

# Introduction to eMAQCS® Plus



# About this Information

The following presentation is intended to introduce users to the eMAQCS<sup>®</sup> Plus delinquency management system. This presentation is not intended to instruct attendees on the loss mitigation/default process. Information related to managing delinquencies may be found in the MPF Guides. The MPF Guides are available on the MPF Website, [www.fhlbmpf.com](http://www.fhlbmpf.com) or through AllRegs.

# Upcoming Servicing Enhancements

In continued efforts to improve the customer experience, effective **March 2, 2020**, PFIs/Servicers will contact the MPF® Service Center rather than the Master Servicer (Wells Fargo) regarding default loans and other specific servicing-related functions.

With this transition, the MPF Service Center will provide PFI/Servicers with a customer-focused approach providing support on servicing matters, including but not limited to the following:

- Delinquent Mortgage Reporting (**Exhibit B**)
- Loss Mitigation Options
- Mortgage Insurance Cancellations
- Filing Hazard Insurance Claims
- Rescission Notices
- Assumptions and Unauthorized Transfers
- Partial Property Releases
- Uninsured Disaster or Vandalism Losses
- Notice of Title Insurance Claims
- Major Disaster Assistance
- Servicemember's Civil Relief Act (SRCA) Reporting

To contact the MPF Service Center, PFIs/Servicers should call 877-FHLB-MPF  
or email [MPF-Help@fhlbc.com](mailto:MPF-Help@fhlbc.com).

# What is eMAQCS® Plus?

The new default management system eMAQCS® Plus, is an enhanced version of the current Quality Control (QC) system, eMAQCS®.

The interactive default management system, eMAQCS Plus, will include features such as allowing PFIs/Servicers to submit their monthly delinquency report (**Exhibit B**), submit various MPF Servicing forms, receive timely status updates, and communicate directly with the MPF Service Center for efficient processing.

# When should I start using eMAQCS Plus?

- The **Delinquent Mortgage & Bankruptcy Status Report (Exhibit B)** that is due to be reported in April 2020 will be the last report to be submitted to the Master Servicer (Wells Fargo).
- **Effective May 2020**, all monthly delinquency reports (**Exhibit B**) and various MPF Servicing Guide forms must be submitted to the MPF Program via eMAQCS Plus.
- **Please note, eMAQCS Plus will reject any Exhibit B files that do not meet the format layout requirements provided in the MPF Guide.**

# Timeline

## Today

Access the Exhibit B template in the MPF Guide. This should be your file format going forward.

## April 2020

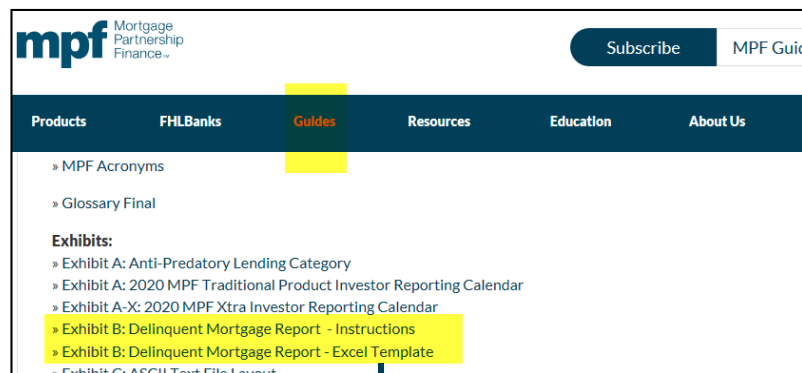
Upload your Exhibit B on the new template to Wells Fargo. Due dates and times remain the same.

## May 2020

Upload your Exhibit B on the new template to eMAQCS Plus. Due dates and times remain the same.

# Exhibit B

The required Exhibit B template (Excel format) with instructions is located in the *Glossary, Exhibits and Forms* section of the MPF Guide.



	A	B	C	D	E	F	G	H	I	J
1	ACTION_CODE	SERVICER_LOAN_NBR	LOAN_NBR	CLIENT_NBR	SERV_INVESTOR_NBR	BORROWER_FIRST_NAME	BORROWER_LAST_NAME	PROP_ADDRESS	PROP_STATE	PROP
2										

# How Do I Access eMAQCS Plus?

- Requests for credentials may be submitted via the MPF Website, [www.fhlbmpf.com](http://www.fhlbmpf.com) (click on the *Resources* tab and select *eMAQCS Plus*).
- New users will receive an email that will provide information about User IDs and the process for setting up a password.
- If you already have eMAQCS credentials, a request must be submitted for additional access to eMAQCS Plus.
  - Once a credential request is processed, you may use your existing eMAQCS credentials to access eMAQCS Plus.

**eMAQCS Plus will not be available until May 1<sup>st</sup>, therefore it cannot be accessed before that date.**

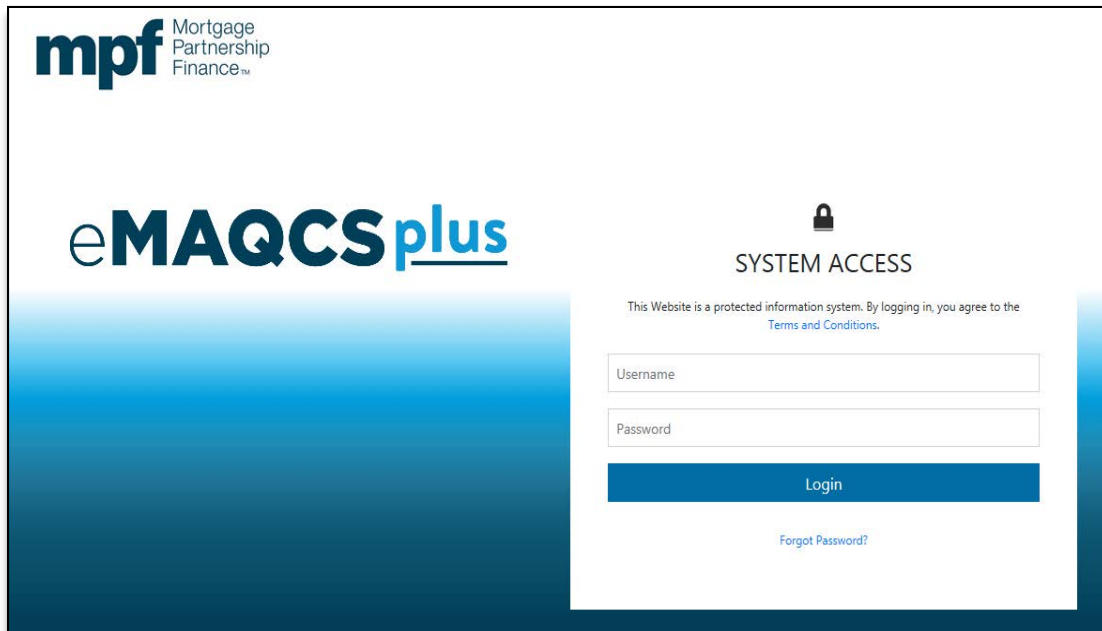


# Accessing the System

The link for the eMAQCS  
Plus login screen is located  
at:

<https://emaqcs.covius.com/>

**Please do not share User  
IDs and passwords!**



The screenshot shows the login interface for eMAQCSplus. At the top left is the 'mpf Mortgage Partnership Finance' logo. The main heading is 'eMAQCSplus'. To the right, there is a lock icon and the text 'SYSTEM ACCESS'. Below this, a disclaimer states: 'This Website is a protected information system. By logging in, you agree to the Terms and Conditions.' There are two input fields: 'Username' and 'Password'. A blue 'Login' button is positioned below the password field. At the bottom right, there is a link for 'Forgot Password?'.

# How are delinquent loans reported?

- Delinquent loans that are 30 days or more delinquent and loans with known bankruptcies are reported using **Exhibit B**.
  - In the past, **Exhibit B** was submitted to Wells Fargo via their Servicer Connect® Website.
  - After May 1, 2020 **Exhibit B** will be uploaded into eMAQCS Plus.
    - ✓ The due dates and cutoff times for submitting **Exhibit B** will not change.
    - ✓ **Exhibit B** for MPF Traditional product loans are due by the 5<sup>th</sup> business day of each month.
    - ✓ **Exhibit B** for MPF Government MBS loans are due by the 1<sup>st</sup> business day of each month.
    - ✓ **Exhibit B** for MPF Xtra product loans are due by the 2<sup>nd</sup> business day of each month.
- The **Exhibit B** layout (including Instructions Page) is found under the **Exhibits** section of the MPF Guides.

# Exhibit B

- The proper completion of **Exhibit B** is required to ensure a successful upload.
  - Use the Exhibit B template that is available in the MPF Guide.
  - Do not omit data from required fields.
  - Do not enter invalid data into a column that requires a date.
    - ✓ All date fields should show an actual date, not N/A or NA, etc. If no date to report and field is not required, leave blank.
  - Make sure the **MPF Loan Number** is correct.
  - **Exhibit B** must continue to be submitted monthly for each delinquent loan even if there has been no change to the delinquency status code.
  - The Servicer must report the one **delinquency reason code** that most accurately describes the circumstance that appears to be the primary contributing cause for the delinquency.

# Exhibit B Upload

Home S Upload Loan Search Forms Change Password

mpf Mortgage Partnership Finance | eMAQCSplus

Default Management - Data Upload

**Upload Data File**

Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

You are uploading to Cycle starting on: 2/5/2020

Select File Template: ---Select File Template---

Data File:  Select

Upload

1. Click on the **Upload** link on the eMAQCS Plus home page.
2. Select the **Exhibit B Excel Import** template.
3. Click Select to **Select** (browse) for your file.
4. Click **Upload**.

---Select File Template---

---Select File Template---

DM - Exhibit B Excel Import

# Exhibit B Submission

Servicers of MPF Traditional, MPF Xtra®, and MPF Government MBS loans must use the **Exhibit B Excel file format** requirements provided in the MPF Guide.

**Please note, eMAQCS Plus will reject any delinquent mortgage report (Exhibit B) that does not meet the format requirements as provided in the applicable MPF Servicing Guide.**

**Default Management - Data Upload**

**Upload Data File**

Select a data file to import. Supported File Types: Microsoft Excel (.xls and .xlsx)

You are uploading to Cycle starting on:

Select File Template  
Data File

DM - Exhibit B Excel Import

Select

Upload

Validation Progress  
100 % Completed

File validation failed. OK

**VALIDATION ERRORS**

Error Type	Excel Column/Cell	Column/Field Name	Value	Acceptable Values
Data list validation failed	A079	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown
Data list validation failed	W80	LOSS_MIT_TYPE	MOD	Approved Assumption,Deed In Lieu,Formal Forbearance Agreement,Short Sale,Temporary Modification
Data list validation failed	A080	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown
Data list validation failed	A081	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown
Data list validation failed	A082	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown
Data list validation failed	A083	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown
Data list validation failed	A085	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown
Data list validation failed	A086	OCCUPANT_CODE	Occupied	Primary Residence,Second Home,Investment,Owner-occupied,Vacant,Tenant,Mortgagor,Unknown

# Homepage Layout

The screenshot shows the eMAQCSplus homepage. At the top is a navigation bar with links: Home S, Upload, Loan Search, Forms, and Change Password. The user is logged in as Servicer 548833. The main header displays the mpf Mortgage Partnership Finance logo and the eMAQCSplus title. A left sidebar contains a 'Servicer' dropdown menu and a list of navigation items: Loans, Loss Mitigation, Foreclosure, REO - Traditional, Claims - Traditional, Claims - Xtra, Claims - Govt, HLC Loans, Repurchased, To Do: Missing Docs, To Do: Exceptions, To Do: HLC Loans, and To Do: Demand Letters. A vertical double-headed arrow is placed next to this sidebar. The main content area is titled 'All Delinquent Loans' and includes a sub-header with a drag-and-drop instruction. Below this is an 'Export to Excel' button and a 'Clear Filters' button. A table with 13 columns is displayed: Menu, Servicer #, MA #, Servicer Name, MPF Loan #, PFI Loan #, HLB, Product Type, Program Code, Sub Program Code, Action Code, Action Code Description, and Sched End Prin Bal. The table contains two rows of data. At the bottom right of the table area, there is a pagination control showing 'Page: 1 of 1' and 'Page size: 2'. A blue arrow points from the text 'eMAQCS Plus is laid out horizontally...' to the table area.

Home S Upload Loan Search Forms Change Password Servicer 548833

mpf Mortgage Partnership Finance eMAQCSplus

Servicer All Delinquent Loans

Loans

Loss Mitigation

Foreclosure

REO - Traditional

Claims - Traditional

Claims - Xtra

Claims - Govt

HLC Loans

Repurchased

To Do: Missing Docs

To Do: Exceptions

To Do: HLC Loans

To Do: Demand Letters

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

Export to Excel Clear Filters

<input type="checkbox"/> Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program Code	Sub Program Code	Action Code	Action Code Description	Sched End Prin Bal
<input type="checkbox"/>	548833	764511	Fake Bank	475391	111001112	Federal Home Loan Bank of Chicago	MPF Government	GOVT	Non-MBS	0	ACTIVE	71359.33
<input type="checkbox"/>	548833	764511	Fake Bank	508515	111037941	Federal Home Loan Bank of Chicago	MPF Government	GOVT	Non-MBS	15	Bankruptcy	79862.05

Page: 1 of 1 Go Page size: 2 Change

Logout Search © 2019 Covius Technology Solutions LLC

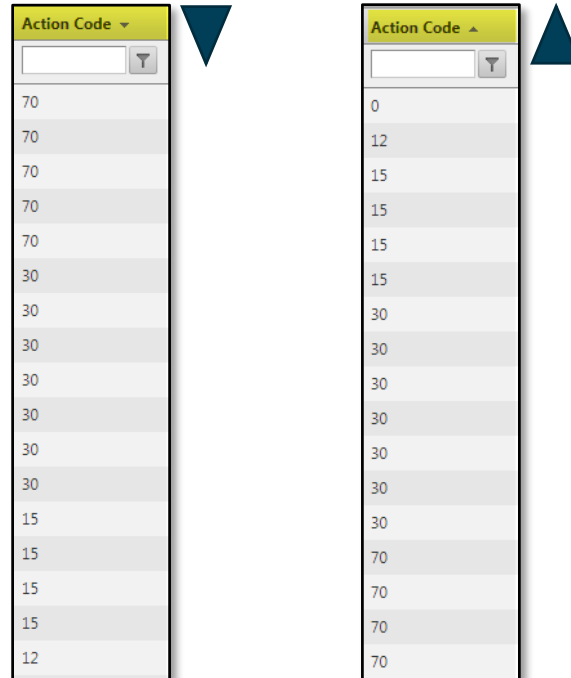
Paid Thru Date	Days DLQ	FNMA SFT	Days (Over)/Under SFT	DLQ Status Code	Property City	Property State	Zip Code	EPD Flag (Y/N)
10/01/2019	127	510	383 Days Under		LAKEWOOD	OH	44107	Yes
08/01/2019	188	570	382 Days Under	67	FAIRDALE	KY	40118	Yes

Item 1 to 2 of 2

eMAQCS Plus is laid out horizontally, so you cannot see all of the columns unless you use your scroll bar.

# Sorting Loans

Each column header title contains an arrow to allow for sorting the loans in descending or ascending order.



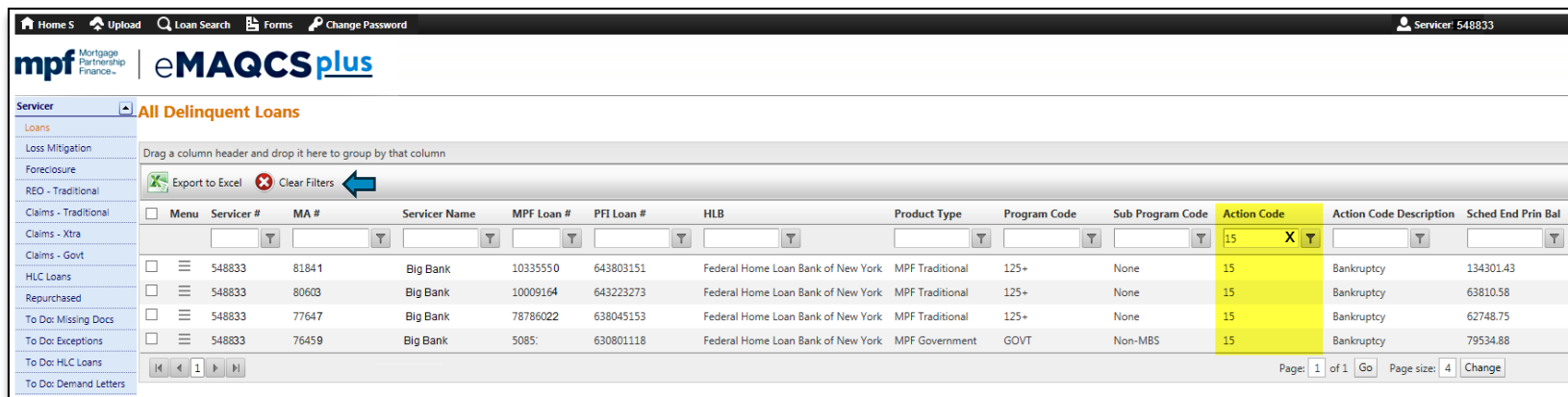
Action Code ▼
70
70
70
70
70
30
30
30
30
30
30
30
30
15
15
15
15
12

Action Code ▲
0
12
15
15
15
15
15
30
30
30
30
30
30
30
30
70
70
70
70

# Filtering Loans

Each column header gives you the ability to enter a filter so you can sort your list of loans by different attributes.

For example, here we filtered by Action Code to find only those loans reported with an Action Code of 15.



The screenshot shows the eMAQCSplus interface with a sidebar on the left containing navigation links like 'Servicer', 'Loans', 'Loss Mitigation', 'Foreclosure', 'REO - Traditional', 'Claims - Traditional', 'Claims - Xtra', 'Claims - Govt', 'HLC Loans', 'Repurchased', 'To Do: Missing Docs', 'To Do: Exceptions', 'To Do: HLC Loans', and 'To Do: Demand Letters'. The main content area is titled 'All Delinquent Loans' and includes a search bar and a 'Clear Filters' button. Below this is a table of loan data with columns: Menu, Servicer #, MA #, Servicer Name, MPF Loan #, PFI Loan #, HLB, Product Type, Program Code, Sub Program Code, Action Code, Action Code Description, and Sched End Prin Bal. The 'Action Code' column is highlighted in yellow, and all entries show '15'. A blue arrow points to the 'Clear Filters' button.

Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program Code	Sub Program Code	Action Code	Action Code Description	Sched End Prin Bal
<input type="checkbox"/>	548833	81841	Big Bank	10335550	643803151	Federal Home Loan Bank of New York	MPF Traditional	125+	None	15	Bankruptcy	134301.43
<input type="checkbox"/>	548833	80603	Big Bank	10009164	643223273	Federal Home Loan Bank of New York	MPF Traditional	125+	None	15	Bankruptcy	63810.58
<input type="checkbox"/>	548833	77647	Big Bank	78786022	638045153	Federal Home Loan Bank of New York	MPF Traditional	125+	None	15	Bankruptcy	62748.75
<input type="checkbox"/>	548833	76459	Big Bank	5085	630801118	Federal Home Loan Bank of New York	MPF Government	GOVT	Non-MBS	15	Bankruptcy	79534.88

Filters are saved by user and will remain after logging off.

You may erase filters by clicking the *Clear Filters* option.

You may also click in the column header, an X will appear which will allow you to erase the filter.



# Grouping Loans

A column header can be dragged and dropped to create groups within a column.

The screenshot shows the eMAQCSplus web application interface. At the top, there is a navigation bar with links for Home, Upload, Loan Search, Forms, and Change Password. The user is logged in as Servicer 548833. The main content area is titled "All Delinquent Loans". On the left, there is a sidebar menu with options like Servicer, Loans, Loss Mitigation, Foreclosure, REO - Traditional, Claims - Traditional, Claims - Xtra, Claims - Govt, HLC Loans, Repurchased, To Do: Missing Docs, To Do: Exceptions, To Do: HLC Loans, and To Do: Demand Letters. The main table displays loan data with columns: Menu, Servicer #, MA #, Servicer Name, MPF Loan #, PFI Loan #, HLB, Product Type, Program Code, Sub Program Code, Action Code, Action Code Description, and Sched End Prin Bal. A yellow tooltip with the text "Drag a column header and drop it here to group by that column" is visible, with a blue arrow pointing to the "Product Type" column header. Below the table, there are pagination controls showing "Page: 1 of 1" and "Page size: 4".

Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program Code	Sub Program Code	Action Code	Action Code Description	Sched End Prin Bal
<input type="checkbox"/>	548833	81841	Big Bank	10335550	643803151	Federal Home Loan Bank of New York	MPF Traditional	125+	None	15	Bankruptcy	134301.43
<input type="checkbox"/>	548833	80603	Big Bank	10009164	643223273	Federal Home Loan Bank of New York	MPF Traditional	125+	None	15	Bankruptcy	63810.58
<input type="checkbox"/>	548833	77647	Big Bank	78786022	638045153	Federal Home Loan Bank of New York	MPF Traditional	125+	None	15	Bankruptcy	62748.75
<input type="checkbox"/>	548833	76459	Big Bank	5085	630801118	Federal Home Loan Bank of New York	MPF Government	GOVT	Non-MBS	15	Bankruptcy	79534.88

# Grouping Loans

Dragging and dropping a column header place the contents into specific groups.

In this example, the **Action Code Description** column header was dragged and dropped, resulting in groups being created for each description type.

**Foreclosure**

Action Code Description ▾

Export to Excel ✖ Clear Filters

Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program Code	SubProgram Code	Action Code	Action Code Description
▼											Action Code Description: 3rd Party Foreclosure
☐	548833	75052	Fake Bank	6343256	6336235	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	3rd Party Foreclosure
▼											Action Code Description: Referred to Attorney
☐	548833	75052	Fake Bank	4789583	6309784	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	Referred to Attorney
☐	548833	75052	Fake Bank	5486086	6331816	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	Referred to Attorney
☐	548833	75052	Fake Bank	5197894	6321571	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	Referred to Attorney
☐	548833	776433	Fake Bank	7223831	6355299	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	Referred to Attorney
☐	548833	776433	Fake Bank	8630244	6388083	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	Referred to Attorney
▼											Action Code Description: REO
☐	548833	81842	Fake Bank	10337156	6433457	Federal Home Loan Bank of New York	MPF Traditional	125+	None	30	REO

# Main Menu – Informational Pages



The screenshot shows the MPF Mortgage Partnership Finance logo at the top left. Below it is a 'Servicer' dropdown menu. The main menu consists of a list of items, each with a dotted line separator below it. A blue rectangular box highlights the 'Loans' section, which includes the following items: Loss Mitigation, Foreclosure, REO - Traditional, Claims - Traditional, Claims - Xtra, Claims - Govt, HLC Loans, and Repurchased. Below the 'Loans' section, there are four more items: To Do: Missing Docs, To Do: Exceptions, To Do: HLC Loans, and To Do: Demand Letters.

Servicer
Loans
Loss Mitigation
Foreclosure
REO - Traditional
Claims - Traditional
Claims - Xtra
Claims - Govt
HLC Loans
Repurchased
To Do: Missing Docs
To Do: Exceptions
To Do: HLC Loans
To Do: Demand Letters

These fields are primarily informational and list loans that fall into these categories based on reported specific Action Codes and status

- **Loans:** All Action Codes
- **Loss Mitigation:** Action Codes 12 or 20
- **Foreclosure:** Action Code 30
- **REO - Traditional:** Action Codes 70 or 71
- **Claims - Traditional**
- **Claims – MPF Xtra:** Action Code 70 or 71
- **REO with Government Claims:** Action Code 72
- **High Level of Concern Loans**
- **Repurchased Loans:** Action Code 65

# Main Menu – Informational Pages

Page	Action Codes	Products	Related Forms
All Loans	All Action Codes	All Products	N/A
Loss Mitigation	<b>12:</b> Relief Provision <b>20:</b> Loss Mitigation	All Products	<b>Workout Worksheet (SG354)</b> and any required applicable documentation.
Foreclosure	<b>30:</b> Foreclosure	All Products	<b>Foreclosure Bidding Instructions and Notice of Acquired or Conveyed Property (Form SG334)</b> plus any required applicable documentation.
REO Items	<b>70:</b> REO <b>71:</b> Third Party Sale	MPF Traditional Only	<b>REO Marketing Plan</b> and any required applicable documentation.

# Main Menu – Informational Pages

Page	Action Codes	Products	Related Forms
Claims Traditional	<b>60:</b> Loans previously reported as a 70 or 71 and subsequently liquidated.	MPF Traditional	<b>Calculation of Realized Loss or Gain (Form SG332)</b> and any required applicable documentation.
Claims MPF Xtra	<b>70:</b> REO <b>71:</b> Third Party Sale	MPF Xtra	<b>Fannie Mae's Cash Disbursement Request (Form 571)</b> and any required applicable documentation.
Claims Government	<b>72:</b> REO with a government claim: MPF Government Only	MPF Government	N/A
High Level of Concern (HLC) Loans	MPF Traditional loans selected for HLC review.	MPF Traditional Only	<b>HLC Mortgage Notification (Form SG337)</b> and any required applicable documentation.
Repurchased	<b>65:</b> Repurchased Loans	All Products	N/A

# “To Do” Screens



The screenshot shows the mpf Mortgage Partnership Finance web application interface. On the left is a vertical sidebar menu. At the top of the sidebar is the mpf logo and the text 'Mortgage Partnership Finance'. Below the logo is a 'Servicer' dropdown menu. Underneath the dropdown is a 'Loans' section with a list of categories: Loss Mitigation, Foreclosure, REO - Traditional, Claims - Traditional, Claims - Xtra, Claims - Govt, HLC Loans, and Repurchased. Below the 'Repurchased' section is a 'To Do' section, which is highlighted with a blue rectangular box. This section contains four items: 'To Do: Missing Docs', 'To Do: Exceptions', 'To Do: HLC Loans', and 'To Do: Demand Letters'.

Servicer
Loans
Loss Mitigation
Foreclosure
REO - Traditional
Claims - Traditional
Claims - Xtra
Claims - Govt
HLC Loans
Repurchased
To Do: Missing Docs
To Do: Exceptions
To Do: HLC Loans
To Do: Demand Letters

The “To Do” screens provide a list of loans that require Servicer action:

To Do: Missing Documents

To Do: Exceptions

To Do: HLC Loans

To Do: Demand Letters

# To Do: Missing Docs – Action Screen



- The **To Do: Missing Docs** page provides the Servicer with a list of loans that require Servicer action on missing document notifications.
- Forms completed and submitted through eMAQCS Plus must be accompanied by the required supporting documentation as described in the MPF Guides and the instructions attached to each form.
- To clear a loan from the **To Do: Missing documents** page, Right **Click** on the appropriate loan and submit the **Document Name** identified.

**To Do: Missing Documents**

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

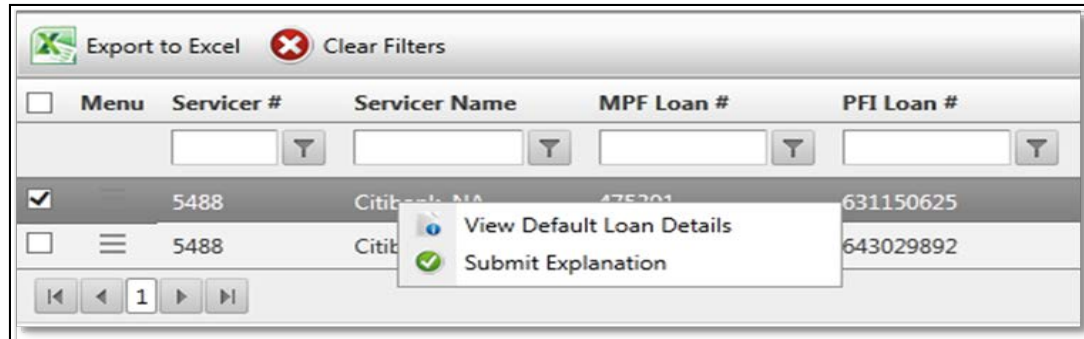
Export to Excel Clear Filters

<input type="checkbox"/> Menu	Action Code	Paid Thru Date	MPFLoan #	PFI Loan #	Document Name	Form No
<input checked="" type="checkbox"/>	Bankruptcy	06/01/2019	1000916	643223273	Loan Workout Plan	SG-401

# To Do: Exceptions – Action Screen



- The **To Do: Exceptions** page provides the Servicer with a list of defaulted loan exceptions that require attention. Based on the length of time the loan(s) has/have been in default status, we, as the Program Provider, are requesting additional information.
- Exceptions are system-generated during the cycle based on the Servicer's reporting on **Exhibit B**. To clear the loan from the **To Do: Exceptions** page, right click on the appropriate loan and select **Submit Explanation**.





# To Do: HLC Loans – Action Screen



- The **To Do: HLC Loans** page provides the Servicer with a list of loans that are:
  - Selected for an early eligibility review at 120 days delinquent or;
  - Determined to be classified as a HLC loan during the REO disposition based on the estimated loss (greater of \$20,000 or 20% of the original property value).
- To clear a loan from the **To Do: HLC Loans** page, The Servicer must complete the **HLC Mortgage Notification (Form SG337)** and submit any supporting documentation through eMAQCS® Plus.

The image shows the 'To Do: High Level Concern Loans' action screen. The screen has a header with the title 'To Do: High Level Concern Loans'. Below the header is a drag-and-drop area with the text 'Drag a column header and drop it here to group by that column'. Below the drag-and-drop area are two buttons: 'Export to Excel' (with a green X icon) and 'Clear Filters' (with a red X icon). Below the buttons is a table with the following columns: Menu, Property City, Servicer #, MA #, Servicer Name, MPF Loan #, and PFI Loan #. Each column has a corresponding input field and a dropdown arrow.

# To Do: Demand Letters – Action Screen



- The **To Do: Demand Letters** page provides the Servicer with a list of loans that require Servicer action on Demand Letter notifications.

As published in the MPF Origination and Servicing Guides, when a PFI, as Originator, Servicer or otherwise, fails to comply with the requirements of the PFI Agreement, Guides, Applicable Law or terms of Mortgage documents, the PFI, may be required to purchase or repurchase Mortgage Loans which are impacted by such failure, in addition to covering any related costs or losses incurred by the MPF Bank as a result of holding the Mortgage Loans.

- If you agree with the demand, go to the **To Do: Demand Letters** page to confirm your action. Right **Click** on the loan number select **Approve**.
- If you disagree with the demand, go to the **To Do: Demand Letters** page to confirm your action. Right **Click** on the loan number and select **Deny**. The Servicer must submit a formal rebuttal with supporting documentation within 30 days from the date of the demand notice.

# How to View Loan Details

1. Right click on the loan you wish to view.
2. This will bring up a **View Default Loan Details** link.
3. Click on **View Default Loan Details**.

Servicer	All Delinquent Loans
Loans	
Loss Mitigation	Drag a column header and drop it here to group by that column
Foreclosure	Export to Excel Clear Filters
REO - Traditional	
Claims - Traditional	
Claims - Xtra	
Claims - Govt	
HLC Loans	
Repurchased	
To Do: Missing Docs	
To Do: Exceptions	
To Do: HLC Loans	
To Do: Demand Letters	

<input type="checkbox"/>	Menu	Servicer #	MA #	Servicer Name	MPF Loan #	PFI Loan #	HLB	Product Type	Program C
<input type="checkbox"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	☰	548833	80608	Fake Bank	10009162	643223	Federal Home Loan Bank of New York	MPF Traditional	125+
<input checked="" type="checkbox"/>		548833	81846	Fake Bank	103		Federal Home Loan Bank of New York	MPF Traditional	125+
<input type="checkbox"/>	☰	548833	77647	Fake Bank	7878001	638045	Federal Home Loan Bank of New York	MPF Traditional	125+
<input type="checkbox"/>	☰	548833	764555	Fake Bank	5085152	630801	Federal Home Loan Bank of New York	MPF Government	GOVT

# Loan Summary

Default Loan Details		Servicer Loan Details - Summary	
Loan Summary	Loan Details - Updated Monthly on 19th*		
Forms and Documents	MPF Loan Number: XXXX	Original Loan Amount: 166450	
Attachments	PFI Loan Number: XXXX	Funding Date: 08/29/2003	
Exceptions	PFI Number: XXXX	First Payment Due: 09/01/2003	
Exhibit B Uploads	PFI Name: Federal Home Loan Bank of Chicago	Paid Thru Date: 08/01/2016	
Notes	Servicer Number: XXXX	Sched End Principal Balance: 108901.07	
Notification Log	Servicer Name: XXXX	End Actual Principal Balance: 125565.51	
	MA Number: XXXX	PI Amount: 958.18	
	MA Owner: Federal Home Loan Bank of Chicago	Interest Rate: 0.0563	
	Product Type: MPF Traditional	Maturity Date: 08/01/2033	
	Product Code: FX30	PMT Insurer Name: PMI Mortgage Insurance Co.	
	Product Name: Fixed 30 Year	PMT Percent: 0.2500	
	SubProgram Name: None	SMT Certificate Number: XXXX	
Borrower/Property Info - Updated Monthly on 19th*			
	Borrower Name: XXXX	Property Type: Single Family Residence	
	CoBorrower Name: XXXX	Occupancy: Primary Residence	
	Property Address: XXXX	Appraisal Value: 187000	
	Property City: XXXX	Sales Price: 0	
	Property State: XXXX	Current Property Value: 201000	
	Property Zip Code: XXXX	Loan to Value:	
Delinquent Loan Details - Updated Monthly on 19th*			
	Servicer Loan Number: -	Foreclosure Approval Date: 05/24/2019	
	Action Code: Referred to Attorney	Attorney Referral Date:	
	Action Code Description: Referred to Attorney	First Legal Date:	
	Effective Action Code Date:	Foreclosure Sale Expected Date: 10/04/2019	
	Delinq Reason Code: 7581	Foreclosure Sale Date:	
	Delinq Status Code: 7715	Foreclosure Sale Results:	
	Bankruptcy Filed Date: 08/07/2018	Foreclosure Sale Amount:	
	Bankruptcy Chapter Code: 7	Eviction Start Date:	
	Bankruptcy Case Number: 18	Eviction Completed Date:	
	Post Petition Due Date:	List Price:	
	Bankruptcy Hearing Date:	List Date:	
	Bankruptcy Discharge Date:	Offer Amount:	
	Bankruptcy Dismissal Date: 09/04/2018	Offer Date:	
	Relief Decision Date:	REO Closing Date:	
	Motion for Relief Granted:	REO Actual Closing Date:	
	Bankruptcy Exit Date: 09/04/2018	Occupant Code: 7877	
	Loss Mit Appr Date:	Property Condition Code: 7530	
	Loss Mit Type:	Property Inspection Date: 12/10/2019	
	Loss Mit Est Comp Date:	Appraisal Date: 06/24/2019	
	Loss Mit Act Comp Date:	Current Property Value: 201000	
		Repaired Property Value:	
Comments populate from Exhibit B →		Comments: MS provided a list of documents the Servicer needs to provide for review of a temp mod.	

Please note that for this example, personal information has been replaced with xxxx.

# Forms and Documents

The **Forms and Documents** screen lists forms that have been submitted and allows you to create and submit new forms.

Default Loan Details

Loan Summary

Forms and Documents

Attachments

Exceptions

Exhibit B Uploads

Notes

Notification Log

Servicer Loan Details - Forms and Documents

Submit New Form

Select Form

Create

Forms

		Form No	Form Name	Status	Created By	Created Date	Submitted By	Submitted Date
Edit	Delete	SG-404	Bidding Instructions	Draft	Provider	02/05/2020	Servicer/54883 3	02/07/2020

# Forms and Documents

The **Forms and Documents** screen lists forms that have been submitted and allows you to create and submit new forms and documents.

**Default Loan Details** **Servicer Loan Details - Forms and Documents**

Loan Summary  
**Forms and Documents**  
Attachments  
Exceptions  
Exhibit B Uploads  
Notes  
Notification Log

**Select your form and click Create.**

**Submit New Form**

Select Form

**Forms**

	Form No	Form Name	Status	Created By	
Edit	Delete	SG-404	Bidding Instructions	Draft	Provider

**Select Form**

- Foreclosure
- REO Update-1 Offer Submission
- REO Update-2 List Price Reduction Request
- REO Update-3 Repair Request
- REO Update-4 Insurance Claim
- SG-331 Property Inspection Report
- SG-332 Calculation of Realized Loss/Gain
- SG-334 Notice of Acquired or Conveyed Property
- SG-337 HLC Mortgage Notification
- SG-342 Property Insurance Loss Notification
- SG-343 MI Cancellation Notice
- SG-354 Workout Worksheet
- SG-400 Loan Workout Plan
- SG-401 Temp Loan Payment Modification
- SG-402 Borrower Hardship Certification
- SG-404 Bidding Instructions
- SG-405 REO Marketing Plan

Submitted Date  
02/07/2020

**mpf** Mortgage Partnership Finance™

# Forms and Documents

SG-331 Property Inspection Report

Create

Forms								
		Form No	Form Name	Status	Created By	Created Date	Submitted By	Submitted Date
Edit	Delete	SG-404	Bidding Instructions	Draft	Provider	02/05/2020	Service5488	02/07/2020
Edit	Delete	SG-331	Property Inspection Report	Draft	Service5488.3.3	02/07/2020		

SG-331 Property Inspection Report

Form

Document

Instruction

SG-331

Property Inspection Report (Form SG331)

[Logo]

PFI / Servicer Information

PFI Number: 54883 Servicer Name: FAKE BANK

Loan Information

MPF Loan Number: 111111 Borrower Name: Paul Revere

Property Address: 2828 Vision Street Charlotte, NC 00000

Product Information

This form is for the MPF Traditional products only.

Property Information

Date of Inspection: mm/dd/yyyy

Property Type: ☒ Single Family ☐ 2-4 Family ☐ PUD ☐ Condo ☐ Manufactured Housing

General Condition of Property: ☒ Good ☐ Fair ☐ Poor

If "fair" or "poor", provide a general description of property interior (including any damaged or missing fixtures):

Some information will auto-fill.

Use the scroll bar to move through the document.

# Forms

**SG-331 Property Inspection Report**

**Form** Document Instruction

Market Trend of Neighborhood: ☐ Improving ☒ Stable ☐ Declining

Estimated Market Value: \$

**Attachments / Supporting Documentation**

Are supporting documents attached? ☐ Yes ☒ No

List any supporting documents and/or any missing documents and provide an explanation for any missing documents:

**Inspector Information**

Printed Name of Inspector:

Inspection Company Name:

**Employee Information**

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

Printed Name of Employee Completing Form:

Title:  Email:

Phone Number:  Date Completed:

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You may **Save As Draft** to complete later.

If any required fields are left blank, they will be highlighted in red after attempting to **Submit**.

The form will not be successfully submitted to MPF until all **required fields** are provided.



# Documents

The *Document* tab allows you to drag documents from your desktop and drop them into the loan records.

SG-331 Property Inspection Report

Form Document Instruction

SG-331 Uploaded Documents

Menu	Uploaded On	Uploaded By	Document Type	File Name
No records to display.				

Documents  
(PDF, DOC, TXT, XLS, JPG, ZIP, XLSX, DOCX, XLSM)

Property Photographs Property Protection Estimate Required Repairs

Documents  
(PDF, DOC, TXT, XLS, JPG, ZIP, XLSX, DOCX, XLSM)

Broker Price Opinion (for short sales) Payoff Statement (short sales)

- Once the document has been dropped, the
- document icon will turn green.
- See Instructions tab for preparation of the forms and the required attachments that must accompany each form.

# Attachments

The **Attachments** screen shows a list of all historical documents added and their corresponding form.

Default Loan Details		Servicer Loan Details - Attachments								
Loan Summary										
Forms and Documents										
Attachments										
Exceptions										
Exhibit B Uploads										
Notes										
Notification Log										
		<input type="checkbox"/>	Menu	Uploaded On	Uploaded By	File Name	Document Type	Form #	Form	Provider Review Status
				<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
		<input type="checkbox"/>		2/10/2020 9:49:26 AM	Admin - System	Evidence of Title_EvidenceTitle.pdf	Evidence of Title	SG-405	REO Marketing Plan	
		<input type="checkbox"/>		2/10/2020 9:49:10 AM	Admin - System	Market Analysis-Appraisal_Market Analysis.pdf	Market Analysis-Appraisal	SG-405	REO Marketing Plan	
		<input type="checkbox"/>		2/10/2020 9:49:47 AM	Admin - System	Plat or Survey_Plat.pdf	Plat or Survey	SG-405	REO Marketing Plan	

# Exceptions

The **Exceptions** screen lists all the system generated exceptions that have been generated on a loan.

## Servicer Loan Details - Exceptions

<input type="checkbox"/> Menu	Date	Category	Comment	Servicer Review Status	Provider Review Status
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	12/03/2019	150+ Days Delinquent with No Action Code		Servicer Review Pending	Awaiting Servicer Explanation

# Exhibit B Uploads

The **Exhibit B Uploads** screen provides a history of every **Exhibit B** uploaded for a specific loan.

Default Loan Details

Loan Summary

Forms and Documents

Attachments

Exceptions

Exhibit B Uploads

Notes

Notification Log

Servicer Loan Details - Exhibit B Uploads

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

Export To Excel

CreatedBy	CreatedOn	ExhibitB_Status	AcceptDate	UploadDate	ACTION_CODE	SERVICER_LOAN_NBR	LOAN_NBR	CLIENT_NBR
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - System	02/05/2020				79093	6388083492	8630247	

1



# Notes

The Notes screen provides a record of loan notes and allows for new notes to be added.

**Default Loan Details** ▾ **Servicer Default Loan Details - Notes**

Loan Summary  
Forms and Documents  
Attachments  
Exceptions  
Exhibit B Uploads  
**Notes**  
Notification Log

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



<input type="checkbox"/> Edit	Action Code At Note Entry	Created by	Created Date	Comment
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	30	Servicer548833	2/7/2020 3:28:01 PM	Bidding instructions approved



Page: 1 of 1 Go Page size: 1 Change Item 1 to 1 of 1

**Default Loan Details** ▾ **Servicer Default Loan Details - Notes**

Loan Summary  
Forms and Documents  
Attachments  
Exceptions  
Exhibit B Uploads  
**Notes**  
Notification Log

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

<input type="checkbox"/> Edit	Action Code At Note Entry	Created by	Created Date	Comment
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	Current Action Code	Refer to Foreclosure		
	Comment			
	Servicer Note			
				
<input type="checkbox"/>	30	Servicer5488	2/7/2020 3:28:01 PM	Bidding instructions approved

Page: 1 of 1 Go Page size: 1 Change Item 1 to 1 of 1

# Notification Log

The **Notifications Log** screen lists all email notifications submitted on an MPF Loan.

Servicer Details - Notification Log		
Sent (Eastern Time)	To:	Subject
2/10/2020 9:54:17 AM	recipient@fakebank.	Exception(s) Notification - You have defaulted loan exceptions that require attention /
<div>⏪ ⏩ 1 ⏪ ⏩</div>		Page: 1 of 1 Go Page size: 1 Change

# Summary/Reminders

- The MPF Guides will be updated in the upcoming weeks, clarifying when PFI/Servicers are required to contact/notify the Master Servicer (Wells Fargo) and when PFI/Servicers should contact the MPF Service Center.
- The MPF Guide changes will be non-substantive and will not change any of the current servicing requirements.
- The proper format and completion of **Exhibit B** is required. Please review the data field requirements to ensure **Exhibit B** meets completion requirements.

# Contacts

## MPF Service Center

- Phone - 877-463-6673
- Email - [MPF-Help@FHLBC.com](mailto:MPF-Help@FHLBC.com)
- Hours - 8:30 am to 4:30 pm CST