

PFI Marketing Bulletin No. 2001-2

Date 4-23-2001



Effective Date: April 30, 2001

Announcing the MPF[®] Program Customer Support Desk

The MPF Program has implemented a centralized Customer Support Desk for Participating Financial Institutions (PFI). The Customer Support Desk will be available to answer questions about MPF origination and servicing guidelines as well as requests for MPF product descriptions, information and forms.

Features:

- A toll free number to reach the Customer Support Desk **(1-877-463-6673)**
- Available Monday through Friday from 8:30 A.M. to 4:30 P.M. (Central Time) via phone.
- You may also e:mail questions and requests to the Help Desk at

MPF-Help@FHLBC.com

All e-mails to the Customer Support Desk will be confirmed within one business day of receipt.

Benefits:

- Knowledgeable staff to assist you with your day to day questions and requests.
- Fast and reliable responses.
- Easy access
- All calls are recorded to ensure accurate and timely responses.

Sample Requests:

Please see the attached page for samples of questions and requests that will be handled by the MPF Help Desk.

For more information about this bulletin please contact an MPF business expert at your local Federal Home Loan Bank or call our toll free assistance number at 1-877-463-6673.

Examples of the types questions/requests that might be addressed to the MPF Customer Support Desk:

- A. Requests for GUIDES, (Origination, Servicing, and Underwriting).
- B. MPF policy and procedures
- C. Mortgage eligibility issues.
- D. Maximum loan amounts, LTV and TLTV Ratios
- E. Mortgage Insurance ratios and amounts
- F. Title Insurance questions
- G. Property Insurance
- H. Establishing , filling and closing Master Commitments
- I. Filling Delivery Commitments
- J. Loan documentation delivery, preparation, and review.
- K. Contents of the Mortgage File
- L. Originator in-house quality control program
- M. Property eligibility
- N. Servicer Eligibility
- O. Mortgage Loan files
- P. Custodial Accounts
- Q. Title Insurance
- R. Mortgage Loan Administration
- S. Servicer Responsibilities