

MPF Announcement:

2023-51

Date:

July 18, 2023

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:

Immediately (unless otherwise noted)

MPF Program Update: Contact the MPF Service Center for Master Servicer and Custodian Support

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](#).

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As recently announced in [MPF Marketing Bulletin 2023-05](#), to ensure PFIs and Servicers receive the highest level of service and support, all PFIs and Servicers must contact the MPF Service Center for servicing and custody support rather than contacting Computershare directly.

The applicable MPF Forms and MPF Exhibits have been updated to reflect the MPF Service Center as the contact for assistance.

As a reminder, PFIs and Servicers can contact the MPF Service Center using one of the following options for assistance:

- [MPF Customer Service Portal](#)
- Email: MPF-Help@fhlbc.com
- Phone: (877) 345-2673