

**MPF Announcement:**

2025-23

**Date:**

March 18, 2025

**Alert:**

Clarification

New Policy

**Policy Update**

Reminder

Training Information

**Audience:**

Compliance/Legal

Program Management

Origination

Quality Control

**Servicing**

Underwriting

**Product:**

MPF Government MBS

**MPF Traditional**MPF Xtra<sup>®</sup>**Effective Date:**

**Immediately (*unless otherwise noted within*)**

**Reference**

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](#).

**Follow Us**

## MPF Traditional Servicing – Major Disaster Policy Updates

In an effort to provide continued guidance to PFIs and Servicers, and to further provide assistance to those Borrowers affected by recent disasters, the MPF Program has updated the MPF Traditional Servicing Guide incorporating disaster related guidance in the various loss mitigation sections.

Pursuant to the updated guidance, prior to the expiration of the 90-day initial forbearance plan, Servicers must complete an assessment of each mortgage loan and determine the appropriate workout alternative that best fits the Borrower's circumstances in accordance with Workout Hierarchy in the Guide.

For additional information, please refer to the following MPF Traditional Servicing Guide Sections:

- 4.7.2.3 Verification of Acceptable Payment Record for Borrowers Impacted by a Disaster
- 8.5 Major Disaster Assistance
- 8.5.1 Statement of Policy
- 8.5.2 Offering Assistance to the Borrower
- 9.1.4 Borrower Impacted by a Major Disaster Event
- 9.1.24 Workout Hierarchy
- 9.2 Retention Workout Options

As a reminder, Servicers that are servicing MPF Traditional Government Loans must follow the disaster relief policies issued by the applicable government agency.

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