

## **MPF® Program Investor Reporting**

# **Researching Turnaround Reports and Exception Clearing Report Submissions**

**April 2025**



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# Training Objectives

- **Understand how and when to use an Exception Clearing Report (ECR)**
- **Learn how to review a Turnaround Report (TAR)**
- **Receive guidance for researching and correcting reporting errors**



# Exception Clearing Reports

# Exception Clearing Reports (ECR)

The servicer is responsible for completing an ECR whenever a **correction needs to be made within the investor's system**

Corrections that a servicer is responsible for making do not require the completion and submission of an ECR



# The ECR (Form SG403) is found under the *Glossary, Exhibits, and Forms* section of the MPF Guides:

<https://www.fhlbmpf.com/mpf-guides/guides>

The screenshot shows the MPF website interface. At the top left, there are logos for 'mpf Mortgage Partnership Finance' and 'FHLBANKS A NATION OF LOCAL LENDERS'. On the top right, there are buttons for 'MPF Customer Service Portal' and 'eMPF® Login'. Below the logos is a navigation menu with tabs for 'Products', 'FHLBanks', 'Guides', 'Resources', 'Education', and 'About Us'. A search bar is located to the right of the navigation menu. The 'Guides' tab is selected, and a list of forms is displayed. The form 'Form SG403: Exception Clearing Report' is highlighted in yellow.

- » Form SG359: Loan Modification Cover Letter
- » Form SG360: Servicing Transfer Notice
- » Form SG361-X: MPF Xtra Servicing Transfer Notice
- » Form SG370-X: MPF Xtra Investor Reporting Change Request
- » Form SG400: Loan Workout Plan
- » Form SG401: Temporary Loan Payment Modification Agreement
- » Form SG402: Borrower Hardship Certification
- » Form SG403: Exception Clearing Report
- » Form SG404: Bidding Instructions
- » Form SG405: REO Marketing Plan

# Exception Clearing Reports

PFI Number:       Servicer Name:

Printed Name of Employee Completing Form:

Title:       Email:

Phone Number:       Date Submitted:

\*IF NO MPF EXCEPTIONS: FC

Choose on of each categories per form:

Remittance Type:

Actual/Actual

Actual/Actual Single

Scheduled/Scheduled

Product

MPF Traditional

MPF Xtra

MPF Government MBS

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance

Number of Months	Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailed Amount 1		Curtailed Amount 2		Curtailed Amount 3		Date Entered
		Amount	Date	Amount	Date	Amount	Date	





# ECR Example

Here is an example of a loan that is out of balance on the Turnaround Report (TAR)

The reason is due to misapplication of curtailments within the Master Servicer's system

	Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
Investor	1	0001949699	1,503.07	3.2500	0.25	1,572.85	1,323.04	93.86	0.00	0.00	0.00	263,333.29	0.00	01/01/20		0
Servicer		598130	1,503.07	3.2500	0.00	1,572.97	1,322.92	93.86	0.00	0.00	0.00	263,333.17	0.00	01/01/20		
Difference			0.00	0.0000	0.25	-0.12	0.12	0.00	0.00	0.00	0.00	0.12	0.00			

		Interest Rate:	3.2500%	PFI Application			Master Servicer Application				Ln #	1949699	
		P&I Constant:	\$1,503.07				P&I Constant: 1,503.07				PFI #		
		S/F	0.00250								Remit Type	A/A	
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$265,000.00							265,000.00
11/01/19	785.36	717.71	55.21	662.50	46.93	264,167.71	11/01/19	785.36	717.71	55.21	662.50		264,214.64
12/01/19	787.62	715.45	55.03	660.42	46.93	263,333.16	12/01/19	787.49	715.58	55.04	660.54	93.86	263,333.29
rounding	(0.01)					263,333.17							
	1,572.97	1,433.16	110.24	1,322.92	93.86			1,572.85	1,433.29	110.25	1,323.04	93.86	
	1,572.85	1,433.29	110.25	1,323.04	93.86								
Diff:	0.12	(0.13)	(0.01)	(0.12)	0.00								
Prin Adj	0.12												
Int Adj	(0.12)												

# Enter the Loan Number

Place the MPF loan number that needs correcting from the TAR into the **MPF Loan Number** field

The Servicer loan number is optional

PFI Number:  Servicer Name:

Printed Name of Employee Completing Form:

Title:  Email:

Phone Number:  Date Submitted:

\*IF NO MPF EX

Choose on of each categories per form:

Remittance Type:

- Actual/Actual
- Actual/Actual Single
- Scheduled/Scheduled

Product:

- MPF Traditional
- MPF Xtra
- MPF Government MBS

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance
1943960 / 598130					

	Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	Borr Next DueDt	Paid in Full Dt	Act Code
Investor		1943960	1,503.07	3.2500	0.25	1,572.85	1,323.04	93.86	0.00	0.00	0.00	263,333.29	0.00	01/01/20		0
Servicer		598130	1,503.07	3.2500	0.00	1,572.97	1,322.92	93.86	0.00	0.00	0.00	263,333.17	0.00	01/01/20		
Difference			0.00	0.0000	0.25	-0.12	0.12	0.00	0.00	0.00	0.00	0.12	0.00			

# Exception Type

Click on the dropdown box for *Exception Type* and select the appropriate reason

PFI Number:  Servicer Name:

Printed Name of Employee Completing Form:

Title:  Email:

Phone Number:  Date Submitted:

Choose on of each categories per form:

Remittance Type:

- Actual/Actual
- Actual/Actual Single
- Scheduled/Scheduled

Product:

- MPF Traditional
- MPF Xtra
- MPF Government MBS

**\*IF NO MPF EXCEPTIONS: FORM DOES**

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
1943960 / 598130	<input type="text" value="Curtailed Error"/>						

**Exception Type** dropdown menu options:

- Curtailed Error
- Payment Error
- Curtailed Error
- Payoff Error
- Amortization Schedule

# Enter the Exception Date

The *Exception Date* reflects the turnaround report that you are using to research your exceptions

Servicer Turnaround - Initial Report													Run Date 12/16/2019 6:03:03 AM		LSVTRNARNDF	
Servicer Number - 4457																
Cycle Date - 12/01/2019																
Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Amt	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	Borr DueDt	Next Full Dt	Paid in Full Dt	Act Code
4457 Community Bank Of Trenton																
MPF Program																
Investor	3 0001943960	834.57	3.6250	0.25	283.56	513.01	15.43	0.00	0.00	0.00	182,105.73	0.00	01/01/20			0
Servicer	40029-5001	834.57	3.6250	0.00	283.54	513.03	15.43	0.00	0.00	0.00	182,110.08	0.00	01/01/20			
Difference		0.00	0.0000	0.25	0.02	-0.02	0.00	0.00	0.00	0.00	-4.35	0.00				
Investor	1 0001852806	1,115.78	4.6250	0.25	460.61	619.76	0.00	0.00	0.00	0.00	169,529.46	0.00	12/01/19			0
Servicer	27367-5001	1,115.78	4.6250	0.00	460.61	596.62	0.00	0.00	0.00	0.00	169,529.46	0.00	12/01/19			
Difference		0.00	0.0000	0.25	0.00	23.14	0.00	0.00	0.00	0.00	0.00	0.00				
Investor	1 0001905898	794.42	4.0000	0.25	0.00	636.92	0.00	0.00	0.00	165,678.35	0.00	0.00		11/08/19		60
										166,357.71	0.00	0.00	11/01/19	11/08/19		60
										-679.36	0.00	0.00				
										0.00	263,333.29	0.00	01/01/20			0
										0.00	263,333.17	0.00	01/01/20			
										0.00	0.12	0.00				
										0.00	179,898.50	0.00	01/01/20			0
										0.00	179,898.47	0.00	01/01/20			
										0.00	0.03	0.00				
										-679.36	-4.20	0.00				

  

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance
1943960 / 598130	Curtailment Error	12/16/2019			

# What is Causing the Difference?

Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date
Payment Error	12/16/2019		
		P&I Difference	
		Note Rate Difference	
		Servicing Fee Rate Difference	
		Next Due Date or LPI Difference	

Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date
Curtailment Error	12/16/2019		
		Curtailment Interest Difference	
		Curtailment(s) Reversed	
		Missed Curtailment(s)	

Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date
Payoff Error	12/16/2019		
		Payoff Principal Difference	
		Payoff Interest Difference	
		Paid in Full Date Not Reported/Incorrect	
		Action Code Change - 60	
		Action Code Change - 65	
		FHA Loan Prior to 1/21/2015	
		FHA Loan After 1/21/2015	

Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date
Amortization Schedule	12/16/2019		
		Loan(s) Exceptions caused from activity in previous cycles	

## Explanation of Differences

# Explanation of Difference

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date
1943960 / 598130	Curtailment Error	12/16/2019	Curtailment Interest Difference	

PFI Application							Master Servicer Application						
		Interest Rate:	3.2500%									Ln #	
		P&I Constant:	\$1,503.07									PFI #	
		S/F	0.00250									Remit Type	A/A
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$265,000.00							265,000.00
11/01/19	785.36	717.71	55.21	662.50	46.93	264,167.71	11/01/19	785.36	717.71	55.21	662.50		264,214.64
12/01/19	787.62	715.45	55.03	660.42	46.93	263,333.16	12/01/19	787.49	715.58	55.04	660.54	93.86	263,333.29
rounding	(0.01)					263,333.17							
	1,572.97	1,433.16	110.24	1,322.92	93.86			1,572.85	1,433.29	110.25	1,323.04	93.86	
	1,572.85	1,433.29	110.25	1,323.04	93.86								
Diff:	0.12	(0.13)	(0.01)	(0.12)	0.00								
Prin Adj	0.12												
Int Adj	(0.12)												

# Next Due Date/Liquidation Date Actual Ending Balance

<input type="checkbox"/> Actual/Actual Single <input type="checkbox"/> Scheduled/Scheduled		<input type="checkbox"/> MPF Xtra <input type="checkbox"/> MPF Government MBS		1	2
MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance
1943960 / 598130	Curtailment Error	12/16/2019	Curtailment Interest Difference	01/01/2020	\$263,333.17

	Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
Investor	1	1943960	1,503.07	3.2500	0.25	1,572.85	1,323.04	93.86	0.00	0.00	0.00	263,337.29	0.00	01/01/20		0
Servicer		598130	1,503.07	3.2500	0.00	1,572.97	1,322.92	93.86	0.00	0.00	0.00	263,333.17	0.00	01/01/20		1
Difference			0.00	0.0000	0.25	-0.12	0.12	0.00	0.00	0.00	0.00	0.12	0.00			

# Number of Months

The total number of consecutive months the loan has been on the turnaround report

Number of Months	Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailment Amount 1	Curtailment Date 1	Curtailment Amount 2	Curtailment Date 2	Curtailment Amount 3	Curtailment Date 3	Date Entered
1								

Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
1	0001949699	1,503.07	3.2500	0.25	1,572.85	1,323.04	93.86	0.00	0.00	0.00	263,333.29	0.00	01/01/20		0
	598130	1,503.07	3.2500	0.00	1,572.97	1,322.92	93.86	0.00	0.00	0.00	263,333.17	0.00	01/01/20		
		0.00	0.0000	0.25	-0.12	0.12	0.00	0.00	0.00	0.00	0.12	0.00			



# Supporting Documentation

Scheduled Ending Balance	Number of Months	Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailment Amount 1	Curtailment Date 1	Curtailment Amount 2	Curtailment Date 2	Curtailment Amount 3	Curtailment Date 3	Date Entered
		1 YES							

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curt
YES	
YES	
NO	

# Supporting Documentation Example

**Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)**  
YES

History	Payment Date	Begin Act Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Act Bal
1949699	11/1/2019	\$ 265,000.00	0.03250	0.00250	\$ 1,503.07	\$ 717.71	\$ 55.21	\$ 662.50	\$ 785.36	\$ 46.93		\$ 264,167.71
1949699	12/1/2019	\$ 264,167.71	0.03250	0.00250	\$ 1,503.07	\$ 715.45	\$ 55.03	\$ 660.42	\$ 787.62	\$ 46.93		\$ 263,333.16
	rounding	\$ 263,333.16	0.03250	0.00250	\$ 1,503.07				\$ (0.01)			\$ 263,333.17

Option 1

Interest Rate: 3.2500%		PFI Application					Master Servicer Application					Ln # 1949699	
P&I Constant: \$1,503.07							P&I Constant: 1,503.07					PFI #	
S/F 0.00250												Remit Type A/A	
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$265,000.00							265,000.00
11/01/19	785.36	717.71	55.21	662.50	46.93	264,167.71	11/01/19	785.36	717.71	55.21	662.50		264,214.64
12/01/19	787.62	715.45	55.03	660.42	46.93	263,333.16	12/01/19	787.49	715.58	55.04	660.54	93.86	263,333.29
rounding	(0.01)					263,333.17							
	1,572.97	1,433.16	110.24	1,322.92	93.86			1,572.85	1,433.29	110.25	1,323.04	93.86	
	1,572.85	1,433.29	110.25	1,323.04	93.86								
Diff:	0.12	(0.13)	(0.01)	(0.12)	0.00								
Prin Adj	0.12												
Int Adj	(0.12)												

Option 2



# Curtailment Amount and Curtailment Date Fields

		Interest Rate:	3.2500%	PFI Application			Master Servicer Application				Ln #	1949699	
		P&I Constant:	\$1,503.07			P&I Constant:	1,503.07			PFI #			
		S/F	0.00250							Remit Type	A/A		
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$265,000.00							265,000.00
11/01/19	d 785.36	717.71	55.21	662.50	c 46.93	264,167.71	11/01/19	785.36	717.71	55.21	662.50		264,214.64
12/01/19	f 787.62	715.45	55.03	660.42	e 46.93	263,333.16	12/01/19	b 787.49	715.58	55.04	660.54	a 93.86	263,333.29
rounding	(0.01)					263,333.17							
	1,572.97	1,433.16	110.24	1,322.92	93.86			1,572.85	1,433.29	110.25	1,323.04	93.86	
	1,572.85	1,433.29	110.25	1,323.04	93.86								
Diff:	0.12	(0.13)	(0.01)	(0.12)	0.00								
Prin Adj	0.12												
Int Adj	(0.12)												

Curtailment Amount	Curtailment Date	Curtailment Amount	Curtailment Date	Curtailment Amount	Curtailment Date	Date Entered
1	1	2	2	3	3	
(93.86)	12/01/2019	\$46.93	11/01/2019	\$46.93	12/01/2019	
a	b	c	d	e	f	

# Date Entered Field

Enter the date the ECR is being uploaded into ServicerConnect

Number of Months	Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailment Amount 1	Curtailment Date 1	Curtailment Amount 2	Curtailment Date 2	Curtailment Amount 3	Curtailment Date 3	Date Entered
1	YES	(\$93.86)	12/01/2019	\$46.93	11/01/2019	\$46.93	12/01/2019	12/17/2019



# The Exception Clearing Report

	Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
Investor	1	1943960	1,503.07	3.2500	0.25	1,572.85	1,323.04	93.86	0.00	0.00	0.00	263,333.29	0.00	01/01/20		0
Servicer		598130	1,503.07	3.2500	0.00	1,572.97	1,322.92	93.86	0.00	0.00	0.00	263,333.17	0.00	01/01/20		
Difference			0.00	0.0000	0.25	-0.12	0.12	0.00	0.00	0.00	0.00	0.12	0.00			

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
1943960 / 598130	Curtailement Error	12/16/2019	Curtailement Interest Difference	01/01/2020	\$263,333.17		1

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailement Amount 1	Curtailement Date 1	Curtailement Amount 2	Curtailement Date 2	Curtailement Amount 3	Curtailement Date 3	Date Entered
YES	(\$93.86)	12/01/2019	\$46.93	11/01/2019	\$46.93	12/01/2019	12/17/2019

PFI Loan History												
Loan Number	Payment Date	Begin Act Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Act Bal
1949699	11/1/2019	\$ 265,000.00	0.03250	0.00250	\$ 1,503.07	\$ 717.71	\$ 55.21	\$ 662.50	\$ 785.36	\$ 46.93		\$ 264,167.71
1949699	12/1/2019	\$ 264,167.71	0.03250	0.00250	\$ 1,503.07	\$ 715.45	\$ 55.03	\$ 660.42	\$ 787.62	\$ 46.93		\$ 263,333.16
	rounding	\$ 263,333.16	0.03250	0.00250	\$ 1,503.07				\$ (0.01)			\$ 263,333.17

  

PFI Application						Master Servicer Application							
Interest Rate:	3.2500%					Ln #	1949699						
P&I Constant:	\$1,503.07					PFI #							
S/F	0.00250					Remit Type	A/A						
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$265,000.00							265,000.00
11/01/19	785.36	717.71	55.21	662.50	46.93	264,167.71	11/01/19	785.36	717.71	55.21	662.50		264,214.64
12/01/19	787.62	715.45	55.03	660.42	46.93	263,333.16	12/01/19	787.49	715.58	55.04	660.54	93.86	263,333.29
rounding	(0.01)					263,333.17							
	1,572.97	1,433.16	110.24	1,322.92	93.86			1,572.85	1,433.29	110.25	1,323.04	93.86	
	1,572.85	1,433.29	110.25	1,323.04	93.86								
Diff:	0.12	(0.13)	(0.01)	(0.12)	0.00								
Prin Adj	0.12												
Int Adj	(0.12)												

Option 1

Option 2



# Second Option, Same Outcome

	Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
Investor	1	1943960	1,503.07	3.2500	0.25	1,572.85	1,323.04	93.86	0.00	0.00	0.00	263,333.29	0.00	01/01/20		0
Servicer		598130	1,503.07	3.2500	0.00	1,572.97	1,322.92	93.86	0.00	0.00	0.00	263,333.17	0.00	01/01/20		
Difference			0.00	0.0000	0.25	-0.12	0.12	0.00	0.00	0.00	0.00	0.12	0.00			

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
1943960 / 598130	Curtailement Error	12/16/2019	Curtailement(s) Reversed	01/01/2020	\$263,333.17		1
1943960 / 598130	Curtailement Error	12/16/2019	Missed Curtailement(s)	01/01/2020	\$263,333.17		1

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailement Amount 1	Curtailement Date 1	Curtailement Amount 2	Curtailement Date 2	Curtailement Amount 3	Curtailement Date 3	Date Entered
YES	\$93.86	12/01/2019					12/17/2019
YES	\$46.93	11/01/2019	\$46.93	12/01/2019			12/17/2019

# Uploading ECRs

**Use the proper naming convention when uploading ECRs into the ServicerConnect website**

## **MPF Traditional & MPF Gov't MBS ECRs**

ECR File Name Example:

**ECR\_c123456\_MMYYYY**

*Submit only one ECR per month for all loans needing corrections*

## **MPF Xtra® ECRs**

ECR File Name Example:

**ECR\_File Name\_MMDDYYYY**

*Submit ECRs daily as loans appear on the initial TAR*

An ECR does not have to be submitted if there are no exceptions to correct within the Master Servicer's system

The MMDDYYYY must be equal to the month/day/year the file is being uploaded:

**Example: ECR\_c123456\_04152025**

*The Master Servicer provides Servicers a file name which begins with the letter 'C' followed by a series of digits. c123456 shown above is an example only*

# Identifying TAR Exceptions & Clearing Exceptions

# Example 1: Turnaround Report

Let's review an iTAR...

Servicer Turnaround - Initial Report													Run Date 1/6/2020 10:03:13 AM		Computershare	
Servicer Number -													LSVTRNARNDI			
Cycle Date - 01/01/2020																
Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code	
MPF Program																
Investor	4	834.57	3.6250	0.25	284.46	512.17	15.43	0.00	0.00	0.00	181,805.84	0.00	02/01/20		0	
Servicer		834.57	3.6250	0.00	284.46	512.17	15.43	0.00	0.00	0.00	181,805.88	0.00	02/01/20			
Difference		0.00	0.0000	0.25	0.00	0.00	0.00	0.00	0.00	0.00	-0.04	0.00				
Investor	2	1,115.78	4.6250	0.25	926.56	1,234.46	0.00	0.00	0.00	0.00	168,602.90	0.00	02/01/20		0	
Servicer		1,115.78	4.6250	0.00	923.00	1,237.83	0.00	0.00	0.00	0.00	169,067.07	0.00	02/01/20			
Difference		0.00	0.0000	0.25	3.56	-3.37	0.00	0.00	0.00	0.00	-464.17	0.00				
Investor	2	1,503.07	3.2500	0.25	0.00	0.00	0.00	0.00	0.00	0.00	263,333.29	0.00	01/01/20		0	
Servicer		1,503.07	3.2500	0.00	0.00	0.00	0.00	0.00	0.00	0.00	263,333.17	0.00	01/01/20			
Difference		0.00	0.0000	0.25	0.00	0.00	0.00	0.00	0.00	0.00	0.12	0.00				
Investor	2	798.58	3.3750	0.25	292.62	468.48	9.42	0.00	0.00	0.00	179,596.46	0.00	02/01/20		0	
Servicer		798.58	3.3750	0.00	292.61	468.49	9.42	0.00	0.00	0.00	179,596.44	0.00	02/01/20			
Difference		0.00	0.0000	0.25	0.01	-0.01	0.00	0.00	0.00	0.00	0.02	0.00				
Investor	1 0001943293	1,359.46	3.8750	0.25	859.24	1,739.70	81.08	0.00	0.00	0.00	287,225.28	0.00	02/01/20		0	
Servicer		1,359.46	3.8750	0.00	859.37	1,739.58	81.08	0.00	0.00	0.00	287,225.15	0.00	02/01/20			
Difference		0.00	0.0000	0.25	-0.13	0.12	0.00	0.00	0.00	0.00	0.13	0.00				
Total Loan Differences		5			3.44	-3.26	0.00	0.00	0.00	0.00	-463.94	0.00				

# Example 1: Research Support

## Servicer Payment History

## Investor Payment History

PFI Application							Master Servicer Application							
Interest Rate:		3.8750%					P&I Constant:		1,359.46		Ln #		1943293	
P&I Constant:		\$1,359.46					S/F		0.00250		PFI #			
S/F		0.00250					Remit Type		A/A					
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	
						\$288,165.60							288,165.60	
12/01/19	428.93	930.53	60.03	870.50	40.54	287,696.13	12/01/19	428.93	930.53	60.03	870.50		287,736.67	
01/01/20	430.44	929.02	59.94	869.08	40.54	287,225.15	01/01/20	430.31	929.15	59.95	869.20	81.08	287,225.28	
	859.37	1,859.55	119.97	1,739.58	81.08			859.24	1,859.68	119.98	1,739.70	81.08		
	859.24	1,859.68	119.98	1,739.70	81.08									
Diff:	0.13	(0.13)	(0.01)	(0.12)	0.00									
Prin Adj	0.13													
Int Adj	(0.12)													

Investor	1	0001943293	1,359.46	3.8750	0.25	859.24	1,739.70	81.08	0.00	0.00	0.00	287,225.28	0.00	02/01/20	0
Servicer			1,359.46	3.8750	0.00	859.37	1,739.58	81.08	0.00	0.00	0.00	287,225.15	0.00	02/01/20	
Difference			0.00	0.0000	0.25	-0.13	0.12	0.00	0.00	0.00	0.00	0.13	0.00		

Using the amortization chart, we can identify the cause of the exception

# Example 1: Exception Clearing Report

## Incorrect Application of Curtailments

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
1943293	Curtailment Error	01/06/2020	Curtailment Interest Difference	02/01/2020	\$287,225.15		1

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailment Amount 1	Curtailment Date 1	Curtailment Amount 2	Curtailment Date 2	Curtailment Amount 3	Curtailment Date 3	Date Entered
YES	(\$81.08)	01/01/2020	\$40.54	12/01/2019	\$40.54	01/01/2020	01/13/2020



# Example 1: Exception Clearing Report

PFI Loan History												
Loan Number	Payment Date	Begin Act Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Act Bal
1943293	12/1/2019	\$ 288,165.60	0.03875	0.00250	\$ 1,359.46	\$ 930.53	\$ 60.03	\$ 870.50	\$ 428.93	\$ 40.54		\$ 287,696.13
1943293	1/1/2020	\$ 287,696.13	0.03875	0.00250	\$ 1,359.46	\$ 929.02	\$ 59.94	\$ 869.08	\$ 430.44	\$ 40.54		\$ 287,225.15

  

PFI Application							Master Servicer Application						
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$288,165.60							
12/01/19	428.93	930.53	60.03	870.50	40.54	287,696.13	12/01/19	428.93	930.53	60.03	870.50		287,736.67
01/01/20	430.44	929.02	59.94	869.08	40.54	287,225.15	01/01/20	430.31	929.15	59.95	869.20	81.08	287,225.28
	859.37	1,859.55	119.97	1,739.58	81.08			859.24	1,859.68	119.98	1,739.70	81.08	
	859.24	1,859.68	119.98	1,739.70	81.08								
Diff:	0.13	(0.13)	(0.01)	(0.12)	0.00								

  

Prin Adj	0.13
Int Adj	(0.12)

  

Instructions	Exception Request Form	<b>Amortization Schedule</b>	Examples
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Option 1

Option 2



Amortization Schedule – Supporting documentation to be entered on the amortization tab of the ECR

# Example 2: Turnaround Report

## Payoff Error – Action Code 60

Investor	1	4567	409.41	4.3750	0.25	487.47	911.71	0.00	0.00	0.00	67,400.62	0.00	0.00	12/29/23	60	
Servicer		031590	409.41	4.3750	0.25	487.47	709.59	63,871.82	0.00	0.00	3,528.80	0.00	0.00	01/01/24	12/29/23	60
Difference			0.00	0.0000	0.00	0.00	202.12	-63,871.82	0.00	0.00	63,871.82	0.00	0.00			

## Example 2: Research Support

There are two different responses to this exception based on the MPF loan product

PFI Application								FNMA payoff									
		Interest Rate:	4.3750%										Ln #				
		P&I Constant:	\$409.41							P&I Constant:	409.41			PFI #			
		S/F	0.00250									Remit Type		A/A			
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Payoff	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Payoff	Prin Bal		
							\$67,888.09								67,888.09		
10/01/23	161.90	247.51	14.14	233.37			67,726.19	10/01/23	161.90	247.51	14.14	233.37			67,726.19		
11/01/23	162.48	246.92	14.11	232.81			67,563.71	11/01/23	162.48	246.92	14.11	232.81			67,563.71		
12/01/23	163.08	246.33	14.08	232.25	63,871.82		3,528.80	12/01/23	163.08	246.33	14.08	232.25			67,400.62		
12/29/23		11.84	0.68	11.17		3,528.80	0.00	12/29/23		226.21	12.93	213.28		67,400.62	0.00		
	487.47	752.60	43.01	709.59	63,871.82	3,528.80			487.47	966.96	55.25	911.71	0.00	67,400.62			
	487.47	966.96	55.25	911.71	0.00	67,400.62											
Diff:	0.00	(214.36)	(12.25)	(202.11)	63,871.82	(63,871.82)											
Prin Adj	0.00																
Int Adj	(202.11)																

# Example 2: MPF Xtra Resolution

## Calculating Interest on a Payoff

In accordance with [C-1.1-01, Servicer Responsibilities for Processing Mortgage Loan Payments](#), the servicer must calculate the amount of interest charged to the borrower

- based on the UPB of the mortgage loan,
- as of the LPI date, and
- using the current interest accrual rate.

A full month's interest should be calculated on the basis of a 360-day year, while a partial month's interest should be based on a 365-day year.

Due to this requirement by FNMA, the curtailment is not acknowledged, and the payoff is calculated at the higher UPB of \$67,400.62. The borrower saved \$214.36 in interest from the \$63,871.82 curtailment applied, but the servicer must pass through an additional \$202.12 to MPF/FNMA (cost of doing business)

**$\$63,871.82 * .04375 / 365 * 28 = \$214.36$  borrower savings (UPB \* GI / 365 \* # Days)**

**$\$63,871.82 * .04125 / 365 * 28 = \$202.11$  servicer must pass through (UPB \* NI / 365 \* # Days)**

# Example 2: MPF Traditional Resolution

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
456 / 031590	Curtailement Error	01/03/2024	Missed Curtailement(s)	12/29/2023	\$0.00		1

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailement Amount 1	Curtailement Date 1	Curtailement Amount 2	Curtailement Date 2	Curtailement Amount 3	Curtailement Date 3	Date Entered
YES	\$63,871.82	12/01/2023					01/04/2024

# Example 2: MPF Traditional Resolution

PFI Loan History												
Loan Number	Payment Date	Begin Act Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Act Bal
4567	10/1/2023	\$ 67,888.09	0.04375	0.00250	\$ 409.41	\$ 247.51	\$ 14.14	\$233.37	\$ 161.90			\$ 67,726.19
4567	11/1/2023	\$ 67,726.19	0.04375	0.00250	\$ 409.41	\$ 246.92	\$ 14.11	\$232.81	\$ 162.48			\$ 67,563.71
4567	12/1/2023	\$ 67,563.71	0.04375	0.00250	\$ 409.41	\$ 246.33	\$ 14.08	\$232.25	\$ 163.08	\$ 63,871.82		\$ 3,528.80
4567	12/29/2023	\$ 3,528.80	0.04375	0.00250	\$ 409.41	\$ 11.84	\$ 0.68	\$ 11.17		\$ 3,528.80		\$ 0.00 payoff

Option 1

  

PFI Application								FNMA payoff				Ln #			
Interest Rate:		4.3750%		P&I Constant:		\$409.41		P&I Constant:		409.41		PFI #			
S/F:		0.00250		Remit Type:		A/A									
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Payoff	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Payoff	Prin Bal
							\$67,888.09								67,888.09
10/01/23	161.90	247.51	14.14	233.37			67,726.19	10/01/23	161.90	247.51	14.14	233.37			67,726.19
11/01/23	162.48	246.92	14.11	232.81			67,563.71	11/01/23	162.48	246.92	14.11	232.81			67,563.71
12/01/23	163.08	246.33	14.08	232.25	63,871.82		3,528.80	12/01/23	163.08	246.33	14.08	232.25			67,400.62
12/29/23		11.84	0.68	11.17		3,528.80	0.00	12/29/23		226.21	12.93	213.28		67,400.62	0.00
	487.47	752.60	43.01	709.59	63,871.82	3,528.80			487.47	966.96	55.25	911.71	0.00	67,400.62	
	487.47	966.96	55.25	911.71	0.00	67,400.62									
Diff.	0.00	(214.36)	(12.25)	(202.11)	63,871.82	(63,871.82)									

Option 2

  

Prin Adj	0.00
Int Adj	(202.11)

Instructions
Exception Request Form
Amortization Schedule
Examples

# Example 3: Turnaround Report

## Servicer Turnaround Initial Report

Run Date 11/4/2019 1:01:43 PM

LSVTRNARNDF



Servicer Number -

Cycle Date - 10/01/2019

Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
<b>MPF Program</b>															
Investor	3	894.83	4.5000	0.25	240.36	618.11	83.64	0.00	0.00	0.00	174,201.82	0.00	11/01/19		0
Servicer		894.83	4.5000	0.25	235.19	622.99	83.64	0.00	0.00	0.00	175,584.59	0.00	11/01/19		
Difference		0.00	0.0000	0.00	5.17	-4.88	0.00	0.00	0.00	0.00	-1,382.77	0.00			

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# Example 3: Research Support

## Servicer Payment History

## Investor Payment History

		Interest Rate:	4.5000%	PFI Application					Ln #				
		P&I Constant:	\$894.83			PFI #							
		S/F	0.00250			Remit Type	A/A						
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$176,605.00							176,605.00
07/01/19	232.56	662.27	36.79	625.48	1,367.32	175,005.12	07/01/19	232.56	662.27	36.79	625.48	1,367.32	175,005.12
					(1,367.32)	176,372.44	08/01/19	238.56	656.27	36.46	619.81		174,766.56
08/01/19	233.43	661.40	36.74	624.65		176,139.01	09/01/19	239.46	655.37	36.41	618.96	1.28	174,525.82
09/01/19	234.31	660.52	36.70	623.83	1.28	175,903.42	10/01/19	240.36	654.47	36.36	618.11	83.64	174,201.82
10/01/19	235.19	659.64	36.65	622.99	83.64	175,584.58							
rounding	(0.01)	0.01	0.00	0.01		175,584.59							
	935.49	2,643.83	146.88	2,496.95	84.92			950.94	2,628.38	146.02	2,482.36	1,452.24	
	950.94	2,628.38	146.02	2,482.36	1,452.24								
Diff:	(15.45)	15.45	0.86	14.59	(1,367.32)								
Prin Adj	(1,382.77)												
Int Adj	14.59												

## Example 3: Research Support

### Computershare's Payment History

cycle_date	payment_date	seq_nbr	actl_loan_rate	actl_pay_amt	actl_beg_prin_bal	actl_prin_amt	before_curtail_amt	after_curtail_amt	actl_liq_amt	actl_prin_adj_amt	actl_gross_int_amt	actl_end_prin_bal
7/1/2019 0:00	7/1/2019 0:00	1	4.5	894.83	176605	232.56	0	1367.32	0	0	662.27	175005.12
8/1/2019 0:00	8/1/2019 0:00	1	4.5	894.83	175005.12	238.56	0	0	0	0	656.27	174766.56
9/1/2019 0:00	9/1/2019 0:00	1	4.5	894.83	174766.56	239.46	0	1.28	0	0	655.37	174525.82
10/1/2019 0:00	10/1/2019 0:00	1	4.5	894.83	174525.82	240.36	0	83.64	0	0	654.47	174201.82

internal loan id	cf_actual_fha_prem	actual_gross_int_amt	actual_servicer_fee_amt	loan_fee_rate	servicer_nbr	pool_nbr	dflt_flag	loan_nbr	borr_last_name	prem_code	actl_beg_prin_bal_tdo	actl_end_prin_bal_tdo
		662.27	36.79	0.25							176605	175005.12
		656.27	36.46	0.25							175005.12	174766.56
		655.37	36.41	0.25							174766.56	174525.82
		654.47	36.36	0.25							174525.82	174201.82

# Example 3: Exception Clearing Report

## Curtailment Reversal

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
	Curtailment Error	11/04/2019	Curtailment(s) Reversed	11/01/2019	\$175,584.59		3

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailment Amount 1	Curtailment Date 1	Curtailment Amount 2	Curtailment Date 2	Curtailment Amount 3	Curtailment Date 3	Date Entered
YES	\$1,367.32	07/01/2019					11/05/2019



# Example 3: Exception Clearing Report

## Amortization Schedule – Supporting Documentation

EXAMPLES																																																																																																																																																																																																			
<b>Scheduled/Scheduled</b>																																																																																																																																																																																																			
Loan Number	Payment Date	Begin Sched Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Sched Bal	Ending Act Bal																																																																																																																																																																																						
123456	5/1/2018	\$ 84,543.07	0.03500	0.00250	\$ 847.85	\$ 246.58	\$ 17.61	\$ 228.97	\$ 601.27	\$ 200.00	\$ 0.58	\$ 83,741.22	\$ 83,741.22																																																																																																																																																																																						
123456	6/1/2018	\$ 83,741.22	0.03500	0.00250	\$ 847.85	\$ 244.25	\$ 17.45	\$ 226.80	\$ 603.60			\$ 83,137.62	\$ 83,137.62																																																																																																																																																																																						
<b>Actual/Actual</b>																																																																																																																																																																																																			
Loan Number	Payment Date	Begin Act Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Act Bal																																																																																																																																																																																							
123456	5/1/2018	\$ 84,543.07	0.03500	0.00250	\$ 847.85	\$ 246.58	\$ 17.61	\$ 228.97	\$ 601.27	\$ 200.00		\$ 83,741.80																																																																																																																																																																																							
123456	6/1/2018	\$ 83,741.80	0.03500	0.00250	\$ 847.85	\$ 244.25	\$ 17.45	\$ 226.80	\$ 603.60	\$ -		\$ 83,138.20																																																																																																																																																																																							
123456	7/1/2018	\$ 83,138.20	0.03500	0.00250	\$ 847.85	\$ 242.49	\$ 17.32	\$ 225.17	\$ 605.36	\$ -		\$ 82,532.84																																																																																																																																																																																							
<b>PFI Loan History</b>																																																																																																																																																																																																			
Loan Number	Payment Date	Begin Sched Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Sched Bal	Ending Act Bal																																																																																																																																																																																						
	7/1/2019	\$ 176,605.00	0.04500	0.00250	\$ 894.83	\$ 662.27	\$ 36.79	\$ 625.48	\$ 232.56	\$ 1,367.32		\$ 175,005.12																																																																																																																																																																																							
	7/1/2019	\$ 175,005.12	0.04500	0.00250	\$ 894.83					\$ (1,367.32)		\$ 176,372.44																																																																																																																																																																																							
	8/1/2019	\$ 176,372.44	0.04500	0.00250	\$ 894.83	\$ 661.40	\$ 36.74	\$ 624.66	\$ 233.43			\$ 176,139.01																																																																																																																																																																																							
	9/1/2019	\$ 176,139.01	0.04500	0.00250	\$ 894.83	\$ 660.52	\$ 36.70	\$ 623.82	\$ 234.31	\$ 1.28		\$ 175,903.42																																																																																																																																																																																							
	10/1/2019	\$ 175,903.42	0.04500	0.00250	\$ 894.83	\$ 659.64	\$ 36.65	\$ 622.99	\$ 235.19	\$ 83.64		\$ 175,584.59																																																																																																																																																																																							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="7">PFI Application</th> <th colspan="7">Master Servicer Application</th> </tr> <tr> <th>Due Date</th> <th>Principal</th> <th>Gross Interest</th> <th>SF</th> <th>Net Interest</th> <th>Curtailment</th> <th>Prin Bal</th> <th>Due Date</th> <th>Principal</th> <th>Gross Interest</th> <th>SF</th> <th>Net Interest</th> <th>Curtailment</th> <th>Prin Bal</th> </tr> </thead> <tbody> <tr> <td>07/01/19</td> <td>232.56</td> <td>662.27</td> <td>36.79</td> <td>625.48</td> <td>1,367.32</td> <td>\$176,605.00</td> <td>07/01/19</td> <td>232.56</td> <td>662.27</td> <td>36.79</td> <td>625.48</td> <td>1,367.32</td> <td>176,605.00</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td>(1,367.32)</td> <td>175,005.12</td> <td>08/01/19</td> <td>238.56</td> <td>656.27</td> <td>36.46</td> <td>619.81</td> <td></td> <td>174,766.56</td> </tr> <tr> <td>08/01/19</td> <td>233.43</td> <td>661.40</td> <td>36.74</td> <td>624.65</td> <td></td> <td>176,139.01</td> <td>09/01/19</td> <td>239.46</td> <td>655.37</td> <td>36.41</td> <td>618.96</td> <td>1.28</td> <td>174,525.82</td> </tr> <tr> <td>09/01/19</td> <td>234.31</td> <td>660.52</td> <td>36.70</td> <td>623.83</td> <td>1.28</td> <td>175,903.42</td> <td>10/01/19</td> <td>240.36</td> <td>654.47</td> <td>36.36</td> <td>618.11</td> <td>83.64</td> <td>174,201.82</td> </tr> <tr> <td>10/01/19</td> <td>235.19</td> <td>659.64</td> <td>36.65</td> <td>622.99</td> <td>83.64</td> <td>175,584.58</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>rounding</td> <td></td> <td></td> <td></td> <td></td> <td>(0.01)</td> <td>175,584.59</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>935.50</td> <td>2,643.82</td> <td>146.88</td> <td>2,496.95</td> <td>84.91</td> <td></td> <td>950.94</td> <td>2,628.38</td> <td>146.02</td> <td>2,482.36</td> <td>1,452.24</td> <td></td> <td></td> </tr> <tr> <td></td> <td>950.94</td> <td>2,628.38</td> <td>146.02</td> <td>2,482.36</td> <td>1,452.24</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Diff:</td> <td>(15.44)</td> <td>15.44</td> <td>0.86</td> <td>14.58</td> <td>(1,367.33)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>Prin Adj</td> <td>(1,382.77)</td> <td></td> </tr> <tr> <td>Int Adj</td> <td>14.58</td> <td></td> </tr> </tbody> </table>														PFI Application							Master Servicer Application							Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	07/01/19	232.56	662.27	36.79	625.48	1,367.32	\$176,605.00	07/01/19	232.56	662.27	36.79	625.48	1,367.32	176,605.00						(1,367.32)	175,005.12	08/01/19	238.56	656.27	36.46	619.81		174,766.56	08/01/19	233.43	661.40	36.74	624.65		176,139.01	09/01/19	239.46	655.37	36.41	618.96	1.28	174,525.82	09/01/19	234.31	660.52	36.70	623.83	1.28	175,903.42	10/01/19	240.36	654.47	36.36	618.11	83.64	174,201.82	10/01/19	235.19	659.64	36.65	622.99	83.64	175,584.58								rounding					(0.01)	175,584.59									935.50	2,643.82	146.88	2,496.95	84.91		950.94	2,628.38	146.02	2,482.36	1,452.24				950.94	2,628.38	146.02	2,482.36	1,452.24									Diff:	(15.44)	15.44	0.86	14.58	(1,367.33)									Prin Adj	(1,382.77)													Int Adj	14.58												
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Option 1

Option 2

# Example 4: Turnaround Report

Can you identify the error with a glance or do you need to do some research?

SERVICER TURNAROUND - FINAL REPORT  
 Servicer Number -  
 Cycle Date - 02/01/2018

Run Date 03/02/2018 9:42AM  
 LSVTRNARNDf

Nbr Of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext Due Date	Paid in Full Date	Act Code
MPF Program															
Investor	11 0001678939	947.22	3.2500	0.25	515.92	398.12	52.78	0.00	0.00	0.00	158,681.16	0.00	05/01/18		0
Servicer		947.22	3.2500	0.25	514.53	399.40	52.78	0.00	0.00	0.00	159,195.61	0.00	05/01/18		
Difference		0.00	0.0000	0.00	1.39	-1.28	0.00	0.00	0.00	0.00	-514.45	0.00			

# Example 4: Turnaround Report

Let's look at the iTAR where the loan first fell out of balance 11 months ago

SERVICER TURNAROUND - FINAL REPORT													Run Date 05/02/2017 10:14AM		
Servicer Number -													LSVTRNARNDP		
Cycle Date - 04/01/2017															
Nbr Of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext Due Date	Paid in Full Date	Act Code
MPF Program															
Investor	1	0001678939	947.22	3.2500	0.00	1,000.13	825.52	52.78	0.00	0.00	0.00	164,299.51	0.00	07/01/17	0
Servicer			947.22	3.2500	0.00	499.39	828.14	52.78	0.00	0.00	0.00	164,800.25	0.00	07/01/17	
Difference			0.00	0.0000	0.00	500.74	-2.62	0.00	0.00	0.00	0.00	-500.74	0.00		
Investor	1		1,154.34	4.2500	0.00	0.00	0.00	1.00	0.00	0.00	0.00	234,649.00	0.00	06/01/17	0
Servicer			0.00	0.0000	0.00	0.00	0.00	1.00	0.00	0.00	0.00	234,650.00	0.00	06/01/17	
Difference			1,154.34	4.2500	0.00	0.00	0.00	0.00	0.00	0.00	0.00	-1.00	0.00		
Total Loan Differences			281			-1103.85	-138.31	0.00	0.00	0.00	1000.00	-6266.62	0.00		

# Example 4: Research Support

## Servicer Payment History

		Interest Rate:	3.2500%	PFI Application		
		P&I Constant:	\$947.22			
		S/F	0.00250			
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$165,352.42
06/01/17	499.39	447.83	34.45	413.38	52.78	164,800.25
07/01/17	500.89	446.33	34.33	412.00	52.78	164,246.58
08/01/17	502.39	444.83	34.22	410.62	52.78	163,691.42
09/01/17	503.89	443.33	34.10	409.23	52.78	163,134.75
10/01/17	505.40	441.82	33.99	407.84	52.78	162,576.57
11/01/17	506.91	440.31	33.87	406.44	52.78	162,016.88
12/01/17	508.42	438.80	33.75	405.04	52.78	161,455.68
01/01/18	509.94	437.28	33.64	403.64	52.78	160,892.96
02/01/18	511.47	435.75	33.52	402.23	52.78	160,328.71
03/01/18	513.00	434.22	33.40	400.82	52.78	159,762.93
04/01/18	514.53	432.69	33.28	399.41	52.78	159,195.62
rounding	0.01					159,195.61
	5,576.23	4,843.20	372.55	4,470.65	580.58	
	6,090.68	5,275.95	405.84	4,870.11	580.58	
Diff:	(514.45)	(432.75)	(33.29)	(399.46)	0.00	
Prin Adj	(514.45)					
Int Adj	(399.46)					

## Investor Payment History

		Master Servicer Application		Ln #		
		P&I Constant:	947.22 <th colspan="2">PFI #</th>	PFI #		
				Remit Type A/A		
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						165,352.42
05/01/17	499.39	447.83	34.45	413.38		164,853.03
06/01/17	500.74	446.48	34.34	412.13	52.78	164,299.51
07/01/17	502.24	444.98	34.23	410.75	52.78	163,744.48
08/01/17	503.75	443.47	34.11	409.36	52.78	163,187.96
09/01/17	505.25	441.97	34.00	407.97	52.78	162,629.93
10/01/17	506.76	440.46	33.88	406.57	52.78	162,070.38
11/01/17	508.28	438.94	33.76	405.18	52.78	161,509.32
12/01/17	509.80	437.42	33.65	403.77	52.78	160,946.74
01/01/18	511.32	435.90	33.53	402.37	52.78	160,382.64
02/01/18	512.85	434.37	33.41	400.96	52.78	159,817.01
03/01/18	514.38	432.84	33.30	399.54	52.78	159,249.85
04/01/18	515.92	431.30	33.18	398.12	52.78	158,681.15
rounding	-0.01					158,681.16
	6,090.68	5,275.95	405.84	4,870.11	580.58	

Using the amortization chart, we can identify the cause of the exception

Funded the loan with incorrect 1<sup>st</sup> payment due date

# Example 4: Research Support

**Mortgage Partnership Finance**  
**Transaction Confirmation and Loan Funding Activity Report for 4/20/2018 8:53:29 AM**

**TO:**

**ATTN:** **FROM:** Federal Home Loan Bank of Chicago  
433 West Van Buren Suite 5010  
Chicago, IL 60607

**FAX:**

**Master Commitment Number:**  
**Delivery Commitment Number:**

<b>FFI Customer Number:</b>	<b>Delivery Commitment Product Name:</b>	Fixed 20 Year		
<b>FFI Internal Loan Number:</b>	<b>Delivery Commitment Subproduct Name:</b>	Fixed 20 Yr 176k Max Ln Armt		
<b>Principal Amount:</b> \$186,362.42	<b>First Payment Date:</b>	03/01/2017	<b>Outstanding Loan Balance:</b>	\$186,362.42
<b>Interest Rate:</b> 3.260%	<b>Investor Due Date:</b> 05/01/2017		<b>Premium/Discount:</b>	(\$367.33)
	<b>Next Payment Date:</b>	05/01/2017	<b>Interim Interest:</b>	\$162.03
<b>Funding Date:</b> 4/20/2017	<b>Maturity Date:</b>	02/01/2037	<b>Past Due Interest:</b>	\$0.00
<b>MERS/MEN Number:</b>	<b>Number Of Months:</b>	240		
<b>Borrower Name:</b>	<b>Prin. and Int. Amount:</b>	\$947.22		
<b>Property Address:</b>	<b>Investor Fees:</b>	\$0.00		

**Net Funding Amount: \$184,843.08**

Provisions of the above Master Commitment and Delivery Commitment govern this Confirmation except as expressly modified. The Federal Home Loan Bank of Chicago has agreed to fund the loan(s) listed above. We will presume that the foregoing correctly sets forth the terms of our agreement unless you notify us in writing no later than the next business day following receipt of this Confirmation.

Information quoted includes the Investor's Interim Interest, Price Adjustments and, if applicable, any Loan Level Price Adjustments.

**Mortgage Partnership Finance**  
**Transaction Confirmation and Loan Funding Activity Report for 4/20/2018 8:53:29 AM**

**TO:**

**ATTN:** **FROM:** Federal Home Loan Bank of Chicago  
433 West Van Buren Suite 5010  
Chicago, IL 60607

**FAX:**

**Master Commitment Number:**  
**Delivery Commitment Number:**

<b>FFI Customer Number:</b>	<b>Delivery Commitment Product Name:</b>	Fixed 20 Year		
<b>FFI Internal Loan Number:</b>	<b>Delivery Commitment Subproduct Name:</b>	Fixed 20 Yr 176k Max Ln Armt		
<b>Principal Amount:</b> \$186,362.42	<b>First Payment Date:</b>	03/01/2017	<b>Outstanding Loan Balance:</b>	\$186,362.42
<b>Interest Rate:</b> 3.260%	<b>Investor Due Date:</b> 08/01/2017		<b>Premium/Discount:</b>	(\$367.33)
	<b>Next Payment Date:</b>	08/01/2017	<b>Interim Interest:</b>	\$162.03
<b>Funding Date:</b> 4/20/2017	<b>Maturity Date:</b>	02/01/2037	<b>Past Due Interest:</b>	\$0.00
<b>MERS/MEN Number:</b>	<b>Number Of Months:</b>	240		
<b>Borrower Name:</b>	<b>Prin. and Int. Amount:</b>	\$947.22		
<b>Property Address:</b>	<b>Investor Fees:</b>	\$0.00		

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Information quoted includes the Investor's Interim Interest, Price Adjustments and, if applicable, any Loan Level Price Adjustments.

## Example 4: Resolution

### Loan Funded with the Wrong Due Date



- **Loan needs to be reversed & refunded**
- **PFI needs to have funding unit reach out to MPF Service Center**
- **The Master Servicer will adjust their system with correct first payment due MPF and cash adjustments**

# Example 5: Turnaround Report

Can you identify the error with a glance or do you need to do some research?

Servicer Turnaround - Initial Report Run Date 9/22/2020 11:15:34  
 Servicer Number - LSVTRNARNDI   
 Cycle Date - 09/01/2020

Nbr of Months	Loan Nbr	P&I	Note Rate	Serv Fee Rate	Prin Amt	Interest Amt	Curt Amt	Curt Int	Prin Adj Amt	Liq Amt	Act End Bal	Sch End Bal	BorrNext DueDt	Paid in Full Dt	Act Code
-----MPF Program-----															
Investor	4	1,566.04	3.5000	0.25	558.21	935.84	0.00	0.00	0.00	0.00	344,983.92	0.00	11/01/20		0
Servicer		1,566.04	3.5000	0.25	556.27	937.64	0.00	0.00	0.00	0.00	345,651.38	0.00	11/01/20		0
Difference		0.00	0.0000	0.00	1.94	-1.80	0.00	0.00	0.00	0.00	-667.46	0.00			
Investor	4	11111111	610.09	3.3750	0.25	225.19	356.39	84.36	0.00	0.00	136,545.05	0.00	11/01/20		0
Servicer			610.09	3.3750	0.25	225.43	356.17	84.36	0.00	0.00	136,459.73	0.00	11/01/20		0
Difference			0.00	0.0000	0.00	-0.24	0.22	0.00	0.00	0.00	85.32	0.00			

# Example 5: Research Support

## Missed curtailment on investor payment history

		Interest Rate:	3.3750%	PFI Application			Master Servicer Application				Ln #		
		P&I Constant:	\$610.09				P&I Constant:	610.09	PFI #				
		S/F	0.00250							Remit Type	A/A		
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$138,000.00							138,000.00
07/01/20	221.97	388.13	28.75	359.38	84.36	137,693.68	07/01/20	221.97	388.13	28.75	359.38		137,778.04
08/01/20	222.83	387.26	28.69	358.58	84.36	137,386.49	08/01/20	222.59	387.50	28.70	358.80	84.36	137,471.09
09/01/20	223.69	386.40	28.62	357.78	84.36	137,078.44	09/01/20	223.45	386.64	28.64	358.00	84.36	137,163.27
10/01/20	224.56	385.53	28.56	356.98	84.36	136,769.52	10/01/20	224.32	385.77	28.58	357.20	84.36	136,854.59
11/01/20	225.43	384.66	28.49	356.17	84.36	136,459.74	11/01/20	225.19	384.90	28.51	356.39	84.36	136,545.05
rounding	0.01					136,459.73							
	1,118.47	1,931.99	143.11	1,788.88	421.80			1,117.51	1,932.94	143.18	1,789.76	337.44	
	1,117.51	1,932.94	143.18	1,789.76	337.44								
Diff:	0.96	(0.95)	(0.07)	(0.88)	84.36								
Prin Adj	85.32												
Int Adj	(0.88)												

# Example 5: Exception Clearing Report

## Missed Curtailment

MPF Loan Number	Exception Type	Exception Date	Explanation of Difference	Next Due Date / Liquidation Date	Actual Ending Balance	Scheduled Ending Balance	Number of Months
1111111	Curtailment Error	09/22/2020	Missed Curtailment(s)	11/01/2020	\$136,459.73		4

Supporting Documentation Required (i.e. Loan Amortization Schedule Tab)	Curtailment Amount 1	Curtailment Date 1	Curtailment Amount 2	Curtailment Date 2	Curtailment Amount 3	Curtailment Date 3	Date Entered
YES	\$84.36	07/01/2020					09/23/2020

Investor	4	11111111	610.09	3.3750	0.25	225.19	356.39	84.36	0.00	0.00	0.00	136,545.05	0.00	11/01/20	0
Servicer			610.09	3.3750	0.25	225.43	356.17	84.36	0.00	0.00	0.00	136,459.73	0.00	11/01/20	0
Difference			0.00	0.0000	0.00	-0.24	0.22	0.00	0.00	0.00	0.00	85.32	0.00		

# Example 5: Exception Clearing Report

## Amortization Schedule – Supporting Documentation to be entered on the amortization tab of the ECR

PFI Loan History												
Loan Number	Payment Date	Begin Sched Bal	Int Rate	SF Rate	Payment	Gross Int	Service Fee	Net Int	Principal	Curtailment Amt	Curt Int	Ending Act Bal
	7/1/2020	\$ 138,000.00	0.03375	0.00250	\$ 610.09	\$ 388.13	\$ 28.75	\$ 359.38	\$ 221.96	\$ 84.36		\$ 137,693.68
	8/1/2020	\$ 137,693.68	0.03375	0.00250	\$ 610.09	\$ 387.26	\$ 28.69	\$ 358.57	\$ 222.83	\$ 84.36		\$ 137,386.49
	9/1/2020	\$ 137,386.49	0.03375	0.00250	\$ 610.09	\$ 386.40	\$ 28.62	\$ 357.78	\$ 223.69	\$ 84.36		\$ 137,078.44
	10/1/2020	\$ 137,078.44	0.03375	0.00250	\$ 610.09	\$ 385.53	\$ 28.56	\$ 356.97	\$ 224.56	\$ 84.36		\$ 136,769.52
	11/1/2020	\$ 136,769.52	0.03375	0.00250	\$ 610.09	\$ 384.66	\$ 28.49	\$ 356.17	\$ 225.43	\$ 84.36		\$ 136,459.73

  

		Interest Rate:	3.3750%		PFI Application			Master Servicer Application				Ln #	
		P&I Constant:	\$610.09					P&I Constant: 610.09				PFI #	
		S/F	0.00250									Remit Type A/A	
Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal	Due Date	Principal	Gross Interest	SF	Net Interest	Curtailment	Prin Bal
						\$138,000.00							138,000.00
07/01/20	221.97	388.13		28.75	359.38	84.36	07/01/20	221.97	388.13	28.75	359.38		137,778.04
08/01/20	222.83	387.26		28.69	358.58	84.36	08/01/20	222.59	387.50	28.70	358.80	84.36	137,471.09
09/01/20	223.69	386.40		28.62	357.78	84.36	09/01/20	223.45	386.64	28.64	358.00	84.36	137,163.27
10/01/20	224.56	385.53		28.56	356.98	84.36	10/01/20	224.32	385.77	28.58	357.20	84.36	136,854.59
11/01/20	225.43	384.66		28.49	356.17	84.36	11/01/20	225.19	384.90	28.51	356.39	84.36	136,545.05
rounding	0.01					136,459.73							
	1,118.47	1,931.99		143.11	1,788.88	421.80		1,117.51	1,932.94	143.18	1,789.76	337.44	
	1,117.51	1,932.94		143.18	1,789.76	337.44							
Diff.	0.96	(0.95)		(0.07)	(0.88)	84.36							
Prin Adj	85.32												
Int Adj	(0.88)												

Option 1

Option 2

# MPF Program Resources

## **MPF Service Center**

MPF Customer Service Portal

Phone 877.345.2673

Email: [MPF-Help@fhlbc.com](mailto:MPF-Help@fhlbc.com)

Hours - 8:30 a.m. to 4:30 p.m. CT

## **MPF Investor Reporting**

[MPFInvestorAccounting@fhlbc.com](mailto:MPFInvestorAccounting@fhlbc.com)

## **MPF Training National Education**

[MPFTraining@fhlbc.com](mailto:MPFTraining@fhlbc.com)

# Computershare Reporting Contacts

**Group email MPF Xtra:**

[CTSFHLBXtraTeam@Computershare.com](mailto:CTSFHLBXtraTeam@Computershare.com)

**Group email MPF Traditional:**

[CTSFHLBTeam@Computershare.com](mailto:CTSFHLBTeam@Computershare.com)

**Group email MPF Government MBS:**

[CTSFHLBGNMATeam@Computershare.com](mailto:CTSFHLBGNMATeam@Computershare.com)

**Karen Woodland**

Account Manager, Supervisor, AMS, AVP  
443.367.3939

[Karen.Woodland@Computershare.com](mailto:Karen.Woodland@Computershare.com)

# ServicerConnect Contacts

## Technical Support

- Email: [ctslink.customerservice@computershare.com](mailto:ctslink.customerservice@computershare.com)

## ServicerConnect Support

- Email: [servicerconnect@computershare.com](mailto:servicerconnect@computershare.com)
- For loan level issues, contact your Master Servicer Analyst

