

Purpose

Servicers or designated Authorized Individuals of MPF Traditional and MPF Xtra loans must use this form to request the release of documents held by the MPF Program Custodian in accordance with MPF Traditional Servicing Guide Chapter 1 and MPF Xtra Servicing Guide Chapter 1.

Preparation

- **When** – The Servicer or designated Authorized Individuals must complete this form when requesting the release of documents held by the MPF Program Custodian.
- **Who** – This form must be completed by an employee of the Servicer who is specifically designated on the most recent Delegation of Authority – Requests for Files from Custodian and/or any subsequent Delegation of Authority Request for Files Supplemental form(s).
- **How** – The form may be completed in PDF format, with the exception of the signature which must be ink-signed.

Submission

- **When**
 - Payoff/Liquidation – the Servicer must submit the form within 5 calendar days of payoff or liquidation.
 - Any other reason documents are needed – the Servicer must submit this form when requesting the release of documents held by the MPF Program Custodian, allowing 3-5 Business Days for processing of MPF Traditional loans and 2 Business Days for processing of MPF Xtra loans.
- **How** – The Servicer must email this form to MPFReleaseTeam@computershare.com.
 - PFIs faxing release requests must include MPFReleaseTeam@computershare.com on the “To” line on the fax cover sheet.
- **To Whom** – The Servicer must submit the form to the MPF Program Custodian. Release request processing time:
 - MPF Traditional: 3-5 Business Days
 - MPF Xtra: 2 Business Days
- The Servicer should retain a copy of the completed form for their own records.

Assistance

Please email the MPF Provider Custody Department at mpf_custody@fhlbc.com for any questions or assistance needed in completing the form.

Helpful Hints

- The MPF loan number must be provided for all requests.
- For MPF Xtra, the Fannie Mae loan number must be included on all requests for funded loans. If the request is for multiple loans, PFIs may attach a separate sheet with the list of all Fannie Mae loan numbers and all loan level data required on Form SG340 associated with the request. For assistance on how to retrieve your Fannie Mae loan number, refer to enclosed job aid.
- The MPF Program Custodian will only release documents to the person and address specifically designated on the most recent Delegation of Authority – Request for Files from Custodian.
- The MPF Program custodian requires this form be ink-signed (scanned copies are acceptable).

PFI/Servicer Information

PFI Number: _____ Servicer Name: _____

Address to ship Collateral File to: _____

Loan Information

Master Commitment Number: _____ MPF Loan Number: _____

Original Loan Amount: _____ Borrower Name: _____

Property Address: _____

For MPF Xtra funded loans must also provide one of the following:

- Fannie Mae Loan Number: _____
- Attached a list with all Fannie Mae Loan Numbers associated with this request.

Product Information

Choose one product per form:

Product: MPF Traditional MPF Xtra

Reason for Request

Reason for Requesting Release of Documents (check one):

- Mortgage Paid in Full
- Foreclosure
- Other Liquidation
- Correction
- Other: _____

Employee Information

By submitting this form, I certify that the information contained herein is true and accurate.

Printed Name of Employee Completing Form: _____

Signature of Employee (Ink Signature Required): _____

Title: _____ Email: _____

Phone Number: _____ Date Submitted: _____

DO NOT COMPLETE –MPF Program Custodian USE ONLY

Acknowledgement of Release of Documents:

Printed Name: _____

Date: _____

Title: _____

Acknowledgement of Documents Returned to Custodian:

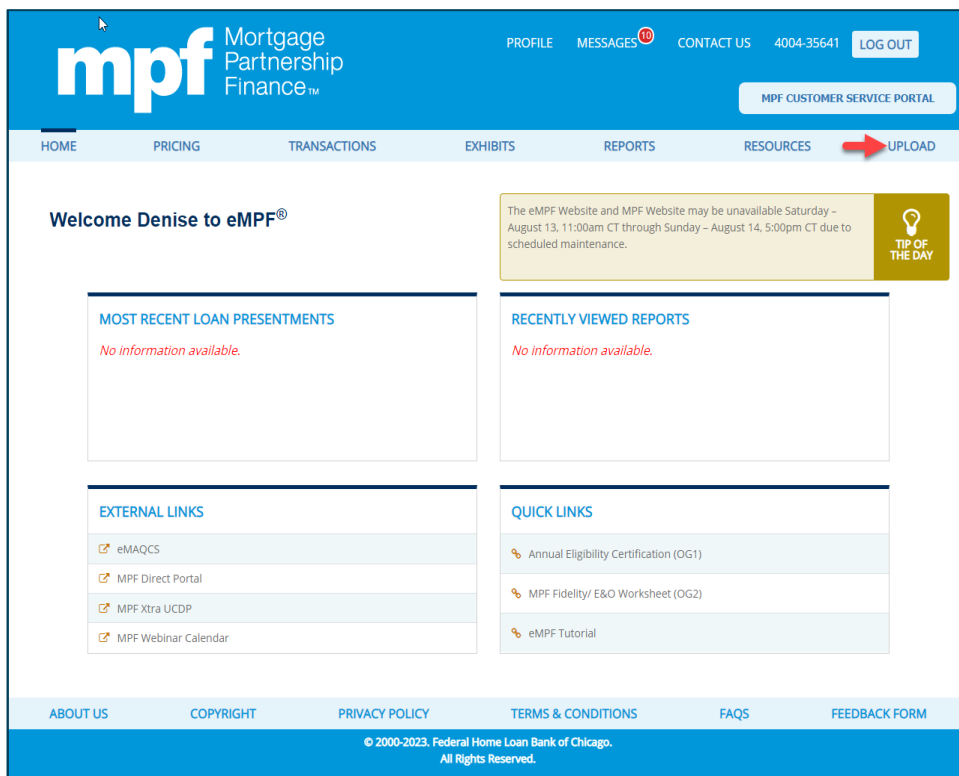
Printed Name: _____

Date: _____

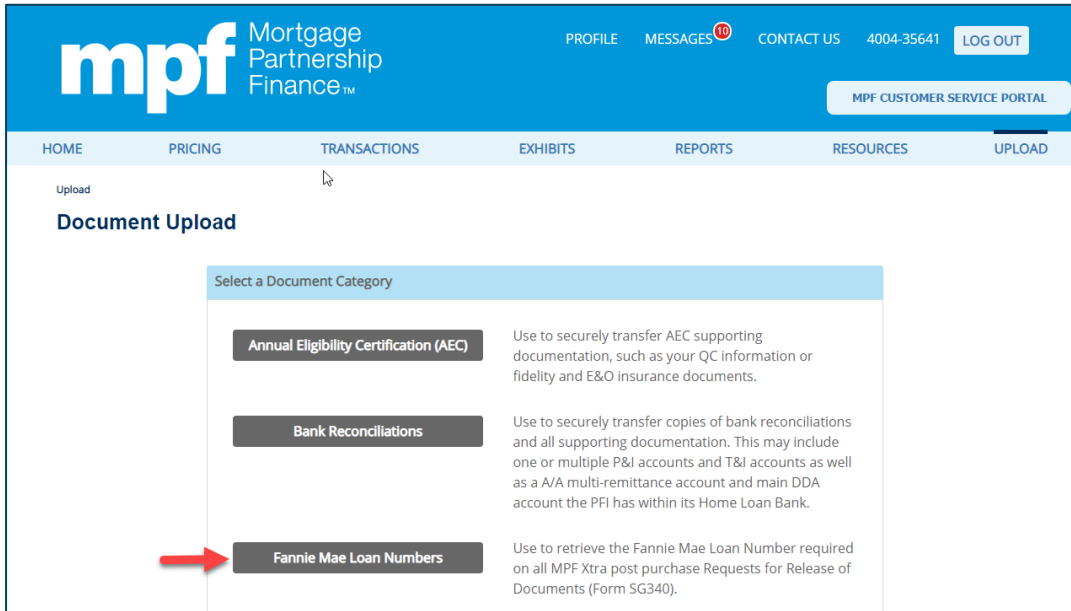
Title: _____

Job Aid: Fannie Mae Loan Number Retrieval Functionality

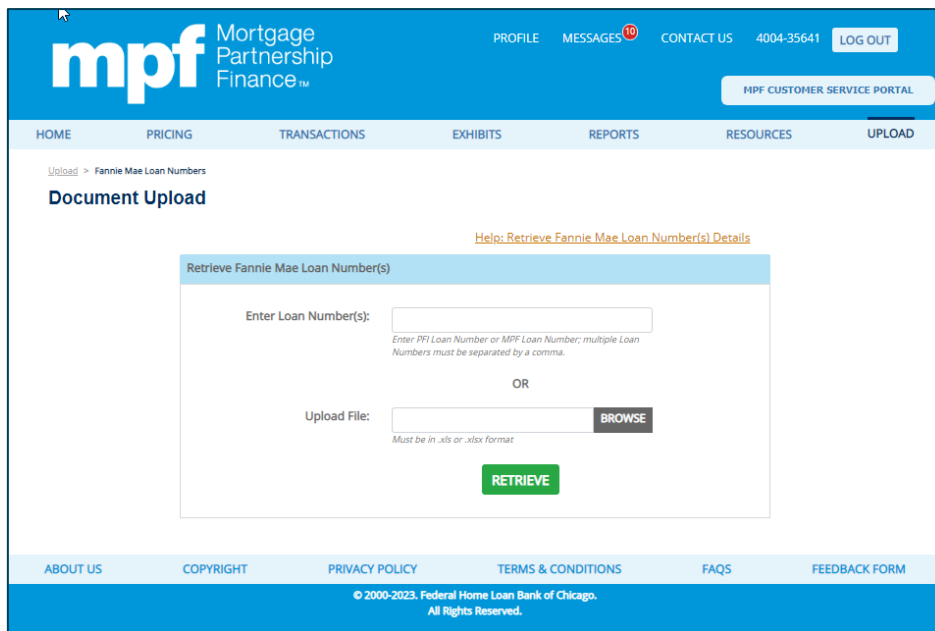
1. Select the UPLOAD link from the eMPF homepage:



2. Select the Fannie Mae Loan Numbers link:



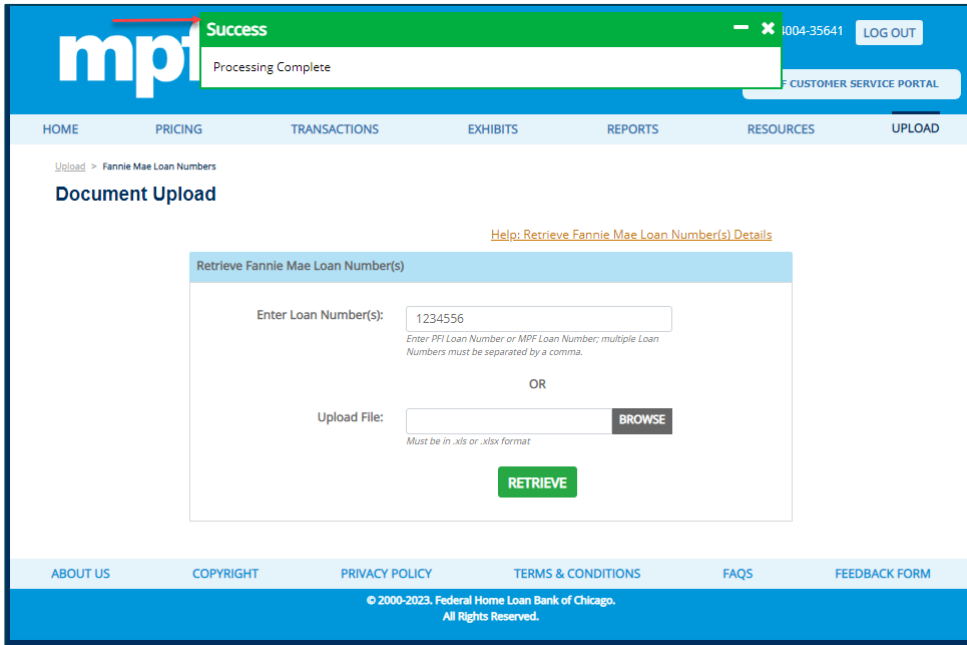
3. The Retrieve Fannie Mae Loan Number(s) Screen provides two methods to retrieve Fannie Mae Loan Numbers by either data entry or file upload:



The text box is used to enter MPF Loan Number(s) OR PFI Loan Number(s); multiple loans must be separated by a comma. To submit the data, select the RETRIEVE button.

Browse functionality is used to select an Excel file (.xls or .xlsx). The file must contain LoanNumber in cell A1. Loan number data in the upload can either be the MPF Loan Number or the PFI Loan Number associated with the loan at the time of funding. After selecting the file, the user will select RETRIEVE.

4. If the process completes successfully, the system will return the following screen:



Once successfully complete, the system will produce a FNMA Loan Number Output File .xlsx worksheet. The worksheet will contain two tabs: FNMALoanNumberData and FNMALoanNumberErrors.

a. The FNMALoanNumberData tab displays a list of Fannie Mae loan numbers identified in the MPF system:

MPFLoanNumber	PFILoanNumber	FNMALoanNumber	MasterCommitment	LoanAmount	BorrowerName	PropertyAddress	PropertyCity	PropertyState	PropertyZipCode

b. The FNMALoanNumberErrors displays a list of Fannie Mae loan number errors:

LoanNumber	ErrorMessage
1234556	Loan not found

c. PFIs may receive the following error messages:

Error Message	Validation Failure
Loan not found	The system cannot identify the loan number provided
Loan is not a valid Fannie Mae loan	The loan does not belong to a valid MPF Xtra Master Commitment
FNMA loan number not yet assigned	The MPF Xtra loan has not been purchased by Fannie Mae

5. If the process is not successful, the system will return the following screen and will specify the reason why the system could not complete processing:

Please resolve the following errors: — X

Error Message	Validation Failure
Upload failed: File Header must be LoanNumber.	Header is not LoanNumber
Upload failed: File size exceeds 500 MB limit.	File size is greater than 500 MB
Upload failed: File extension must be .xls or .xlsx.	File extension is not .xls or .xlsx
Processing Error: To continue processing, remove loan number information from the selection box or remove the import file.	Text box data entered and file selected for processing
Processing Error: To retrieve Fannie Mae loan number data, please enter Loan Number(s) OR upload a file to process.	No text box data entered or file selected for processing

6. To remove an .xls or .xlsx file after it has been selected for import, select the X:

The screenshot shows the MPF Customer Service Portal interface. At the top, there is a blue header with the MPF logo and navigation links: PROFILE, MESSAGES (with a notification icon), CONTACT US, 4619-29536, and LOG OUT. Below the header is a navigation bar with links: HOME, PRICING, TRANSACTIONS, EXHIBITS, REPORTS, RESOURCES, and UPLOAD. The main content area is titled 'Document Upload' and includes a breadcrumb 'Upload > Fannie Mae Loan Numbers'. A link for 'Help: Retrieve Fannie Mae Loan Number(s) Details' is provided. The form is titled 'Retrieve Fannie Mae Loan Number(s)' and offers two methods: 'Enter Loan Number(s):' with a text input field and a 'RETRIEVE' button, and 'Upload File:' with a file input field containing 'US212229.xlsx', a 'BROWSE' button, and a yellow 'X' icon. A 'RETRIEVE' button is also present below the file input. The footer contains copyright information: © 2000-2023. Federal Home Loan Bank of Chicago. All Rights Reserved.

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