

MPF Xtra® Product

Default Servicing Additional Data Requests

October 27, 2022



About this Material

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Overview

The MPF® Program is implementing a default reporting enhancement to ensure that loss mitigation efforts for the MPF Xtra® product loans are being handled according to Fannie Mae timelines and guidelines.

Servicers are required to abide by all requirements and applicable laws, including CFPB Servicing Rules, when dealing with delinquent mortgages. In addition, Servicers must comply with the MPF Xtra Servicing Guide and Fannie Mae Servicing Guide Chapter D2: *Assisting a Borrower Who is Facing Default or in Default*.

This enhancement will become effective on Monday, November 21st.



Overview

When performing servicing reviews of the most recent *Delinquent Mortgage & Bankruptcy Status Reports* (Exhibit B), the MPF Default Management Team will evaluate the reported data and the length of time the loan(s) has/have been in a default status

- Loans that are 30+ days delinquent and reporting certain **Action Codes** will now be subject to requests for additional data.
- The additional data will help the MPF Default Management Team determine if Fannie Mae's default servicing guidelines and required timeframes are being met.

The Action Codes that are subject to additional data request are:

- 0 (No Action)
- 12 (Relief Provision)
- 20 (Loss Mitigation)

Notifications

If any of your defaulted MPF Xtra loans are subject to a request for additional data, an automated email will be sent via eMAQCS®plus

- The emails will be sent to the eMAQCSplus users who are set up to receive notifications.
- To obtain access to eMAQCSplus or sign-up for email notifications, visit the eMAQCSplus page on the MPF Program website: <https://www.fhlbmpf.com/resources/emaqcs-plus>



eMAQCSplus

eMAQCSplus

<https://www.fhlbmpf.com/resources/emaqcs-plus>



The screenshot shows the eMAQCSplus website interface. At the top, there are logos for '25 years mpf Mortgage Partnership Finance' and 'FHLBANKS A NATION OF LOCAL LENDERS'. A navigation bar includes links for Products, FHLBanks, Guides, Resources (highlighted), Education, and About Us, along with a search bar. The main content area features the heading 'Use eMAQCS®plus for MPF Quality Control and Default Management reporting and pipeline management.' followed by 'Sign up to receive eMAQCSplus credentials for Quality Control and/or Default Management.' Below this, there are two sections: 'eMAQCSplus Obtain Credentials:' with a link 'Click HERE to obtain eMAQCSplus system login credentials' (indicated by a yellow arrow pointing right), and 'eMAQCSplus Update Email Contacts:' with a link 'Click HERE to update eMAQCSplus email notifications' (indicated by a yellow arrow pointing left). A dark blue banner at the bottom is titled 'eMAQCSplus Resources' and lists several documents and webinars.

25 years mpf Mortgage Partnership Finance

FHLBANKS A NATION OF LOCAL LENDERS

eMPF Login

Products FHLBanks Guides Resources Education About Us Search

Use eMAQCS®plus for MPF Quality Control and Default Management reporting and pipeline management.

Sign up to receive eMAQCSplus credentials for Quality Control and/or Default Management.

eMAQCSplus

Obtain Credentials:

Click [HERE](#) to obtain eMAQCSplus system login credentials

eMAQCSplus

Update Email Contacts:

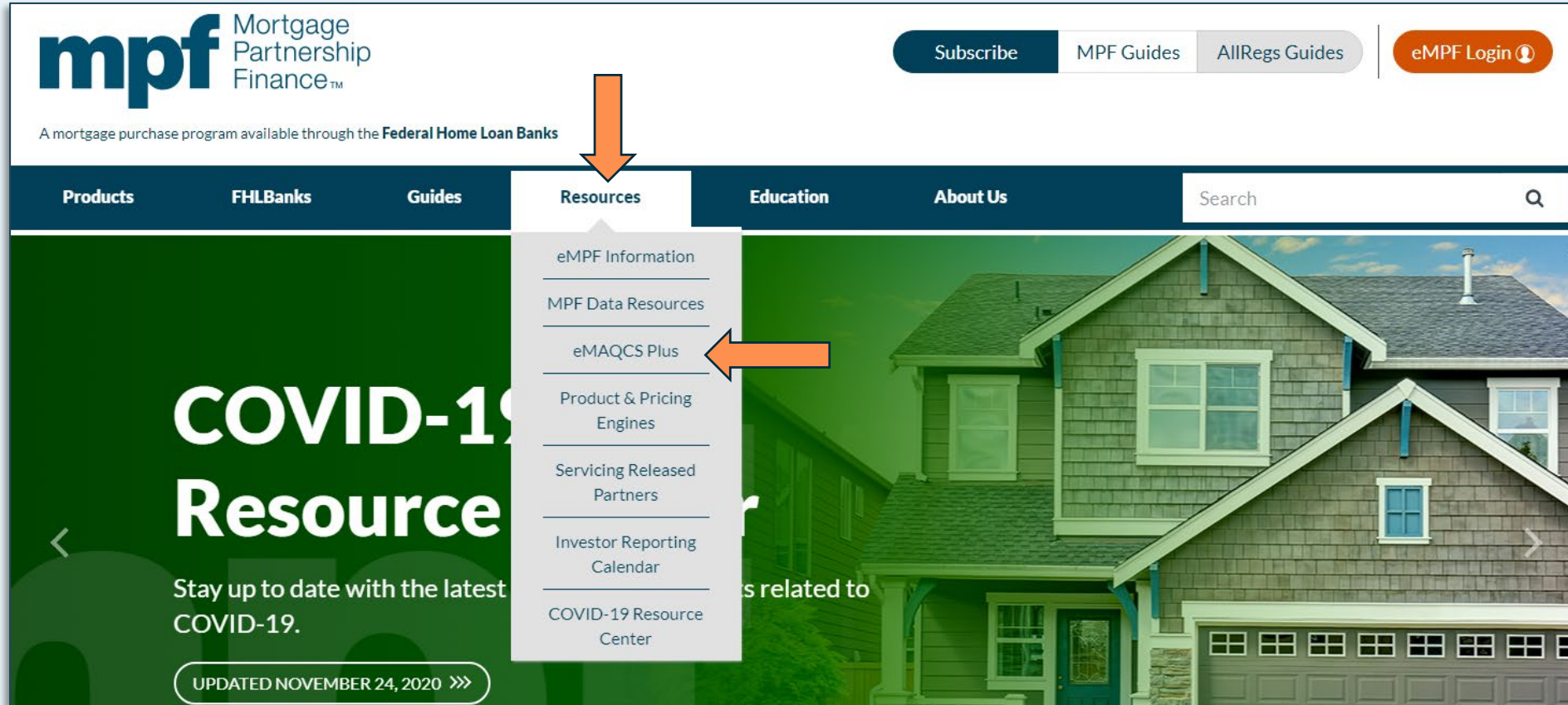
Click [HERE](#) to update eMAQCSplus email notifications

eMAQCSplus Resources

- eMAQCSplus Website
- PFI eMAQCSplus User Manual
- MPF Quality Control Document Worksheet
- Exhibit B: Delinquent Mortgage & Bankruptcy Status Report - Instructions
- Exhibit B: Delinquent Mortgage & Bankruptcy Status Report - Excel Template
- Introduction to eMAQCSplus - On-Demand Webinar (58 min.)
- Introduction to eMAQCSplus - Presentation

Another Way to Access the eMAQCSplus Page

www.fhlbmpf.com



Email Notification Example

To: PFI/Servicer Default Contact Email Address

Subject: Xtra Delinquent **Exception(s) Notification - You have defaulted MPF Xtra loan reporting exceptions that require attention: PFI #/ PFI Name**

You have defaulted MPF Xtra loan reporting exceptions that require attention. We have performed a servicing review of the most recent Delinquent Mortgage & Bankruptcy Status Report (Exhibit B) and based on the reported data and the length of time the loan(s) has/have been in a default status, we, as the Program Provider, are requesting additional information. Please submit a response for this request in eMAQCS®plus by following these steps:

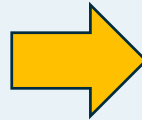
Step 1: Download and Save the attached Excel file to your computer.

Step 2: Review the list of loans pertaining to this request on the attached file and complete columns E through S, if applicable.

Email Notification Example (continued)

- The email will include an attached Excel file that will include basic loan information to help identify the mortgage loan (such as MPF Loan Number, PFI Loan Number, Servicer Number, Cycle Date).

- ✓ *The file is called the Default Management Xtra Supplemental Data Upload File*
- ✓ Download and save the data file attachment.



- A list is provided to illustrate what data fields are included on the file template.
- Columns **E** through **S** should be completed.
- Not all columns will be applicable to your file(s).
- Instructions for completing the file will be included with the attachment.

Column Header Name	Column Order
MPF Loan Number (pre-filled)	A
PFI Loan Number (pre-filled)	B
Client_NBR (pre-filled)	C
Cycle Date (pre-filled)	D
Last Payment Date	E
Next Payment Due Date	F
Actual Ending Principal Balance (UPB)	G
Last outbound contact date	H
QRPC (Y/N)	I
Borrower solicitation package sent date – if QRPC is achieved	J
Borrower solicitation letter sent date – If QRPC is not achieved	K
Borrower Response Package Received Date	L
Is Borrower Engaged (Y/N)	M
Temporary/Permanent Hardship	N
Breach letter sent date	O
Refer to Foreclosure date	P
Property Inspection date	Q
Property Inspection Results	R
PFI/Servicer Comments	S

Email Notification Example (continued)

The email will also include the steps for uploading the file

Step 3: Go to <https://eMAQCS.covius.com>.

Step 4: In the top Navigation Menu, select **Upload**

Step 5: From the drop down menu, select **Default Management MPF Xtra Supplemental Data Upload**

Step 6: From the **Default Management MPF Xtra Supplemental Data Upload** screen, select your file template.

Step 7: Locate your saved file and click Upload to Submit.

Uploading the Supplemental Data File



The screenshot displays the eMAQCSplus web application interface. The top navigation bar includes links for Home - PFI QC, Home - Default Servicing, Upload, Loan Search, Forms, and Change Password. The 'Upload' menu is open, showing options for QC Document Upload, Default Management Exhibit B Data Upload, and Default Management XTRA Supplemental Data Upload, which is highlighted with a red box. The left sidebar shows a menu for Default - Servicer with options like Loans, Servicer - Forms In Review, Servicer - Forms Completed, Notes, Documents, Loss Mitigation, SG354 Upload, Foreclosure, REO - Traditional, PFI Contacts, and Claims - Traditional. The main content area is titled 'Default - All Delinquent Loans' and contains a reminder: 'As a reminder, the submission of your monthly Exhibit B report should include status update comments. TEST'. Below this is a table with columns: Menu, Servicer #, MA #, Servicer Name, MPF Loan #, PFI Loan #, HLB, Product Type, Program Code, Sub Program Code, Action Code, Delinq Reason Code, Delinq Status Code, and Action Code Descr. The table is currently empty, showing 'No records to display.' and pagination information: Page: 1 of 1, Go, Page size: 25, Change.

From the eMAQCSplus home screen, click on the **Upload** link and select **Default Management XTRA Supplemental Data Upload**.

Uploading the Supplemental Data File

Home - PFI QC Home - Default Servicing Upload Loan Search Forms Change Password

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eMAQCS™ Mortgage Analytics Quality Control System™

Default Management - Xtra Supplemental Data Upload


Warning! If required fields are missing from the XTRA Supplemental file that is uploaded, please review the validation errors and re-submit a revised file with correct data fields.

Upload Data File

Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

You are uploading to Cycle starting on: 10/11/2022

Select File Template: Xtra Delinquency Exceptions *

Data File: 

1. Select the File Template from the drop down: **Xtra Delinquency Exceptions**.
2. Click **Select** to browse for your file.
3. Once your file is selected, click **Upload**.

Uploading the Supplemental Data File (continued)

Successful uploads are noted with a green *Validation Progress* bar and will include a successful upload caption.

The screenshot displays the 'Default Management - Xtra Supplemental Data Upload' interface. At the top, there are logos for 'mpf Mortgage Partnership Finance' and 'eMAQCS Mortgage Analytics Quality Control System'. A yellow warning banner states: 'Warning! If required fields are missing from the XTRA Supplemental file that is uploaded, please review the validation errors and re-submit a revised file with correct data fields.' Below this is a blue header for 'Upload Data File'. The main section prompts the user to 'Select a data file to import' and lists supported file types as 'Microsoft Excel (.xls and .xlsx)'. It indicates the upload is for 'Cycle starting on:'. There are two input fields: 'Select File Template' (set to 'Xtra Delinquency Exceptions') and 'Data File' (with a 'Select' button). An 'Upload' button is also present. Below the input fields, there are two green progress bars, both at '100 % Completed'. The first bar is labeled 'Validation Progress' and has a red arrow pointing to it. The second bar is labeled 'Import Progress' and has a red arrow pointing to it. Below the progress bars, it says '1 Rows Imported.' and 'File upload completed.' with an 'OK' button. A red arrow points to the 'OK' button.

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Mortgage Analytics Quality Control System™

Default Management - Xtra Supplemental Data Upload

Warning! If required fields are missing from the XTRA Supplemental file that is uploaded, please review the validation errors and re-submit a revised file with correct data fields.

Upload Data File

Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

You are uploading to Cycle starting on:

Select File Template: Xtra Delinquency Exceptions

Data File: [Select]

Upload

Validation Progress: 100 % Completed

Import Progress: 100 % Completed

1 Rows Imported.

File upload completed. OK

Uploading the Supplemental Data File (continued)

Warning! If required fields are missing from the Xtra Supplemental file, review the validation errors and re-submit a revised file with corrected data fields

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eMAQCS Mortgage Analytics Quality Control System™
Mortgage Analytics Quality Control System™

Default Management - Xtra Supplemental Data Upload

Warning! If required fields are missing from the XTRA Supplemental file that is uploaded, please review the validation errors and re-submit a revised file with correct data fields.

Upload Data File

Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

You are uploading to Cycle starting on:

Select File Template: Xtra Delinquency Exceptions

Data File:

Validation Progress:

100 % Completed

File validation failed.

VALIDATION ERRORS

Error Type	Excel Column/Cell	Column/Field Name	Value	Acceptable Values
Blank value in required field	F2	Next Payment Due Date		
Blank value in required field	G2	Actual Ending Principal Balance (UPB)		
Blank value in required field	H2	Last outbound contact date		
Blank value in required field	I2	QRPC (Y/N)		

Email Notification Example (continued)

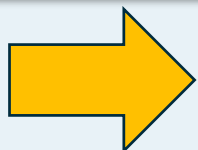
Please reply to this request by uploaded the completed file to eMAQCSplus within five (5) business days.

If additional information is needed from your institution, a Default Analyst will contact you. Please note that our review does not waive the investor's right in the future to seek a cure, repurchase, or reimbursement of a loan or loans.

If you have any questions or concerns, please do not hesitate to contact us.

Thank you for participating in the MPF Program.

MPF® Default Management
FHLBank Chicago | MPF® Operations | www.fhlbc.com
877-FHLB-MPF (877-345-2673 option 3)



**If the additional information is not received within 5 business days,
a second request will be sent.**

Summary

- If you have delinquent loans or loans with known bankruptcies, those loans must be reported every month by uploading an **Exhibit B** file to eMAQCSplus. **This process is not changing.**
 - ✓ **Exhibit B** files are due by the **2nd business day** of each month.
 - ✓ Loans must continue to be reported monthly until no longer delinquent or the bankruptcy is dismissed or discharged.
- There will be no changes to the existing ***Delinquent Mortgage & Bankruptcy Status Report (Exhibit B)*** fields or file format.



Summary

- **Exhibit B** files received in November (reporting October activity) will be reviewed by the MPF Default Management Team.
- Delinquent MPF Xtra loans that are reported using Action codes **0** (No Action), **12** (Relief Provision), or **20** (Loss Mitigation) will be subject to additional data requests.
- Email notifications will be sent to you via eMAQCSplus on Monday, November 21.
 - ✓ Future monthly notifications will be sent around the 19th of each month.
- **The MPF Xtra Supplemental Data Upload File** must be uploaded into eMAQCSplus within **5 business days** of receiving the email notification.
 - ✓ If the file is not uploaded within 5 business days, a second email notification will be sent.
 - ✓ If no response is received from your institution and/or additional information is needed, a Default Analyst will contact you.

MPF Program Contacts

MPF Service Center

Phone - 877-345-2673

Email - MPF-Help@FHLBC.com

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

MPF Program Default Team

MPFDefaultServicing@fhlbc.com

