

MPF Marketing Bulletin:

2021-14

Date:

June 25, 2021

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[®]

Effective Date:

June 28, 2021

Customer Service Management (CSM) System Supporting Requests for MPF Default Management

In 2020, the MPF Program implemented a new Customer Service Management (CSM) system, enhancing how the MPF Service Center communicates and supports you, our customers.

Starting Monday, June 28, 2021, our CSM system will also be supported by our Default Management team:

- When sending an email to MPFDefaultServicing@fhllbc.com or calling the MPF Servicer Center directly at (877) 345- 2673, and selecting the Default Management Call Option (#3) you will receive an email notification about a case being created in ServiceNow. This lets you know that your question has been logged as a case and is being addressed by the MPF Default Management team.
- You may receive periodic email notifications on your case which can include comments or questions from an MPF Default Management representative, resolution details, or an update in the status. You may reply directly to these emails with questions or comments.

REFERENCE:

Please note you can access the [MPF Guides](#) and [MPF Announcements](#) on our [MPF Website](#).

Visit the [MPF Website](#) to review and register for upcoming complimentary [MPF Webinars](#).

Follow Us

- Upon case resolution, you will receive an email notification with resolution details regarding your case.
- With every case you are provided an opportunity to complete a quick survey on your customer experience. We value your feedback!

Please be mindful, as ServiceNow email notifications may end up in your Junk or Spam folders containing important updates to your case.