

Servicers or Participating Financial Institution (PFIs) funding MPF® Traditional loans must use [Form SG340](#) to request the release of documents held by the MPF Program Custodian in accordance with [MPF Traditional Servicing Guide](#) Chapter 1. Below are instructions on how to complete the form to request the release of documents.

Instructions:

PFI/Servicer Information Section

PFI Number: your FOUR-digit number associated with your PFI

Servicer Name: the name of your institution

Address to Ship Collateral File to:

- Files can only be released to an authorized shipping location listed on your Collateral File Release Form.
- 'Ship to' addresses cannot be a PO Box. To update the authorized 'ship to' locations please contact your FHLBank.
- The request will not be processed if the 'ship to' location does not match what the custodian has on record as an authorized 'ship to' location listed on your Collateral File Release form.

Loan Information Section

All loan level information must be filled out completely and match EXACTLY as it appears on the loan presentment.

Loan level information may be viewed in eMPF® under Transaction → Loan Presentment → Existing Loan Presentment (see Exhibit 1) or Transaction → Loan Funding (see Exhibit 2).

Helpful Hints:

- MPF Loan Number: number assigned by the MPF Program at the time of funding and is NOT the same as your PFI/Servicer Loan Number.
- Borrower Name/Address: must match EXACTLY as it appears on the loan presentment. Any discrepancies in these fields will result in a rejection of your request.

eNote Information Section

This section only applies to loans delivered as eNotes. If you are requesting a paper file you may disregard this section.

- MIN Number: Mortgage Identification Number is a unique 18-digit tracking number that is added to the security instrument and electronic promissory note at the time of origination.
- Controller Org ID: MERS Org ID that uniquely identifies the MERS eRegistry members

MPF Traditional – SG340 Form

who will be the holder of the note upon release from the MPF Program Custodian.

- Location Org ID: MERS Org ID that uniquely identifies the MERS eRegistry members who will be the custodian of the note upon release from the MPF Program Custodian.

Reason for Release Request Section

You must select a reason for release request. The “Other” field should be selected in the event of a Repurchase, Reversal, Stop Funding Request and the reason must be written in the blank field.

Employee Information Section

This section contains the employee information for an authorized signer who is specifically designated on your Delegation of Authority (DOA) or Delegation of Authority Supplemental Form. This section must be signed in INK – digital signatures are not permitted at this time.

All employee information including name, title, phone number, email address must match as it appears on the DOA form in order to avoid the request being rejected.

To add, remove or otherwise update your signers as listed on your DOA form please contact your FHLBank.

Submitting Form SG340

All completed Form SG340s must be emailed directly to the MPF Program release team at: mpfreleaseteam@computershare.com.

- Please include the following information in the Subject Line of the email:
Release/SG340 Request – PFI Number*

**If adding your PFI number to the subject line creates issues with email security you may include your bank name instead.*

The MPF Program release team will acknowledge receipt of your request within one business day by responding “Request Received”. This is not confirmation of processing, but an acknowledgement of receipt. If you do not receive a response, please reach out to MPF_Custody@fhlbc.com with a copy of your Form SG340.

All release requests should be submitted as soon as possible upon liquidation of your loan to avoid potential fees and penalties.

Processing Time

Please allow five to seven business days to receive your loan file. If you do not receive your file back within one week of submitting your request, please email MPF_Custody@fhlbc.com with a copy of your Form SG340 and the date of submission.

MPF Traditional – SG340 Form

Exhibit 1

The screenshot displays the MPF Customer Service Portal. The top navigation bar includes links for MANAGE USERS, PROFILE, MESSAGES, CONTACT US, 4001-43232, and LOG OUT. The main navigation menu features HOME, PRICING, TRANSACTIONS, EXHIBITS, REPORTS, RESOURCES, and UPLOAD. The TRANSACTIONS menu is expanded, showing options like Summary, Loan Presentation, Delivery Commitment, Loan Funding, Submit Batch, Credit Enhancement Estimator, and Servicing Transfer. The Loan Presentation section is active, showing a 'New Loan Presentation' form with fields for Email Address, Master Commitment Number, PFI Loan Number, and Loan Application Date, along with a SUBMIT button. To the right, the 'Existing Loan Presentation' section contains a PFI Loan Number field, buttons for EDIT AN EXISTING LOAN PRESENTMENT, CHANGE PFI LOAN NUMBER, and RETRIEVE REPORTS. Red arrows highlight the TRANSACTIONS menu, the Loan Presentation option, the PFI Loan Number field, and the RETRIEVE REPORTS button.

Exhibit 2

The screenshot displays the MPF Customer Service Portal. The top navigation bar includes links for MANAGE USERS, PROFILE, MESSAGES, CONTACT US, 4001-43232, and LOG OUT. The main navigation menu features HOME, PRICING, TRANSACTIONS, EXHIBITS, REPORTS, RESOURCES, and UPLOAD. The TRANSACTIONS menu is expanded, showing options like Summary, Loan Presentation, Delivery Commitment, Loan Funding, Submit Batch, Credit Enhancement Estimator, and Servicing Transfer. The Loan Funding section is active, showing a 'Create New Loan Funding' form with fields for Email Address, Delivery Commitment Number, and PFI Loan Number, along with a CREATE button. To the right, the 'Existing Loan Funding Information' section contains fields for PFI Loan Number and MPF Loan Number, separated by an OR, and a RETRIEVE button. Red arrows highlight the TRANSACTIONS menu, the Loan Funding option, the PFI Loan Number field, and the RETRIEVE button.

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