How will I be notified if a response is required in eMAQCSplus?

eMAQCSplus sends email notifications when a response is required. Reminder emails are sent on the 7th, 14th, and 21st days after the initial notification. These notifications are auto generated. Because PDF attachments are discontinued, PFIs must log into the eMAQCSplus to review exceptions.

Note: If the loan status is "Vendor Response Review," no response is required.

Where do I find exceptions that require my response?

Exceptions needing a response are located in the "In Rebuttal" queue. If it's "In Rebuttal," additional documentation may be required.

Note: Closed items appear in the "Pipeline" view. If the loan status is "Vendor Response Review," no response is required.

How do I respond to exceptions in eMAQCSplus?

All "Active" exceptions require a response. To respond to exceptions:

- Log into eMAQCSplus and access the "In Rebuttal" queue.
- Review documentation via the "Documents Received" menu.
  - Note: reverifications can be found in the "Out" folder.
- Use "View Exceptions" for details.
- Use "Document Upload" to submit documents.
- Add a comment at the exception level for a successful submission (see the eMAQCSplus PFI User Manual, page 12). Example of comments that can be added:
  - Final title uploaded
  - Document uploaded
  - Final title is delayed, requesting extension to {enter date}
  - Submit a question regarding a specific exception
  - Anything else related to the exception that is helpful to clear

- To upload response documents after adding a comment, locate the loan in the Pipeline queue or use the "Upload" option, and use the following naming convention for the documents: MPFLoanNumber_Response.

Once a comment is added, the exception status changes from "Active" to "Active Pending" to indicate the submitted comments are being reviewed.

How can I review data discrepancies for a loan?

To view data discrepancies, select "Loan Details" in eMAQCSplus. Any differences will be displayed at the top of the page.

What communication tools are available for questions or collaboration?

Communication tools have been enhanced as follows:

- Questions about loans can be submitted within eMAQCSplus using "Notes." Responses to questions submitted this way will be provided within eMAQCSplus.

- Loans highlighted in green contain Notes for that require review. Once completed, they must be marked as read.

- Because the MPF Quality Control mailboxes have been discontinued, inquiries that would have been submitted by email in the past should be submitted as tickets via the MPF Customer Service Portal, by selecting "MPF Quality Control."

Where can I find the list of requested documents when an initial loan review is requested?

The list of requested documents can be found in the Form OG4 - MPF QC Documentation Checklist.

Where can I find MPF Guides, training materials and support?

The following resources are available:

- MPF Guides

- Training materials for QC eMAQCSplus enhancements are available on the MPF Quality Control Webpage.

- The eMAQCSplus PFI User Manual is available on the MPF Quality Control Webpage.

For additional assistance, contact the MPF Service Center via:

- MPF Customer Service Portal

- Email: MPF-Help@fhlbc.com

- Phone: (877) 345-2673