

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

New MPF Customer Service Portal

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

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.

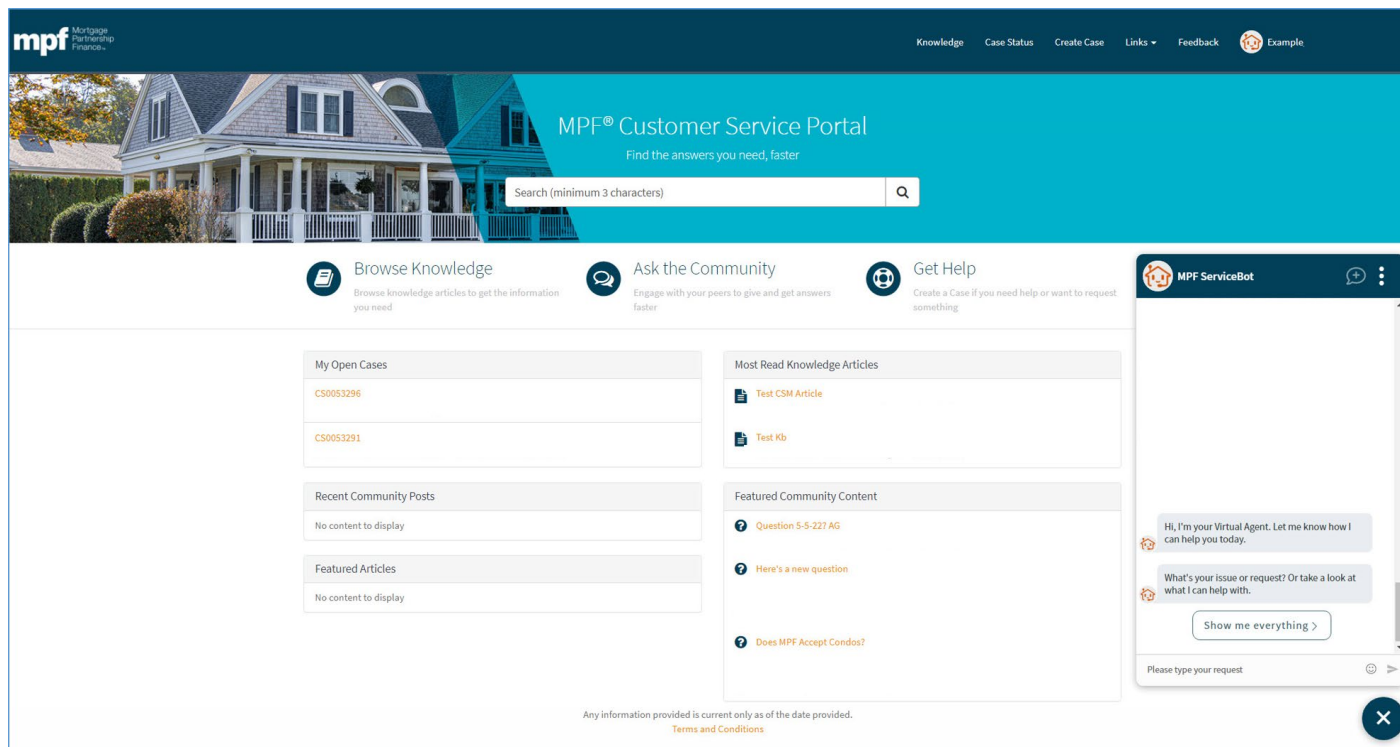
Chat Bot Feature – interact with our new MPF ServiceBot, an automated chat bot providing immediate assistance or request to communicate with a live MPF Service Center representative.

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 [here](#) 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 (MPF-Help@fhlb.com).

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



“Mortgage Partnership Finance”, “MPF”, “eMPF”, “MPF Xtra” and “eMAQCS” are registered trademarks of the Federal Home Loan Bank of Chicago. The “MPF Mortgage Partnership Finance” logo is a trademark of the Federal Home Loan Bank of Chicago.