

# High-Level Concern Mortgage Process (HLC) for the Portfolio Products

## Overview

Join us for a 60-minute webinar designed to assist your Loss Mitigation Department. This webinar outlines the MPF® Program's High Level Concern process and requirements, and will also cover the credit structure based on the MPF Product.

The presentation will cover:

- Definition of HLC loans
- PFI responsibilities
- MPF Provider process
- Claims process
- MPF Products credit structure

## Who should attend?

The presentation is recommended for:

- Collection staff
- Default staff
- Foreclosure staff
- Bankruptcy staff
- REO staff

## Date and Time:

- February 21 10:30 - 11:30 AM  
(Central Time)
- March 27 10:30 - 11:30  
(Central Time)

## How do I register?

Send your e-mail to [MPFtraining@fhlbc.com](mailto:MPFtraining@fhlbc.com)

Your e-mail should contain:

- Workshop date
- Individual's name
- Institution
- E-mail address
- Phone number
- Street mailing address

You will receive a confirmation and schedule once your registration is received. You will receive an e-mail with instructions on how to access the presentation on the Internet and the audio portion through a conference call.

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