Hazard Insurance Loss Reporting and Disbursement Requests

July 2025

eMAQCS™
Mortgage Analytics Quality Control System™

FHLBanks
A NATION OF LOCAL LENDERS

eMAQCS®plus (eMAQCS) will have new features to help you manage disbursements of hazard insurance claim proceeds

- **The guidelines for hazard insurance disbursements and when authorizations are required are not changing**

- Please review the appropriate servicing guide for information related to the release of insurance proceeds and when pre-disbursement authorizations from the investor are required

  MPF Traditional Servicing Guide: 4.6.3.1-2
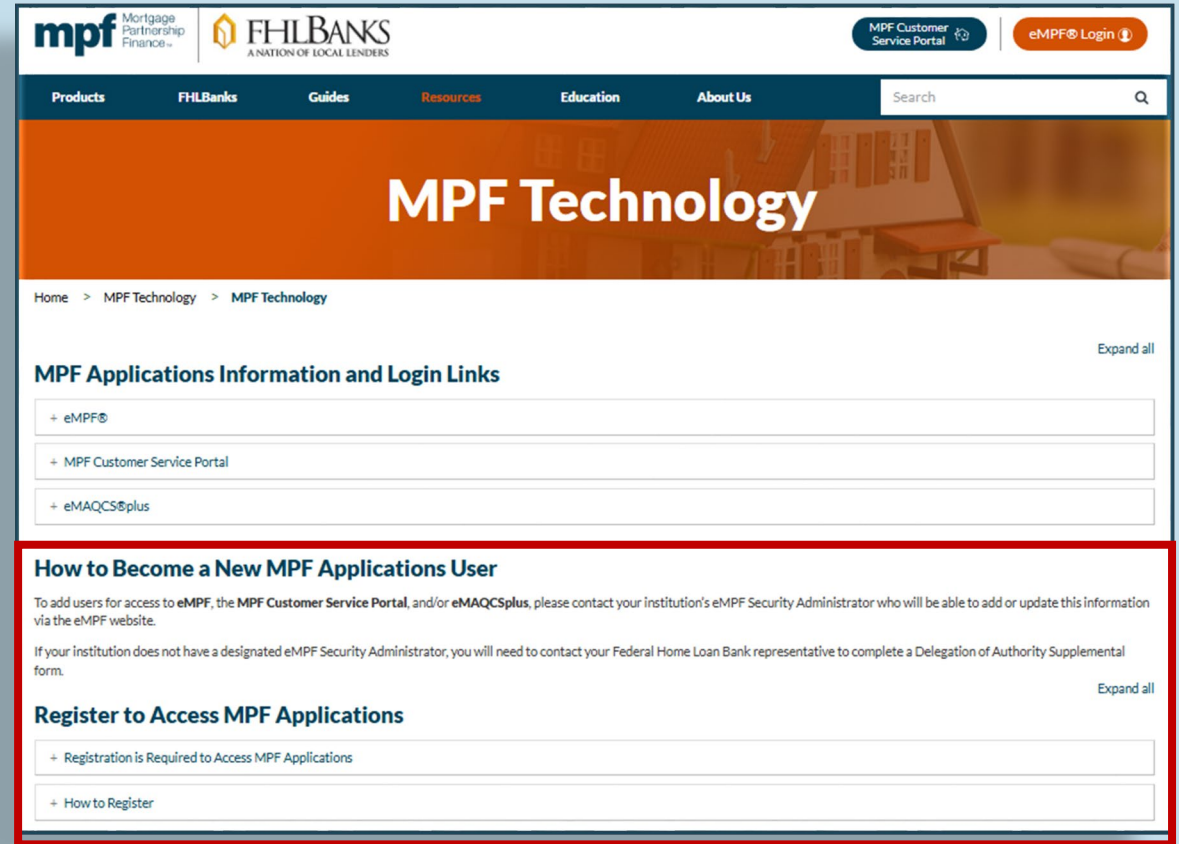 **Fannie Mae Servicing Guide: 4.5**
  MPF Government MBS Servicing Guide: 4.6.3.1-2

About eMAQCSplus

To access eMAQCS, you must be established as a user

- Information about how to become a new user is available on the MPF Program website's **MPF® Technology** page
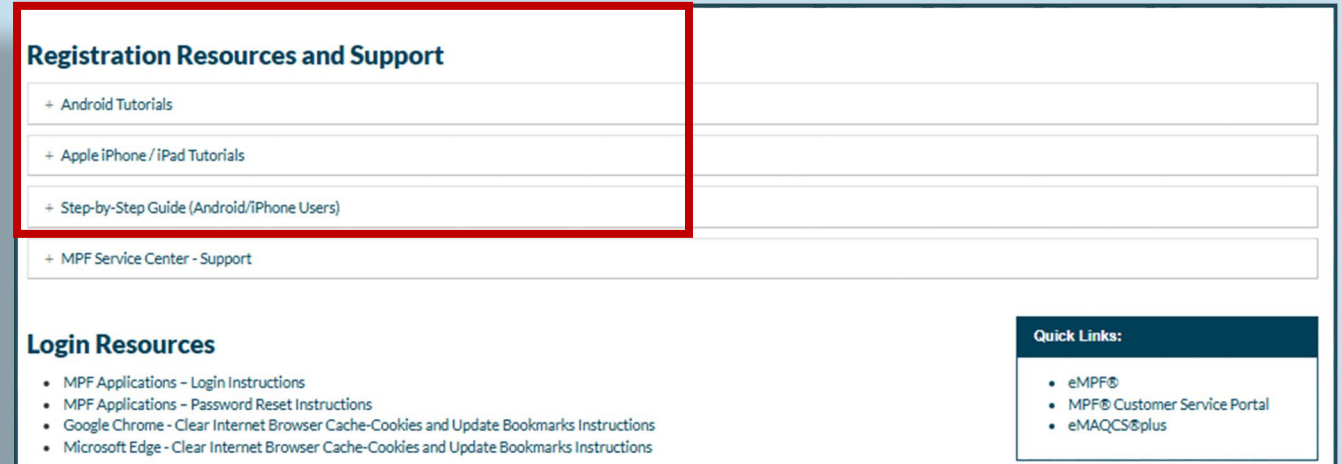

https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology

Multi-Factor Authentication

The Microsoft Authenticator application is used for multi-factor authentication

- The **Microsoft Authenticator** application must be installed on a mobile device

- Information and installation instructions are located on the MPF Technology page on the MPF Program website

https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology

Using eMAQCS for Processing Hazard Insurance Claims

The reporting of property damage and/or approvals for insurance claim disbursements are submitted via the
Property Loss Insurance Draft Notification Form (Form SG342)

🠗

| 🏠 Home - PFI QC | 🏠 Home - Servicing (PFI) | ⬆ Upload | 🔍 Loan Search | 🖺 Guidelines | 🖺 Forms | 🖺 PFI QCS Checklists/Worksheets | 🖺 MPF Application Links |

mpf Mortgage Partnership Finance™
Partnership Is Our Middle Name.

eMAQCS™ Mortgage Analytics Quality Control System™
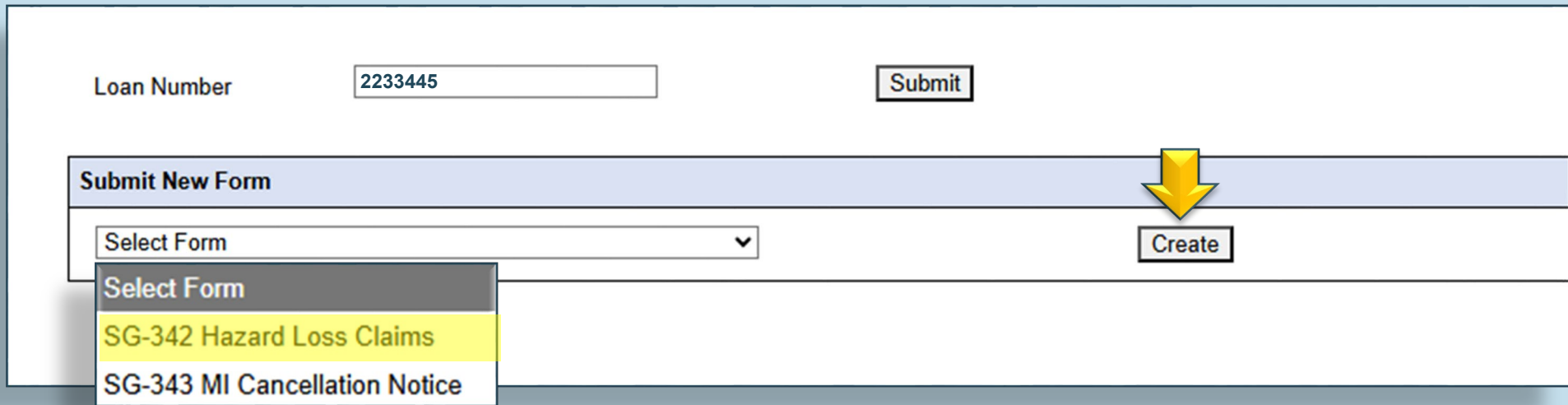Mortgage Analytics Quality Control System™

Add/View Forms
SMDU Forms
Miscellaneous Servicing Forms

Enter the MPF loan number and click **Submit**

Miscellaneous Servicing Forms

Loan Number: **2233445**   🠗 Submit

Select **SG-342** from the drop-down list and click **Create**

- **Form:** the fillable Form SG-342

- **Document**: takes you to the loan's document upload screen

- **Instruction:** provides guidance for completing Form SG-342

- Some fields at the top of Form SG-342 will auto-populate

- Enter the loan's current unpaid principal balance

- Enter the next payment due date

- Is the property currently occupied or unoccupied?

SG-342 (New)

Property Insurance Loss Draft Notification (Form SG342)

PFI/Servicer Information

| PFI Number: | 1111 | Servicer Name: | Fakeville Bank |

Loan Information

| MPF Loan Number: | 2233445 | Borrower Name: | John D Doe |

| Property Address: | 123 Anywhere Street, Anytown | IA | 50310 |

| Unpaid Principal Balance: | $235,860 | Next Payment Due: | 08/.01/2025 |

Occupancy: ● Occupied ○ Vacant/Abandoned

Select the reason for submission, *more than one reason may apply*

- Loans that are current require approval when the insurance proceeds are over $40,000

- Loans that are 30+ days delinquent require approval when the insurance proceeds are over $5,000

- At least one option must be selected for the form to successfully submit

Product Type: **MPF Traditional**

Property Insurance Loss Information

Select Reason for Submission (select all that apply):

☑ The Insurance Proceeds are greater than $40,000.00

☐ The Mortgage Loan is 31 or more days delinquent

☑ The Mortgaged Property is located in an area affected by a Major Disaster

List Major Disaster if applicable: **Elmo Valley Wildfire IA-1111X**

☐ Other

Complete the details about the claim and specify the amount that will be disbursed with this request

Date Claim was Submitted to Insurance Company:	**7/1/2025**	Total Insurance Claim Amount: **$80,000**
Amount of claim to be disbursed:	**$51,000**	
Describe cause and nature of damage:	**Fire damage/wildfire**	
Servicer's recommendation, including the disbursement amount:	**Disbursement of $51,00 for demolition/removal of destroyed garage, build new garage (estimate/contract attached)**	

The **Subsequent Disbursement Requests** section is only used when additional disbursements from the insurance proceeds are being requested

- **Complete your information**

- **Save as Draft-** if the form is incomplete, be sure to save it!

- **Submit**

Employee Information

By submitting this form, I certify that the information contained herein is true and accurate.
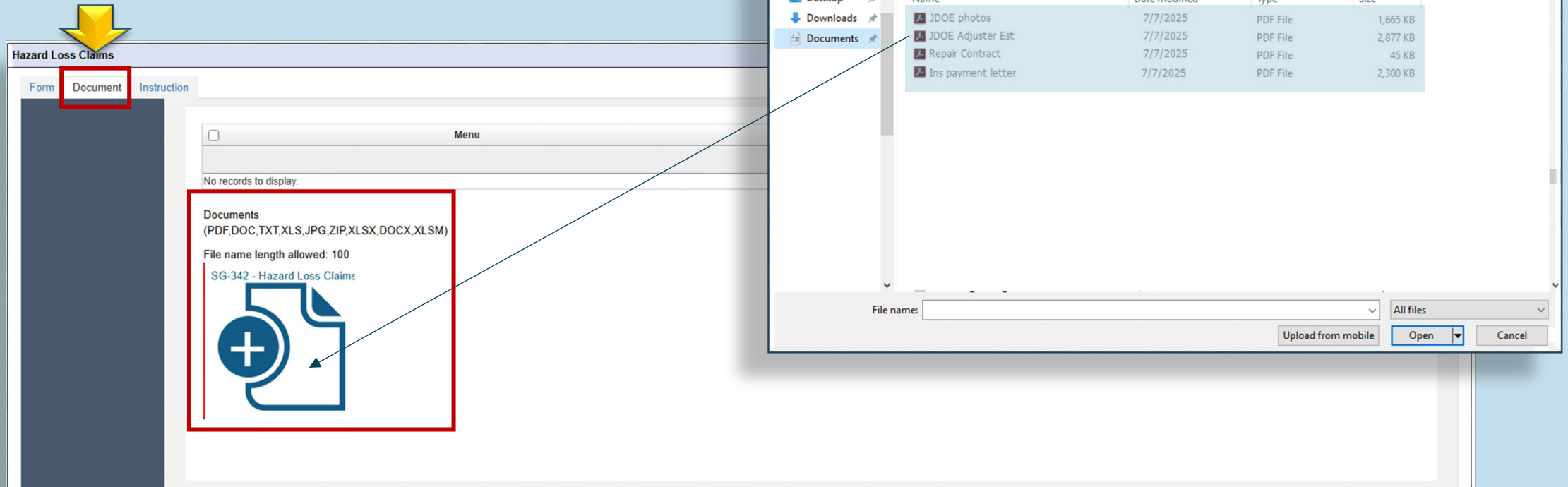
Printed Name of Employee Completing Form: **Penny Smith**

Title: **Servicing Claims Mgr.**   Email: **Pennys@fakebank.fak**

Phone Number: **111-222-3333**   Date Submitted: **07/17/2025**

Submit   Save As Draft   Cancel

How to upload documentation

- Select the **Document** Tab
- Click on the file icon to browse for your document/file
- Drag and drop your file(s) onto the file icon

After submitting the SG-342, the status will change to Submitted

			Form No	Form Name	Assigned Analyst	Status
Loan Number	2233445	Submit				

Submit New Form

Select Form ⌄   Create

Forms

			Form No	Form Name	Assigned Analyst	Status
Edit	View	Delete	SG-342	Hazard Loss Claims	MPF Analyst	Submitted

Additional statuses include:

- Pending Review
- Pending Subsequent Review
- Disbursement Approved
- Review on Hold/Missing Docs
- Review on Hold/Missing Information
- Review on Hold/Pending HLB Decision
- Escalated to HLB
- Escalated to FNMA
- Other

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After submitting the SG-342 form, the details will flow into the SG342 Submissions Active queue
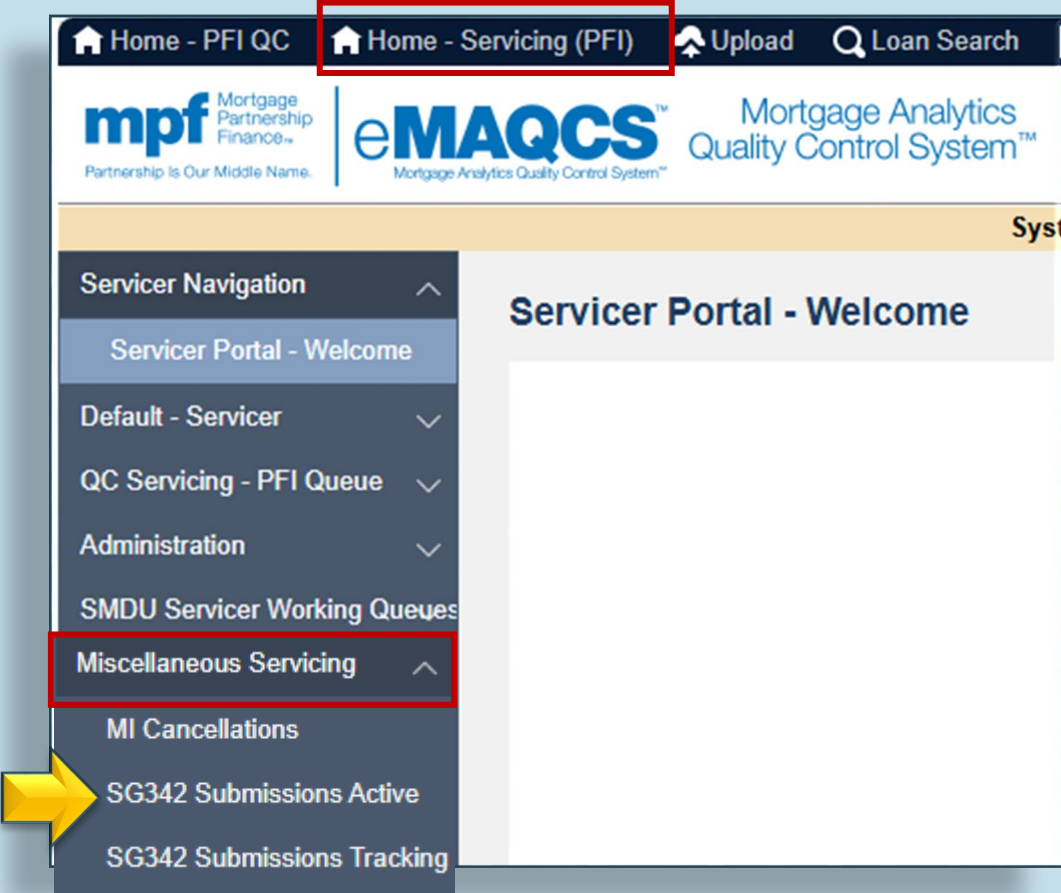
The **Submissions Active** queue provides and overview of disbursement request

SG342 Submissions Active

Drag a column header and drop it here to group by that column

⊗ Clear Grid Filters   📊 Export To Excel

☐	Menu	MPF Loan #	Submission Date	Product Type	Servicer Number	Servicer Name	SubServicer Number	SubServicer Name	Form No	Form Name	PFI Loan Number
☐	≡	2233445	7/17/2025 3:58:34 PM	MPF Traditional	1111	Fake Bank			SG-342	Hazard Loss Claims	farrell

Assigned Analyst	HLB	Investor Loan Number	Zip Code	Fema Disaster	Fema Disaster Date	Damage	Insurance Company	Date of Claim	Original Net Claim
MPF Molly	Federal Home Loan Bank of Des Moines	1111111	50225	IA-1111X	6/25/2025	Fire	Allstates	07/01/2025	80000.00

Disbursement Amount	Date Disbursed	Remaining Funds	Analyst Status	Analyst Status Date	MPF Status Comment	MPF Status Comment Date
51000.00		29000.00	Provider Initial Review Pending			

Please note these illustrations are stacked. In eMAQCS you must scroll to see all fields.

Right-click on the loan to open a menu of other actions

View Loan Details: gives you an in-depth overview of the associated loan
View Notes: Allows you to view or add notes (we'll look at this in more detail)
View Notification Log: Keeps a record of all email notifications sent
View Submitted Form: allows you to view a copy of the submitted SG-342 form
View/Upload Documents: see a list of uploaded documents and provides the ability to upload additional documentation

To add a note, click Add New

- **Enter your note and click the Save icon**

- **Notifications are not sent when a note is added, they are for informational purposes only**

View Loan Details
View Notes
View Notification Log
View Submitted Form
View/Upload Documents

Current Loan Details - Notes

Drag a column header and drop it here to group by that column

⊕ Add New   📊 Export to Excel

☐ Edit   Created by   Created Date   Comment

Comment

Add your comment here.

You can upload additional documents through the **View/Upload Documents** option

View your uploaded documents

Click on the document icon to drag and drop any additional documents you wish to upload

After a disbursement request and documentation have been reviewed you will receive an email notification communicating the review results

Email notifications may include:

- Disbursement approvals
- Notices of missing documentation
- Disbursement denials (will state the reason)

PFI Loan Number: 2222222
Assigned Analyst: Penny Smith

Thank you for providing information about property damage and insurance loss settlement for the above referenced loan received by MPF Provider on 7/15/2025 10:57:40 AM.

You may disburse $51,000 according to your recommendation and continue to service the loan pursuant to the applicable MPF Guide provisions.

If you have any questions or concerns, please do not hesitate to contact us.

MPF® Default Management
FHLBank Chicago | MPF® Operations | MPF Customer Service Portal | MPF-HELP@fhlbc.com | 877-FHLB-MPF (877-345-2673 option 3)

Once approval for an *initial* disbursement has been communicated to you by the MPF Provider, the loan will move from the Submissions Active to the Submissions Tracking queue

SG342 Submissions Tracking

Servicer Navigation ∨
Default - Servicer ∨
QC Servicing - PFI Queue ∨
Administration ∨
SMDU Servicer Working Queues
Miscellaneous Servicing ∧
  MI Cancellations
  SG342 Submissions Active
  SG342 Submissions Tracking

Drag a column header and drop it here to group by that column

❌ Clear Grid Filters   📊 Export To Excel

	Menu	MPF Loan #	Submission Date	Days Since Submission	Product Type	Servicer Number	Servicer Name	Sub Servicer Number	Sub Servicer Name	Form No	Form Name
☐	≡	2233445	7/1/2025 3:18:10 PM	21	MPF Traditional	1111	Fake Bank			SG-342	Hazard Loss Claims

Form Name	PFI Loan Number	Assigned Analyst	Investor Loan Number	HLB	Zip Code	Fema Disaster	Fema Disaster Date	Damage	Insurance Company	Date of Claim	Original Net Claim
Hazard Loss Claims	2222222	MPF Molly	1111111	Federal Home Loan Bank of Des Moines	50225	IA-1111X	6/25/2025	Fire	Allstates	7/01/2025	80000.00

Disbursement Amount	Date Disbursed	Remaining Funds	Analyst Status	Analyst Status Date	MPF Status Comment	MPF Status Comment Date
51000.00	7/23/2025	29000.00				

Please note these illustrations are stacked. In eMAQCS you must scroll to see all fields.

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To begin a subsequent claim disbursement request, right-click on the loan and drop-down to **View Form Submission/Add Subsequent Claim**

SG342 Submissions Tracking

Servicer Navigation
Default - Servicer
QC Servicing - PFI Queue
Administration
SMDU Servicer Working Queues
Miscellaneous Servicing
  MI Cancellations
  SG342 Submissions Active
  SG342 Submissions Tracking

Drag a column header and drop it here to group by that column

Clear Grid Filters   Export To Excel

Menu	MPF Loan #	Submission Date	Days Since Submission	Product Type	Servicer Number	Servicer Name	SubServicer Number	SubServicer Name	Form No	Form Name
	2233445	7/1/2025 3:18:10 PM							SG-342	Hazard Loss Claims

View Loan Details
View Notes
View Notification Log
View/Upload Documents
View Form Submission/Add Subsequent Claim
View Claim History
View Decision History

Your previously submitted SG-342 form will open

- Scroll down to the **Subsequent Disbursement Requests** section, there is no need to modify any of the form's original information

Enter your request information and either Save as a Draft or Submit

Subsequent Disbursement Requests:

Total Insurance Claim Amount	Total Amount of Claim Disbursed Thus Far	Total amount of Current Disbursement Request	Servicer Recommendation	Date of Servicer Recommendation	User Submitting Request	
80000.00	51,000.00	18000.00	Please approve for siding replacement	8/3/2025	Penny Smith	🗑

? → Add

The Add button: This button is used to add another disbursement line to the form. You do not need to select it for your first subsequent disbursement request, just those thereafter (if applicable)

*If you accidentally click the **Add** button after completing your request, the extra line can be deleted by clicking on the trash can icon*

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You may upload documentation related to any subsequent requests from the Submission Tracking queue

- The same drag and drop upload feature is available

You may upload documentation related to any subsequent requests from the Submission Tracking queue

- The same drag and drop upload feature is available

All loans with multiple disbursement requests may be managed through the Submissions Tracking queue

In addition to adding subsequent claim information and easy upload capabilities, the menu features additional options to help you manage your claims

View Loan Details
View Notes
View Notification Log
View/Upload Documents
View Form Submission/Add Subsequent Claim
View Claim History
View Decision History

The View Claim History Screen allows you to see a summary of all disbursement requests

- The top section will always reflect data from the initial disbursement request and will not update with subsequent requests

- Additional requests will populate below

Subsequent Claim Details/History Read Only

Initial Claim Details

Date of Claim	7/1/2025	Original Net Claim	80000.00	Distribution Amount	51000.00
Date Distributed	7/23/2025	Remaining Funds	29000.00		

Subsequent Claim Details/History Read Only

Drag a column header and drop it here to group by that column

	Added On	Total Insurance Claim Amount	Total Amount of Claim Disbursed Thus Far	Total amount of Current Disbursement Request	Servicer Recomendation	Date of Servicer Recomendation	User Submitting Request	Disbursement Amt	Remaining Funds	Date Disbursed	Date of Claim	Original Net Claim
☐	8/4/2025	80000.00	51000.00	18000.00	Siding on home replacement	8/4/2025	Penny Smith	18000.00	11000.00	8/8/2025	7/1/2025	80000.00
☐	8/18/2025	80000.00	69000.00	11000.00	Builder holdback	8/18/2025	Penny Smith	11000.00	0.00	8/22/2025	7/1/2025	80000.00

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MPF Service Center

Phone: (877) 345-2673

Email: MPF-Help@fhlbc.com

Hours: 8:30 AM to 4:30 PM CT

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