

MPF Marketing Bulletin:

2020-09

Date:

May 11, 2020

Alert:**Clarification**

New Policy

Policy Update

Reminder

Training Information

Audience:

Compliance/Legal

Program Management

Origination

Quality Control

Servicing

Underwriting

Product:

MPF Direct

MPF Government MBS

MPF Traditional

MPF Xtra[®]**Effective Date:**

May 12, 2020

MPF[®] Service Center Updated Helpline Call Options

REFERENCE:

Please note you can access the

[MPF Guides](#) and [MPF](#)

[Announcements](#) on our [MPF](#)

[Website](#).

Visit the [MPF Website](#) to review
and register for upcoming
complimentary [MPF Webinars](#).

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In a continued effort to support customer service for the MPF[®] Program, we have made an update to the MPF Service Center Helpline call options to better assist you. Beginning Tuesday, May 12, 2020, the call options for the MPF Service Center Helpline will be as follows:

MPF Service Center Helpline Call Options:

- **Press 1** for MPF transactions or related questions, including MPF Xtra[®] Best Efforts Delivery Commitments
- **Press 2** for questions relating to MPF Product Origination, Underwriting, Servicing, or Program Guidelines
- **Press 3** for Default Management related questions
- **Press 4** for assistance with ULDD Batch funding submissions
- **Press 5** for questions relating to MPF Direct Transactions, Product Origination, Underwriting, Servicing, or Program Guidelines

As you will notice, we have added a call option for Default Management related questions (option 3). Please begin using this option for assistance with questions related to Exhibit B submissions, eMAQCS[®] Plus, and Default Management.

Please also note, some PFIs have experienced longer wait times when calling the MPF Service Center due to irregular call volumes. We apologize for this inconvenience and appreciate your patience. We pride ourselves on excellent customer service provided in timely manner on all MPF Program related questions.

The MPF Service Center can be reached at 877-FHLB-MPF (877-345-2673), or by email at MPF-Help@fhlbc.com.