

**MPF Announcement:**

2025-21

**Date:**

February 27, 2025

**Alert:**

Clarification  
 New Policy  
 Policy Update  
**Reminder**  
 Training Information  
 Marketing Bulletin

**Audience:**

Compliance/Legal  
**Program Management**  
 Origination  
 Quality Control  
 Servicing

**Product:**

**MPF Government MBS**  
**MPF Traditional**  
**MPF Xtra<sup>®</sup>**

**Effective Date:**

March 27, 2025

## MPF Program: Upcoming Changes to Receiving the Master Servicer Turn Around Report (TAR)

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](#).

The MPF Program Master Servicer, Computershare is introducing a new feature in ServicerConnect to improve access to Turnaround Reports (TARs).

Currently, TARs are sent via email as PDF attachments. **Effective March 27, 2025**, all TARs will be uploaded to ServicerConnect and can be accessed under the new “TAR Reports” tab. This enhancement will make reports easily accessible in one location and allow you to download reports directly from ServicerConnect.

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2. 138y_5138_init_tar_20231208_14_53_04.pdf	1	File Uploaded	clean	11/15/2024 9:11 AM EST	Auto, Upload	11/15/2024 9:23 AM EST	Donelson, Jeff	111.7 KB
3. 138y_5138_init_tar_20231213_10_55_27.pdf	1	File Uploaded	clean	11/15/2024 9:11 AM EST	Auto, Upload			113 KB
4. 138y_5138_init_tar_20231213_12_33_40.pdf	1	File Uploaded	clean	11/15/2024 9:11 AM EST	Auto, Upload			112.4 KB

**Important Notes:**

- Only **registered users** will have access to these reports. To request access to ServicerConnect, please follow the registration steps below.
- Users will receive an email notification when TAR reports are available, the email will include a link to the ServicerConnect portal (the same site used for loan-level monthly reporting).
- If you experience any issues, please reach out to your assigned Computershare team member or contact **ServicerConnect Customer Support** at [ServicerConnect@computershare.com](mailto:ServicerConnect@computershare.com).

**How to Register for ServicerConnect:**

1. Visit: <https://www.servicerconnect.com>
2. Click on **“Register for Access”** and complete the registration process.
  - If needed, refer to the site’s **Help section** for detailed instructions.
3. Wait for **an approval email** before accessing the site.

**Reporting Reminder**

Please ensure to use the MPF Loan Numbers for all loans being reported. If an incorrect loan number is used, this may cause an exception on your TAR, and you will be asked to update the loan number.

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

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

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