

MPF Announcement:

2025- 18

Date:

February 19, 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[®]

Effective Date:

Immediately (*unless otherwise noted*)

MPF Government MBS – Servicing Quarterly Review Process

As communicated in [MPF Announcement 2024-50](#), in order to ensure compliance with Investor requirements, Servicers of MPF Government MBS mortgage loans are subject to a Quality Control Servicing Quarterly Review Process.

The MPF Program is pleased to announce that, effective immediately, Servicers can respond to findings directly in the eMAQCS[®]Plus QC Servicing Queue eliminating the need to send/respond with an excel spreadsheet.

With this new process, Servicers will receive an email with instructions that their findings are available in eMAQCSplus,

Servicers must log into their QC Servicing – PFI Queue and click on each individual mortgage loan to see details on their findings.

Once in the QCS – Findings Page, Servicers will find:

- Loan Level details regarding the finding, including issue numbers for DLQ loans,
- A place for Servicers to make comments for each mortgage loan directly in eMAQCSplus,
- Applicable Agency guide references for the DLQ findings,
- The ability to see auditor's comments if the documents do not clear the finding,
- Ability to create responses and submit for approval,
- If a Findings Resolution Plan (FRP) is needed, the finding will automatically populate in box 1.
- If the FRP is rejected, the PFI will visually see the rejection on the main screen, and the reason for the rejection in the comments, and
- All findings will be able to be reviewed in the PFIs closed queue; cleared findings and findings with FRPs.

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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](#).

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MPF Training

Visit the [eMAQCSplus resource page](#) on the MPF Website for a tutorial on the updated Servicing Quarterly Review Process.

The MPF Program is working on additional enhancements to improve the review process. Any updates or enhancements will be communicated to Servicers as soon as they become available.

As a reminder, PFIs and Servicers can contact the MPF Service Center using one of the following options for assistance:

- MPF Customer Service Portal
- Email: MPF-Help@fhllbc.com
- Phone: (877) 345-2673

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