

MPF Marketing Bulletin:
2020-11

Date:
June 4, 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[®]

MPF Service Center Updated Helpline Call Options

Effective Date: June 4, 2020

In a continued effort to support customer service for the MPF Program, we have updated the MPF Service Center Helpline call options to better assist you with MPF Xtra Delivery Commitment assistance. Effective immediately, 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
- **Press 2** for assistance with MPF Xtra Delivery Commitments
- **Press 3** for Default Management related questions
- **Press 4** for questions relating to MPF Product Origination, Underwriting, Servicing, or Program Guidelines
- **Press 5** for assistance with ULDD Batch funding submissions

As you will notice, we have added a call option for assistance with MPF Xtra Delivery Commitments (option 2). Please begin using this option for assistance with extending, reducing, and editing MPF Xtra Delivery Commitments. We have also updated the call option for MPF Program Guidelines (now option 4) and the call option for ULDD Batch funding submissions (now option 5).

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 a 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.

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