

MPF Marketing Bulletin:

2023-05

Date:

May 22, 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

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

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

At the MPF Program, we are committed to providing exceptional service and support to all of our valued PFIs and Servicers. That's why, the MPF Program is changing how PFIs and Servicers seek assistance from the MPF Program Master Servicer and Program Custodian, Computershare.

Effective immediately, all PFIs/Servicers must contact the MPF Service Center for servicing and custody support rather than contacting Computershare directly. The MPF Service Center wants to ensure that you receive the highest level of service and support, and our team is dedicated to making your experience as seamless and efficient as possible.

The MPF Service Center is your one-stop-shop for all Computershare-related questions, PFIs and Servicers can contact the MPF Service Center using one of the following options:

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

Please note, Computershare will continue to be the Master Servicer on behalf of the MPF Program. PFIs and Servicers will continue to receive emails directly from Computershare and should continue to work with any assigned contacts on resolving any servicing related matters such as Investor Reporting/TAR, Loan Accounting, etc.,.

The MPF Forms will be updated at a later date to reflect the MPF Service Center as the contact for assistance. Any of the MPF Forms that are required to be submitted to the Master Servicer directly must still be submitted to them via email or through the applicable Master Servicing system.

Don't hesitate to reach out to the MPF Service Center with any questions or concerns you may have. We are here to serve you and look forward to providing you with the exceptional service you deserve.

Thank you for your continued partnership with the MPF Program.

"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.