect with other PFIs

The screenshot displays the MPF Customer Service Center website. At the top, the MPF logo is on the left, and navigation links for Knowledge, Case Status, Create Case, Links, Feedback, and PFI w/eMPF Access are on the right. Below the navigation is a search bar with the placeholder text "Search (minimum 3 characters)" and a magnifying glass icon. A large yellow arrow points down from the search bar to the "Ask the Community" button in the main navigation menu. The "Ask the Community" button is highlighted with a blue background and a white speech bubble icon. Below the navigation menu, there are several content boxes: "My Open Cases" with one case listed (CS0057907), "Recent Community Posts" (no content), "Featured Articles" (no content), "Most Read Knowledge Articles" (no content), and "Featured Community Content" with three featured items. At the bottom, there is a disclaimer: "Any information provided is current only as of the date provided." and a link to "Terms and Conditions".

mpf Mortgage Partnership Finance

Knowledge Case Status Create Case Links Feedback PFI w/eMPF Access

MPF Customer Service Center
Find the answer you need, faster

Search (minimum 3 characters) [Q]

Browse Knowledge
Browse knowledge articles to get the information you need

Ask the Community
Engage with your peers to give and get answers faster

Get Help
Create a Case if you need help or want to request something

My Open Cases

CS0057907
Federal Home Loan Bank of Chicago • I am having difficulty uploading my Exhibit B file

Recent Community Posts

No content to display

Featured Articles

No content to display

Most Read Knowledge Articles

No content to display

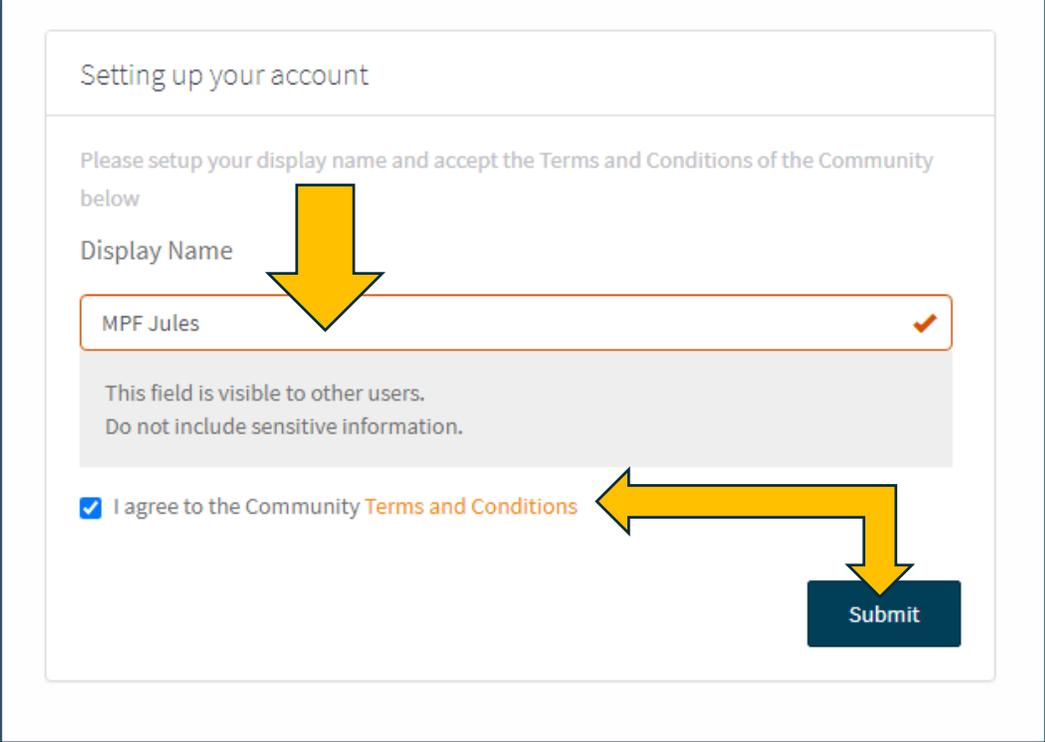
Featured Community Content

- Test QUESTION**
Erin Luther_a • 7 Views • 3 Replies
- Testing Question**
Example_HLB_eMPF_access FHLBC • 3 Views • 1 Replies
- What are the recommended reserve requirements for manually underwritten MPF Traditional loans?**
MPF Jules • 1 Views • 0 Replies

Any information provided is current only as of the date provided.
[Terms and Conditions](#)

Set Up Your Account

- The first time you access the Community page, you'll be asked to set up a Display Name.
- Agree to the terms and conditions and click **Submit**.



Setting up your account

Please setup your display name and accept the Terms and Conditions of the Community below

Display Name

MPF Jules ✓

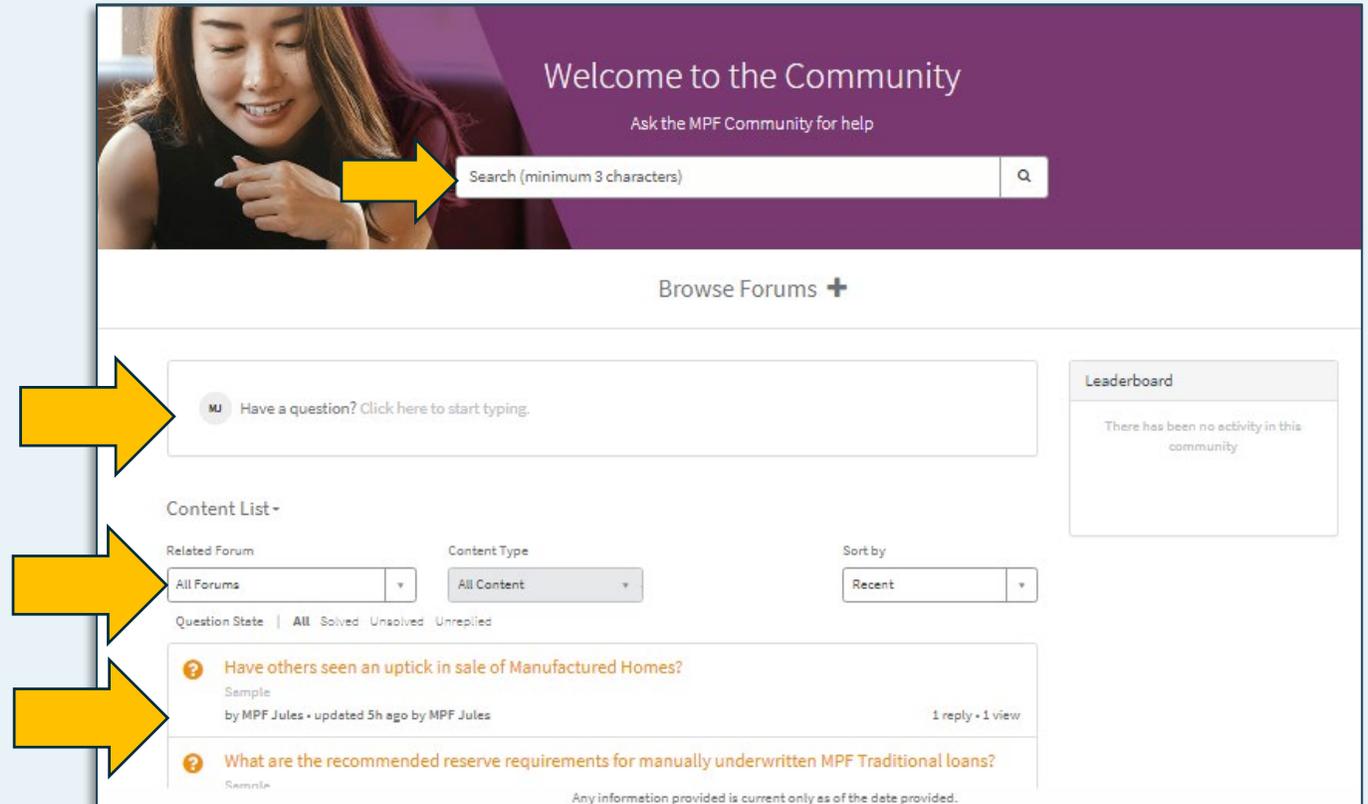
This field is visible to other users.
Do not include sensitive information.

I agree to the Community [Terms and Conditions](#)

Submit

Search, Ask and Contribute

- Perform a general search for a topic
- Post a question to start a new thread
- Apply other filters to refine your search
- View recent posts



Managing Messages

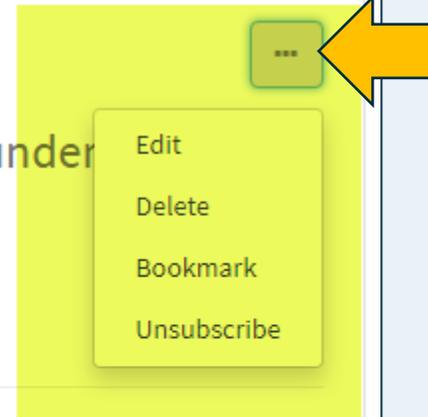
 Question

What are the recommended reserve requirements for manually under MPF Traditional loans?

 by MPF Jules
created 6d ago in Sample

I know that there are no reserve requirements for a primary home and a minimum of two months for second homes but if a loan is somewhat risky what's a good amount to use a a compensating factor?

 Upvote (0)  Reply (1) 3 Views



- 
- Edit
- Delete
- Bookmark
- Unsubscribe

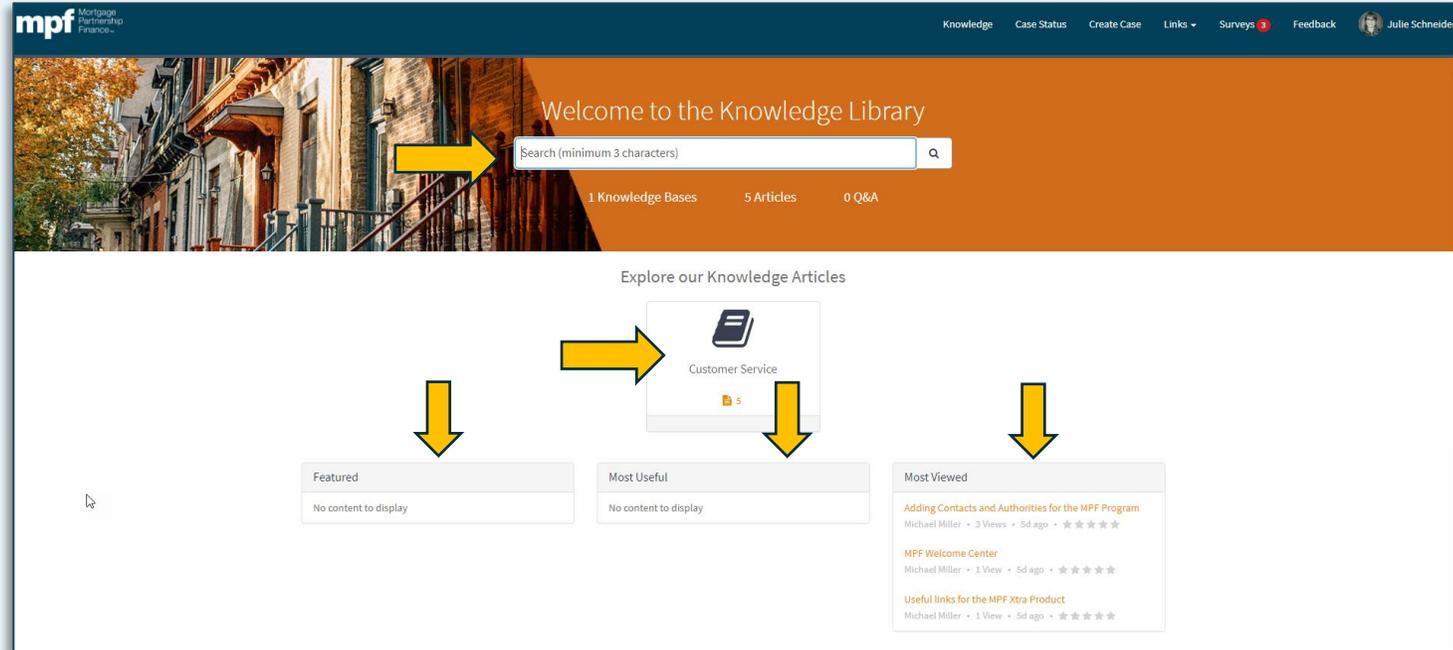
Click to see additional options for managing your forum posts

Knowledge Articles

Knowledge Articles

As the portal continues to expand, the MPF Provider will be adding knowledge articles to provide more insight into a variety of topics

- Search the Library
- Topic Categories
- Featured Articles
- Most Useful
- Most Viewed



Knowledge Articles Example

5 results Sort by | Views ▾ Newest Alphabetical

Applied Filters Customer Service ✕ Clear All



Adding Contacts and Authorities for the MPF Program

Customer Service

To add or update contact records and their authorities, please contact your institution's Security Administrator, who will be able add or update this information in the eMPF website directly. If your institution does not have a designated eMPF Security Admin you will need to complete and execute a Delegation of Authority Supplemental (...

Michael Miller • 3 Views • 2d ago • ☆☆☆☆☆



MPF Welcome Center

Customer Service

The MPF Welcome Center was created to provide Originators, Servicers, and Sub-Servicers access to valuable information regarding MPF Program processes for Custody, Program Master Servicer, Investor Accounting, Quality Control, and Default Management. Each section contains specific instructions to assist you in managing your MP...

Michael Miller • 1 View • 2d ago • ☆☆☆☆☆

MPF ServiceBot

Virtual and Live Assistance

The MPF ServiceBot allows users to access a virtual or live agent

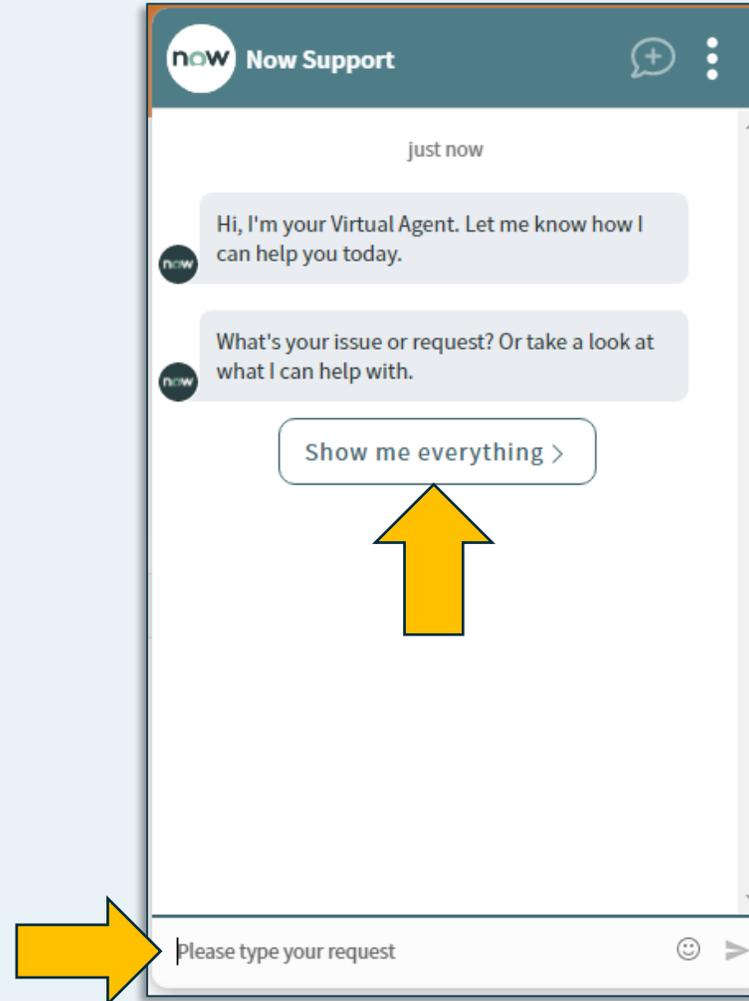
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Live agent assistance is limited to Service Center business hours (8:30-4:30 CT)

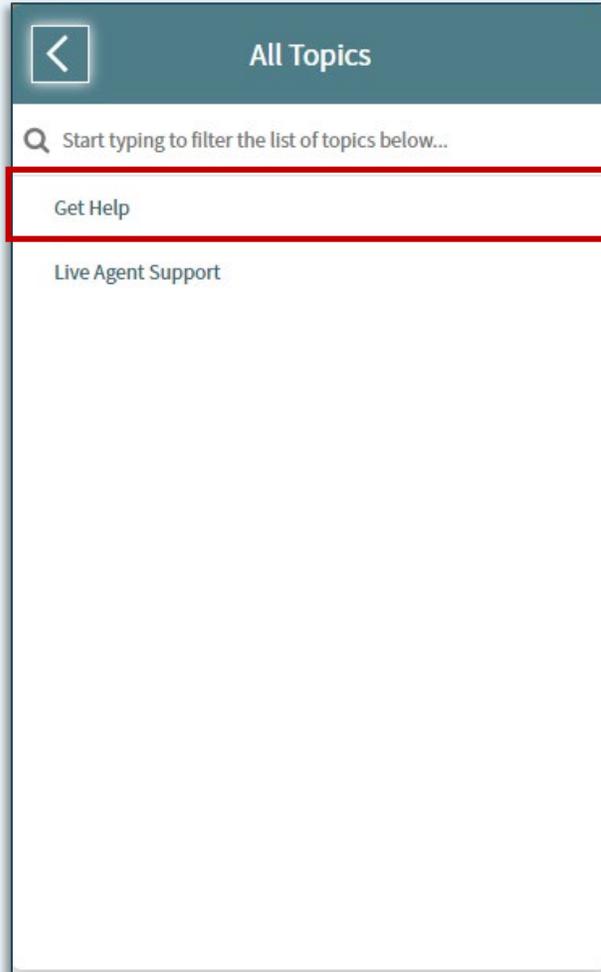
MPF ServiceBot



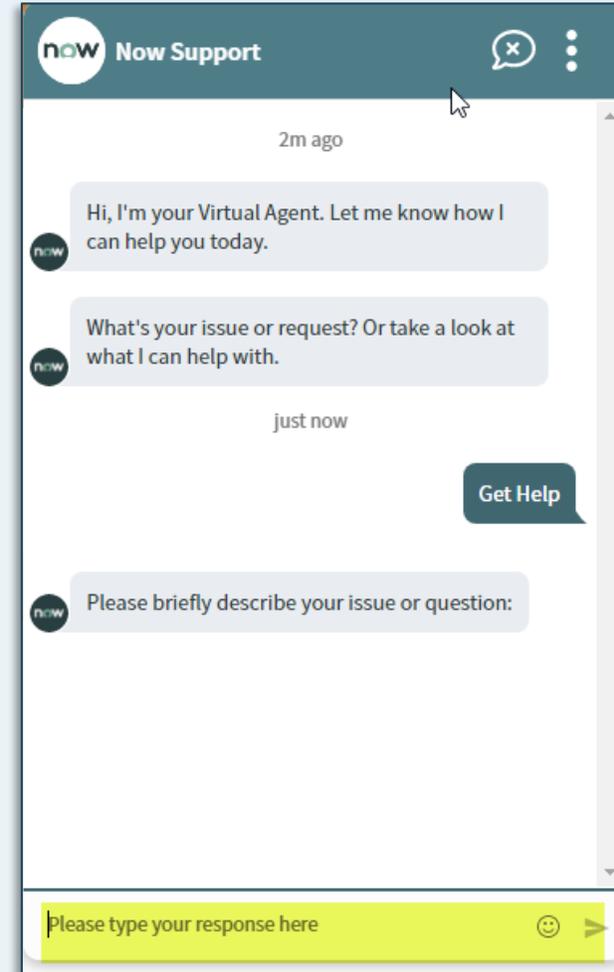
- Click on the chat icon to bring up the conversation box.
- You can simply type in a question or select **Show me everything**.



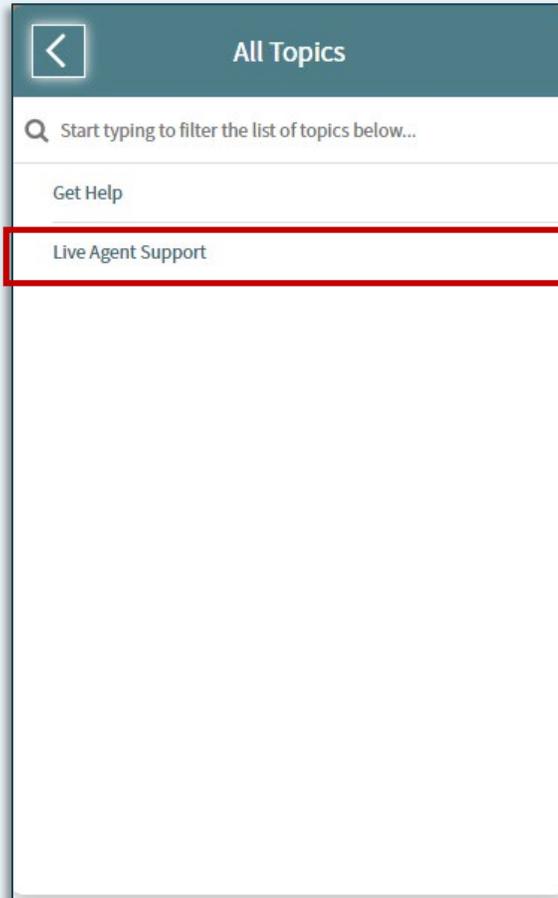
Show Me Everything- Get Help



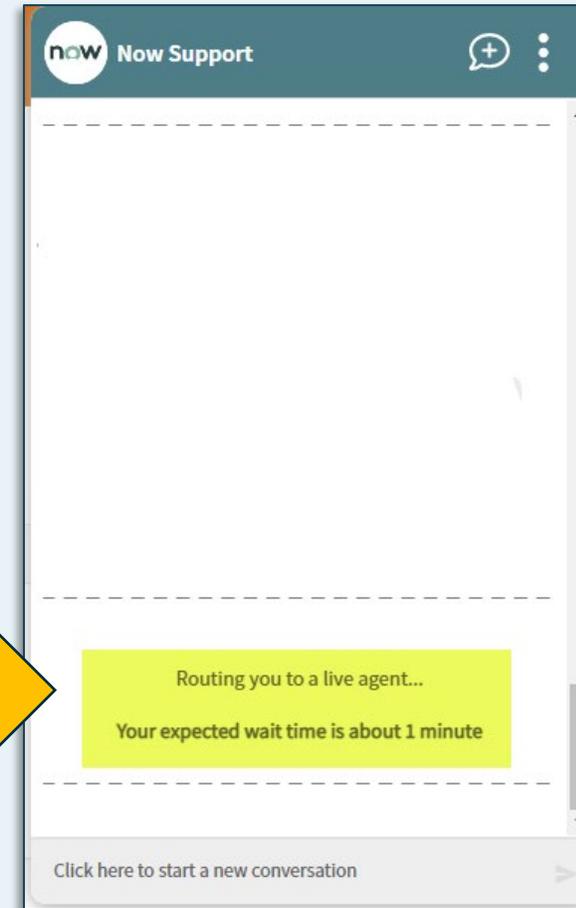
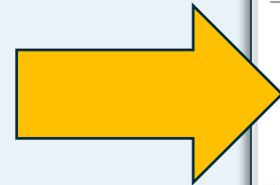
- Selecting **Get Help** will allow you to type in a question
- Based on key words in your question, responses and links to various sources will populate.



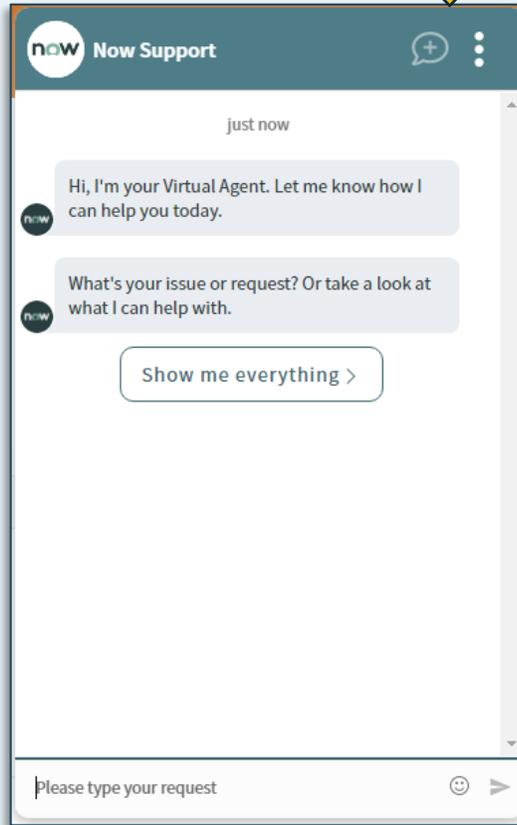
Show Me Everything-Live Agent Support



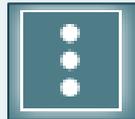
Select **Live Agent Support** to be directed to someone on the MPF Servicer Center Support Team.



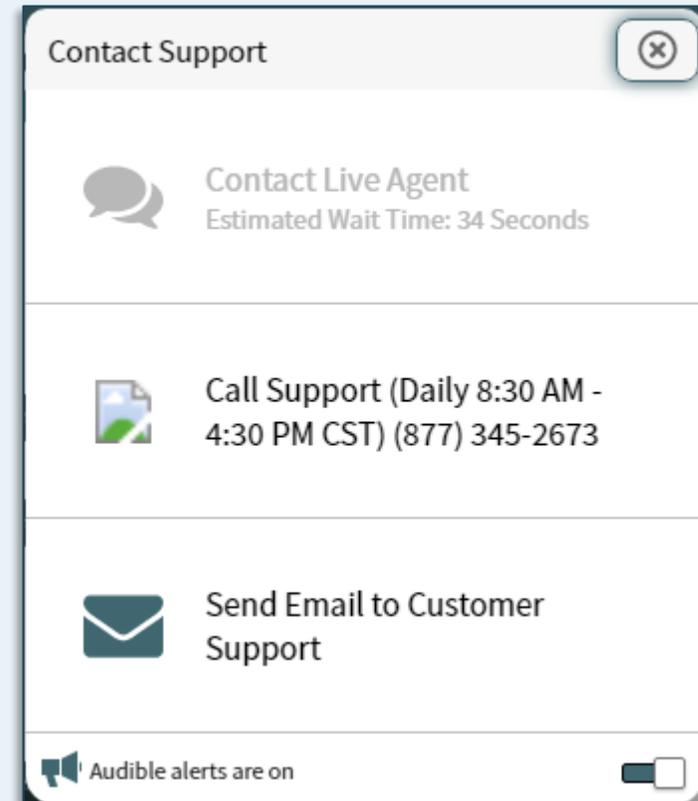
Additional Options



Start a New Conversation



Opens **Contact Support**



Questions

MPF Contacts and Resources

MPF Service Center

Email - MPF-Help@FHLBC.com

Hours - 8:30 am to 4:30 pm CST

Phone: (877) 345-2673

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