MPF[®] Marketing Bulletin



MPF Marketing Bulletin: 2022-05

Date: May 10, 2022 Alert: Clarification New Policy Policy Update Reminder Training Information

Audience:

Compliance/Legal Program Management Origination Quality Control Servicing Underwriting Product:

MPF Government MBS MPF Traditional MPF Xtra®

Effective Date:

Summer 2022

REFERENCE:

Please note you can access the <u>MPF Guides</u> and <u>MPF</u> <u>Announcements</u> on our <u>MPF</u> <u>Website</u>.

Visit the MPF Website to review and register for upcoming complimentary <u>MPF Webinars</u>.



New MPF Customer Service Portal

The MPF Program is excited to announce the upcoming launch of the MPF Customer Service Portal, a new way to interact with the MPF Service Center and obtain knowledge on common MPF Program processes.

The MPF Customer Service Portal (preview below) includes the following features to assist PFIs and Servicers when navigating through the MPF Program:

Case Management – PFIs will now have the ability to open new cases, track the status of existing cases, and provide additional feedback on cases all through the Portal.

Knowledge Articles – find information on common MPF Program processes.

Knowledge Communities – connect with other PFIs on mortgage related topics.

Chat Bot Feature – interact with our new MPF ServiceBot, an automated chat bot providing immediate assistance or request to communicate with a live MPF Service Center representative.

MPF National Education is hosting a **webinar** on May 24, 2022 at 1:00 PM CT, providing an overview of the new features and details on how to access the MPF Customer Service Portal. Click <u>here</u> to register for the webinar.





More details will be provided in the upcoming weeks.

PFIs and Servicers will still have the ability to contact the MPF Service Center via phone (877-345-2673) and email (<u>MPF-Help@fhlbc.com</u>).

Please contact the MPF Service Center if you have any questions at this time.

mpf Partnership Financo.			Knowledge Case Status Create Case	Links + Feedback 🙆 Example
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		Community or peers to give and get answers	Get Help Create a Case if you need help or want to request something	MPF ServiceBot 💬 🔅
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