

# eMAQCS®plus Default Management System

## How To Attach/Upload Supplemental Documentation

April 2021



# About this Information

The following presentation is intended to introduce users to various functions available in the eMAQCS®plus delinquency management system. This presentation is not intended to instruct attendees on the loss mitigation/default process. Information related to managing delinquencies may be found in the MPF Guides. The MPF Guides are available on the MPF Website, [www.fhlbmpf.com](http://www.fhlbmpf.com) or through AllRegs.

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# Form Submission Basics

- Throughout the default process, there are various forms that must be submitted to the MPF Program Default Team.
- Most forms also require the submission of supplemental documentation, including but not limited to borrower income, asset, credit information and inspection photos.
- The following presentation will outline how to successfully attach supplemental documentation to required forms.

# Accessing the System

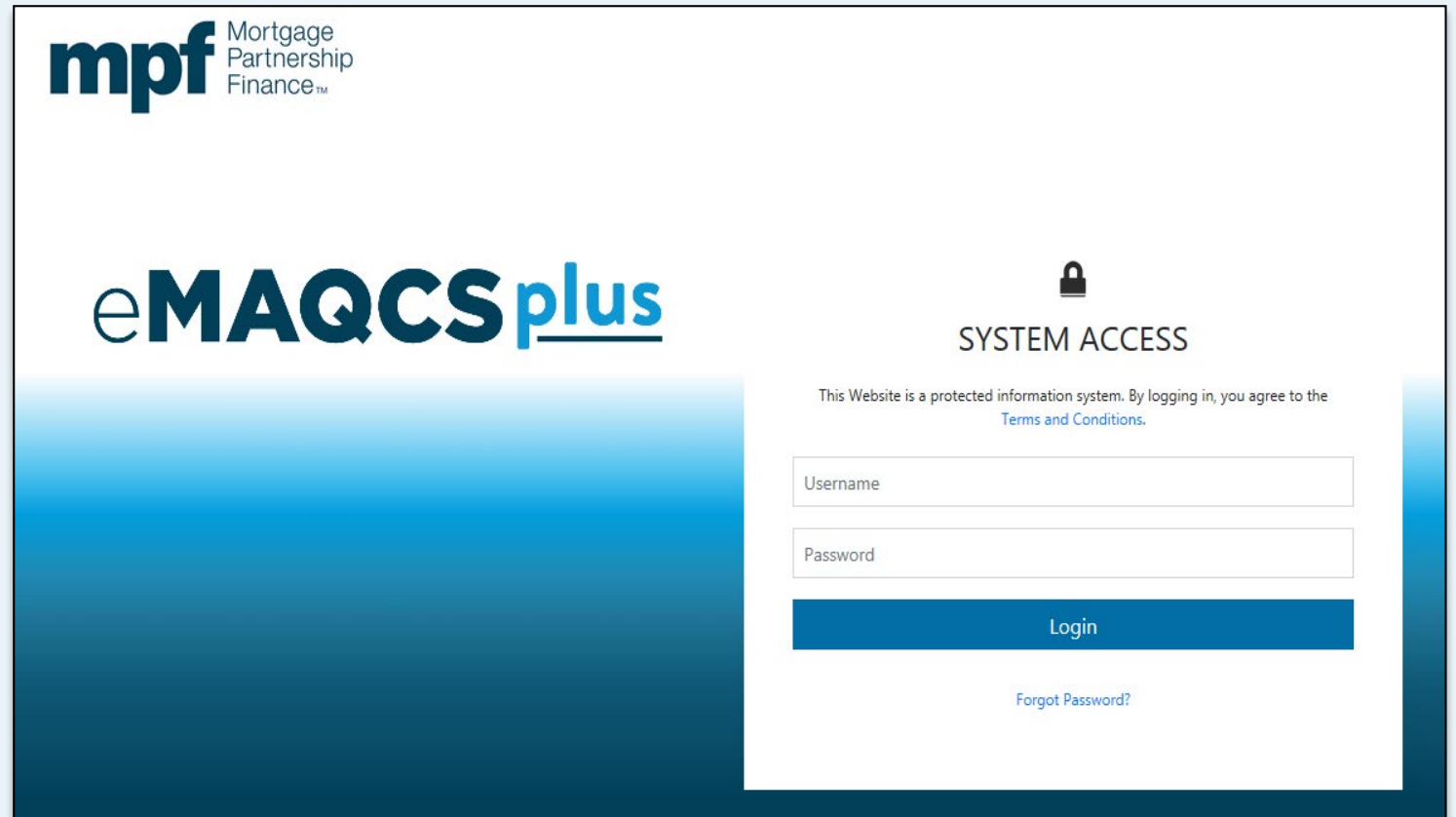
The link for the eMAQCSplus login screen is:

<https://emaqcs.covius.com/>

Access is also available on the eMAQCSplus page on the MPF Program website:















[www.fhlbmpf.com](http://www.fhlbmpf.com)

The eMAQCSplus landing page is located under the **Resources** tab.










The screenshot displays the eMAQCSplus login interface. At the top left is the MPF Mortgage Partnership Finance logo. The main heading 'eMAQCSplus' is prominently displayed in the center. To the right, under a lock icon, is the 'SYSTEM ACCESS' section. This section includes a disclaimer: 'This Website is a protected information system. By logging in, you agree to the Terms and Conditions.' Below this are two input fields for 'Username' and 'Password', followed by a blue 'Login' button. A 'Forgot Password?' link is located at the bottom of the login area.

# Opening a Loan

<b>Servicer</b>  <b>Loans</b> Loss Mitigation Foreclosure REO - Traditional Claims - Traditional Claims - Xtra Claims - Govt HLC Loans Repurchased To Do: Missing Docs To Do: Exceptions To Do: HLC Loans To Do: Demand Letters	<b>All Delinquent Loans</b>									
	Drag a column header and drop it here to group by that column									
	 Export to Excel  Clear Filters									
	<input type="checkbox"/>	Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program
			<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/> 	<input type="text"/>
	<input type="checkbox"/>	≡	548833	80608	Fake Bank	10009162	643223	Federal Home Loan Bank of New York	MPF Traditional	125+
	<input checked="" type="checkbox"/>	≡	548833	81846	Fake Bank	10335557	643803	Federal Home Loan Bank of New York	MPF Traditional	125+
	<input type="checkbox"/>	≡	548833	77647	Fake Bank	7878601	638045	Federal Home Loan Bank of New York	MPF Traditional	125+
	<input type="checkbox"/>	≡	548833	764555	Fake Bank	5085152	630801	Federal Home Loan Bank of New York	MPF Government	GOVT
	  1  									



# Opening a Loan

Servicer  <b>All Delinquent Loans</b>										
Loans										
Loss Mitigation										
Foreclosure										
REO - Traditional										
Claims - Traditional										
Claims - Xtra										
Claims - Govt										
HLC Loans										
Repurchased										
To Do: Missing Docs										
To Do: Exceptions										
To Do: HLC Loans										
To Do: Demand Letters										
Drag a column header and drop it here to group by that column										
 Export to Excel  Clear Filters										
<input type="checkbox"/>	Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program	
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	≡	548833	80608	Fake Bank	10009162	643223	Federal Home Loan Bank of New York	MPF Traditional	125+	
<input checked="" type="checkbox"/>		548833	81846	Fake Bank	10335557	643803	Federal Home Loan Bank of New York	MPF Traditional	125+	
<input type="checkbox"/>	≡	548833	77647	Fake Bank	7878601		Federal Home Loan Bank of New York	MPF Traditional	125+	<a href="#">View Default Loan Details</a>
<input type="checkbox"/>	≡	548833	764555	Fake Bank	5085152	630801	Federal Home Loan Bank of New York	MPF Government	GOVT	
  1  										

1. Click the box next to the loan you wish to open, the loan line will highlight.
2. Right click on the highlighted loan line, the *View Default Loan Details* box will appear.
3. Select/click the *View Default loan Details* box.

# Opening a Loan



Home - Default Servicing Upload Loan Search Forms

**mpf** Mortgage Partnership Finance | **eMAQCSplus**

**Services** **All Delinquent Loans**

Loans  
Notes  
Documents  
Loss Mitigation

Drag a column header and drop it here to group by that column

Export to Excel Clear Filters

	Menu	Servicer #	MA #	Ser
Foreclosure				
REO - Traditional	<input type="checkbox"/>	1111	43112	
Claims - Traditional	<input type="checkbox"/>	1111	43112	
Claims - Xtra	<input type="checkbox"/>	1111	43112	
Claims - Govt	<input type="checkbox"/>	1111	43112	
HLC Loans	<input type="checkbox"/>	1111	21432	
Repurchased	<input type="checkbox"/>	1111	21432	
To Do: Missing Docs	<input type="checkbox"/>	1111	21432	
To Do: Exceptions	<input type="checkbox"/>	1111	21432	
To Do: HLC Loans	<input type="checkbox"/>	1111	21432	

Home - Default Servicing Upload Loan Search Forms Change Password

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**Basic Search DM\_Servicer**

**Basic Search DM\_Servicer**

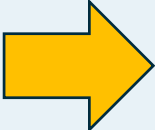
MPF Loan Number

PFI Loan Number

PFI Number

Search

# Locating a Loan



Home - Default Servicing

Upload

Loan Search

Forms

Change Password

mpf

Mortgage Partnership Finance

eMAQCSplus

Basic Search DM\_Servicer

Basic Search DM\_Servicer

MPF Loan Number

1416655

PFI Loan Number

PFI Number

Search



Menu	MPF Loan No	PFI Loan #	PFI #	PFI Name	MPF Bank Name	Product Type	Action Code
	1416655	4367123	1111	Federal Home Loan Bank of Boston	Federal Home Loan Bank of Boston	MPF Traditional	0
							<div>View Default Loan Details</div>

To open, right click on the loan and click on the *View Default Loan Details* box.





# Servicer Loan Details-Summary

Default Loan Details

Loan Summary

Forms and Documents

Form Attachments

Loan Attachments

Exhibit B Uploads

Exceptions

Notes

Notification Log

Servicer Loan Details - Summary

Loan Details - Updated Monthly on 19th\*

MPF Loan Number999999999

PFI Loan Number1234567

PFI Number1111

PFI NameFederal Home Loan Bank of Boston

Servicer Number1111

Servicer NameEvery Town Bank

MA Number99999

MA OwnerFederal Home Loan Bank of Boston

Product TypeMPF Traditional

Product CodeFX15

Product NameFixed 15 Year

SubProgram NameNone

Original Loan Amount113800

Funding Date04/23/2010

First Payment Due06/01/2010

Paid Thru Date07/01/2020

Sched End Principal Balance45301.79

End Actual Principal Balance45301.79

PI Amount870.57

Interest Rate.04500

Maturity Date05/01/2025

PMI Insurer NameNo PMI

PMI Percent.00000

SMI Certificate Number

Borrower/Property Info - Updated Monthly on 19th\*

Borrower NameEdward R Haskell

CoBorrower Name

Property Address123 Beaver Cleaver Way

Property CityWardville

Property StateME

Property Zip Code04000

Property TypeSingle Family Residence

OccupancyPrimary Residence

Appraisal Value146000

Sales Price

Current Property Value146000

Loan to Value.950000

Delinquent Loan Details - Updated Monthly on 19th\*

Servicer Loan Number10101

Action CodeLoss Mitigation

Action Code DescriptionLoss Mitigation

Effective Action Code Date

Delinq Reason Code022

Delinq Status Code9

Bankruptcy Filed Date

Bankruptcy Chapter Code

Foreclosure Approval Date

Attorney Referral Date

First Legal Date

Foreclosure Sale Expected Date

Foreclosure Sale Date

Foreclosure Sale Results

Foreclosure Sale Amount

Foreclosure Start Date

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# Opening a Form

**Default Loan Details** | **Servicer Loan Details - Forms and Documents**

Loan Summary  
**Forms and Documents**  
Attachments  
Exceptions  
Exhibit B Uploads  
Notes  
Notification Log

**Submit New Form**

Select Form

SG-404 Bidding Instructions

Select Form

Foreclosure Update-1 Foreclosure Fees & Expenses  
REO Update-1 REO Offer Submission  
REO Update-2 REO List Price Reduction Request  
REO Update-3 Rehabilitation Advance Request  
SG-331 Property Inspection Report  
SG-332 Calculation of Realized Loss/Gain  
SG-334 Notice of Acquired or Conveyed Property  
SG-337 HLC Mortgage Notification  
SG-342 Property Insurance Loss Notification  
SG-343 MI Cancellation Notice  
SG-354 Workout Worksheet  
SG-400 Loan Workout Plan  
SG-401 Temp Loan Payment Modification  
SG-402 Borrower Hardship Certification  
**SG-404 Bidding Instructions**  
SG-405 REO Marketing Plan

	Status	Created By	Created Date	Submitted By	Submitted Date
Instructions	Draft	Provider	02/05/2020	Servicer548833	02/07/2020

1. Click on the *Select New Form* drop down box to view a list of forms.
2. Select your desired form.
3. Click *Create*.

# Forms and Documents

To attach a document to an existing form, first open the form

Default Loan Details

Loan Summary

Forms and Documents

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Loan Attachments

Exhibit B Uploads

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Servicer Loan Details - Forms and Documents

Submit New Form

Select Form

Create

Forms

			Form No	Form Name	Status	Created By	Created Date
Edit	View	Delete	SG-404	Bidding Instructions	Draft	Servicer5488	03/22/2021

# Form Instructions and Attachments

Default Loan Details

Loan Summary

Forms and Documents

Form Attachments

Loan Attachments

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Servicer Loan Details - Forms and Documents

Submit New Form

SG-404 Bidding Instructions

Create

Forms

	Form No	Form Name	Status	Created By
Edit View Delete	SG-404	Bidding Instructions	Draft	Servicer5488

Bidding Instructions

Form Document Instruction

Bidding Instructions (Form SG404)

PFI / Servicer Information

PFI Number:

Servicer Name:

Loan Information

MPF Loan Number:

Borrower Name:

Property Address:

Product Information

Choose one of each category per form:

Product: ☐ MPF Traditional ☐ MPF Xtra

Mortgage Insurance Information

Mortgage Insurance: ☐ Yes ☐ No

Supplemental Mortgage Insurance: ☐ Yes ☐ No

Approval from Mortgage Insurance company:

Default Loan Details

Loan Summary

Forms and Documents

Form Attachments

Loan Attachments

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Servicer Loan Details - Forms and Documents

Submit New Form

SG-404 Bidding Instructions

Create

Forms

	Form No	Form Name	Status	Created By	Created Date	Sub
Edit View Delete	SG-404	Bidding Instructions	Draft	Servicer5488	04/09/2021	Serv

Bidding Instructions

Form Document Instruction

Bidding Instructions (Form SG404)

Instructions Page

Purpose

Servicers of MPF Traditional and MPF Xtra Mortgage Loans must use this form to request bidding instructions from the MPF Provider in accordance with MPF Traditional Servicing Guide Chapter 10.8.2 and MPF Xtra Servicing Guide Chapter 10.8. The Servicers must submit their recommendation that has been reviewed by their legal team and based on their jurisdiction.

Preparation

- When - The Servicer must complete the form at least five (5) days prior to the foreclosure sale.
- Who - This form must be completed by an employee of the Servicer who has responsibility that would cause such individual to be knowledgeable of the facts and process needed to complete this form and has authority to certify the truthfulness and accuracy of the information on this form.
- How - The attached form is provided as a job aid and should be used for informational purposes only. To complete this form Servicers must access it through eMAGNET Plus.
- Attachments - The completed form must be accompanied by:
  - Broker's Price Opinion or Appraisal
  - Payoff Statement (Unpaid Principal Balance + accrued interest to date)
  - Property or Flood Insurance claim, if applicable
  - Red amount approved by the primary and/or supplemental mortgage insurer

# Form Instructions and Attachments

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Loan Attachments

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Servicer Loan Details - Forms and Documents

Submit New Form

SG-404 Bidding Instructions

Create

Forms

	Form No	Form Name	Status	Created By
Edit	SG-404	Bidding Instructions	Draft	Servicer5488

Bidding Instructions

Form

Document

Instruction

Bidding Instructions (Form SG404)

PFI / Servicer Information

PFI Number:

Servicer Name:

Loan Information

MPF Loan Number:

Borrower Name:

Property Address:

Product Information

Choose one of each category per form:

Product: ☐ MPF Traditional ☐ MPF Xtra

Mortgage Insurance Information

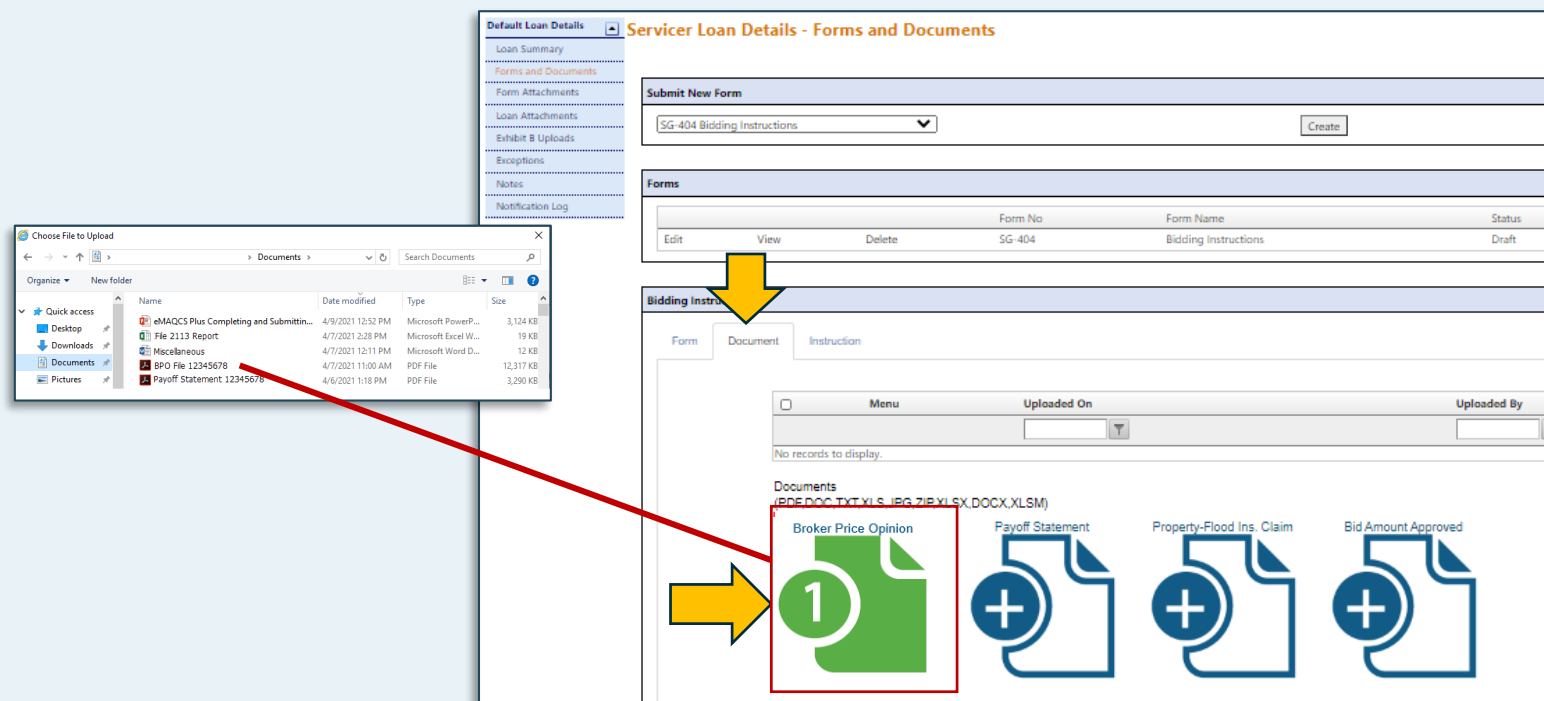
Mortgage Insurance: ☐ Yes ☐ No

Supplemental Mortgage Insurance: ☐ Yes ☐ No

Approval from Mortgage Insurance company:

# Documents

The *Document* tab allows you to drag documents from your desktop and drop them into the loan records.



- The Document screen will list individual icons for the documents that typically accompany a form.
- Click on the appropriate icon and your desktop files will open.
- Locate the document you wish to add, drag and drop it over the appropriate icon.



# Documents

All documents attached to the form will be listed at the top of the screen

Submit New Form

SG-404 Bidding Instructions

Create

Forms

			Form No	Form Name	Status	Created By	Created Date
Edit	View	Delete	SG-404	Bidding Instructions	Draft	Servicer5488	03/22/2021

Bidding Instructions

Form

Document

Instruction

Menu

Uploaded On

3/22/2021 1:48:10 PM

Uploaded By

Servicer5488

Document Type

Broker Price Opinion

File Name

Broker Price Opinion

Documents

(PDF,DOC,TXT,XLS,JPG,ZIP,DOCX,XLSM)

Broker Price Opinion

1

Payoff Statement

+

Property-Flood Ins. Claim

+

Bid Amount Approved

+

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# Attachments

The **Attachments** screen shows a list of all historical documents added and their corresponding form.

Default Loan Details

Loan Summary

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Servicer Loan Details - Attachments

	Menu	Uploaded On	Uploaded By	File Name	Document Type	Form #	Form	Provider Review Status
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	≡	2/10/2020 9:49:26 AM	Admin - System	Evidence of Title_EvidenceTitle.pdf	Evidence of Title	SG-405	REO Marketing Plan	
<input type="checkbox"/>	≡	2/10/2020 9:49:10 AM	Admin - System	Market Analysis-Appraisal_Market Analysis.pdf	Market Analysis-Appraisal	SG-405	REO Marketing Plan	
<input type="checkbox"/>	≡	2/10/2020 9:49:47 AM	Admin - System	Plat or Survey_Plat.pdf	Plat or Survey	SG-405	REO Marketing Plan	

# Accessing eMAQCS Plus

[www.fhlbmpf.com](http://www.fhlbmpf.com)

The screenshot displays the homepage of the Mortgage Partnership Finance (MPF) website. At the top left is the MPF logo with the tagline "Mortgage Partnership Finance™" and a sub-header stating "A mortgage purchase program available through the Federal Home Loan Banks". To the right of the logo are links for "Subscribe", "MPF Guides", "AllRegs Guides", and an "eMPF Login" button. Below this is a dark blue navigation bar with tabs for "Products", "FHLBanks", "Guides", "Resources", "Education", and "About Us", along with a search bar. An orange arrow points down to the "Resources" tab, which is highlighted. A dropdown menu is open under "Resources", listing several options: "eMPF Information", "MPF Data Resources", "eMAQCS Plus", "Product & Pricing Engines", "Servicing Released Partners", "Investor Reporting Calendar", and "COVID-19 Resource Center". A second orange arrow points to the "eMAQCS Plus" option in this menu. The background of the website features a large green banner with the text "COVID-19 Resource" and "Stay up to date with the latest COVID-19.", and a photograph of a house.

**mpf** Mortgage Partnership Finance™

A mortgage purchase program available through the **Federal Home Loan Banks**

Subscribe MPF Guides AllRegs Guides eMPF Login

Products FHLBanks Guides **Resources** Education About Us Search

eMPF Information  
MPF Data Resources  
**eMAQCS Plus**  
Product & Pricing Engines  
Servicing Released Partners  
Investor Reporting Calendar  
COVID-19 Resource Center

**COVID-19 Resource**  
Stay up to date with the latest COVID-19.  
UPDATED NOVEMBER 24, 2020 >>>

# MPF Program Contacts

**MPF Service Center**

**Phone - 877-345-2673**

**Email - [MPF-Help@FHLBC.com](mailto:MPF-Help@FHLBC.com)**

**Hours - 8:30 AM to 4:30 PM CST**

**MPF Program Default Team**

**[MPFDefaultServicing@fhlbc.com](mailto:MPFDefaultServicing@fhlbc.com)**