eMAQCS®plus

September 2023

PFI Manual

MPF® Quality Control

Disclaimer

The data, scenarios, and valuations provided to you in this presentation are for information purposes only and are provided as an accommodation and without charge. Certain information included here speaks only as of the particular date or dates included in this presentation, and the information may have become out of date. We do not undertake an obligation, and disclaim any duty, to update any of the information in this presentation.

The Federal Home Loan Bank of Chicago makes no representations or warranties about the accuracy or suitability of any information in this presentation. This presentation is not intended to constitute legal, accounting, investment or financial advice or the rendering of legal, accounting, consulting, or other professional services of any kind. You should consult with your accountants, counsel, financial representatives, consultants, and/or other advisors regarding the extent to which these scenarios and valuations may be useful to you and with respect to any legal, tax, business, and/or financial matters or questions.

"Mortgage Partnership Finance®," "MPF®," "MPF Xtra®," "eMPF®", and "eMAQCS®" are registered trademarks of the Federal Home Loan Bank of Chicago. "Mortgage Analytics Quality Control System™" and eMAQCS™ are trademarks of the Federal Home Loan Bank of Chicago. The "MPF MORTGAGE PARTNERSHIP FINANCE" logo and the "eMAQCS Mortgage Analytics Quality Control System" logo are trademarks of the Federal Home Loan Bank of Chicago.

What is eMAQCSplus

eMAQCSplus is a web-based, easy-to-use portal for the secure upload of loan files requested for various types of MPF Quality Control (QC) reviews. eMAQCSplus also includes additional functionality for managing and reporting of your QC pipeline.

General Statement on eMAQCSplus Security

eMAQCSplus is maintained and hosted by Covius Technology Services, the MPF Program Quality Control vendor. As a Covius application, eMAQCSplus is hosted at a Tier 4 Data Center in the United States with enterprise-level security and redundancy, including:

- Role-based access control

- SOC2/AT 101 certified annually

- Load-balanced, clustered servers with 99.99% uptime

- Enterprise backup services

- Geographically-dispersed disaster recovery site

mpf Mortgage Partnership Finance

Table of Contents

mpf Mortgage Partnership Finance℠

Obtaining User Credentials & Updating QC Contacts

mpf Mortgage Partnership Finance.℠

Obtaining User Credentials

In order to access eMAQCSplus, new users must obtain system login credentials by accessing the following link:

- https://www.fhlbmpf.com/resources/emaqcs-plus/emaqcs-plus-credentials

You will be required to provide the following information:

- PFI Name
- PFI Number
- The User's Full Name
- The User's Email Address
- Access Type Needed

All employees who will be uploading files, responses, or monitoring the loan pipeline will need to obtain login credentials.

Obtaining User Credentials

Access Types:

- **MPF Quality Control**- Access for PFI Users responsible for MPF Quality Control Reviews. This will also provide access to our MPF QC Auxiliary Queue.

- **MPF Default Management**- Access for PFI User with retained servicing for Delinquent Loans (this includes Exhibit B reporting)

- **MPF QCS**- Access for PFI Users responsible for MPF Ginnie Mae Quality Control Servicing

If you require access to multiple PFI's please email us at mpfinvestordirectqc@fhlbc.com

Each noted user will receive access by receiving an email notification with a temporary password. Upon first login, you will be required to change your password. (all email communication will be sent from mpf-emaqcs@covius.com please have your IT whitelist the address)

An eMAQCSplus password must contain the following requirements:
• 8-25 characters in length
• At least 1 number
• At least 1 special character
• At least 1 uppercase letter

Obtaining User Credentials

Deactivating a User:

Only current employees actively involved in the QC process should have access to eMAQCSplus. To deactivate a user please access the following link: https://www.fhlbmpf.com/resources/emaqcs-plus/emaqcs-plus-credentials

In the box place names that should be removed from access.

If you would like to remove a user from eMAQCS Plus please list their name(s) below:

Submit

Updating Contacts

PFI's have the ability to update their own email contacts by logging into emaqcs.covius.com:

When in **Home PFI QC** the **Contacts** is located to the left of the navigation menu. When in **Home-Default Servicing** the **Contacts** are located under **Administration** of the left navigation menu. A confirmation email will be provided to all updated contacts.
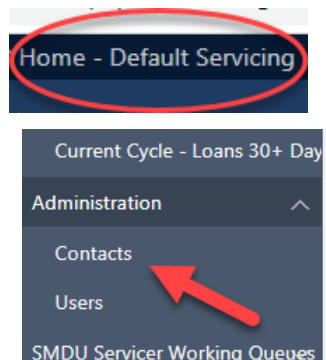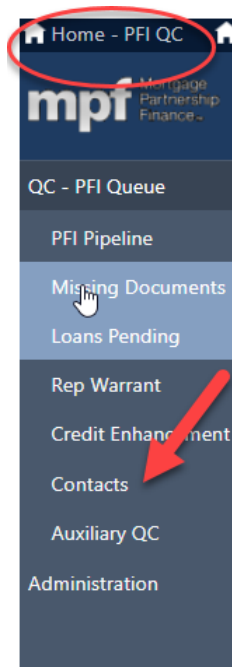
Updating Contacts

PFI's have the ability to update their own email contacts by logging into emaqcs.covius.com:

Please find the contact you need to edit such as **PFI order, PFI Review, QC MBS, or Default Management.** All items marked with an * must be completed. We advise you to include a CC contact but please review the instructions on screen.

Updating Contacts

PFI's can also visit us at https://www.fhlbmpf.com/resources/mpf-quality-control to update Contacts:

Please find the contact you need to edit such as PFI order, PFI Review, QC MBS, or Default Management. All items marked with an * must be completed. We advise you to include a CC contact but please review the instructions on screen. A confirmation email will be provided to all updated contacts.

General eMAQCSplus Features
QC Side Only

General eMAQCSplus Features

To log in, enter the following address in your web browser window: **https://eMAQCS.Covius.com**

eMAQCSplus includes several working queues. The user is able to navigate to the different queues using the menu to the left of the screen.
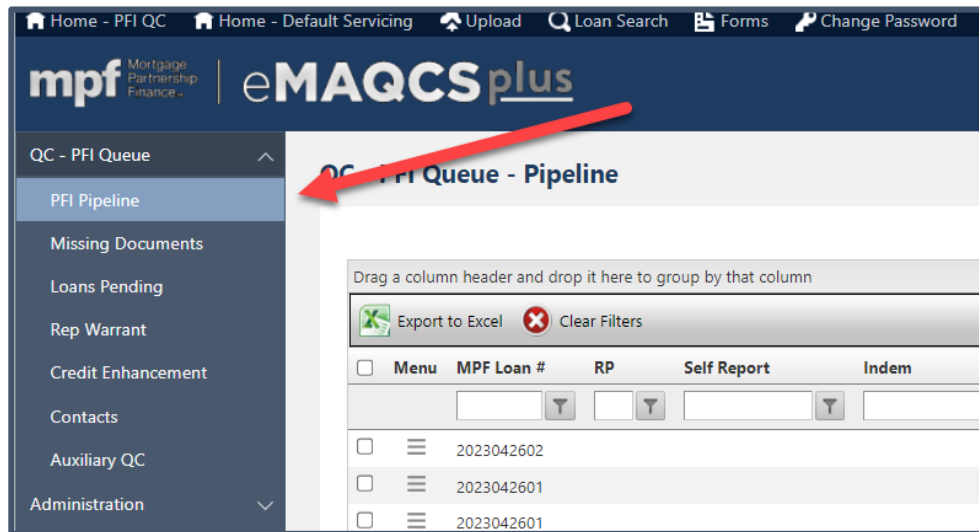
General eMAQCSplus Features

In each queue you are able to export to excel and sort the data by the bolded headers, clear filters to remove sorting. You are also able to navigate to loan information using the three bar menu **(   )**
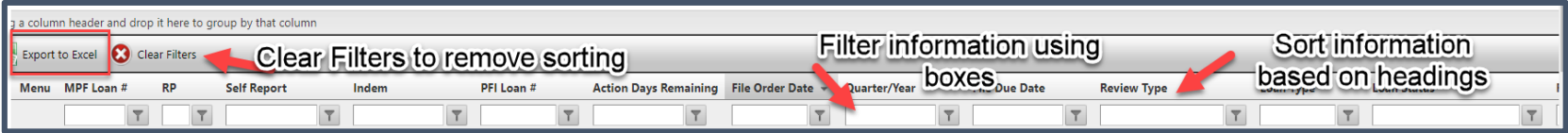
Queue Details and Functions
QC Side Only

PFI Pipeline Queue Details

When a user logs into the system to function within QC you will need to Click Home-QC at the top of the page.
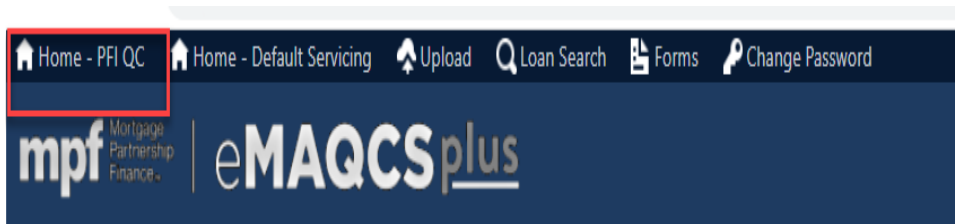
The loans in the queue can be sorted by any of the column names by clicking on and dragging a column name to the top of the queue where it says "Drag a column header and drop it here." To remove a sort, click the "x" next to the column name.
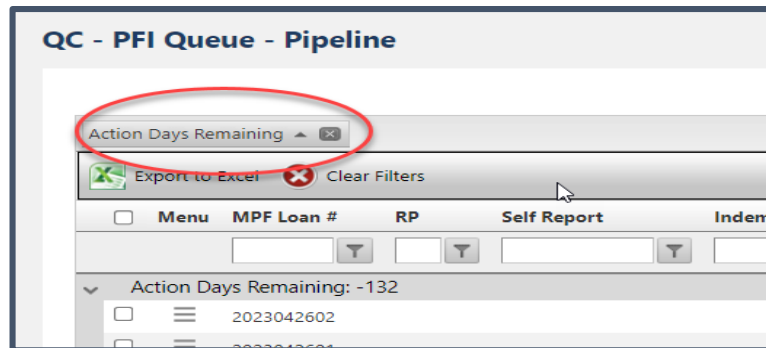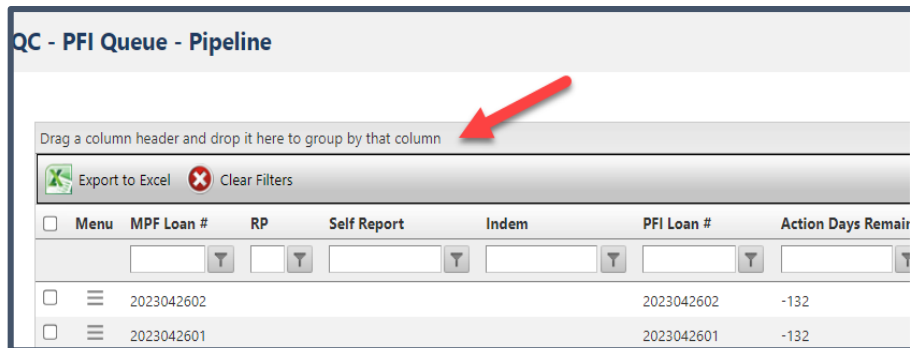
PFI Pipeline Queue Details

All loans requested for QC Review are housed on the PFI Pipeline Queue and monitored for status.

Key data points shown in this queue include:

Action Days Remaining – Number of days until the next action is required per QC timeline**.**

Review Type – Type of QC Review – MPF Post Closing QC, FNMA Review, Early Payment Default Review, or a Predatory Loan Review (APL Compliance Review).

Loan Status – Current status of the review – Vendor Review, MPF QC Closing Review, File Past Due, etc.

Last Doc Upload Date – Indicates the most recent date that a document was uploaded to the loan, whether part of the initial loan package or follow-up documentation**.**

Request File Date- Indicates the day the file was requested.
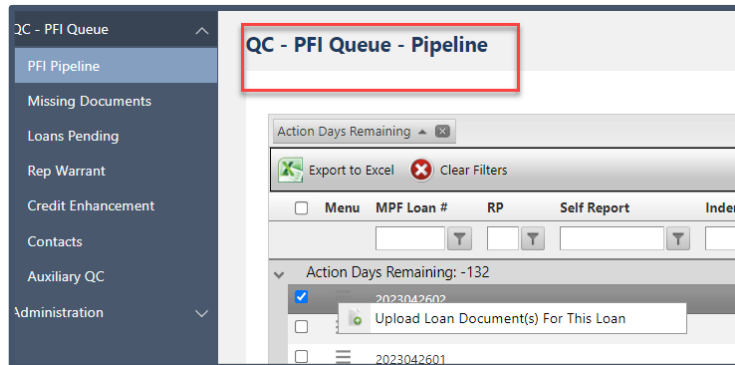
PFI Pipeline Queue Details

Once a loan has moved into PFI Review the PFI, MPF Bank, and FHLBC QC Review Team can communicate using the Notes feature.

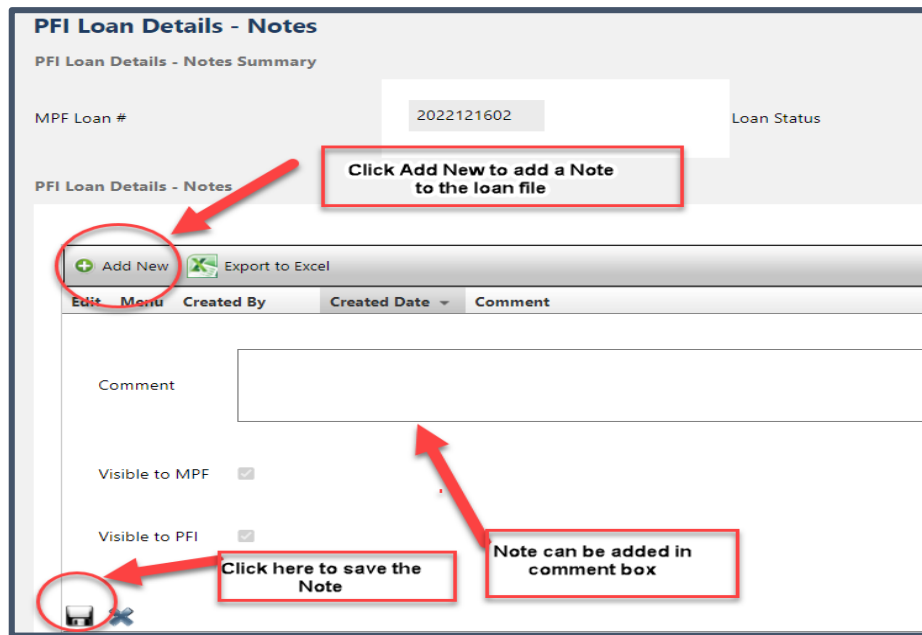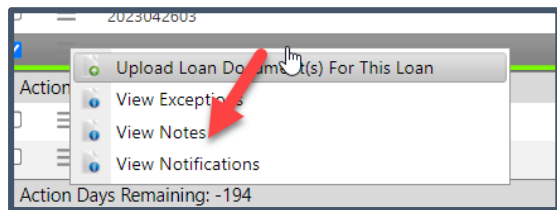Highlighted loans have notes that have not been read.

Open the note by clicking the three-bar menu (☰) click View Notes and click on the highlighted note using the three-bar menu. You may also click the three-bar menu and toggle the note as Read.
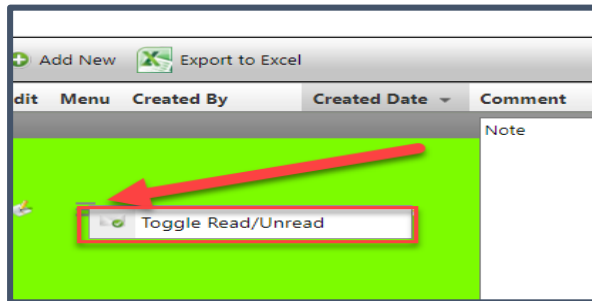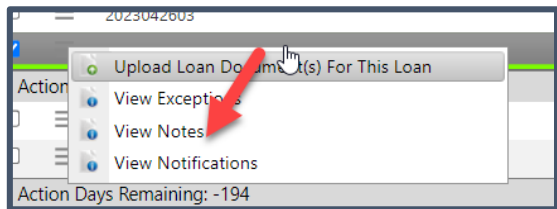
PFI Pipeline Queue Details

From your PFI Pipeline or Loans Pending Screen, any loan with a View Notes option you may also add a Note to the loan, this can be seen by the Home Loan Bank or our QC review Team. This is a great option for communication directly with the reviewer assigned to your loan and may be a quicker option than emailing.

Open the note by clicking the three-bar menu (☰) click View Notes and click on the highlighted note using the three-bar menu.

Missing Documents Queue Details

This queue identifies loans that have been identified as missing documents necessary to complete the QC Review of the loan. A notification email is sent documenting the missing items. If the items are uploaded within 2 business days (date is noted in the notification email) the loan will not be cited for an exception related to that item. If you are unable to upload by the deadline you will have an additional 15 days after receiving your exception notification email.
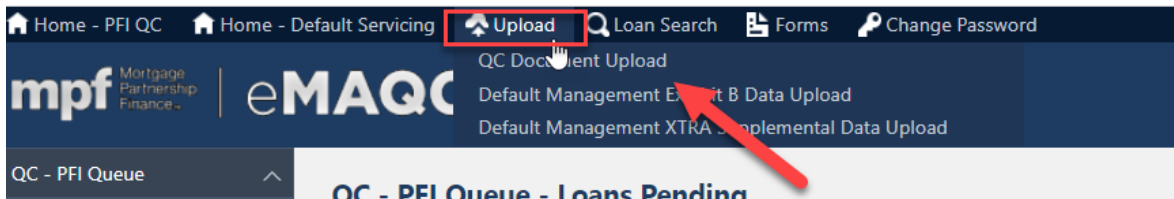

If you are unable to locate your email, you can click View Notification and review the previous communication sent from the system.
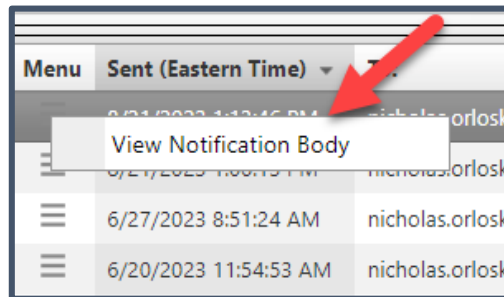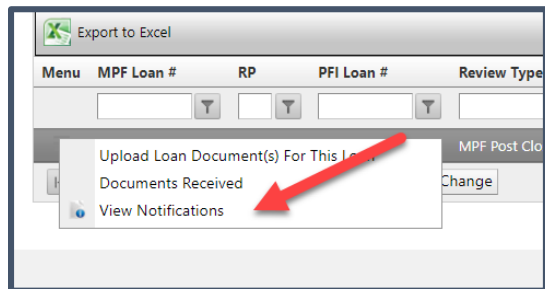
Uploading Loan Files
QC Side Only

mpf Mortgage Partnership Finance

Uploading Loan Files

The user can upload documents to a loan from any queue by hovering over "Upload" on the top ribbon and then selecting "Document Upload."

Please Note:

Secure emails and password protected documents are not an acceptable source of documentation submission. Our server will no longer accept these documents.

Uploading Loan Files

The precise naming convention must be followed for each document in order to direct the file to the correct loan. The upload page shows examples of the correct naming conventions.

Please note: All naming conventions should contain no spaces within the file name.

To upload a file(s), Click Add File(s) button.

A status of "Processed" will display in Document Status if it is successful. You will also receive an email notification confirming if your documents were uploaded successfully.

QC Document Upload

Please use the MPF Documentation Worksheet attached to compile documents correctly in Adobe Acrobat PDF file format with the following naming conventions. Please note, properly named loan files will shorten processing and review times.

File	Naming Convention	Example
MPF / FNMA Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
MPF Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
FNMA Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
EPD Documents	[MPFLoanNumber]_DocumentName	123456789_Closing
PRED Documents	[MPFLoanNumber]_Pred	123456789_Pred
QCS Documents	[MPFLoanNumber]_QCS_Q#-YYYY_DocumentName	123456789_QCS_Q1-2022_SpecialDocs
CMC Documents	[MPFLoanNumber]_CMC	123456789_CMC

Click Add File to select File

Add File(s)

Document Upload Log

Last Upload (EST)	File Name	File Status	Document Status
05/10/2023	2023042602_Title.pdf	New File	Processed

mpf Mortgage Partnership Finance

Loan Pending Queue Details

Key data points shown in the Loans Pending Queue include:

Order Date – date the loans were originally requested.

Due Date – date the loans are required to be successfully submitted. **All loans are due within 15 days of the order date.**

Past Due – a "Y" indicates a loan is past due.

Status – indicates the status of the document receipt. A status of "Documents Pending" indicates that the complete QC file has not been received by the vendor.

Note: Once the vendor has accepted the loan file as complete it will no longer appear in the Loans Pending Queue.

PFI Auxiliary QC Queue

PFI Auxiliary QC Queue

The PFI Auxiliary QC Queue is utilized to facilitate document submission for MPF Bank Training Reviews, MPF QC Pre/Post Closing Reviews or PFI Self-Reports.

PFI Self Reports

Loans Self Reported by the PFI due to significant defects

MPF Bank Training Reviews

The owning MPF Bank will coordinate MPF Training or MORE Reviews and provide the PFI with a list of required documents. Please reach out to your Federal Home Loan Bank for more information.

MPF QC Pre and Post Closing Reviews

MPF Xtra loans with a repurchase in the last month require review of policies, procedures and pre/post-closing reviews.
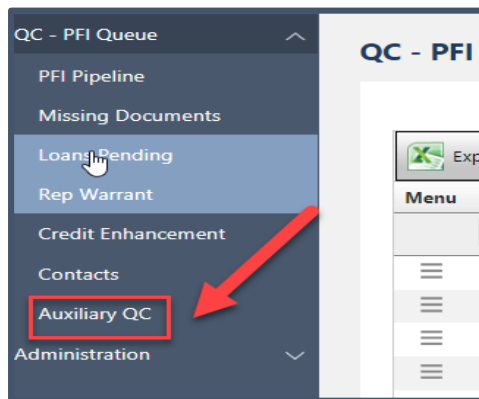
PFI Auxiliary QC Queue

In order to upload documents for an MPF Training/MORE Review, PFI Self-Report or MPF QC Pre/Post closing review, a loan record must exist in the Auxiliary QC Queue. In some cases the loan record will be created in advance, however if the record has not been created, the user will need to add the record. View the instructions below to create a record:

PFI Auxiliary QC Queue

Once the required information has been entered, save the record using the save icon.

PFI Auxiliary QC Queue

To upload documents to the Auxiliary Queue, select Upload Document from the menu bar or right click anywhere in the row and select "Upload Document". Then select the files you would like to upload.
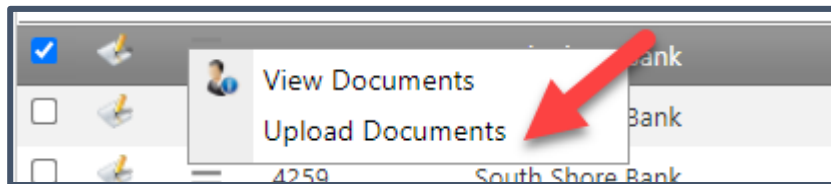
Help with eMAQCSplus

mpf Mortgage Partnership Finance℠

MPF Quality Control Staff

The mpf-emaqcs@covius.com email address is the system email address and not a monitored email account. To respond to any system email, please 'Reply All', email the contact noted in the body of the email, or email the contacts noted below.

Assistance with MPF QC Reviews   **mpfqcdept@fhlbc.com**

Password Resets or Uploading Issues   **mpfinvestordirectqc@fhlbc.com**

New or Updated Credentials and/or Contacts   **www.fhlbmpf.com/resources/emaqcs-plus**

Thank You for your participation in the MPF Program.

Please note that our review does not waive the investor's right in the future to seek a cure, repurchase, or reimbursement of a loan or loans. Note that 30 days after closing the review, any exception that resulted in revised loan data will be reported to the MPF Service Center or to the applicable investor.