

**MPF Announcement:**  
2025-27

**Date:**  
March 27, 2025

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

**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*)

## MPF Program – Changes to Receiving the Master Servicer Turnaround Report (TAR)

This is a reminder that the new process for accessing Turnaround Reports (TARs) goes into effect today, March 27, 2025.

The MPF Program Master Servicer, Computershare, is introducing an enhanced feature in [ServicerConnect](#) designed to improve your access to TARs.

**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](#).

**What’s Changing?**

- Previous Process: TARs are sent via email as PDF attachments.
- New Process (Effective Today): All TARs will now be uploaded to ServicerConnect and can be accessed under the new “TAR Reports” tab. This enhancement centralizes the reports and allows you to download them directly from ServicerConnect.

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Largest Allowed File: 75 MB, Remaining Library Space: 999.6 MB

File Status | File Upload | Library Activity Report | **Tar Reports**

**Pending Transmission:** file has been uploaded to your library, but has not yet been received for processing. No further action is required.  
**Auto Transmission Complete:** file has been stored in the library and successfully received for processing. No further action is required.  
**File Uploaded:** filename is not recognized by ServicerConnect. The file has been successfully uploaded to your library and requires manual retrieval for processing. Please contact your Computershare Analyst to register the file if it is a loan-level investor reporting remittance file.

Viewing 1 to 4 of 4 Items

File Name	Version	Process Status	Virus Scan Status	Status Date/Time	Name	Last Downloaded By	Last Download Time	Size
1. 138y_5138_init_tar_20231213_09_39_52.pdf	1	File Uploaded	clean	11/15/2024 9:11 AM EST	Auto, Upload	11/15/2024 9:23 AM EST	Donelson, Jeff	112.3 KB
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.
- You will receive an email notification when TAR reports are available. The email includes 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).
- Historical TARs will not be available in ServicerConnect. Please contact the MPF Service Center if you need access to historical reports.

**How to Register for ServicerConnect:**

1. Visit: <https://www.servicerconnect.com>
2. Click on “**Register for Access**” and complete the registration process.
  - a. 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 that you use the MPF Loan Numbers for all loans being reported. Using an incorrect loan number may cause an exception on your TAR, and you will be asked to update the loan number.

Thank you for your attention to these important changes. 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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