eMAQCS®plus- PFI Manual
MPF Quality Control Process

December 2025

What is e**MAQCS**plus

eMAQCSplus is a web-based, easy-to-use portal for the secure upload of loan files requested for various types of MPF Quality Control (QC) reviews. eMAQCSplus also includes additional functionality for managing and reporting of your QC pipeline.

General Statement on eMAQCSplus Security

eMAQCSplus is maintained and hosted by Covius Technology Services, the MPF Program Quality Control vendor. As a Covius application, eMAQCSplus is hosted at a Tier 4 Data Center in the United States with enterprise-level security and redundancy, including:

- Role-based access control

- SOC2/AT 101 certified annually

- Load-balanced, clustered servers with 99.99% uptime

- Enterprise backup services

- Geographically-dispersed disaster recovery site

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General eMAQCSplus Features
QC Side Only

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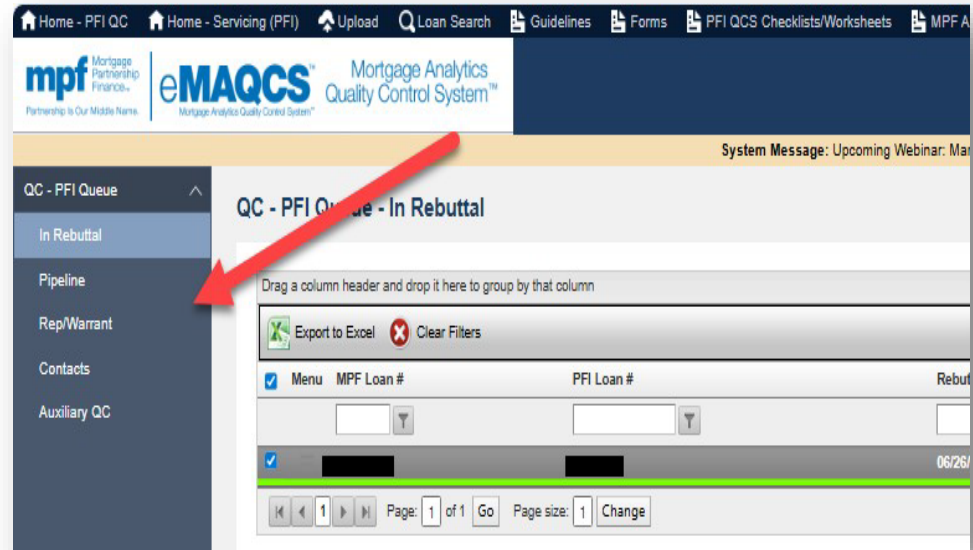
General eMAQCSplus Features

To log in, enter the following address in your web browser window: emaqcs.covius.com

eMAQCSplus includes several working queues. The user can navigate to the different queues using the menu to the left of the screen.

Queue Details and Functions
QC Side Only

PFI Pipeline Queue Details

When a user logs into the system to perform QC tasks you will need to click Home- PFI QC at the top of the page.

The loans in the queue can be sorted by any of the column names by clicking on and dragging a column name to the top of the queue where it says "Drag a column header and drop it here." To remove a sort, click the "x" next to the column name. You can also sort by entering a loan number, name, or date into the boxes.
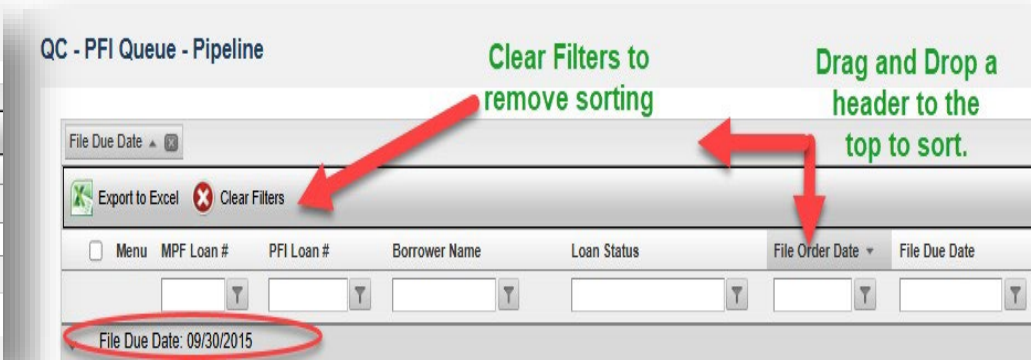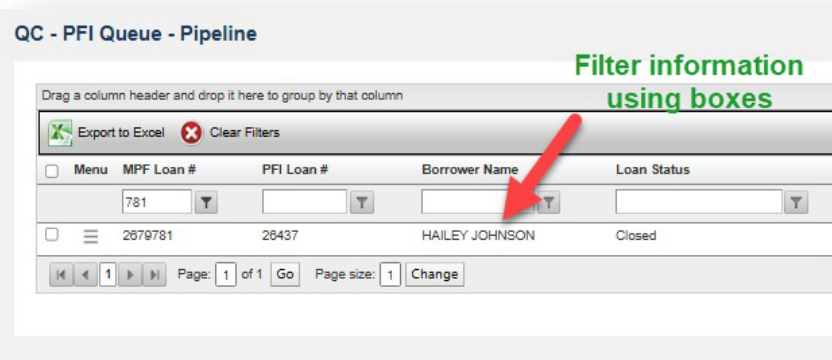
PFI Pipeline Queue Details

All loans requested for QC Review are housed on the PFI Pipeline Queue and monitored for status.

Key data points shown in this queue include:

- File Due Date– Indicates the day the file is due to the vendor for review.

- Loan Status – Current status of the review
    - Docs Pending- Documents for the initial review need to be submitted
    - QC Rep Review- Loan is currently in review by our QC team
    - In Rebuttal- Loan is pending a response by you
    - Vendor Response Review- Your response is being reviewed by the Vendor
    - Closed- Loan has been closed
- Latest Results Released– Indicates the most recent date the vendor sent the results.

QC - PFI Queue - Pipeline

Drag a column header and drop it here to group by that column

Export to Excel   Clear Filters

Menu	MPF Loan #	PFI Loan #	Borrower Name	Loan Status	File Order Date ▾	File Due Date	Initial Results Published	Latest Results Released	Loan Type

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PFI In Rebuttal Queue Details

All loans with "Active" exceptions will be listed on this screen. These loans will need additional documentation and a comment from you to close the exception.

PFI In Rebuttal Queue Details

To view exceptions for a particular loan, you may either click on the menu icon ☰ or or right-click anywhere on the loan

- A menu will open, select View Exceptions

Viewing Exceptions

Exception Screen Display

- Loan Status

- Product Code

- Total Conditions and their status

- Cumulative Condition Ratings-
  Displays the highest Severity
  Grade for the Category
- As the exception status is
  updated the severity/grade may
  also be updated.

Addressing Exceptions

When looking to cure an exception, a comment must be added to notify the reviewer that an action has occurred. Uploading documentation will not prompt the loan to be reviewed, you must add a comment:

- Right-click on the exception or click on the menu icon ≡

- Select View/Add Comments

- Click on the +Add Comment link to open the comment box

- Enter and Save 💾 your comment

- All comments including those entered by the reviewer will be archived on each loan's comments screen

- You may also select an exception and click Comment Condition.

Addressing Exceptions

Every exception marked as "Active" requires a comment to finalize the response.

Tips for comments:

- Documents or comments that do not satisfy the exception will be sent back to an "Active" status.

- Review comments from the vendor in the "Most Recent Vendor Comment"

- "Most Recent Comment" will update as you continue to comment on the exception, a history is stored.

- Final comment will be noted in the "Conclusion" column.

Addressing Exceptions

Upload documents from the exception page to support your comment or from the Upload menu option at the top of the page.

Tips for comments:

- You should reference page numbers in the comments to documents you are uploading if uploading all the documents in one file.

- If you are unable to address an exception, you may comment "Unable to Provide" or an explanation of why you are unable to resolve. Exceptions that can not be cured will be sent to the MPF Bank for review.

- *Loans will no longer require a signed Authorization but once acknowledged by the MPF Bank as a required repurchase, will be sent a closing email indicating how to report the loan.*

After 30 days have passed, all subsequent responses will be handled by the MPF Program QC team

Viewing Documents and Data

To review your documents and the income worksheet used in calculations use the steps below.

- Right-click on the exception or click on the menu icon ≡

- Then click Documents from the left navigation menu. Here you will see documents that you uploaded along with verifications and income worksheets the vendor has completed.

- You can also view your Data Exceptions using the left navigation menu.

- The data under PFI is what was provided at Loan Presentment and the MPF Data is what we found in the loan file. These are noted as data discrepancies.

*Revised loan data will be reported to the applicable investor 30 days after the review's completion.
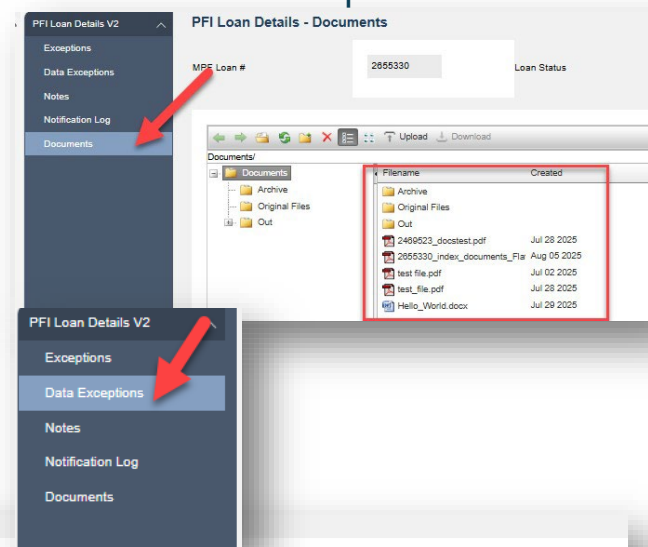
Category	Field Name	PFI Data	MPF Data	Data Difference
Data	LoanPurpose	11	3	-8.0000
Data	MHNumberofUnits		S	
Data	PropertyType	PT01	PT11	
Data	PropertyTypeDescription	Single Family Residence	Manufactured Housing	

FAQ's

eMAQCSplus & MPF Quality Control FAQ

1. 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 <u>eMAQCSplus</u> to review exceptions.

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

2. 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.

eMAQCSplus & MPF Quality Control FAQ (continued….)

3. 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.

   o   **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:

   o Final title uploaded

   o Document uploaded

   o Final title is delayed, requesting extension to {enter date}

   o Submit a question regarding a specific exception

   o 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.

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eMAQCSplus & MPF Quality Control FAQ (continued….)

4. 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.

5. 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."

6. 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.**

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eMAQCSplus & MPF Quality Control FAQ (continued….)

7. **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

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Uploading Loan Files
QC Side Only

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Uploading Loan Files

The user can upload documents to a loan from any queue by hovering over "Upload" on the top ribbon and then selecting "Document Upload." The precise naming convention must be followed for each document to upload to the correct loan.
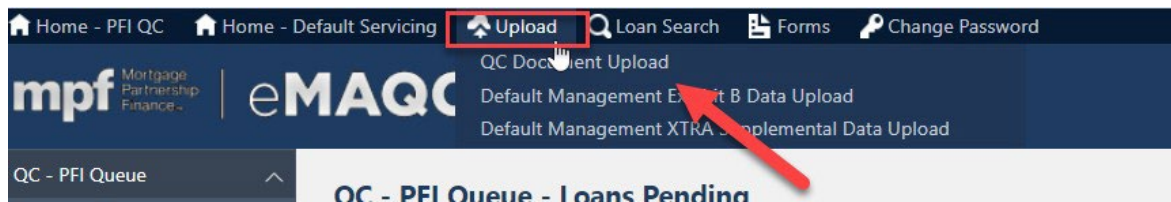
- The upload page shows examples of the correct naming conventions.

- Please note: Naming conventions should contain no spaces within the file name.

Uploading Loan Files

- To upload a file(s), Click Add File(s) button.

- A status of "Processed" will display in Document Status if it is successful. You will also receive an email notification confirming if your documents were uploaded successfully.

  - ➤ Zipped Files are not acceptable.

  - ➤ Secured documents are not acceptable.

  - ➤ Emailed Documentation is not acceptable.

PFI Auxiliary QC Queue

PFI Auxiliary QC Queue

The PFI Auxiliary QC Queue is utilized to facilitate document submission for MPF Training Reviews, MRR/PRB-Income Reviews, Pre/Post Closing Reviews or Self-Reports.

- Self-Reports- Loans Self-Reported due to Material defects detected by the PFI.

- MPF Training Reviews- MPF Bank will direct PFI's to upload documentation for training and MORE reviews.

- Pre/Post Closing Reviews- MPF Xtra loans with a repurchase in the last month require review of policies, procedures and pre/post-closing reviews.

- MRR/PRB- Income only reviews for the rate reduction program.
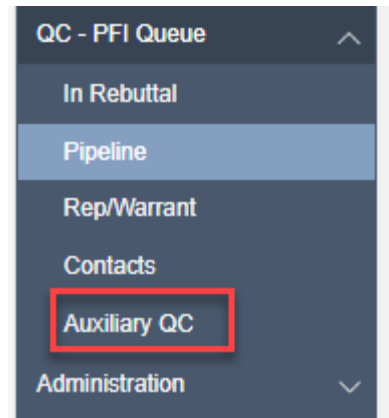
PFI Auxiliary QC Queue

To upload documents for an MPF Training/MORE Review, PFI Self-Report, MRR/PRB-Income Review or MPF QC Pre/Post closing review, a loan record must exist in the Auxiliary QC Queue. In some cases, the loan record will be created in advance, however if the record has not been created, the user will need to add the record. View the instructions below to create a record:

Once the required information has been entered, save the record using the save icon.

PFI Auxiliary QC Queue

To upload documents to the Auxiliary Queue, select Upload Document from the menu bar or right click anywhere in the row and select "Upload Document". Then select the files you would like to upload.
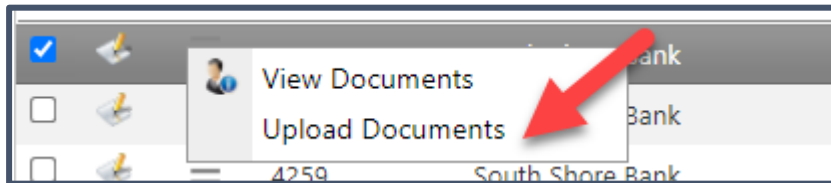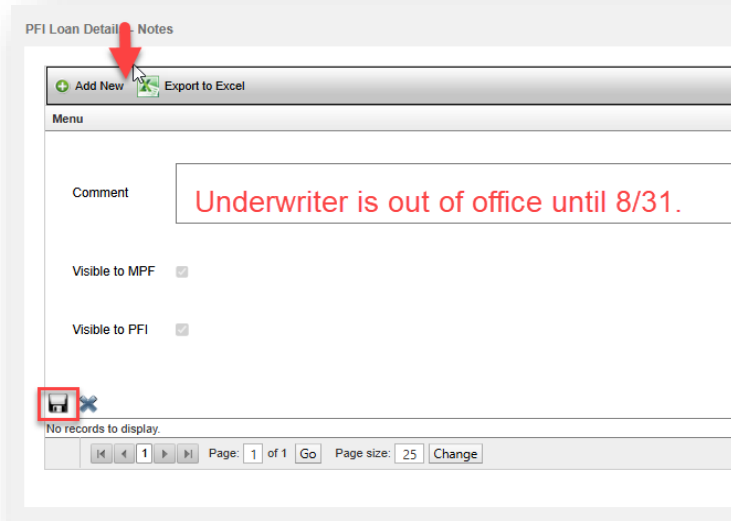

If you are asked to provide additional documents on a file previously created file, please navigate to the Auxiliary Queue, and find the named file from your original upload. Click the three-bar menu next to this file and select Upload Documents and select any additional documents. You do not need to create multiple folders to upload documents.
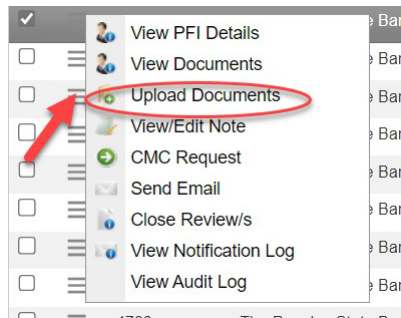
Notes and Notifications

Adding Notes

- Select **Add New**

- Enter your note in the box

- Click on the **Save** icon

- Your note will be saved – notes will not change the loan status to Action Pending


*Please note that notes are not the same as comments.
Notes do not inform the reviewer that action has occurred on the loan.

Reviewing Notes

A loan highlighted in green has a pending Note from the QC Team or MPF Bank for your review.
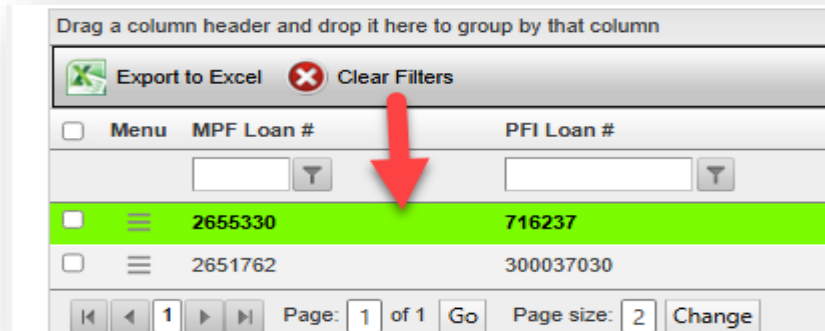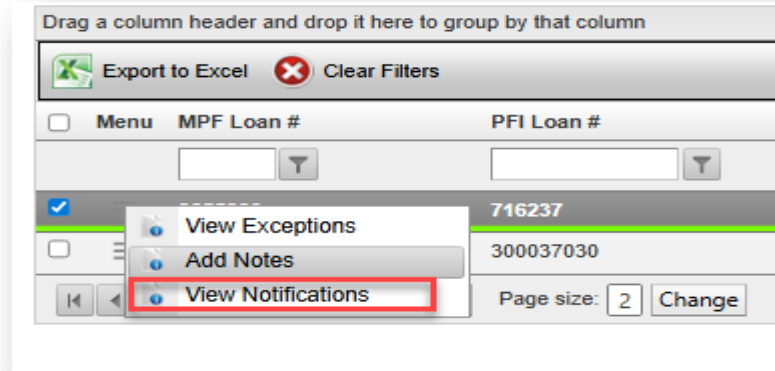

Open the note by clicking the three-bar menu ≡ click Add Notes and click on the highlighted note using the three-bar menu. You may also click the three-bar menu and toggle the note as Read.
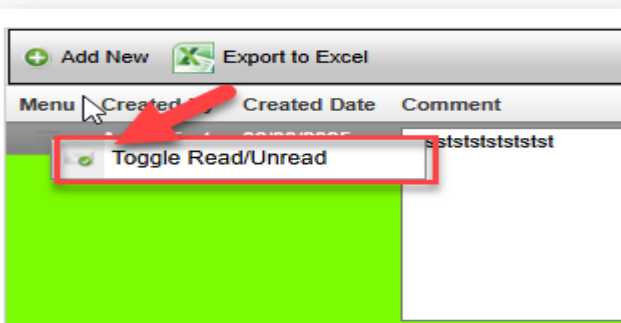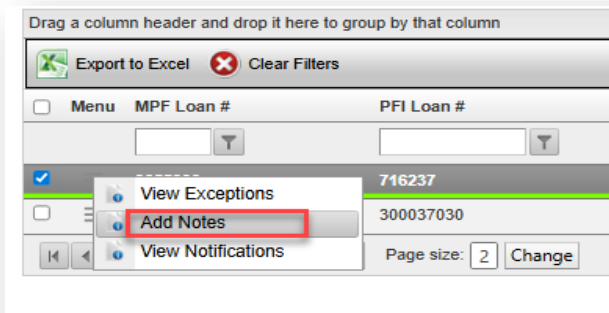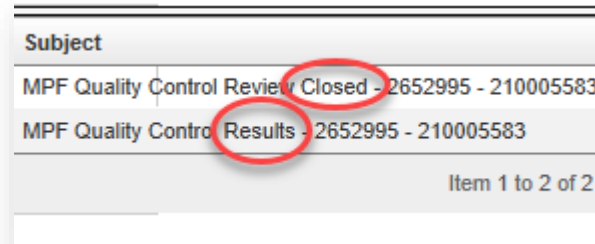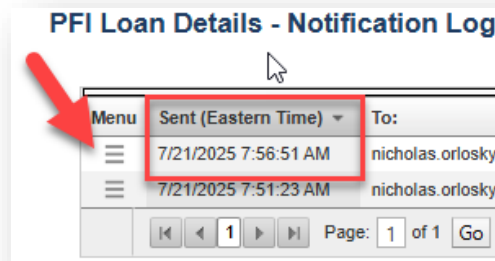
Viewing Notifications

All communication, letters, and request will be saved in eMAQCS. These can be viewed at any time by navigating to View Notifications.

Open the notification by clicking the three-bar menu (☰) click View Notifications. The Date/Time and Subject of emails can be found here. You can open the notification by clicking the three-bar menu.

Obtaining User Credentials & Updating QC Contacts

Obtaining User Credentials

- Information about how to become a new user is available on the MPF Program website's MPF® Technology page
  https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology

- The Microsoft Authenticator application is used for multi-factor authentication
  - The Microsoft Authenticator application must be installed on a mobile device
  - Information and installation instructions are located on the MPF Technology page on the MPF Program website

Updating Contacts

PFI's can update email contacts by logging into emaqcs.covius.com:

When in Home PFI QC the Contacts is located to the left of the navigation menu. When in Home-Default Servicing the Contacts are located under Administration of the left navigation menu. A confirmation email will be provided to all updated contacts.
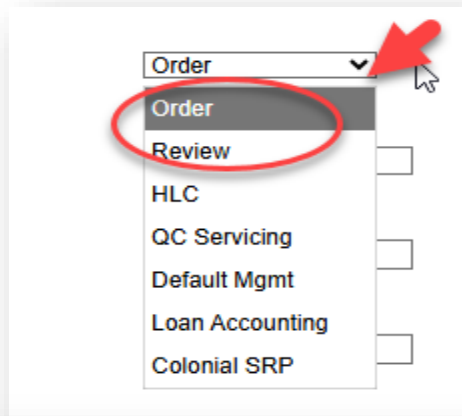
Updating Contacts

Please find the contact you need to edit such as QC Order or QC Review Contact. We advise you to include a CC contact. The CC contacts must be separated by commas.
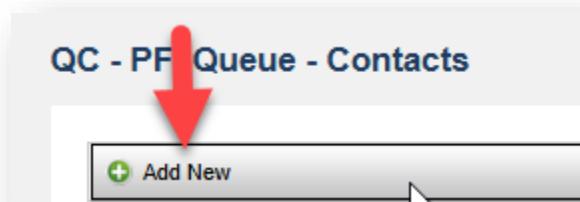
Enter all the information below and save to add/update the contacts.

Use the drop-down menu to select the type of contact.

Updating Contacts

PFI's can also visit us at https://www.fhlbmpf.com/resources/mpf-quality-control to update Contacts:
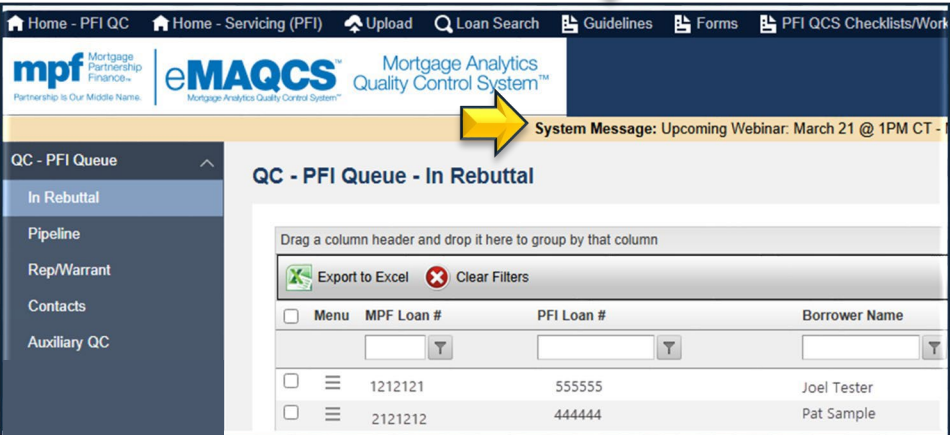
Final Reminders

- There's a link to the MPF Program Guides on the Homepage

- Pay attention to the system messages for important updates

Severity Definitions and Loan Statuses

Exception Severity Grades

Severity Grade 3

Material Issue

An exception that potentially affects the eligibility of the Mortgage Loan according to established MPF guidelines.

If an exception cannot be resolved or the supporting documentation is deemed insufficient, it will remain at a Severity Grade 3 and require repurchase.

If documentation or an explanation is acceptable to clear the exception, the exception may be downgraded accordingly.

Severity Grade 2
Non-Material Issue

An exception that does not affect Mortgage eligibility but indicates that the loan does not meet pre/post-funding.

OR If an exception is waived or accepted by the investor (i.e.. via a Side Letter or missing minor inclusions such as endorsement from Title), it will be downgraded to a Severity Grade 2.

Severity Grade 1
No Issue

If an exception has been fully resolved with acceptable documentation or a valid explanation, it will be re-classified as a Severity Grade 1.

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Statuses

Active

Indicates that an exception has been identified and is awaiting response or action from the PFI.

PFIs should prioritize addressing exceptions in this status. Once a comment is submitted by the PFI, the status will update to **Active-Pending.**

Active-Pending

Indicates the response to an exception is still under review by the vendor.

If the response is determined to be insufficient, the status will revert to **Active**. Otherwise, it will transition to one of the final resolution statuses (next slide)

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Statuses (continued)

Satisfied

Indicates the documentation or explanation provided by the PFI has successfully resolved the exception.

Waived

Indicates the exception is acknowledged as valid; however, the MPF Program. MPF Bank/investor has elected to waive it or downgrade its severity to a non-material level or no issue (Severity 1 or 2).

Side Letter

Indicates an exception type the MPF Bank or Investor has chosen to downgrade to Severity 1 or 2.

Cancelled

Indicates the exception has been invalidated during the rebuttal process and is no longer considered applicable.

Help with eMAQCSplus

MPF Service Center

Phone: (877) 345-2673

Email: MPF-Help@fhlbc.com

Hours: 8:30 AM to 4:30 PM CT

Assistance is also available via the
MPF Customer Service Portal

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