

MPF® Customer Service Portal

November 2023



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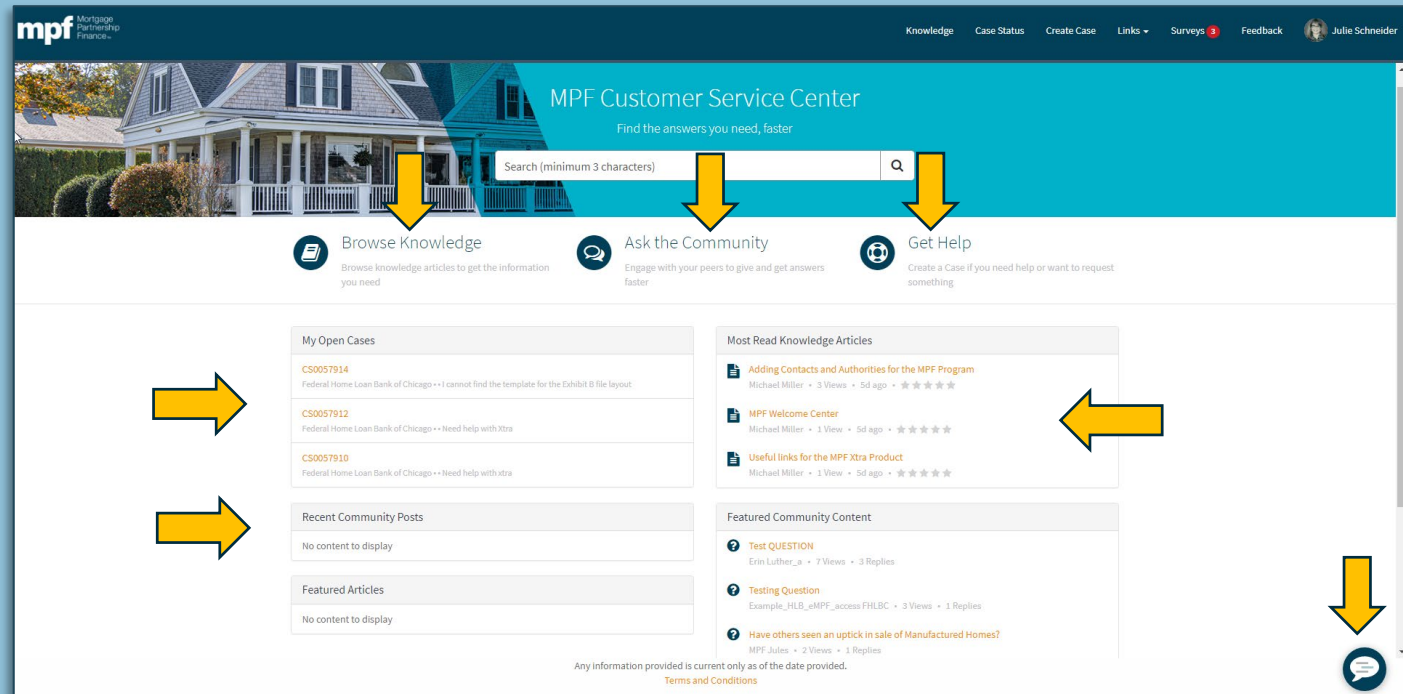
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The MPF Customer Service Portal

A one-stop resource for information and assistance

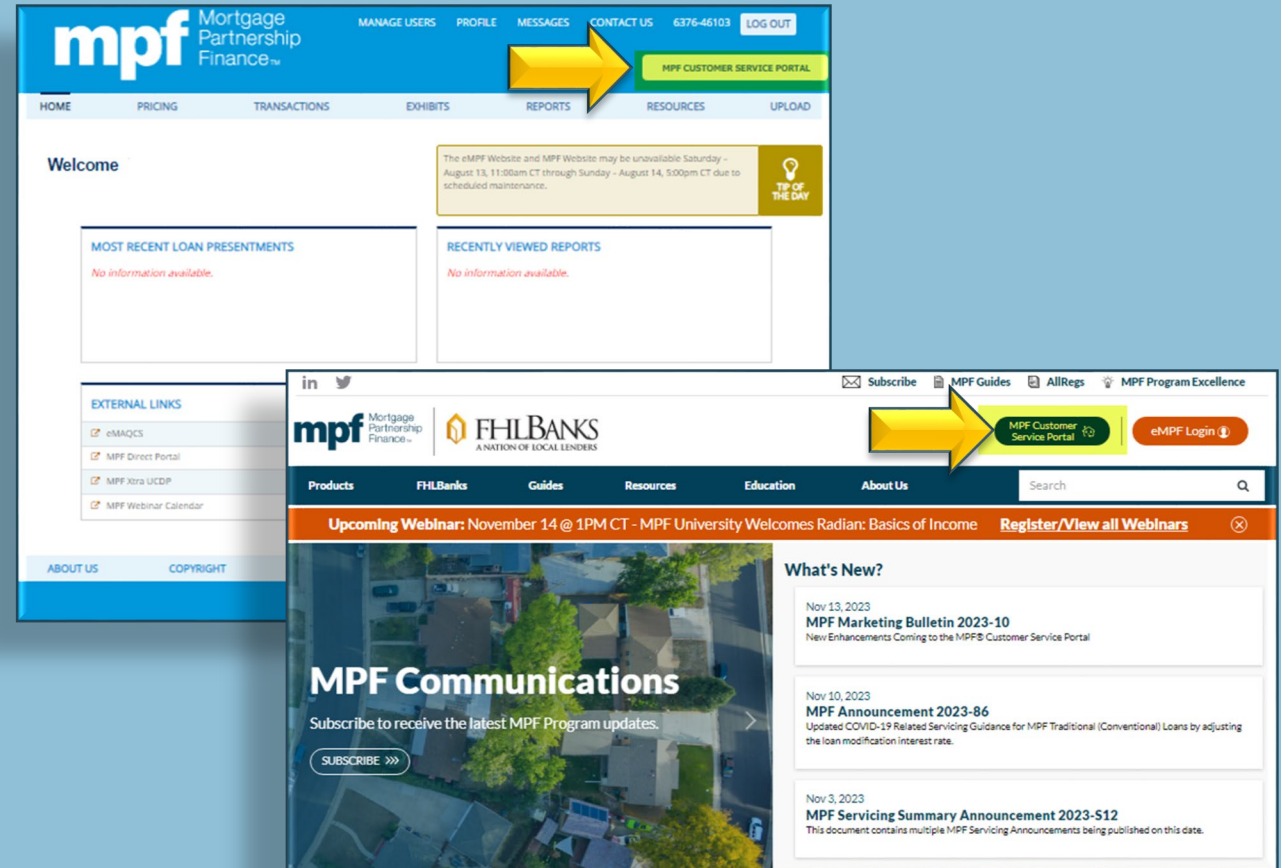
- Open and monitor cases
- Community forums
- Knowledge articles
- Options for live or virtual assistance



Accessing the Portal: Credentials

I have access to the eMPF® website

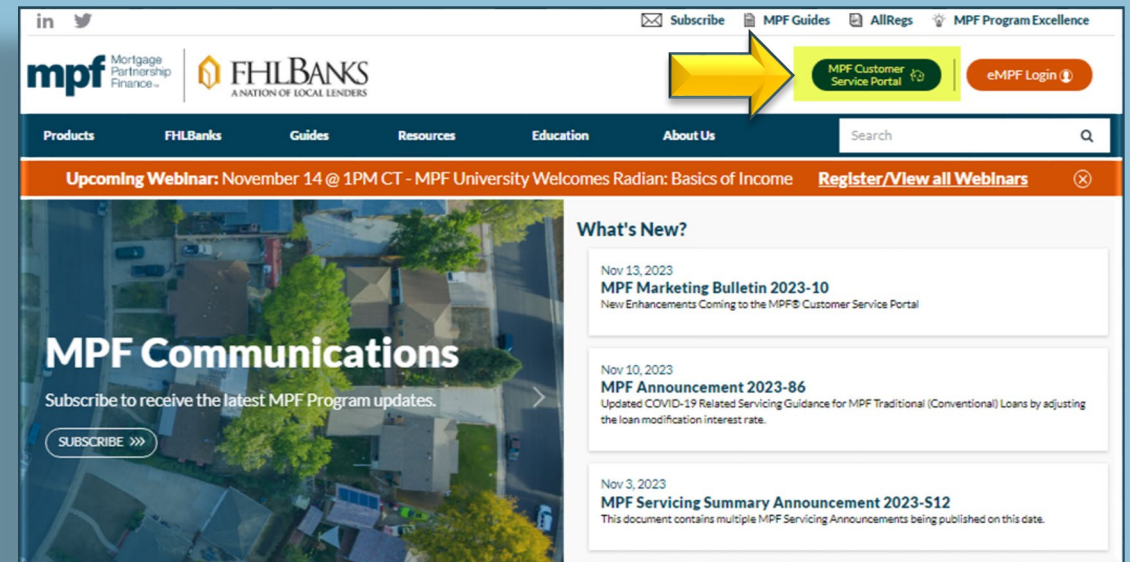
- When logged into eMPF, you can access the portal by clicking the link (no additional login required).
- If not logged into eMPF, use your eMPF credentials to log in via the MPF Program website.



Customer Service Portal Credentials

I do not have access to the eMPF website

- Non-eMPF users may obtain credentials by being added as a contact to their organization's Delegation of Authority.
- Your organization's eMPF Security Administrator can get you set up.
- If you do not know who your Security Administrator is, contact your local Federal Home Loan Bank.
- Access the portal via the MPF Program website.



Information for eMPF Security Administrators

When a contact is added through the eMPF self-service Delegation of Authority feature, a role is not required

Create Contact Account Status: ☒

Full Name: Zipcode:

Title: Business Phone Number:

Street Address 1: Extension:

Street Address 2:

City: Business Fax Number:

State: Email Address:

Confirm Email Address:

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

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

Request Delivery Commitments (DC) ☒ Loan Presentment ☒ Request Servicing Transfer ☐

ADD CONTACT **ADD AND CREATE ANOTHER CONTACT**

Credential confirmations are sent out via email. Allow 24-hours for the account to be activated.

Logging In

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

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

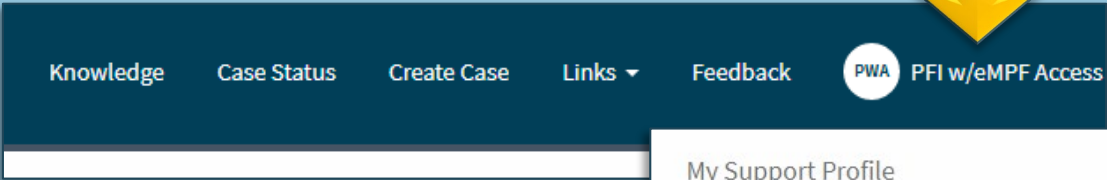
☒ I agree to the Terms and Conditions

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.

My Support Profile



Julie Schneider
Title (Empty)
Bio (Empty)

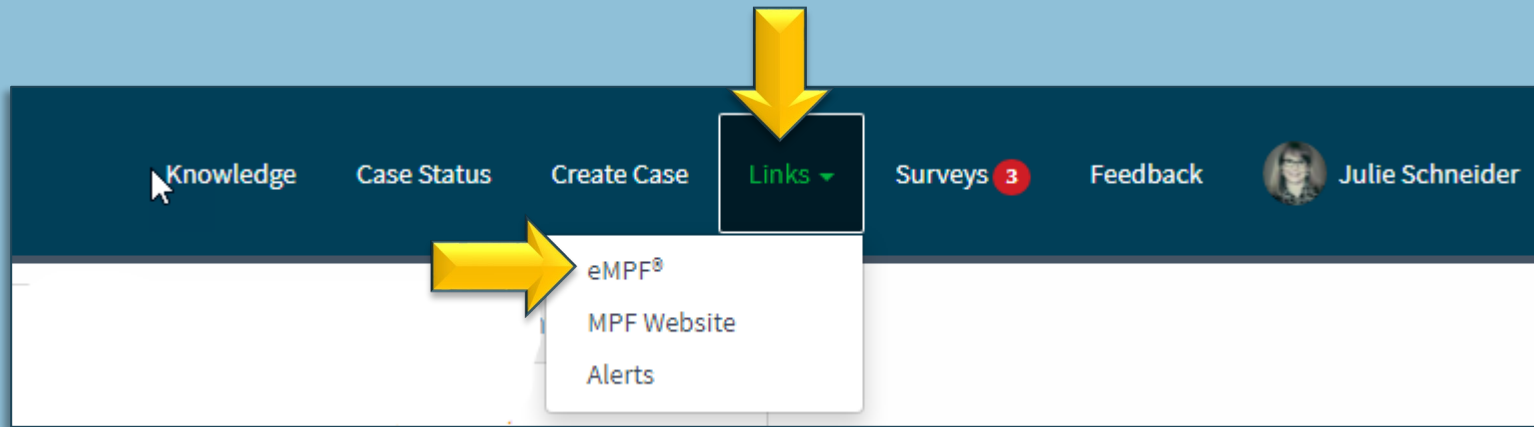
Upload Picture

Security

Password

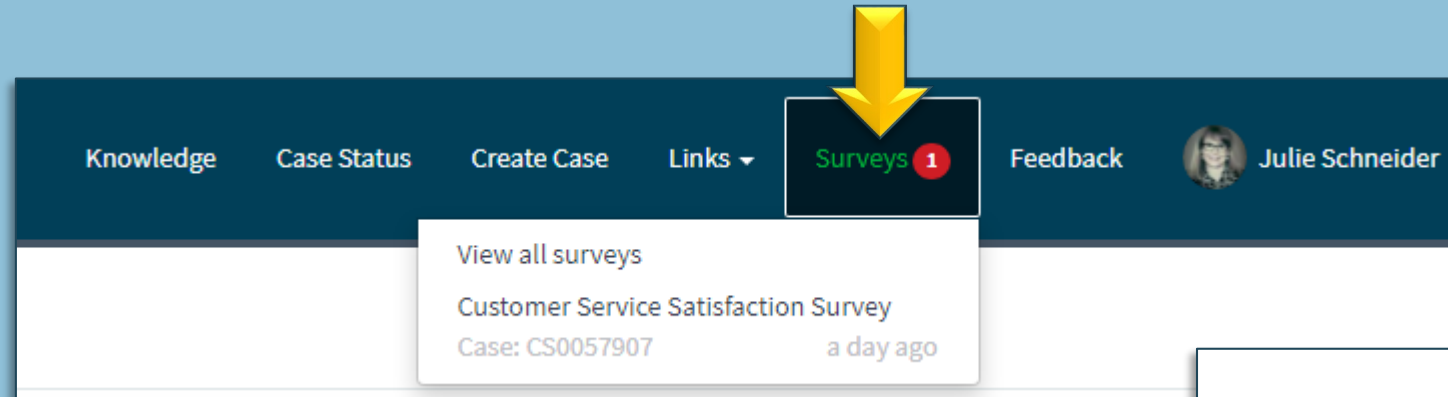
Change Password

Homepage Navigation-Links

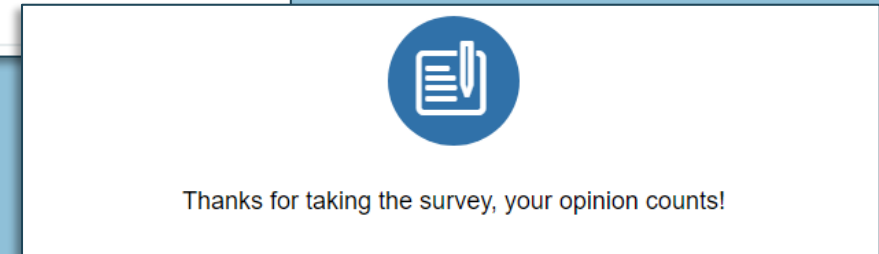


- Those with eMPF website access will have the ability to toggle back and forth between sites without re-entering their credentials.
- Everyone will see the link to the MPF Website and Alerts.

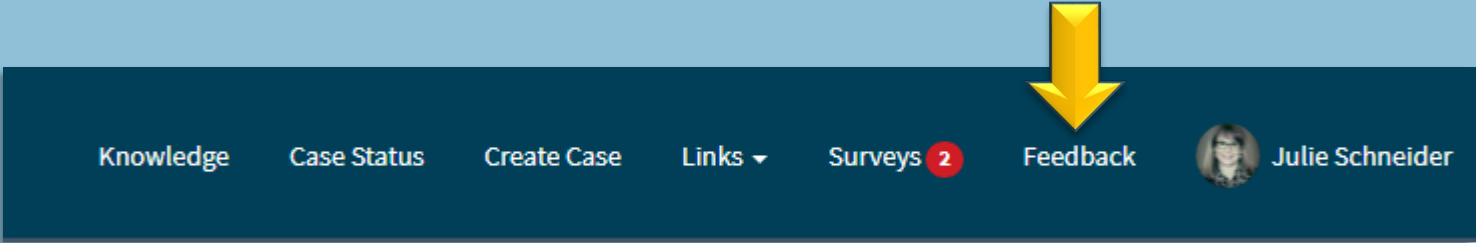
Homepage Navigation-Surveys



- **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.

General Feedback Survey

PFI Number

FHLBank

* What is your preferred method to interact with the MPF Service Center?

-- choose --

Please provide comments/suggestions on the service provided in our Portal. We appreciate your feedback!

Submit Save Cancel

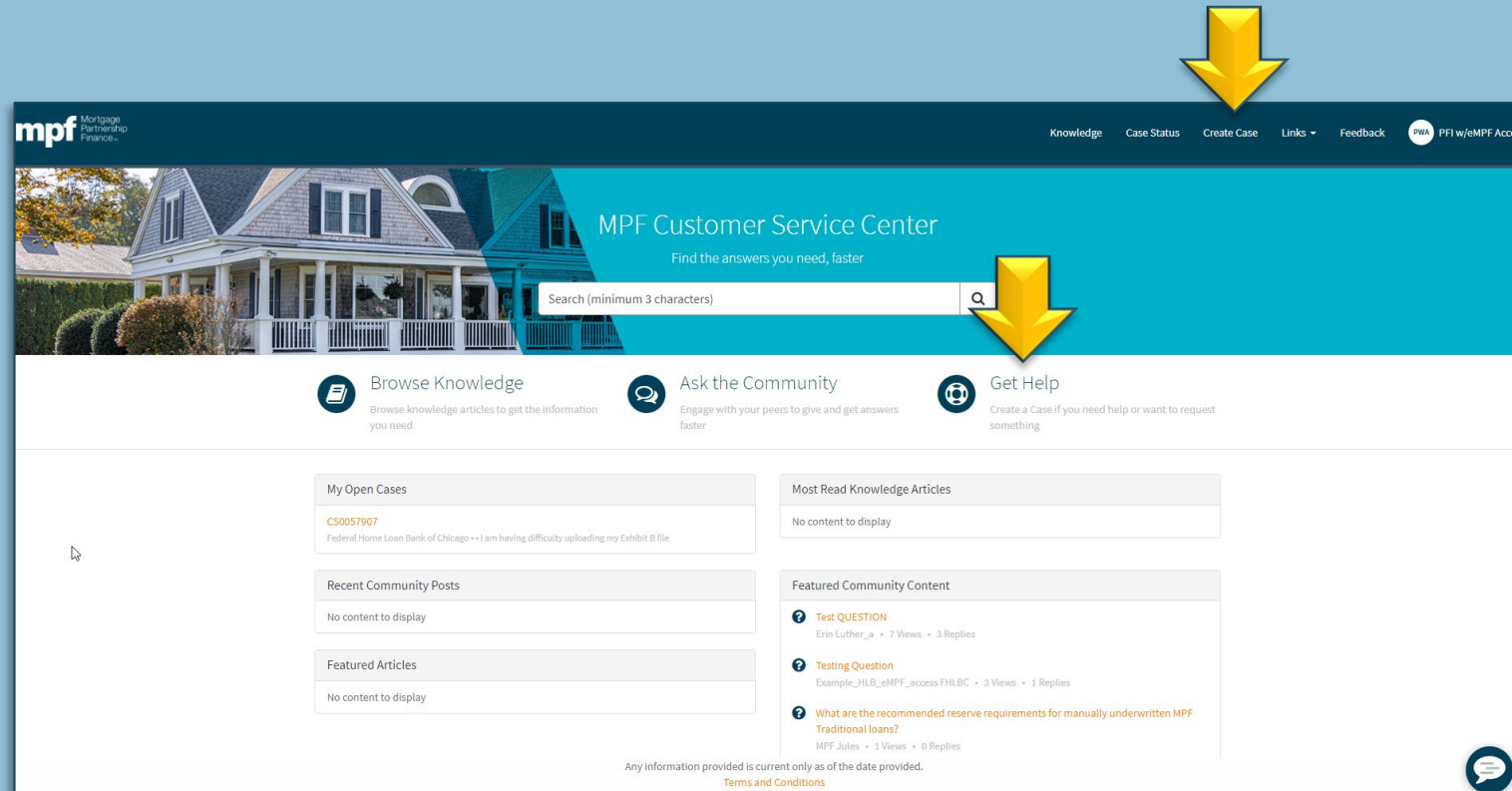
General Search Function

The screenshot displays the MPF Customer Service Center interface. At the top, there is a navigation bar with links for Knowledge, Case Status, Create Case, Links, Surveys, and Feedback. The main header area 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 dropdown menu shows search results for 'Reserves', including questions about recommended reserve requirements for manually underwritten MPF Traditional loans. Below the search bar, there are three main sections: 'Browse Knowledge' (with a document icon), 'Engage with your peers to give and get answers faster' (with a speech bubble icon), and 'Create a Case if you need help or want to request something' (with a person icon). A sidebar on the right contains a list of navigation options: All, Knowledge Bases, Blogs, Videos, Discussions, Events, Questions and Answers, Case, Search Within, Community, and Knowledge. The bottom section shows search results for 'Reserves', including a question about recommended reserve requirements for manually underwritten MPF Traditional loans, with details like 'Asked 6d ago', 'Score: 0', and 'Author: MPF Jules'.

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 logging in
- Delivery Commitment questions
- Issues with eMAQCS®plus
- Eligibility and guideline questions



Creating a Case

Fill out the case form

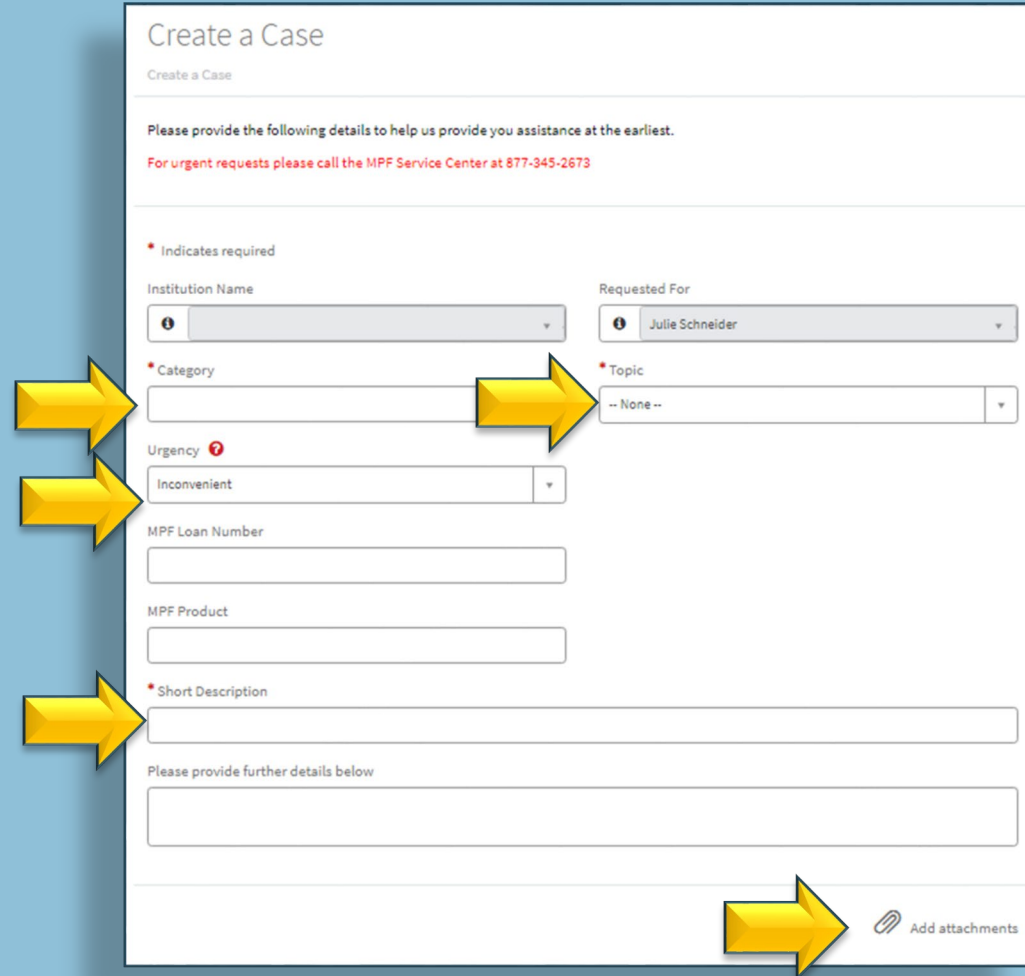
Required fields:

- Category
- Topic
- Short Description

You may also select an *Urgency Level*:

- Critical Impairment
- Moderate Deficiency
- Inconvenient

Add an attachment, if needed



The screenshot shows a web form titled "Create a Case". At the top, it says "Create a Case" and "Create a Case". Below this, it says "Please provide the following details to help us provide you assistance at the earliest." and "For urgent requests please call the MPF Service Center at 877-345-2673". The form has several fields: "Institution Name" (dropdown menu), "Requested For" (dropdown menu with "Julie Schneider" selected), "Category" (dropdown menu), "Topic" (dropdown menu with "-- None --" selected), "Urgency" (dropdown menu with "Inconvenient" selected), "MPF Loan Number" (text input), "MPF Product" (text input), "Short Description" (text input), and "Please provide further details below" (text input). There are four yellow arrows pointing to the "Category", "Topic", "Urgency", and "Short Description" fields. At the bottom right, there is a yellow arrow pointing to the "Add attachments" link.

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

* Indicates required

Institution Name

Requested For

* Category

* Topic

Urgency ?

MPF Loan Number

MPF Product

* Short Description

Please provide further details below

Add attachments

Cases

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

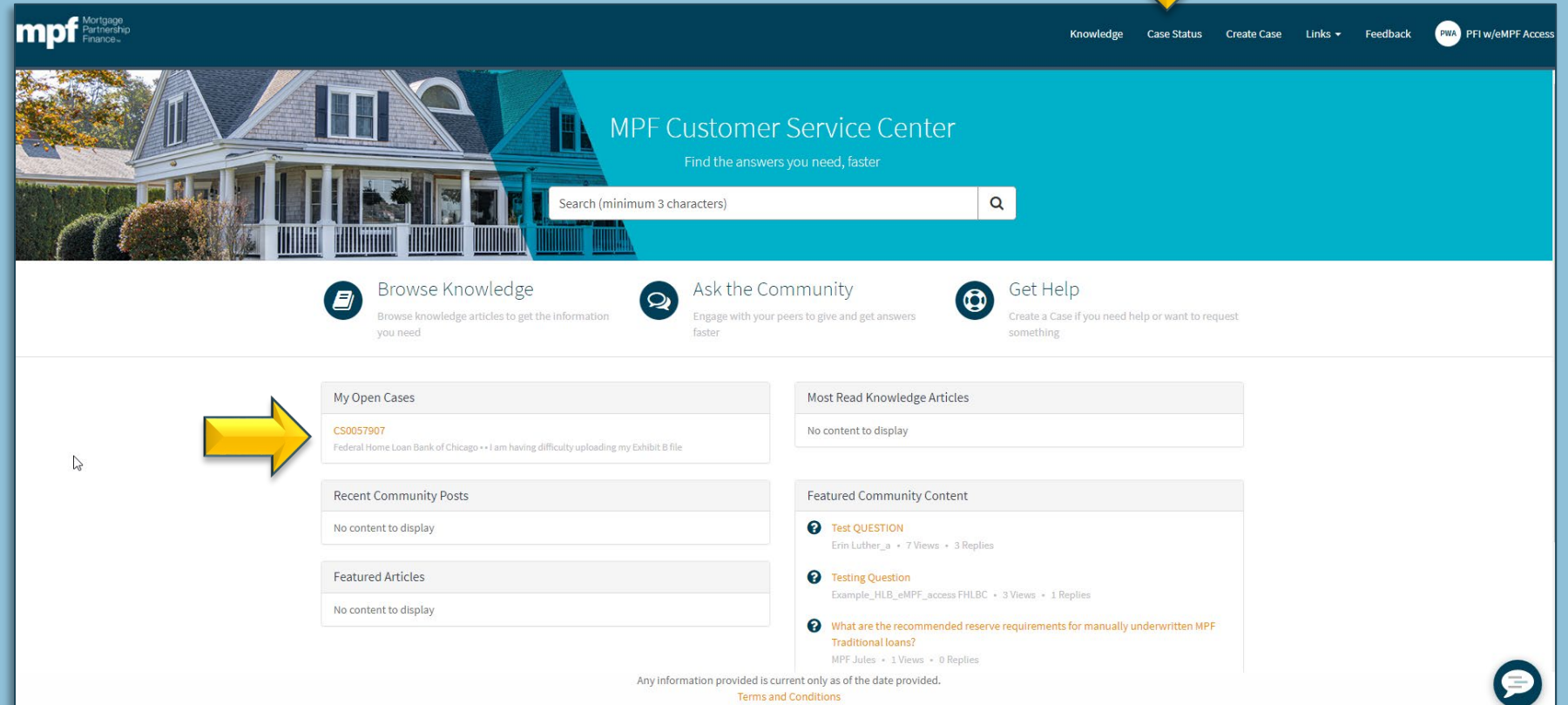
- Any transactions that change the term of a Delivery Commitment (extensions, reductions)
- Creating a Delivery Commitment
- Any transactions involving a fee (pair-offs, etc.)
- Loan funding assistance
- Always call the MPF Service Center directly for any urgent or time-sensitive matters.



Cases

Open cases appear on the homepage

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




The screenshot shows the MPF Customer Service Center homepage. At the top, there is a dark blue navigation bar with the MPF logo and links for Knowledge, Case Status, Create Case, Links, Feedback, and PWA PFI w/eMPF Access. Below the navigation bar is a large teal banner with the text "MPF Customer Service Center" and "Find the answers you need, faster". A search bar is located in the center of the banner. Below the banner, there are three main sections: "Browse Knowledge", "Ask the Community", and "Get Help". The "My Open Cases" section is highlighted with a yellow arrow. It displays a case titled "CS0057907" with the description "Federal Home Loan Bank of Chicago • I am having difficulty uploading my Exhibit B file". Other sections include "Recent Community Posts", "Featured Articles", "Most Read Knowledge Articles", and "Featured Community Content".


mpf Mortgage Partnership Finance


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

MPF Customer Service Center
Find the answers you need, faster

Search (minimum 3 characters) Q

 Browse Knowledge
Browse knowledge articles to get the information you need

 Ask the Community
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

CS0057907
Federal Home Loan Bank of Chicago • I am having difficulty uploading my Exhibit B file

Recent Community Posts

No content to display

Featured Articles

No content to display

Most Read Knowledge Articles

No content to display


Featured Community Content

Test QUESTION
Erin Luther_a • 7 Views • 3 Replies

Testing Question
Example_HLB_eMPF_access FHLBC • 3 Views • 1 Replies

What are the recommended reserve requirements for manually underwritten MPF Traditional loans?
MPF Jules • 1 Views • 0 Replies

Any information provided is current only as of the date provided.
[Terms and Conditions](#)



Case Status

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

The screenshot displays a web application for case management. At the top, there's a navigation bar with 'Home' and 'Case' links, and a search bar. The main content area shows a case titled 'I am having difficulty uploading my Exhibit B file'. Below the title is a message input field with a 'Send' button. A large yellow arrow points to the comment section, which contains four messages from Julie Schneider. The first message says 'I have resolved this, it can be closed'. The second says 'Help please'. The third is an attachment named 'Exhibit B Delinquent layout.xls' (32.5 KB). The fourth says 'CS0057907 Created'. A green 'Start' button is at the bottom of the comment thread. On the right sidebar, there's an 'Actions' section with a 'Close Case' button, a 'Ticket Fields details' section with a table of case information, and an 'Attachments' section showing the same 'Exhibit B Delinquent layout.xls' file. A large yellow arrow points to the 'Close Case' button.

Home > Case

Search

I am having difficulty uploading my Exhibit B file

Type your message here... Send

Julie Schneider
03-20-2022 10:31:00 • Additional comments
I have resolved this, it can be closed

Julie Schneider
03-19-2022 13:34:24 • Additional comments
Help please

Julie Schneider
03-18-2022 11:11:38
Exhibit B Delinquent layout.xls
32.5 KB

Julie Schneider
03-18-2022 11:07:07
CS0057907 Created

Start

Any information provided is current only as of the date provided.
[Terms and Conditions](#)

Actions

Close Case

Ticket Fields details

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

Attachments

Exhibit B Delinquent layout.xls
(32.5 KB)

3d ago

Ask the Community

Ask the Community

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

The screenshot displays the MPF Customer Service Center interface. At the top, the MPF logo is on the left, and navigation links for Knowledge, Case Status, Create Case, Links, Feedback, PWA, and PFI w/eMPF Access are on the right. Below the navigation bar is a hero section with a house image and the text 'MPF Customer Service Center' and 'Find the answer you need, faster'. A search bar with the placeholder 'Search (minimum 3 characters)' and a magnifying glass icon is present. A large yellow arrow points down to the 'Ask the Community' button, which is part of a row of three buttons: 'Browse Knowledge', 'Ask the Community', and 'Get Help'. Below these buttons are several content boxes: 'My Open Cases' (showing a case CS0057907), 'Recent Community Posts' (showing 'No content to display'), 'Featured Articles' (showing 'No content to display'), 'Most Read Knowledge Articles' (showing 'No content to display'), and a 'Featured Community Content' box. The 'Featured Community Content' box lists three questions with their respective authors, views, and replies.

MPF Customer Service Center
Find the answer you need, faster

Search (minimum 3 characters) [magnifying glass icon]

Browse Knowledge
Browse knowledge articles to get the information you need

Ask the Community
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
CS0057907
Federal Home Loan Bank of Chicago • I am having difficulty uploading my Exhibit B file

Recent Community Posts
No content to display

Featured Articles
No content to display

Most Read Knowledge Articles
No content to display

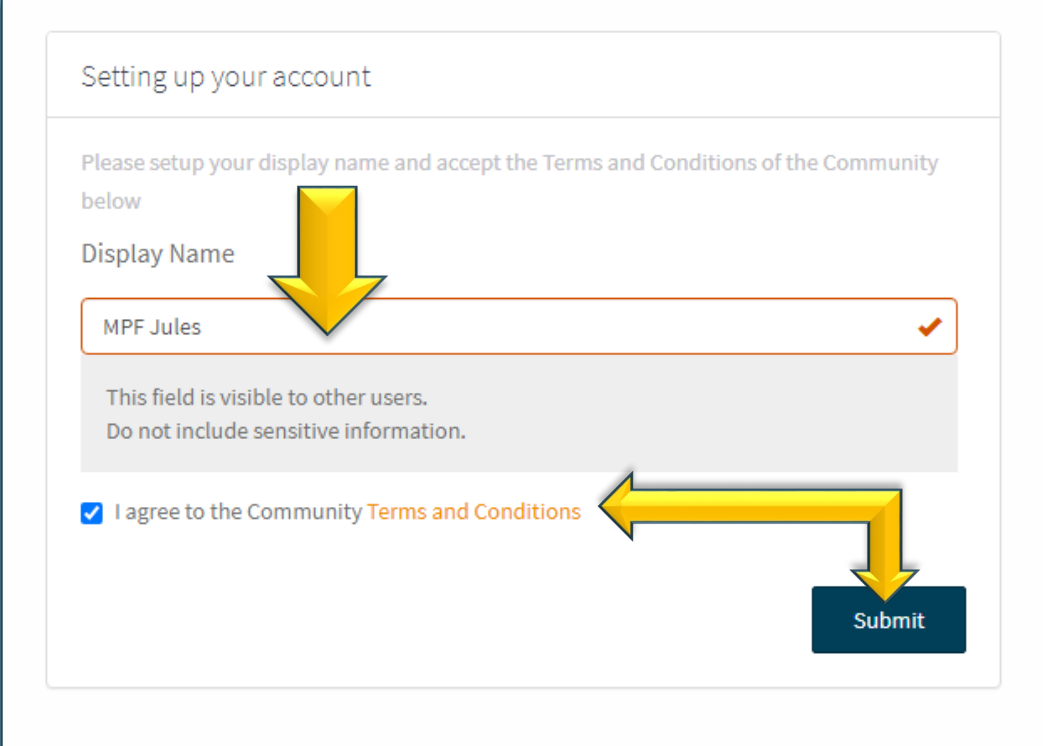
Featured Community Content

- ? Does anyone have much experience underwriting manufactured homes?**
Paula C. • 108 Views • 16 Replies
- ? Any good tips for using Condo Project Manager?**
Danny • 58 Views • 27 Replies
- ? Does anyone use the latest version of Encompass?**
Ronnie M. • 41 Views • 35 Replies

Any information provided is confidential
Terms and Conditions

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 ✓

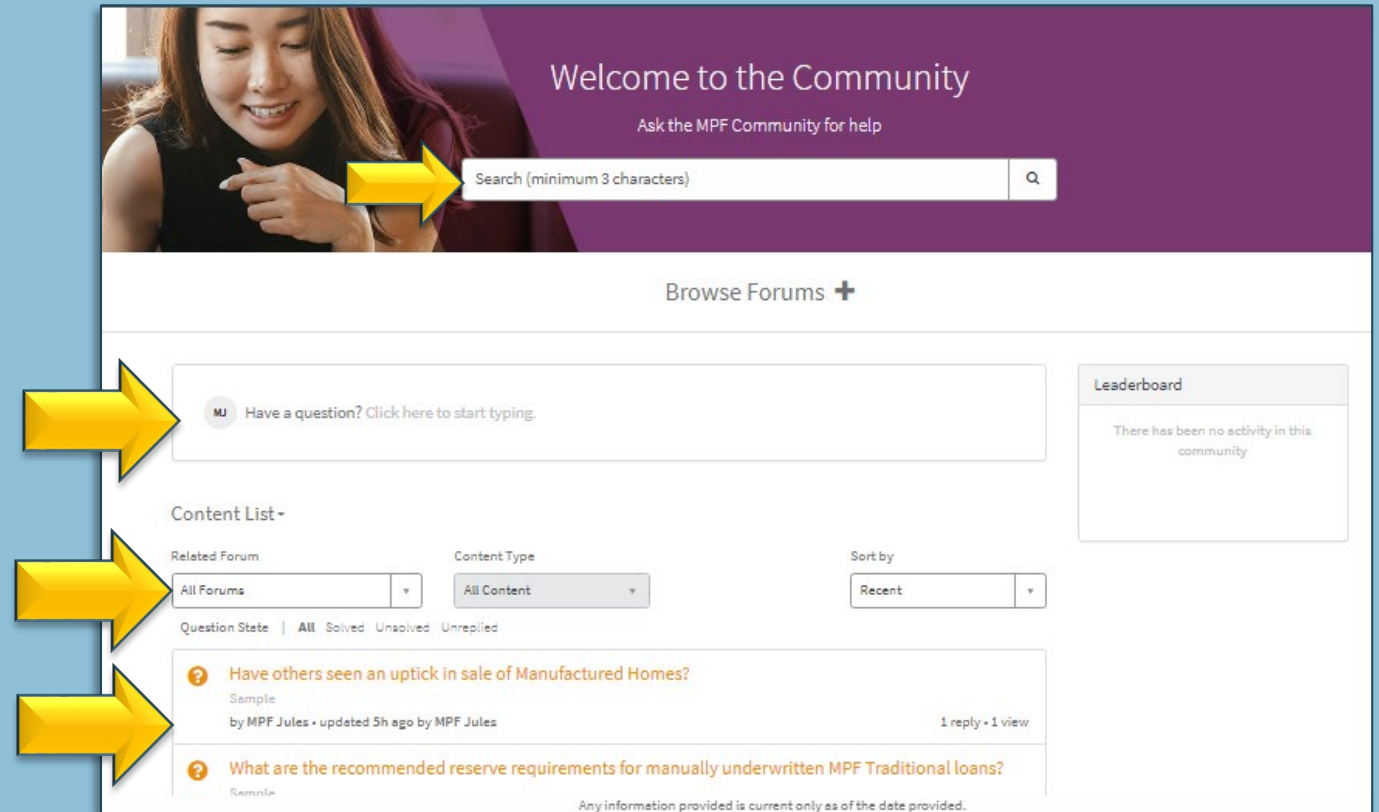
This field is visible to other users.
Do not include sensitive information.

☒ 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

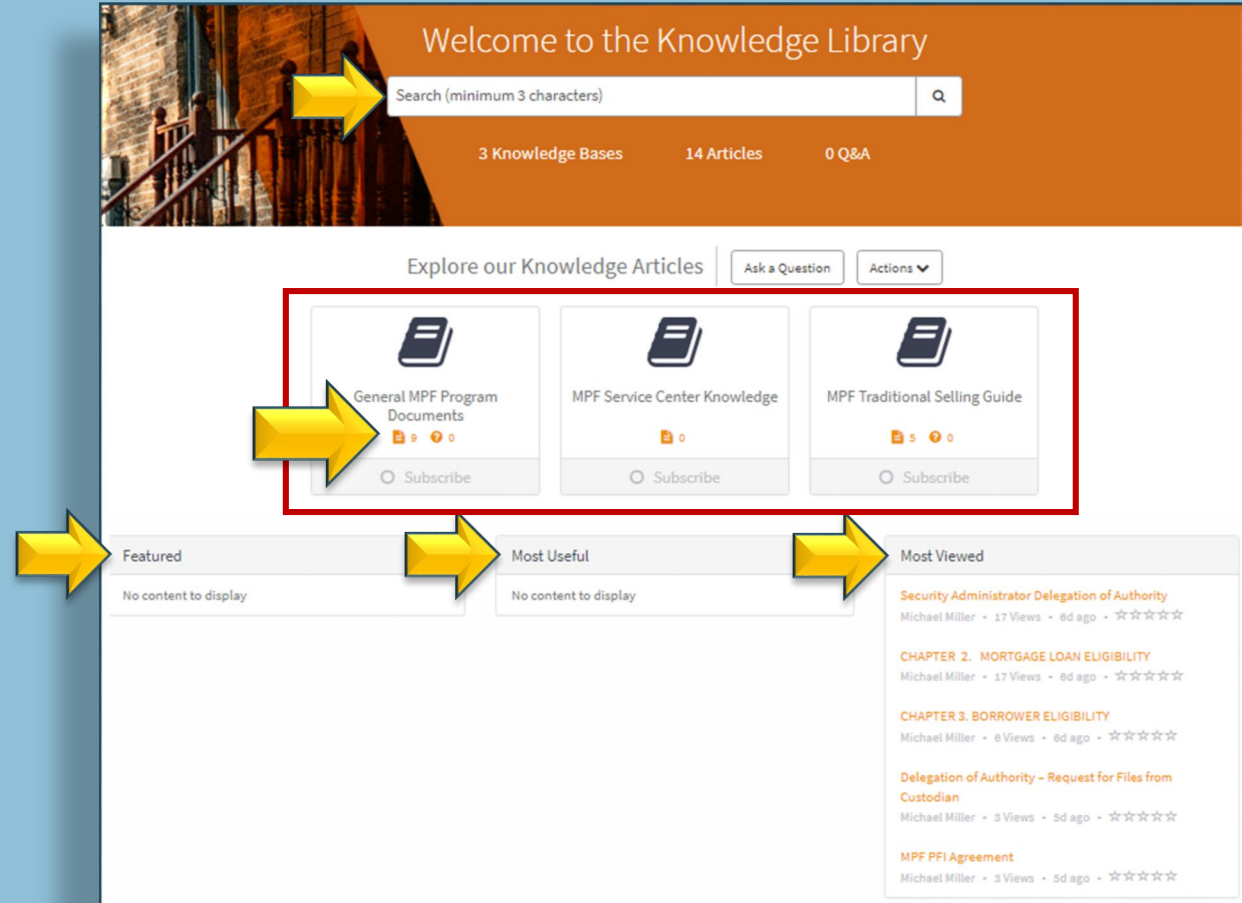
Knowledge Articles

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
- General Categories
- Featured Articles
- Most Useful
- Most Viewed

To see the articles listed under a general category, click on the document icon.



Knowledge Articles

A list of knowledge articles will display after performing a search or after clicking on the documents icon found in a general category.

Here's an example of a list of articles found under the *General MPF Documents* category.



The MPF Guides are in the process of being added to the knowledge article library.

The screenshot displays a web interface for knowledge articles. At the top is a search bar with the placeholder text "Search (minimum 3 characters)" and a magnifying glass icon. Below the search bar is a "Filters" button. The main content area shows "9 results" for the category "General MPF Program Documents". The results are listed with document icons, titles, descriptions, and metadata (author, views, and time).

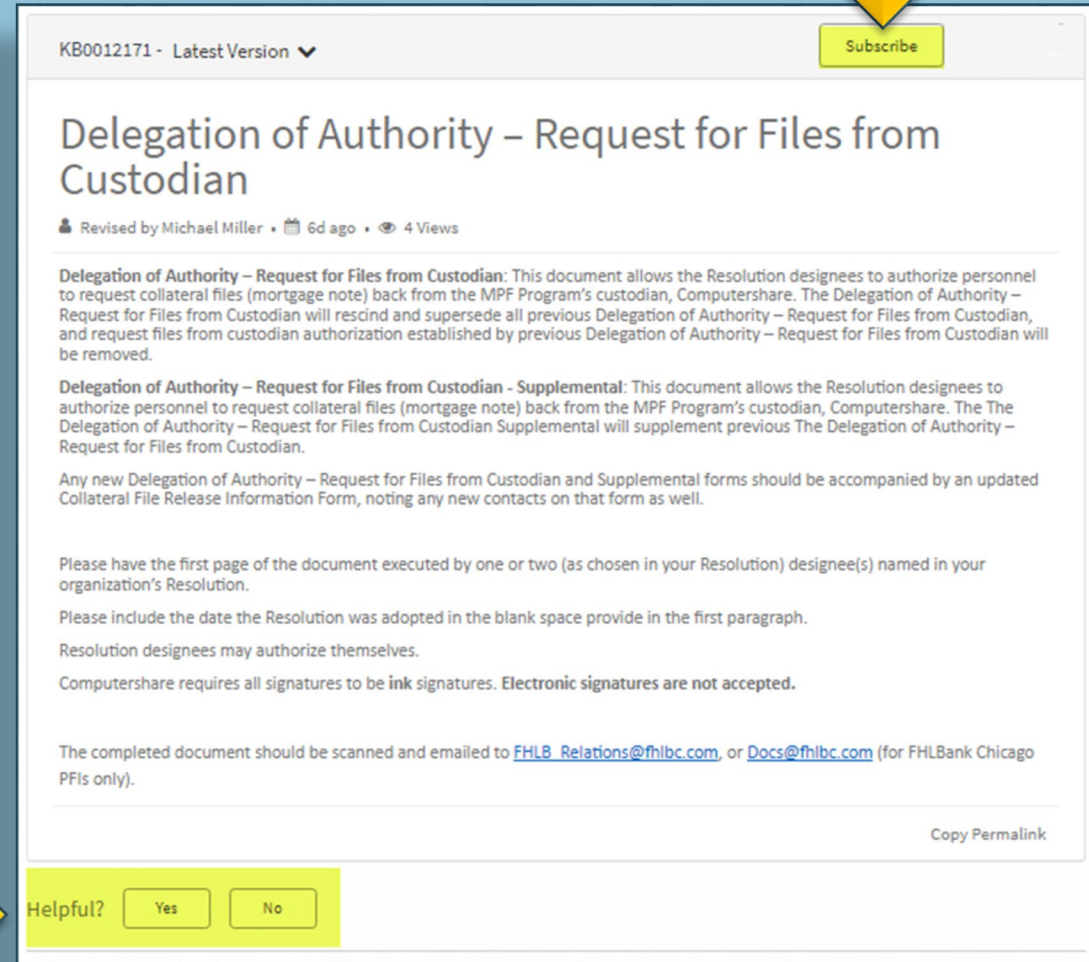
Document Icon	Title	Description	Author	Views	Time	Rating
	Security Administrator Delegation of Authority	Security Administrator Delegation of Authority: This document allows the Resolution designees to delegate their authority to individuals to act as eMPF Security Administrators. Please have the second page of the document executed by one or two (as dictated by the MPF Resolution) designee(s) named in the PFI's most recent M...	Michael Miller	17 Views	8d ago	☆☆☆☆☆
	Delegation of Authority – Request for Files from Custodian	Delegation of Authority – Request for Files from Custodian: This document allows the Resolution designees to authorize personnel to request collateral files (mortgage note) back from the MPF Program's custodian, Computershare. The Delegation of Authority – Request for Files from Custodian will rescind and supersede all previous...	Michael Miller	4 Views	8d ago	☆☆☆☆☆
	MPF PFI Agreement	MPF PFI Agreement: This document is the primary legal agreement between a member and the FHLBC that governs the main rights and responsibilities of the MPF Program. The document must be executed by one or two (as chosen in your Resolution) designee(s) named in the PFI's most recent MPF Resolution. The completed...	Michael Miller	3 Views	8d ago	☆☆☆☆☆
	MPF Delegation of Authority (DOA)	Delegation of Authority: This document allows the Resolution designees to delegate their authority to other personnel to complete certain transactions. The Delegation of Authority will rescind and supersede all previous Delegations of Authority, and all contacts established by previous Delegations of Authority will be removed. Delegatio...	Michael Miller	3 Views	8d ago	☆☆☆☆☆
	Collateral File Release Information Form	Collateral File Release Information Form: This document is an informational form for the MPF Program custodian, Computershare, that identifies where to mail the original mortgage file release request. To be listed on this form a request must also be reflected on the DOA Request for Files from Custodian. Any changed to the...				


Knowledge Article Example

Select the desired document from the list.




You have the option to rate the article as helpful or not helpful.

You can subscribe to a particular knowledge article which will notify you of any new activity for the article, such as updates.



KB0012171 - Latest Version 

Delegation of Authority – Request for Files from Custodian

 Revised by Michael Miller •  6d ago •  4 Views

Delegation of Authority – Request for Files from Custodian: This document allows the Resolution designees to authorize personnel to request collateral files (mortgage note) back from the MPF Program's custodian, Computershare. The Delegation of Authority – Request for Files from Custodian will rescind and supersede all previous Delegation of Authority – Request for Files from Custodian, and request files from custodian authorization established by previous Delegation of Authority – Request for Files from Custodian will be removed.

Delegation of Authority – Request for Files from Custodian - Supplemental: This document allows the Resolution designees to authorize personnel to request collateral files (mortgage note) back from the MPF Program's custodian, Computershare. The The Delegation of Authority – Request for Files from Custodian Supplemental will supplement previous The Delegation of Authority – Request for Files from Custodian.

Any new Delegation of Authority – Request for Files from Custodian and Supplemental forms should be accompanied by an updated Collateral File Release Information Form, noting any new contacts on that form as well.

Please have the first page of the document executed by one or two (as chosen in your Resolution) designee(s) named in your organization's Resolution.

Please include the date the Resolution was adopted in the blank space provide in the first paragraph.

Resolution designees may authorize themselves.

Computershare requires all signatures to be ink signatures. Electronic signatures are not accepted.

The completed document should be scanned and emailed to FHLB_Relations@fhlbc.com, or Docs@fhlbc.com (for FHLBank Chicago PFIs only).

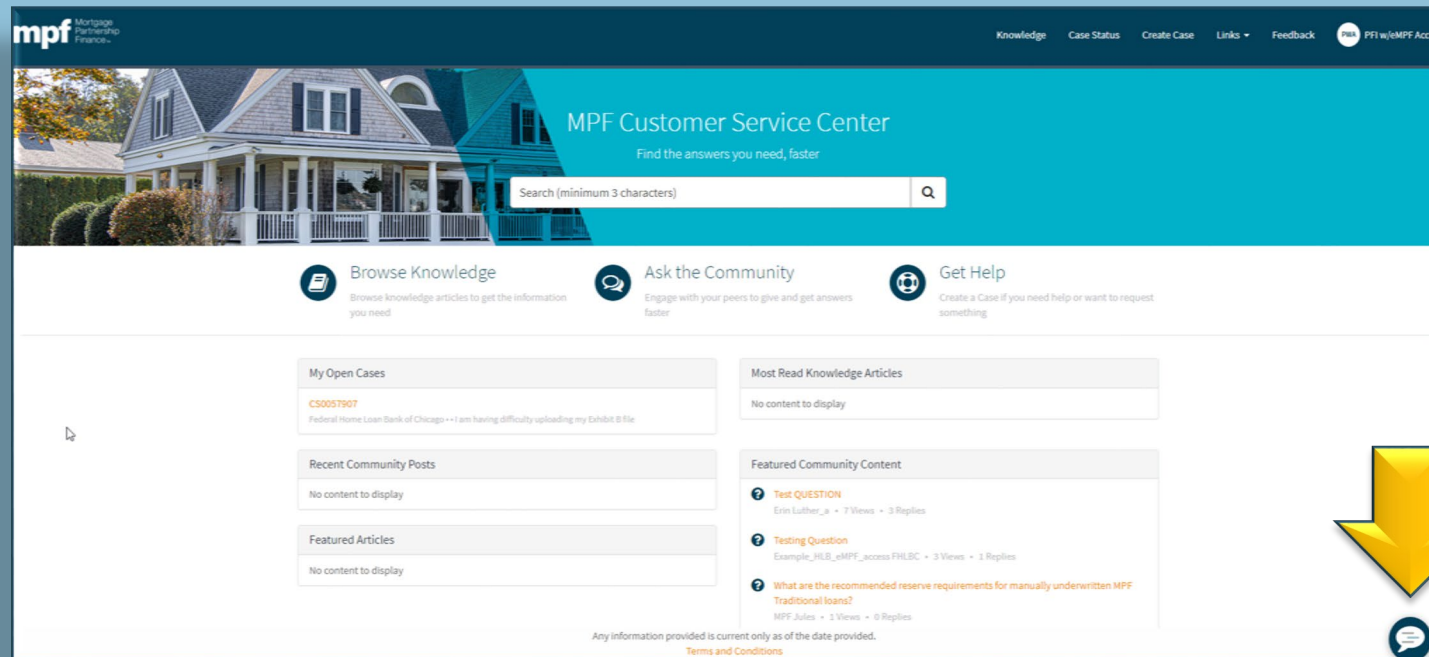
[Copy Permalink](#)

Helpful?

MPF ServiceBot

Virtual and Live Assistance

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



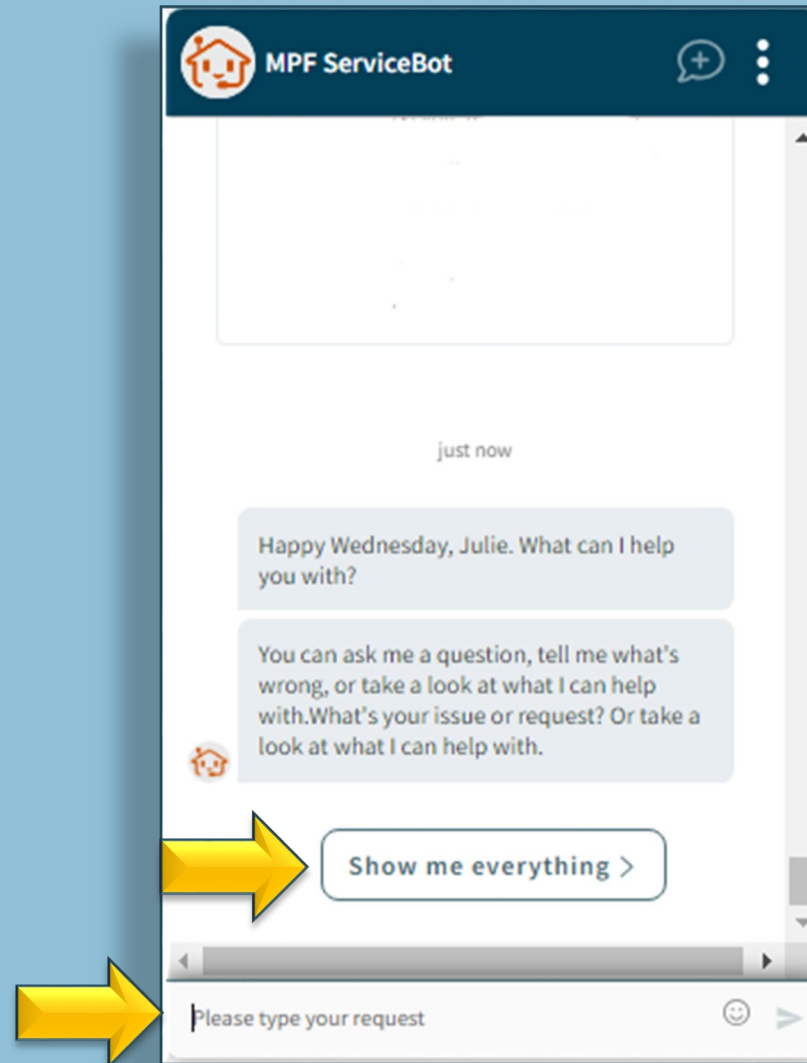
Live agent assistance is limited to Service Center business hours (8:30 - 4:30 CT)

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.**



Using the ServiceBot

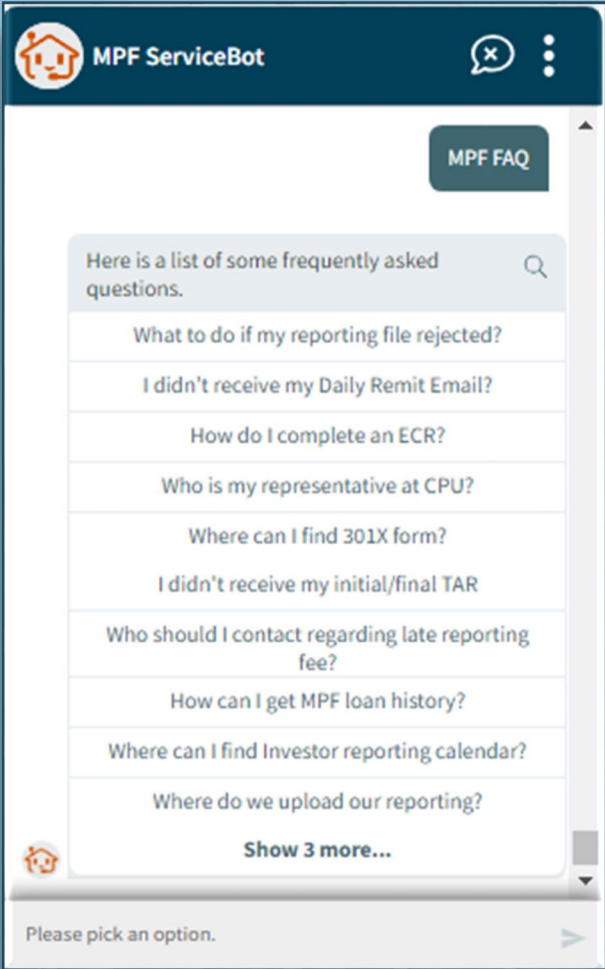
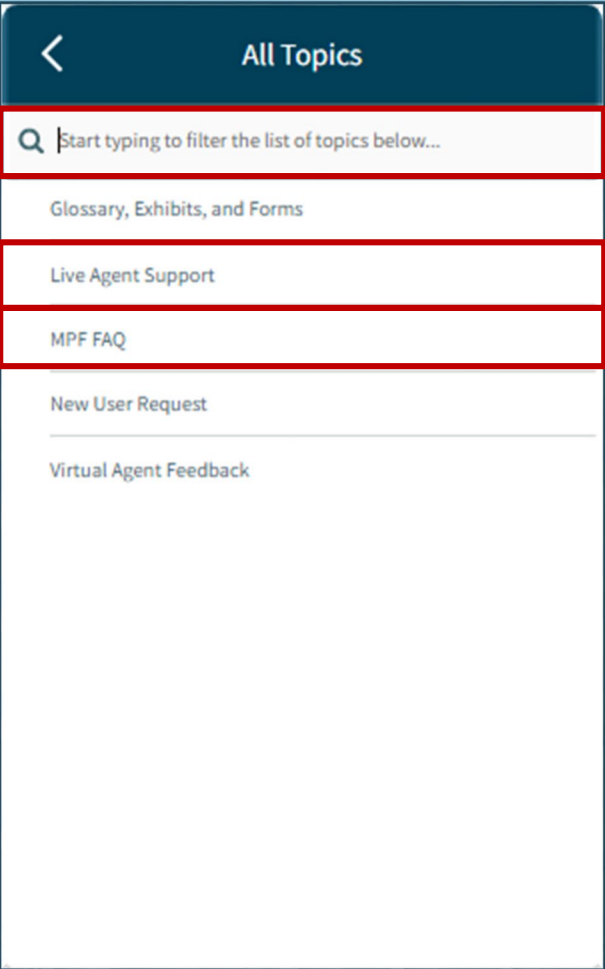
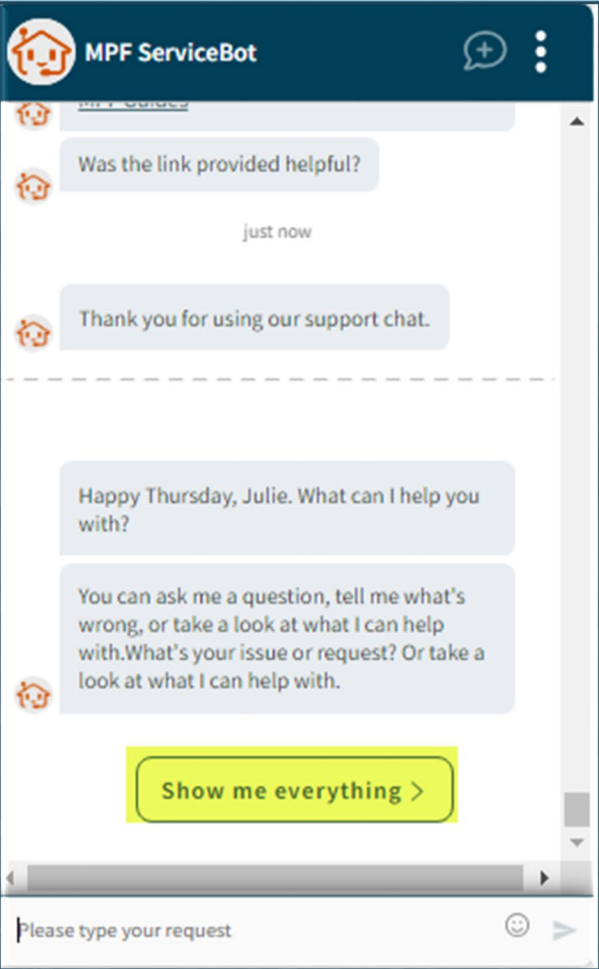
The image displays three sequential screenshots of the MPF ServiceBot chat interface, illustrating a user's interaction to find Exhibit C.

Screenshot 1: The chat window shows the MPF ServiceBot header. A red box highlights the text "Type in a question" in the input area. Below, a message from the bot says "Happy Wednesday, Julie. What can I help you with?". Another message from the bot says "You can ask me a question, tell me what's wrong, or take a look at what I can help with. What's your issue or request? Or take a look at what I can help with." A button labeled "Show me everything >" is visible. A yellow arrow points to the input field containing the text "Where do I find Exhibit C?".

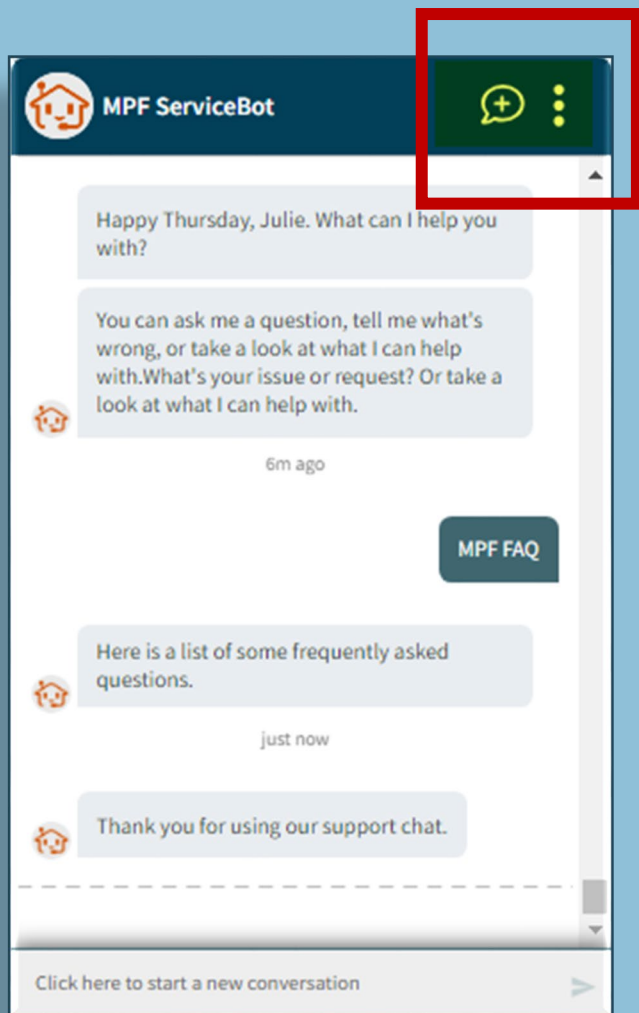
Screenshot 2: The chat window shows a message from the bot: "Thank you for using our support chat." Below, a message from the bot says "Hello. I'm your Virtual Agent. How can I help you today Julie?". Another message from the bot says "You can ask me a question, tell me what's wrong, or take a look at what I can help with. What's your issue or request? Or take a look at what I can help with." A button labeled "Where do I find Exhibit C" is highlighted. Below, a message from the bot says "You'd like help with Glossary, Exhibits, and Forms. Is that right?". A button labeled "Yes" is visible. A red arrow points from the "Yes" button to the next screenshot.

Screenshot 3: The chat window shows a message from the bot: "I can help you with that. What you are looking for will be on the Glossary, Exhibits, and Forms site at this URL:". A button labeled "MPF Guides" is highlighted. Below, a message from the bot says "Was the link provided helpful?". A button labeled "Yes" is visible. Below that, a button labeled "No" is visible. A button labeled "Please pick an option." is at the bottom.

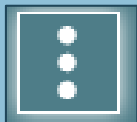
Using the ServiceBot



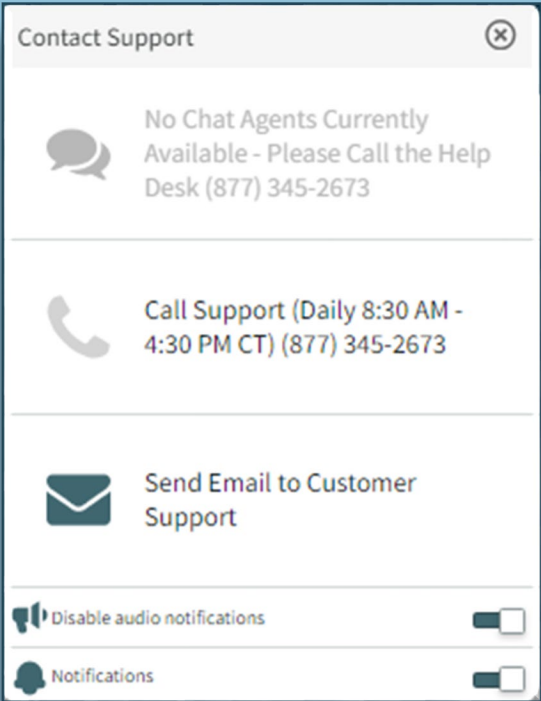
Using the ServiceBot



Starts a New Conversation



Opens Contact Support



Questions

MPF Contacts and Resources

MPF Service Center

Email - 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

