

# MPF® Customer Service Portal

May 24, 2022



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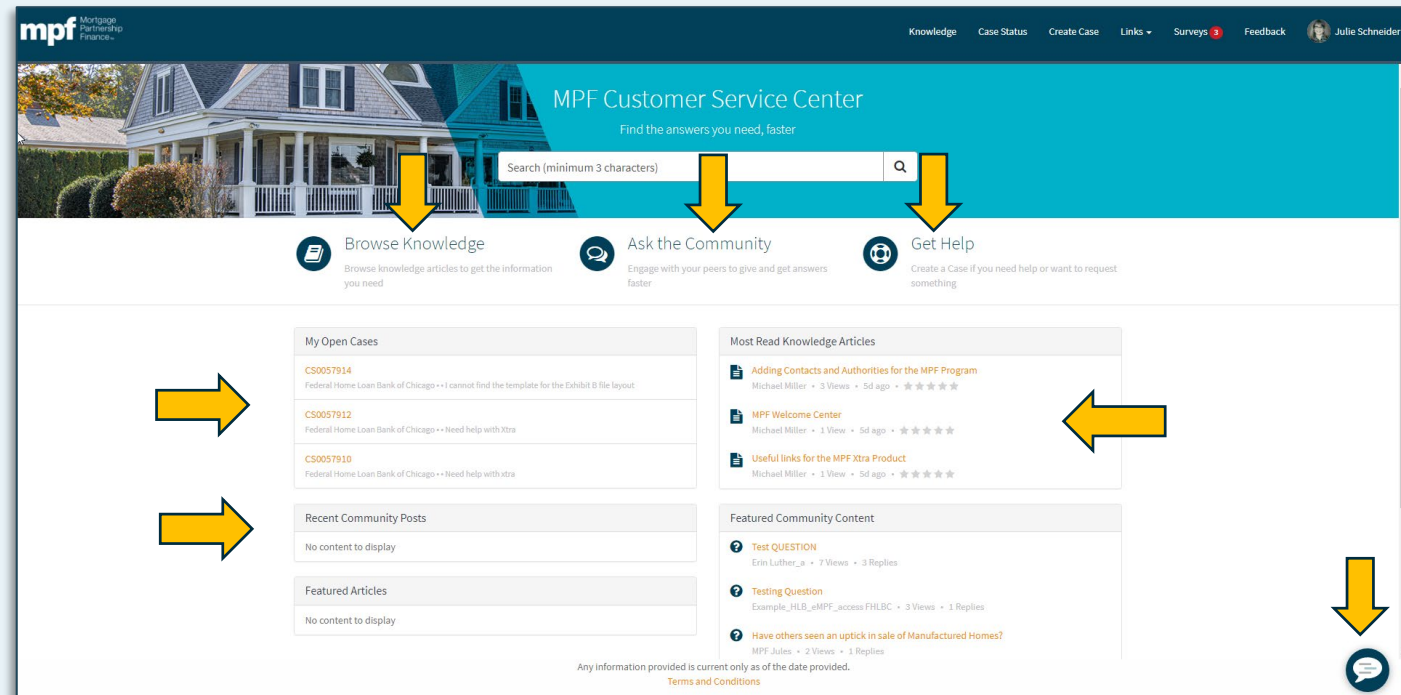
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# The MPF Customer Service Portal

The MPF Provider is pleased to introduce a new customer service option

- Open and monitor cases
- Community forums
- Knowledge articles
- Options for live or virtual assistance
- *Scheduled for release around mid-summer*



# Customer Service Portal Credentials

## Access to the portal requires a user ID and password

- Those **with** eMPF® website access may use their current eMPF credentials to log in to the portal.
  - ✓ eMPF users will have links on each site that will allow for easy switching between eMPF and the portal without re-entering a password.
- Those **without** eMPF website credentials may obtain portal credentials by being added as a contact to their organization's Delegation of Authority.
  - ✓ In many cases, contacts listed under the Delegation of Authority can be managed via eMPF by your organization's eMPF Security Administrator.
  - ✓ If your organization is not set up to manage the Delegation of Authority in eMPF, or you do not know who your Security Administrator is, please contact your local Federal Home Loan Bank.
  - ✓ After a contact set-up is complete, an email with credential information will be sent.
  - ✓ Individuals currently listed as contacts will automatically be emailed credentials.



# Information for eMPF Security Administrators

**When a Security Administrator adds a contact through the eMPF self-service Delegation of Authority feature, no specific role needs to be selected**

**Create Contact** Account Status: ☒

Full Name:  Zipcode:

Title:  Business Phone Number:

Street Address 1:  Extension:

Street Address 2:  Business Fax Number:

City:  Email Address:

State:  Confirm Email Address:

☒ Sign PFI Agreement/Amendments ☒ Make Funding Request ☒ eMPF Access

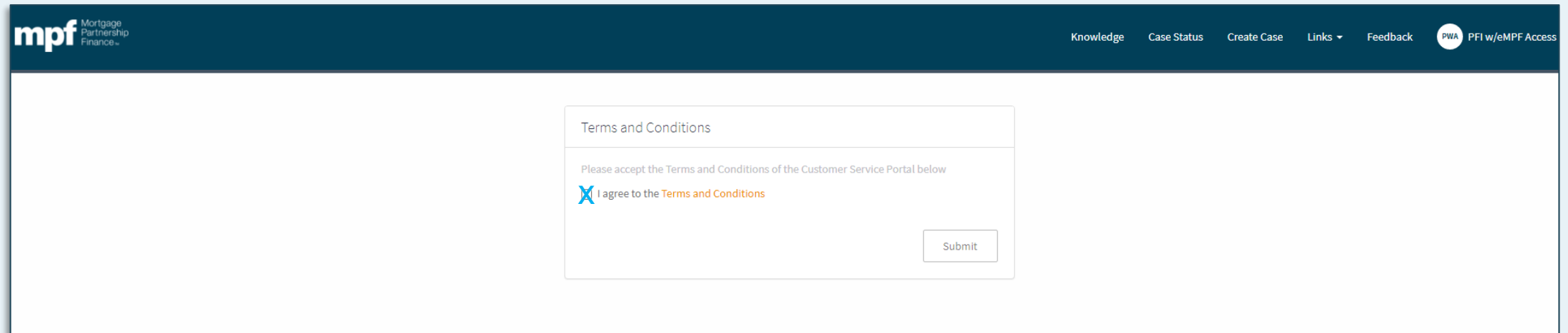
☒ Sign Master Commitment (MC) ☒ Submit Batch ☒ Send Reporting to Master Servicer

☒ Request Delivery Commitments (DC) ☒ Loan Presentation ☒ Request Servicing Transfer

- Due to MPF system updates that are made every 24 hours, credentials may not be active immediately upon receipt (please allow up to 24 hours after receipt of the emailed credentials).

# Logging In

You may see the Terms and Conditions box when logging in for the first time



The screenshot shows the mpf Mortgage Partnership Finance website. The header is dark blue with the mpf logo on the left and navigation links (Knowledge, Case Status, Create Case, Links, Feedback) on the right. A circular icon labeled 'PWA' and 'PFI w/eMPF Access' is also present. The main content area is white and contains a 'Terms and Conditions' box. The box has a title bar 'Terms and Conditions' and a message: 'Please accept the Terms and Conditions of the Customer Service Portal below'. Below the message is a checkbox with a blue 'X' icon and the text 'I agree to the Terms and Conditions'. A 'Submit' button is located at the bottom right of the box.

mpf Mortgage Partnership Finance

Knowledge Case Status Create Case Links Feedback PWA PFI w/eMPF Access

Terms and Conditions

Please accept the Terms and Conditions of the Customer Service Portal below

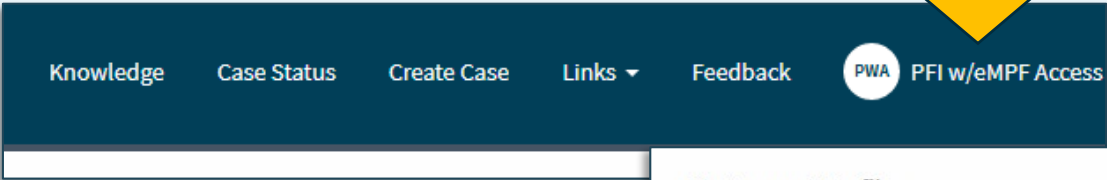
☒ I agree to the Terms and Conditions

Submit

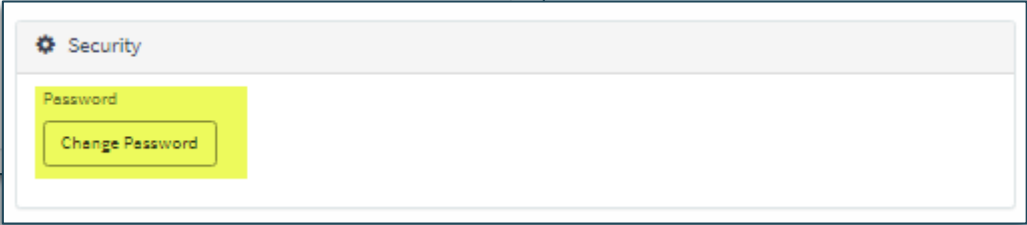
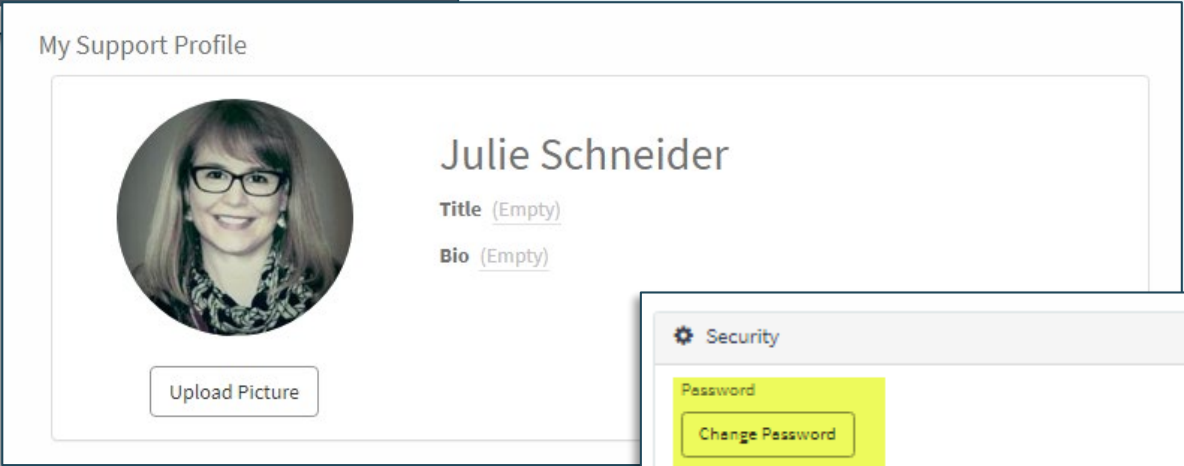
**Agree and Submit.**

# Profile Management

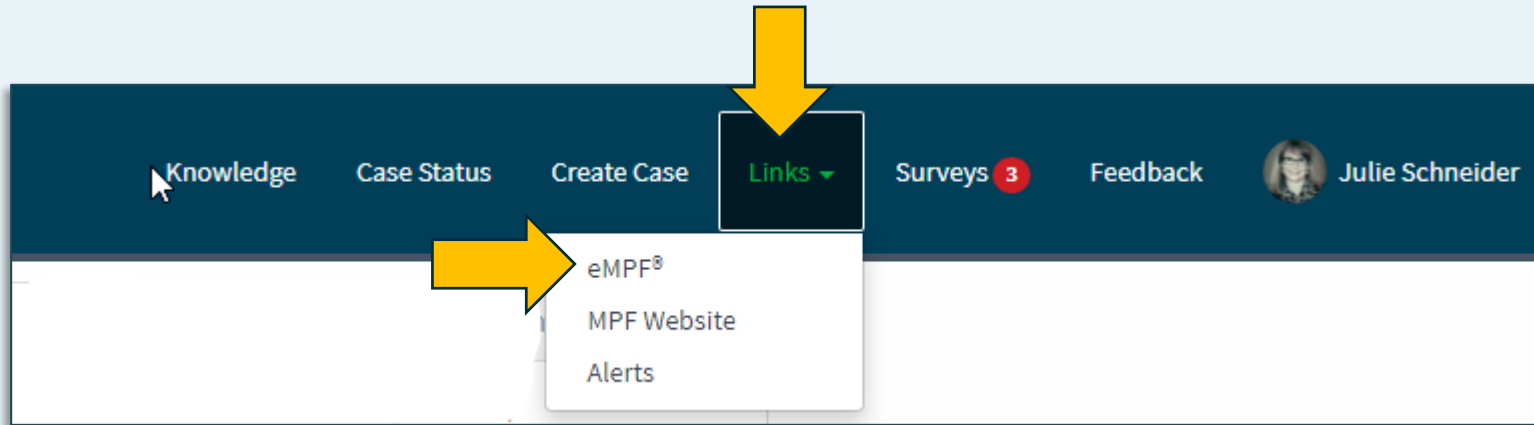
You can set up a profile with your title and other information.



A photo can be uploaded and your password can be changed, if needed.



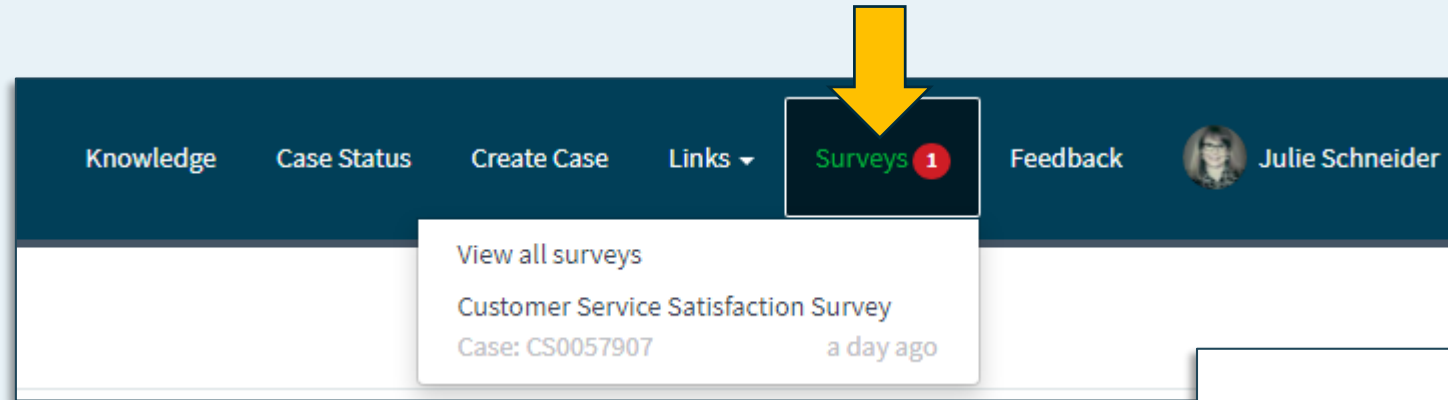
# Homepage Navigation-Links



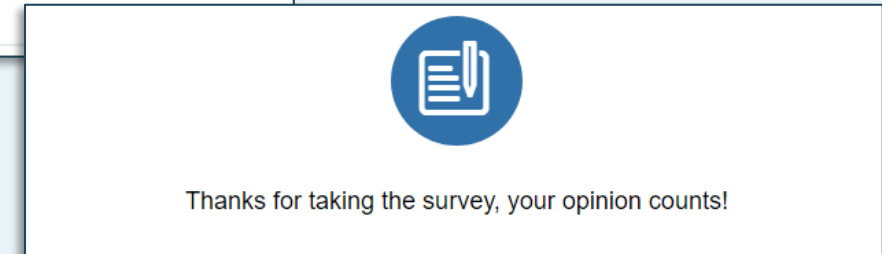
- Those with eMPF website access will have the ability to toggle back and forth between sites without re-entering their credentials.
- Everyone will see the link to the MPF Website and Alerts.



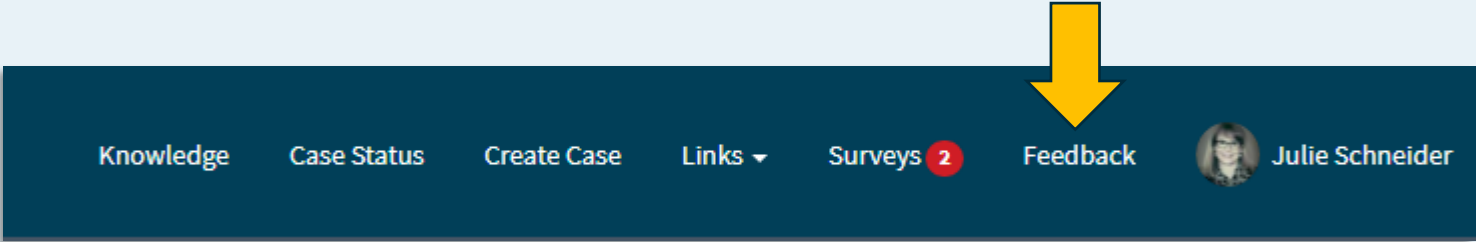
# Homepage Navigation-Surveys



- **Customer Service Satisfaction Surveys** are sent after each case is addressed.



# Homepage Navigation-Feedback



If you'd like to provide feedback to the MPF Service Center, use the Feedback link.

A screenshot of the General Feedback Survey form. The form is titled "General Feedback Survey" and contains the following fields: PFI Number (text input), FHLBank (text input), a required question "What is your preferred method to interact with the MPF Service Center?" with a dropdown menu showing "-- choose --", and a large text area for comments with the prompt "Please provide comments/suggestions on the service provided in our Portal. We appreciate your feedback!". At the bottom of the form are three buttons: Submit (blue), Save (white), and Cancel (white).

# General Search Function

The screenshot displays the MPF Customer Service Center interface. At the top, the MPF logo and navigation links (Knowledge, Case Status, Create Case, Links, Surveys, Feedback) are visible. The main header features a large image of a house and the text "MPF Customer Service Center" with the tagline "Find the answers you need, faster". A search bar is prominently displayed, with the word "Reserves" entered. A yellow arrow points to the search bar. Below the search bar, a dropdown menu shows two search suggestions: "What are the recommended reserve requirements for manually underwritten MPF Traditional loans?". To the left of the search bar, there are three main sections: "Browse Knowledge" (with a book icon), "Engage with your peers to give and get answers faster" (with a speech bubble icon), and "Get Help" (with a person icon). Below these sections, there is a "My Open Cases" section showing a case titled "CS0057914" with the description "Federal Home Loan Bank of Chicago • I cannot find the template for the Exhibit B file layout". To the right of the search bar, a sidebar menu is visible, listing various categories: All, Knowledge Bases, Blogs, Videos, Discussions, Events, Questions and Answers, Case, Search Within, Community, and Knowledge. The main content area displays search results for "Reserves", showing two results. The first result is a question: "What are the recommended reserve requirements for manually underwritten MPF Traditional loans?". The second result is an answer: "What are the recommended reserve requirements for manually underwritten MPF Traditional loans?".

mpf Mortgage Partnership Finance

Knowledge Case Status Create Case Links Surveys Feedback Julie Schneider

MPF Customer Service Center  
Find the answers you need, faster

Reserves

What are the recommended reserve requirements for manually underwritten MPF Traditional loans?  
What are the recommended reserve requirements for manually underwritten MPF Traditional loans?

Browse Knowledge  
Browse knowledge articles to get the information you need

Engage with your peers to give and get answers faster

Get Help  
Create a Case if you need help or want to request something

My Open Cases

CS0057914  
Federal Home Loan Bank of Chicago • I cannot find the template for the Exhibit B file layout

Search results for 'Reserves'

What are the recommended reserve requirements for manually underwritten MPF Traditional loans?  
I know that there are no reserve requirements for a primary home and a minimum of two months for second homes but if a loan is somewhat risky what's a good amount to use a compensating factor?  
Asked 6d ago • Score: 0

What are the recommended reserve requirements for manually underwritten MPF Traditional loans?  
Question | Posted in Sample  
I know that there are no reserve requirements for a primary home and a minimum of two months for second homes but if a loan is somewhat risky what's a good amount to use a compensating factor?  
Author: MPF Jules • 2 Views • 0 Upvote (0) • 1 Replies • Last updated 4d ago

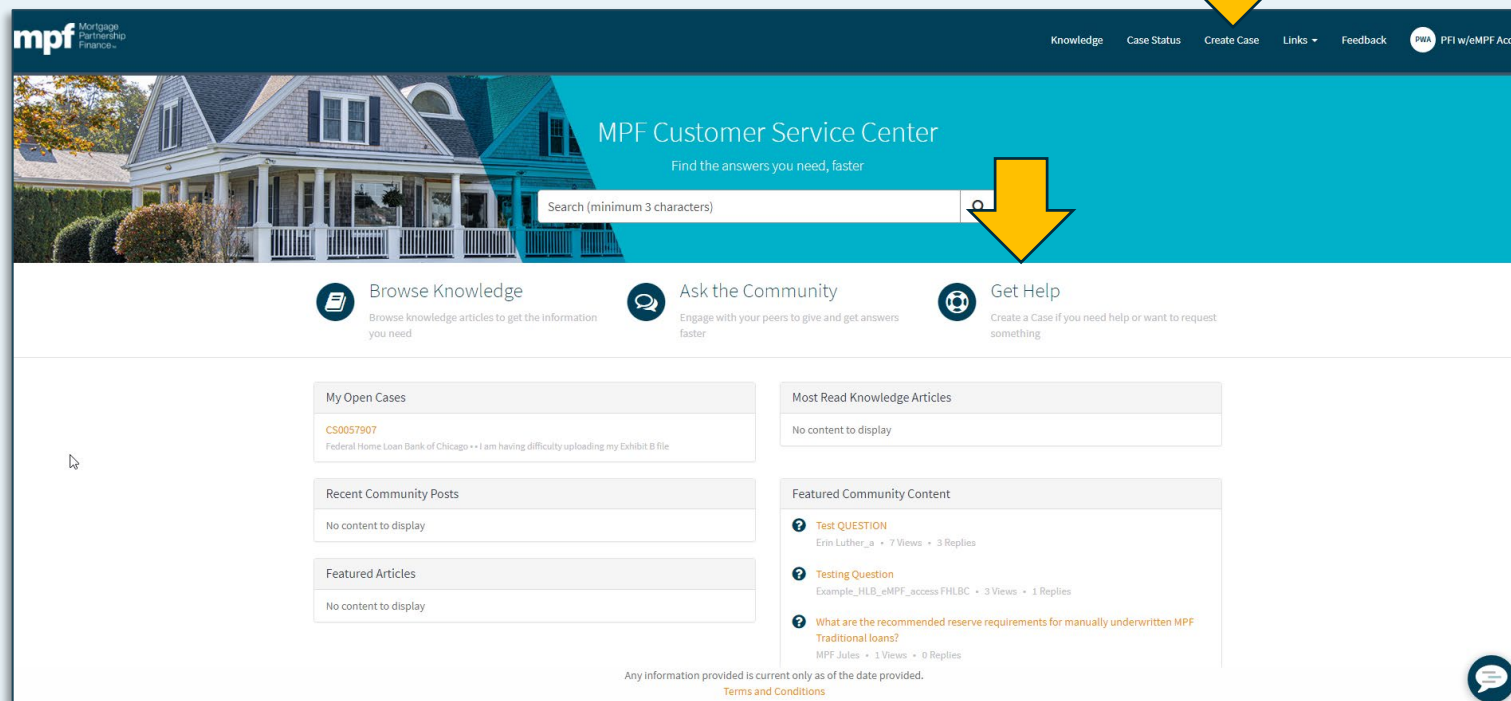
All  
Knowledge Bases  
Blogs  
Videos  
Discussions  
Events  
Questions and Answers  
Case  
Search Within  
Community  
Knowledge

Type in a word or question-top responses will appear from all available sources or you may filter the information accordingly.

# Case Management

# Get Help/Open a Case

Many of the same inquiries made over the phone or by email can be handled by submitting a case



# Creating a Case

Cases can be created for a variety of reasons, such as:

- Help with batch files
- Help with user IDs and login
- Delivery Commitment questions
- Issues with eMAQCS®plus
- Eligibility and guideline questions

Create a Case

Create a Case

Please provide the following details to help us provide you assistance at the earliest.  
For urgent requests please call the MPF Service Center at 877-345-2673

\* Institution Name

Federal Home Loan Bank of Chicago

\* Requested For

PFI w/eMPF Access

\* Category

Guidelines

\* Topic



MPF Traditional

\* Short Description

Are rural properties with barns permitted?

Please provide further details below

We have a loan with a small barn on the property. The appraiser has commented that it is being used by the borrower to store a fishing boat, a riding lawn mower and some carpentry tools. Is this ok?

  Add attachments

Submit

You may attach documentation, if needed.



# Cases

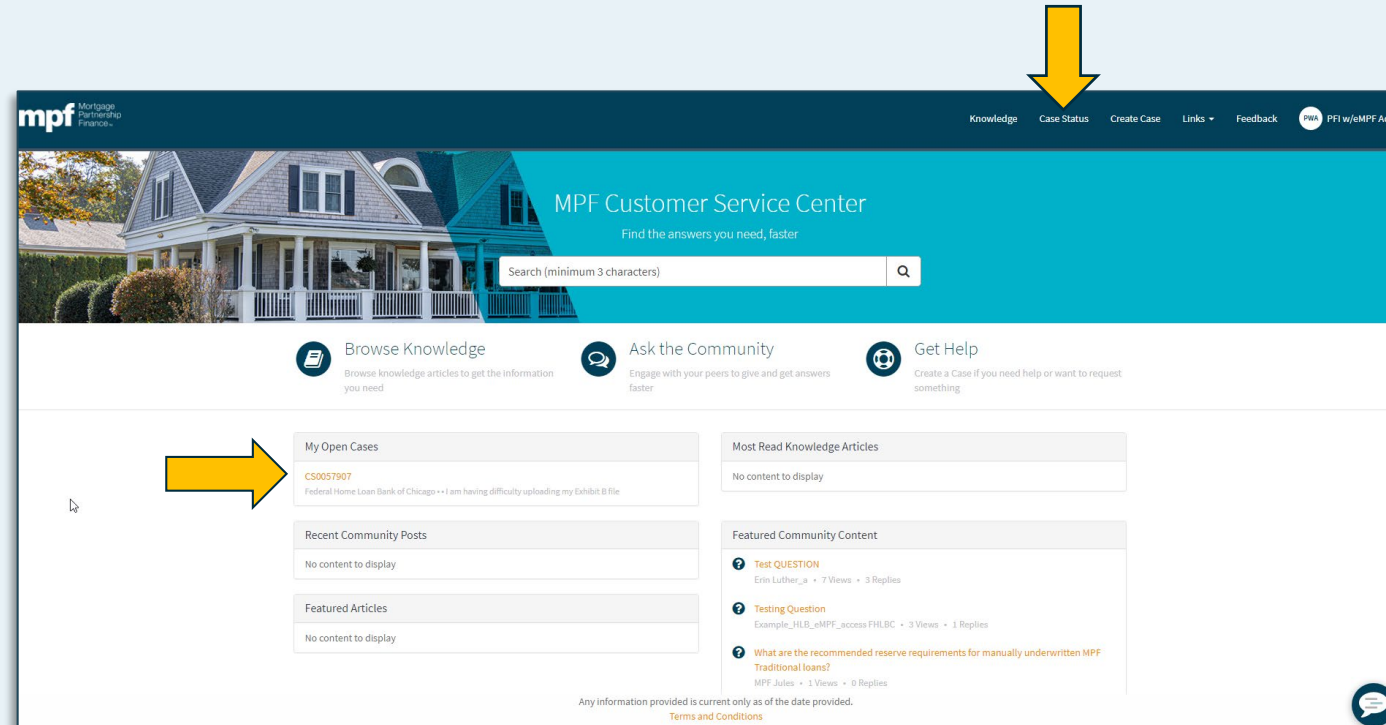
**Some transactions must occur over a recorded telephone line and cannot be completed on the portal**

- Any transactions that change the term of a Delivery Commitment (extensions, reductions)
- Creating a Delivery Commitment
- Any transactions involving a fee (pair-offs, etc.)
- Loan funding assistance
- Always call the MPF Service Center directly for any urgent or time-sensitive matters.



# Cases

Open cases will appear on the homepage



To review a case, click on the case number or the **Case Status** link at the top of the page.

# Case Status

- Review and/or add comments related to the case
- Attach additional information, if needed
- Close the case

The screenshot shows a web application interface for case management. At the top, there is a navigation bar with 'Home' and 'Case' links, and a search bar. The main content area is titled 'I am having difficulty uploading my Exhibit B file'. Below this title is a message input field with a 'Send' button. To the right of the input field is a large yellow arrow pointing down and to the right. The central part of the interface displays a list of messages from 'Julie Schneider' with timestamps and content. The messages are: 'I have resolved this, it can be closed', 'Help please', 'Exhibit B Delinquent layout.xls (32.5 KB)', and 'CS0057907 Created'. To the right of the messages is a sidebar with three sections: 'Actions' containing a 'Close Case' button (with a yellow arrow pointing to it), 'Ticket Fields details' containing a table of case information, and 'Attachments' containing a file 'Exhibit B Delinquent layout.xls (32.5 KB)' (with a yellow arrow pointing to it). The table in the 'Ticket Fields details' section has the following data:

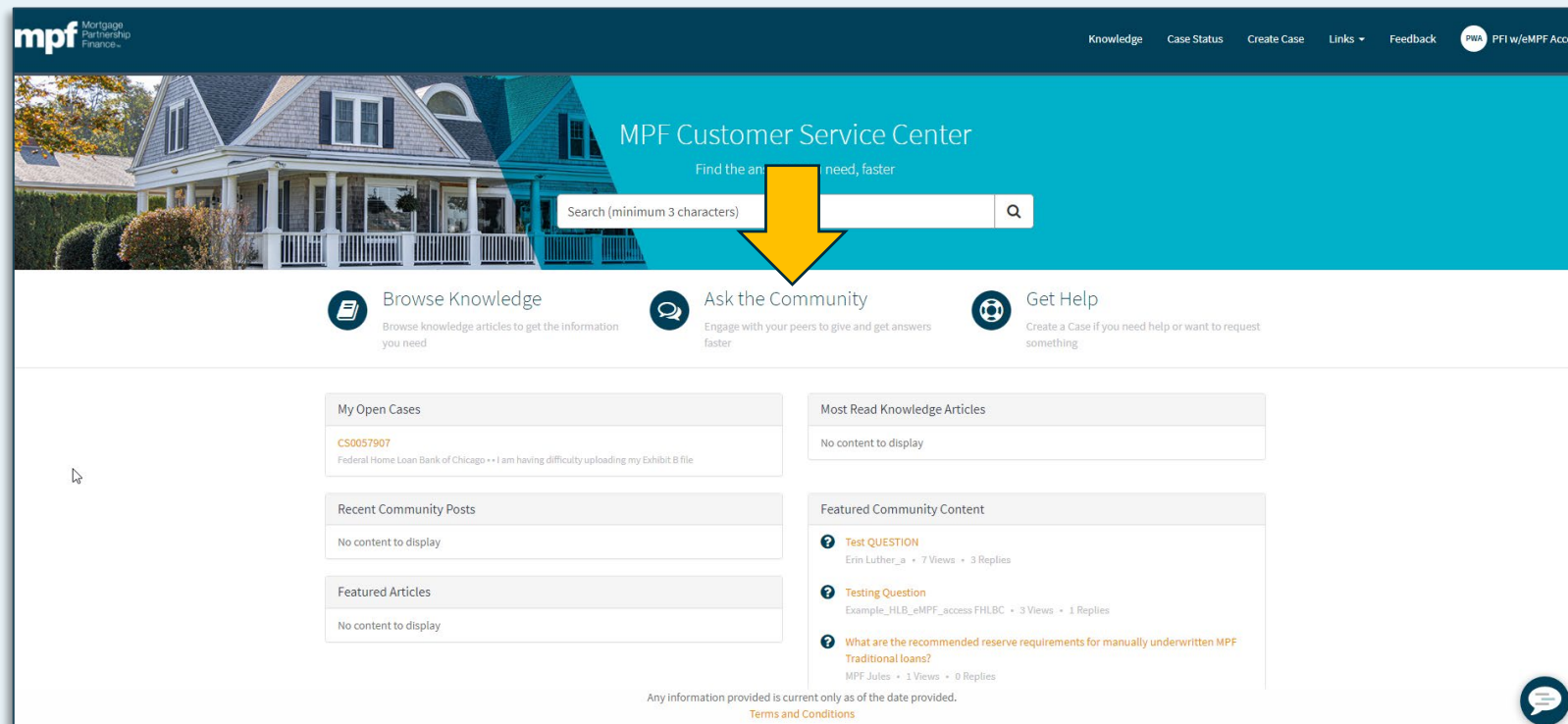
Number	Priority	State	Institution Name	Category	Updated
CS0057907	4 - Low	New	Federal Home Loan Bank of Chicago	eMAQCS <sup>®</sup> plus	4h ago

At the bottom of the interface, there is a 'Start' button and a footer with the text 'Any information provided is current only as of the date provided. Terms and Conditions'.

# Ask the Community

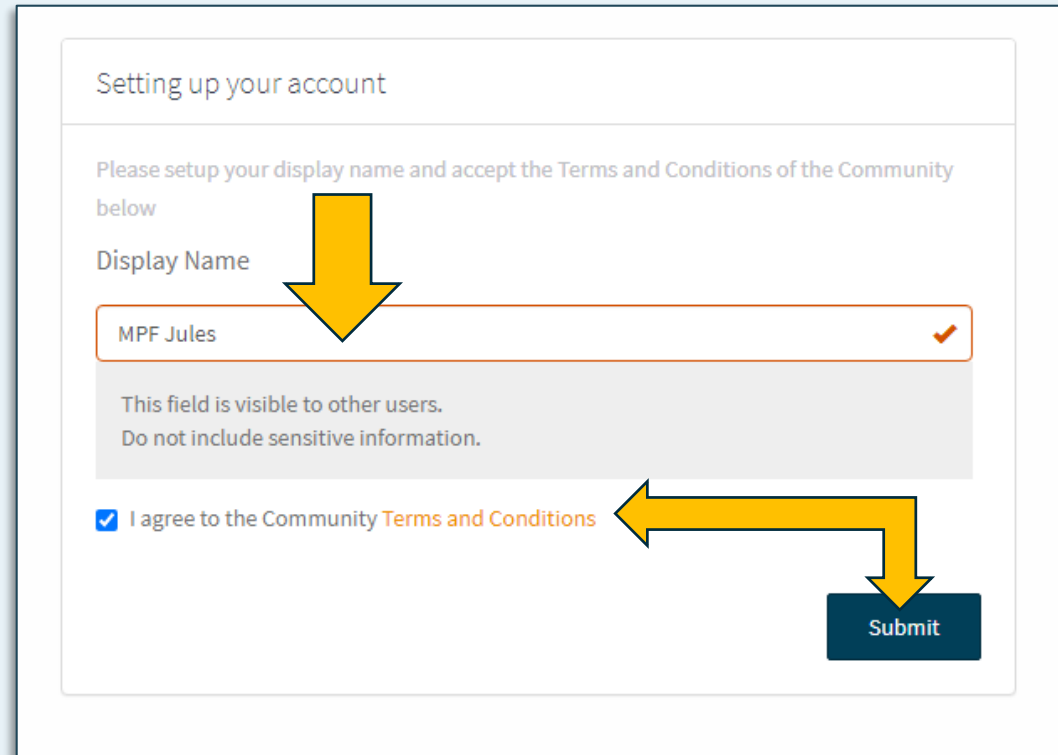
# Ask the Community

Community forums are a great way to pose questions, seek advice and connect with other PFIs



# Set Up Your Account

- The first time you access the Community page, you'll be asked to set up a Display Name.
- Agree to the terms and conditions and click **Submit**.



Setting up your account

Please setup your display name and accept the Terms and Conditions of the Community below

Display Name

MPF Jules ✓

This field is visible to other users.  
Do not include sensitive information.

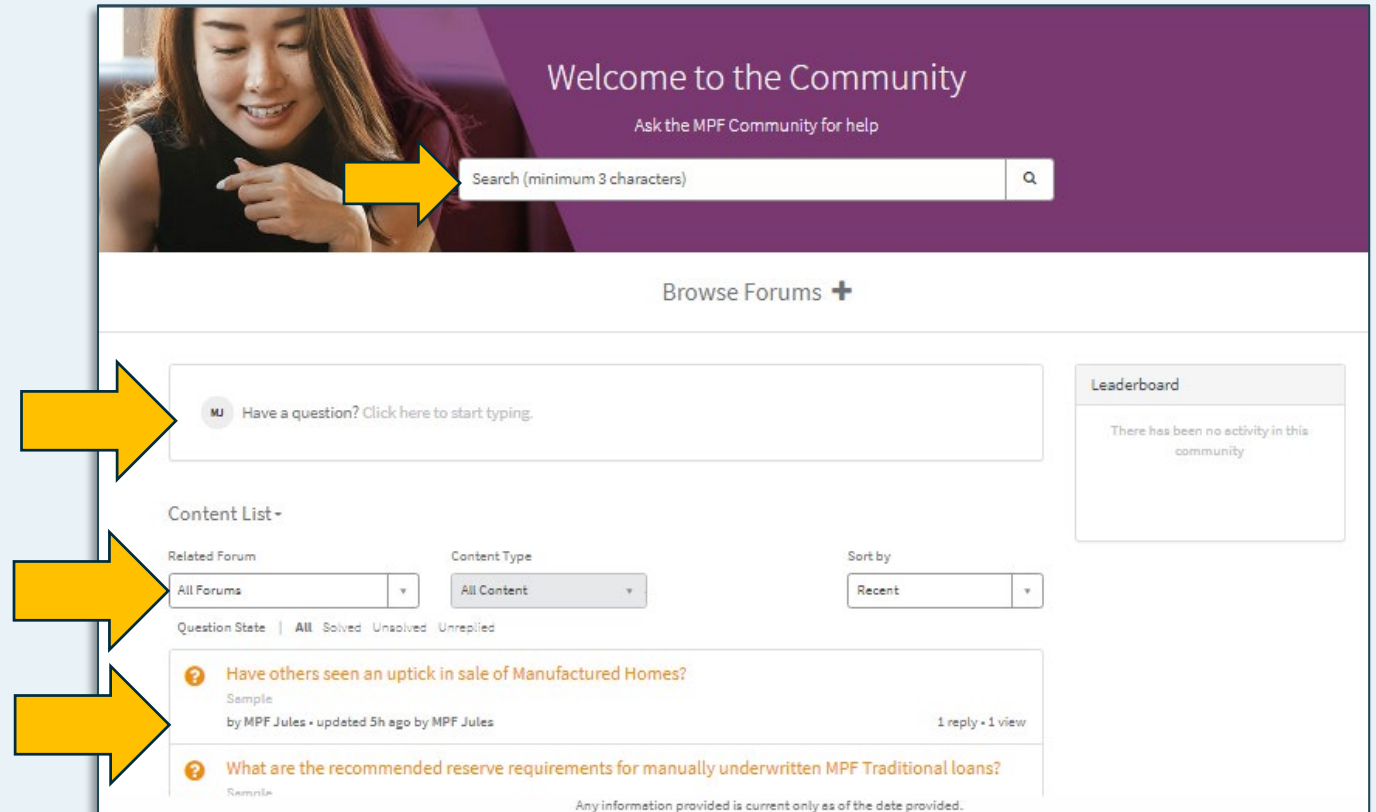
☒ I agree to the Community [Terms and Conditions](#)

**Submit**




# Search, Ask and Contribute


- Perform a general search for a topic
- Post a question to start a new thread
- Apply other filters to refine your search
- View recent posts





# Managing Messages

 Question

What are the recommended reserve requirements for manually under MPF Traditional loans?

 by MPF Jules  
created 6d ago in Sample

I know that there are no reserve requirements for a primary home and a minimum of two months for second homes but if a loan is somewhat risky what's a good amount to use a compensating factor?

 Upvote (0)  Reply (1)

3 Views



- Edit
- Delete
- Bookmark
- Unsubscribe



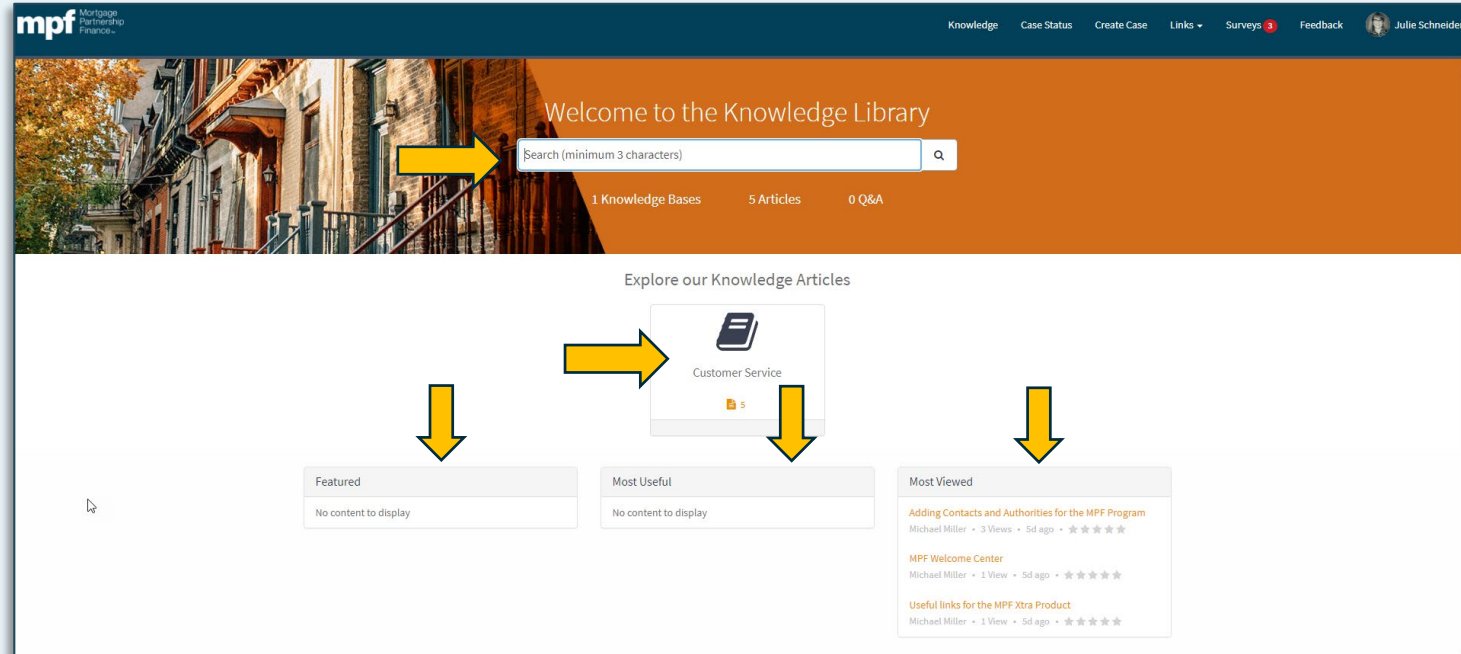
Click to see additional options for managing your forum posts

# Knowledge Articles

# Knowledge Articles

As the portal continues to expand, the MPF Provider will be adding knowledge articles to provide more insight into a variety of topics

- Search the Library
- Topic Categories
- Featured Articles
- Most Useful
- Most Viewed



# Knowledge Articles Example


5 results

Sort by | Views ▾ | Newest | Alphabetical

Applied Filters

Customer Service ✕

Clear All




Adding Contacts and Authorities for the MPF Program

Customer Service

To add or update contact records and their authorities, please contact your institution's Security Administrator, who will be able add or update this information in the eMPF website directly. If your institution does not have a designated eMPF Security Admin you will need to complete and execute a Delegation of Authority Supplemental (...)

Michael Miller • 3 Views • 2d ago • ☆☆☆☆☆



MPF Welcome Center

Customer Service

The MPF Welcome Center was created to provide Originators, Servicers, and Sub-Servicers access to valuable information regarding MPF Program processes for Custody, Program Master Servicer, Investor Accounting, Quality Control, and Default Management. Each section contains specific instructions to assist you in managing your MP...

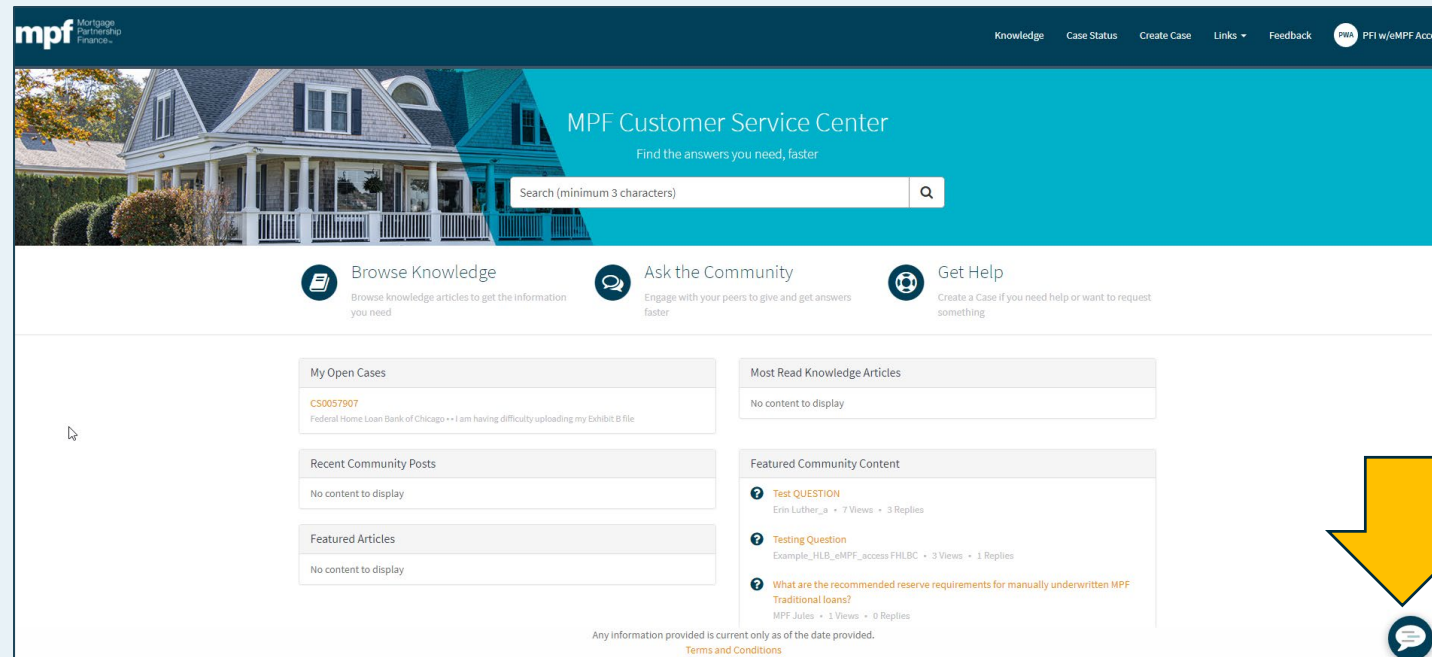
Michael Miller • 1 View • 2d ago • ☆☆☆☆☆

# MPF ServiceBot



# Virtual and Live Assistance

The MPF ServiceBot allows users to access a virtual or live agent

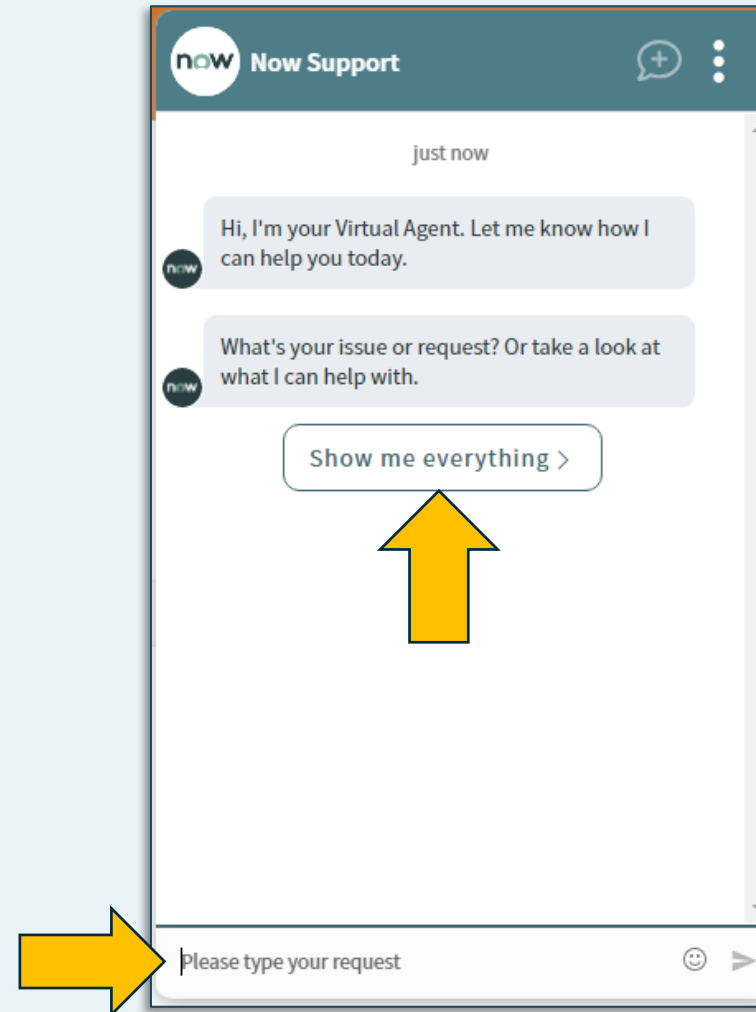


Live agent assistance is limited to Service Center business hours (8:30-4:30 CT)

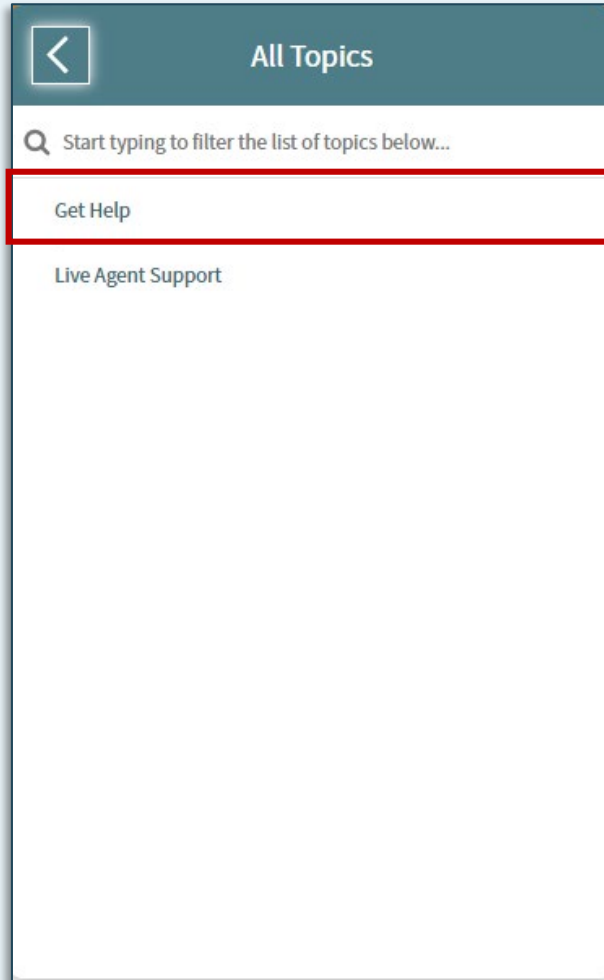
# MPF ServiceBot



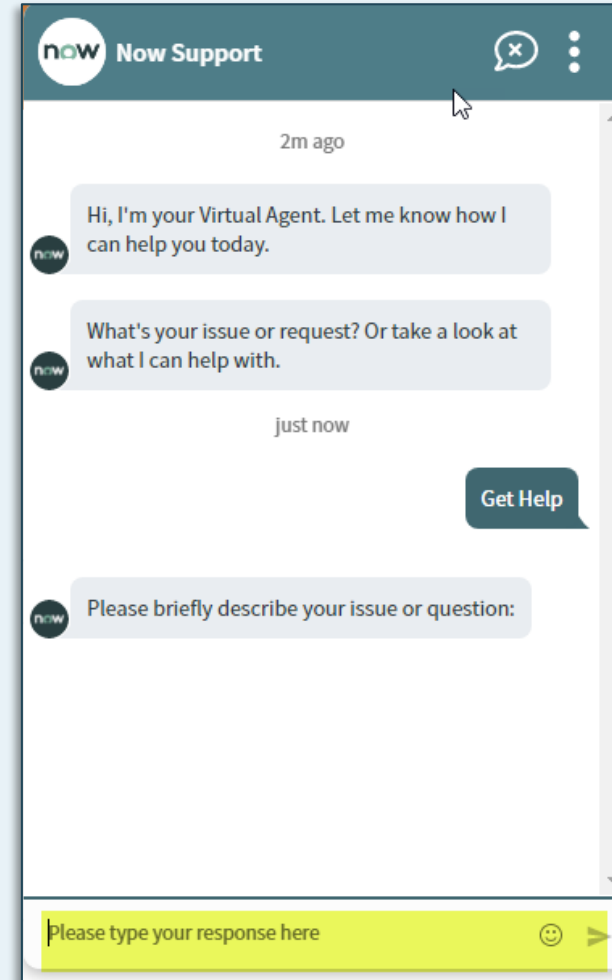
- Click on the chat icon to bring up the conversation box.
- You can simply type in a question or select **Show me everything.**



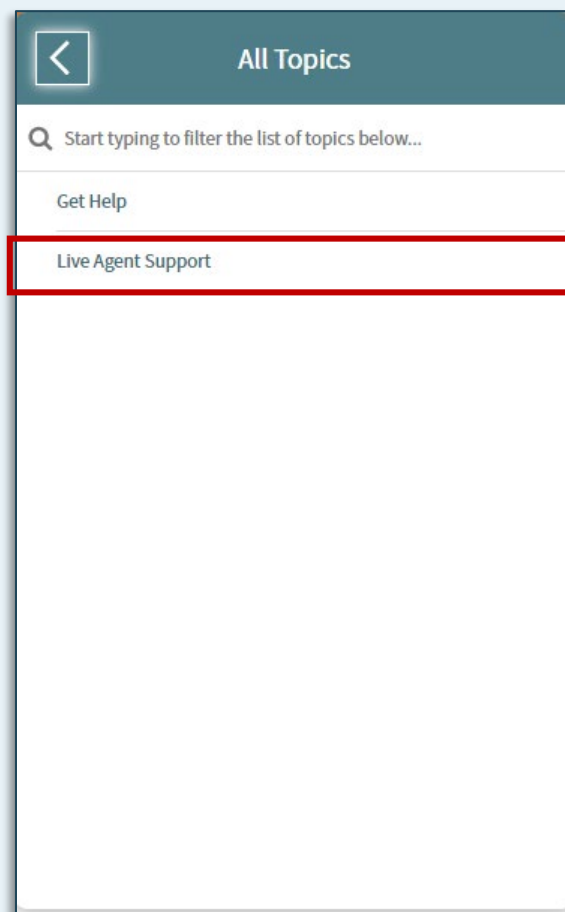
# Show Me Everything- Get Help



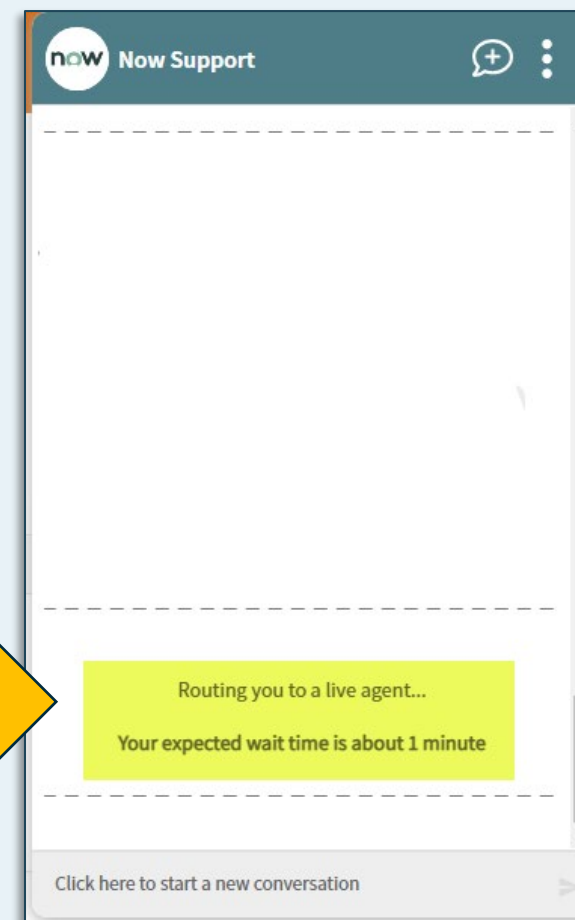
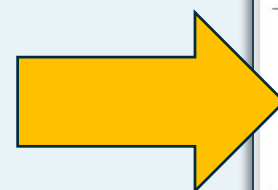
- Selecting **Get Help** will allow you to type in a question
- Based on key words in your question, responses and links to various sources will populate.



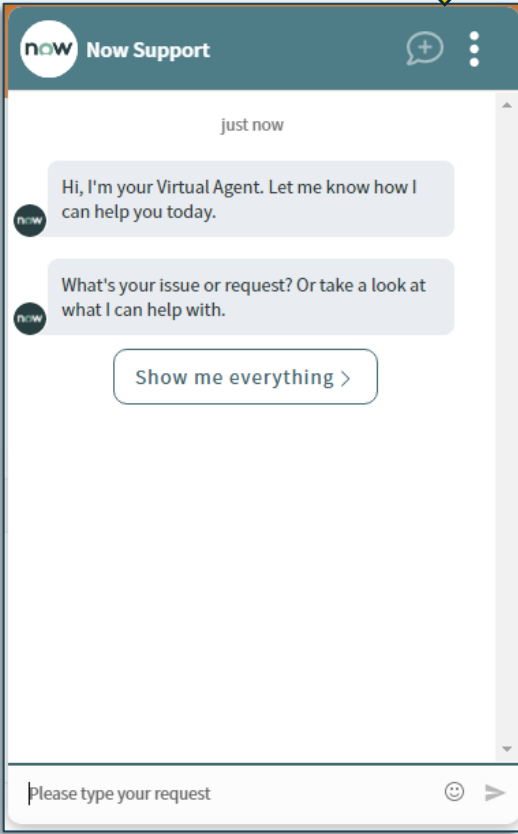
# Show Me Everything-Live Agent Support



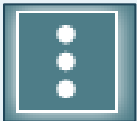
Select **Live Agent Support** to be directed to someone on the MPF Servicer Center Support Team.



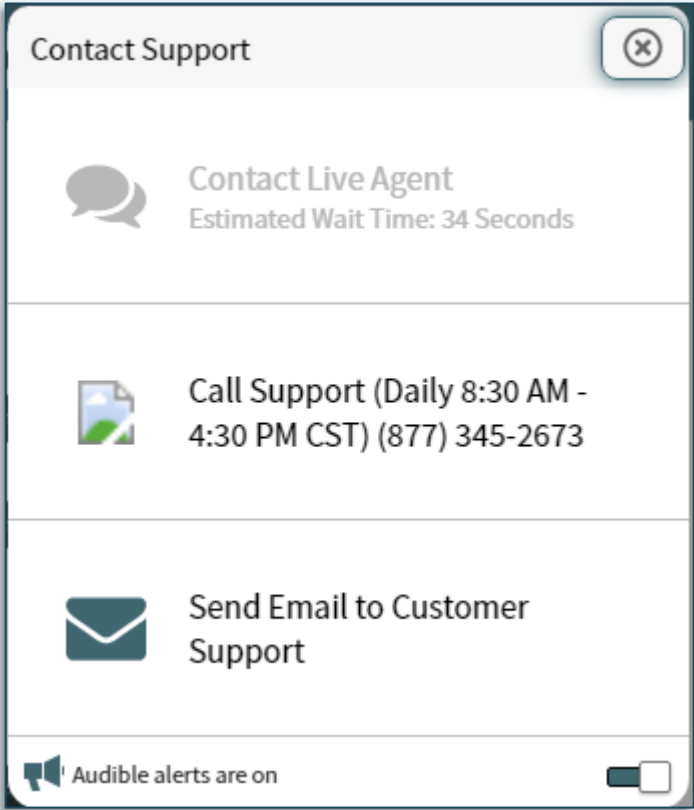
# Additional Options



Start a New Conversation



Opens **Contact Support**



# Questions



# MPF Contacts and Resources

## MPF Service Center

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

Hours - 8:30 am to 4:30 pm CST

Phone: (877) 345-2673

Keep up with MPF product guideline updates by  
subscribing to MPF Announcements:

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

