

MPF Marketing Bulletin:
2023-10

Date:
November 13, 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)

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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New Enhancements Coming to the MPF[®] Customer Service Portal

We are thrilled to announce some enhancements coming your way to make your experience with our MPF[®] Customer Service Portal ('Portal') even better! We're committed to providing you with efficient and user-friendly tools to meet your needs. Below are the upcoming improvements you can expect to see starting later this month:

1. Updated Case Form Fields

We are expanding the capabilities of our case forms to better assist you. You'll be able to include your MPF Loan number or specify the MPF Product you're inquiring about. These fields are optional but can help us serve you more effectively.

2. Enhanced Self-Service with Virtual Agent / ChatBot

Our Virtual Agent is getting even smarter! We're adding more conversations and built-in FAQs to provide you with quick and accurate answers directly in the chat. This means you can get the information you need without waiting for assistance.

3. MPF Guides added to the Portal

Your feedback matters to us, and we've heard you loud and clear. We're bringing our MPF Guides directly into the Portal. This will allow you to take advantage of the powerful search tool to easily find information. Additionally, our Virtual Agent will be there to guide you to the right sections of the guides.

MPF National Education is hosting a webinar on November 16 at 1:00 PM CT to provide an overview of the existing Portal features and a sneak peek of the upcoming enhancements. Click [HERE](#) to register for the webinar.

Your input is essential in our continuous efforts to enhance your customer experience. We strongly encourage you to complete the quick customer satisfaction surveys sent to you at the completion of every case or share your thoughts through the Feedback option within the Portal.

Stay tuned for more updates as we roll out these enhancements.