

MPF Announcement:

2024-78

Date:

December 20, 2024

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 within*)**

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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MPF Program Clarifies Contact Information:

The MPF Guides have been updated to clarify that, unless otherwise provided for in an MPF Guide, whenever PFIs/Servicers have any questions or concerns, or are directed in an MPF Guide to contact the MPF Provider, to notify MPF Provider, to submit something to MPF Provider, this should be done by contacting the MPF Service Center through the [MPF Customer Service Portal](#) or contacting MPF Service Center (MPF-Help@fhlb.com or 877.345.2673). For details, see:

- MPF Program Guide
 - 1.4 Contact Information
 - 3.4 Notification of Changes in Eligibility Status
 - 6.1 Confidentiality of Information/Conflict of Interest Parameters
 - 6.1.1 Loss of Confidential Information/Security Incident
 - 6.8 Preventing, Detecting, and Reporting Mortgage Fraud
 - 6.13 Borrower Inquiries
 - Chapter 7 Compliance with Laws
 - 7.2 USA PATRIOT Act, Anti-Money Laundering and Bank Secrecy Act
 - 7.3 Department of Treasury Office of Foreign Assets Control (OFAC) Regulations
- MPF Traditional Selling Guide, Chapter 1
- MPF Traditional Servicing Guide, Chapter 1
- MPF Xtra Selling Guide, Chapter 1
- MPF Xtra Servicing Guide, Section 1.2 The MPF Provider
- MPF Government MBS Selling Guide, Section 1.1 MPF Government MBS Overview

(Continued on next page)

- MPF Government MBS Servicing Guide:
 - Section 1.3.1 Notifying the MPF Provider
 - Section 1.4.1 MPF Program Master Servicer

In addition, Exhibit T- MPF Directory, which provides contact information for the MPF Banks, MPF Provider, Master Servicer, MPF Program Custodian, and MPF Government MBS Custodian has also been updated.

If you have any questions or concerns, please contact the MPF Service Center through the [MPF Customer Service Portal](#), by email at MPF-Help@fhlb.com or by calling 877.345.2673.

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