

**MPF Announcement:**

2025-49

**Date:**

June 16, 2025

**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<sup>®</sup>

**Effective Date:**

**Immediately (*unless  
otherwise noted within*)**

## MPF Traditional Servicing Released – Colonial Savings Reporting Update

The MPF Program is continuously working to improve the reporting process and enhance efficiency, as a result, the MPF Program is announcing a reporting change impacting mortgage loans delivered under the Colonial Savings Servicing Released option for MPF Traditional.

### 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



### Current Reporting Process:

Currently, the MPF Provider sends PFIs a monthly report of delinquent mortgage loans for loans currently being serviced by Colonial. The email notification from the MPF Provider includes an Excel attachment with loan level data for PFIs to review.

### Updates to the Reporting Process:

Effective immediately, the delinquent mortgage report will be autogenerated from eMAQCS®plus and the emails will be sent from [apps@covius.com](mailto:apps@covius.com). The emails will no longer be sent from a direct contact source, as a result, PFIs should not respond directly to the email. If there are any questions or concerns, PFIs should utilize the MPF Customer Service Portal or call (877-FHLB-MPF) Option 3.

The delinquent mortgage report will continue to be distributed by the 25<sup>th</sup> of each month. The delinquent loan details will be incorporated into the email notification and will no longer be sent as a separate excel attachment. If the excel format is preferred, PFIs have the option to copy the loan details into a spreadsheet within excel.

Effective immediately, if there are any questions on payoff figures or total values, PFIs should contact [Client.Escalation@gocolonial.com](mailto:Client.Escalation@gocolonial.com).

Lastly, in efforts to condense the size of the report, the following information has been removed:

- Servicer # (Colonial's PFI 4138)
- Servicer Name (Colonial)
- Seller Name (The originating PFIs name)
- Home Loan Bank Name

For questions or assistance, please contact the MPF Service Center by using one of the following options:

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

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