

MPF Announcement:

2025-69

Date:

September 4, 2025

Alert:**Clarification**

New Policy
Policy Update

Reminder

Training Information
Marketing Bulletin

Audience:

Compliance/Legal
Program Management
Origination
Quality Control
Servicing
Underwriting

Product:

MPF Government MBS
MPF Traditional
MPF Xtra®

Effective Date:

Immediately

MPF Program Best Practices and Resources for Default Management

The MPF® Program remains committed to helping PFIs and Servicers support borrowers experiencing financial challenges. To assist with delinquency management and strengthen borrower outreach efforts, we are sharing a reminder of key best practices and available resources.

Featured Topic: Maintaining Customer Contact

Early intervention and consistent communication are essential when working with borrowers in distress. Consider the following practices:

- Keep borrower contact information up to date. Regularly verify email addresses, phone numbers, and mailing addresses to ensure you can maintain communication if delinquency continues.
- Identify the borrower's preferred contact method. Some borrowers may respond more readily to calls, emails, or other channels.
- Use multiple outreach methods if the borrower becomes unresponsive. Leverage resources such as skip tracing to improve the likelihood of reestablishing contact.
- Build trust and rapport. Demonstrate empathy, actively listen, and connect borrowers with available resources to support their financial recovery.

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 Delinquency Management Requirements and Resources

PFIs/Servicers are encouraged to follow these practices, in alignment with MPF and Fannie Mae servicing guide requirements:

Product	MPF Traditional	MPF Xtra®	MPF Government MBS
Guide(s)	MPF Traditional Servicing Guide	Fannie Mae Servicing Guide	MPF Government MBS Servicing Guide
Right Party Contact (QRPC) <i>Establish contact with the borrower no later than the 36th day of delinquency</i>	8.3.2 Contacting Borrowers	D2-2-02 Contacting Borrowers	8.3.2 Contacting Borrowers
Assessing Borrower Hardship <i>Determine whether the borrower's hardship is temporary or permanent and inform them of appropriate assistance options</i>	8.3.2 Contacting Borrowers 9.1.24.1 Temporary and Permanent Hardship	D2-2-01 Contacting Borrowers	8.3.2 Contacting Borrowers 8.5-8.6 Loss Mitigation
Property Occupancy & Vacant Property Management <i>Confirm occupancy status and follow MPF Program requirements for vacant properties</i>	8.3.2 Contacting Borrowers	D2-2-10 Contacting Borrowers	8.3.2 Contacting Borrowers
Loss Mitigation Timelines for MPF Xtra: <ul style="list-style-type: none"> • <i>Begin loss mitigation solicitation at day 45</i> • <i>Begin Fannie Mae Flex Modification solicitation at day 90 (Please note: approval is required from the MPF Program prior to solicitation). Requests should be submitted to eMAQCS@plus</i> 	N/A	D2-2-04 and D2-3.2-06	N/A

Delinquency Reporting <i>Submit accurate and timely reporting (Exhibit B)</i>	8.4.1 Reporting to the MPF Provider	MPF Xtra Servicing Guide 8.2.1 Reporting to the MPF Provider	8.4.1 Reporting to the MPF Provider
Property Inspections <i>Complete inspections on time and as required</i>	8.3.5 Property Inspections	D2-2-10 Property Inspections	8.3.5 Property Inspections

Resources: On-Demand Webinars

- [MPF Traditional Product: Loss Mitigation Workout Options for Conventional Loans](#)
- [FHA Default Servicing Overview](#)
- [MPF Program Default Reporting Overview](#)

If you have any questions or need support accessing these resources, please contact the MPF Service Center:

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

Thank you for your continued efforts to assist borrowers in need.

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