

MPF Announcement:

2025-77

Date:

September 29, 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:

September 30, 2025

MPF Service Center: Consolidating Support for a Better Experience

Effective September 30, 2025, the MPF® Program will retire several email inboxes as we consolidate support through a single point of contact—the MPF Service Center. This change is designed to enhance your experience by streamlining communication and improving the tracking and resolution of your requests.

What's Changing?

- **One centralized contact method:** Going forward, all inquiries should be submitted through the MPF Service Center via the [MPF Customer Service Portal](#), phone (877-345-2673), or email (mpf-help@fhllbc.com).
- **Improved customer experience:** Unified support system that ensures your request reaches the right team.
- **Improved tracking and transparency:** Submit requests through the MPF Customer Service Portal and select the appropriate area of focus to help us route your inquiry efficiently.
- **Automated updates:** You'll receive confirmation and status notifications from our Portal ticketing system, so you know your request is in progress.

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](#).

Follow Us



As part of this transition, the following shared mailboxes will be retired starting September 30:

- MPFLoanAccounting@fhlbc.com
- MPFInvestorAccounting@fhlbc.com
- MPF_Custody@fhlbc.com
- MPFCustody@fhlbc.com
- MPFDefaultServicing@fhlbc.com
- MPFServicing@fhlbc.com
- MPFInvestorDirectQC@fhlbc.com
- MPFQCDept@fhlbc.com
- MPFQA@fhlbc.com
- MPFProgramExcellence@fhlbc.com

The MPF Guides, Forms and Exhibits will be updated over the next few weeks to replace the retired mailboxes with MPF Service Center contact information.

If you have any questions about this change or need assistance using the MPF Customer Service Portal, please contact the MPF Service Center at:

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

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