

MPF Marketing Bulletin:
2023-03

Date:
March 02, 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:
March 13, 2023

MPF Program – ServicerConnect[®] Planned Outage

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](#).

Computershare's ServicerConnect portal will be migrating to a new user authentication platform. During this migration, the ServicerConnect portal will be unavailable from Friday, March 10, 2023 at 6:00 p.m. ET to Sunday, March 12, 2023 at 6:00 p.m. ET.

Once the migration is complete, PFIs/Servicers can use their existing ServicerConnect User ID and password to access the portal. Upon initial sign in, users will be taken to a webpage to validate their User ID and email address. After the user has validated the information they will receive an activation email from 'noreply-cpucct@computershare.com' containing a link with instructions to create a new password.

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