

Servicers or Participating Financial Institution (PFIs) funding MPF Xtra® loans must use Form SG340X to request the release of documents held by the MPF Program Custodian in accordance with [MPF Xtra Servicing Guide](#) Chapter 1. Below are instructions on how to complete the form to request the release of documents.

Instructions:

PFI/Servicer Information Section

PFI Number: your FOUR-digit number associated with your PFI

Servicer Name: the name of your institution

Address to Ship Collateral File to:

- Files can only be released to an authorized shipping location listed on your Collateral File Release Form.
- 'Ship to' addresses cannot be a PO Box. To update the authorized 'ship to' locations please contact your FHLBank.
- The request will not be processed if the 'ship to' location does not match what the custodian has on record as an authorized 'ship to' location listed on your Collateral File Release form.

Loan Information Section

All loan level information must be filled out completely and match EXACTLY as it appears on the loan presentment.

Loan level information may be viewed in eMPF® under Transaction → Loan Presentment → Existing Loan Presentment (see Exhibit 1) or Transaction → Loan Funding (see Exhibit 2)

FNMA Loan Number: This number can be found on eMPF (see Exhibit 3). The FNMA Loan Number is a 10 digit number assigned by FNMA and must be included on all requests.

Helpful Hints:

- MPF Loan Number: number assigned by the MPF Program at the time of funding and is NOT the same as your PFI/Servicer Loan Number.
- Borrower Name/Address: must match EXACTLY as it appears on the loan presentment. Any discrepancies in these fields will result in a rejection of your request.

eNote Information Section

This section only applies to loans delivered as eNotes. If you are requesting a paper file you may disregard this section.

Form SG340X - MPF Xtra®

- MIN Number: Mortgage Identification Number is a unique 18-digit tracking number that is added to the security instrument and electronic promissory note at the time of origination.
- Controller Org ID: MERS Org ID that uniquely identifies the MERS eRegistry members who will be the holder of the note upon release from the MPF Program Custodian.
- Location Org ID: MERS Org ID that uniquely identifies the MERS eRegistry members who will be the custodian of the note upon release from the MPF Program Custodian.

Reason for Release Request Section

You must select a reason for release request. The “Other” field should be selected in the event of a Repurchase, Reversal, Stop Funding Request – the reason must be written in the blank field

Employee Information Section

This section contains the employee information for an authorized signer who is specifically designated on your Delegation of Authority (DOA) or Delegation of Authority Supplemental Form. This section must be signed in INK – digital signatures are not permitted at this time.

All employee information including name, title, phone number, email address must match as it appears on the DOA form in order to avoid the request being rejected.

To add, remove or otherwise update your signers as listed on your DOA form please contact your FHLBank.

Submitting Form SG340X

All completed Form SG340Xs must be emailed directly to the MPF Program release team at: mpfreleaseteam@computershare.com.

- Please include the following information in the Subject Line of the email:
Release/SG340X Request – PFI Number*

**If adding your PFI number to the subject line creates issues with email security you may include your bank name instead.*

The MPF Program release team will acknowledge receipt of your request within one business day by responding “Request Received”. This is not confirmation of processing, but an acknowledgement of receipt. If you do not receive a response, please reach out to MPF_Custody@fhllbc.com with a copy of your Form SG340X.

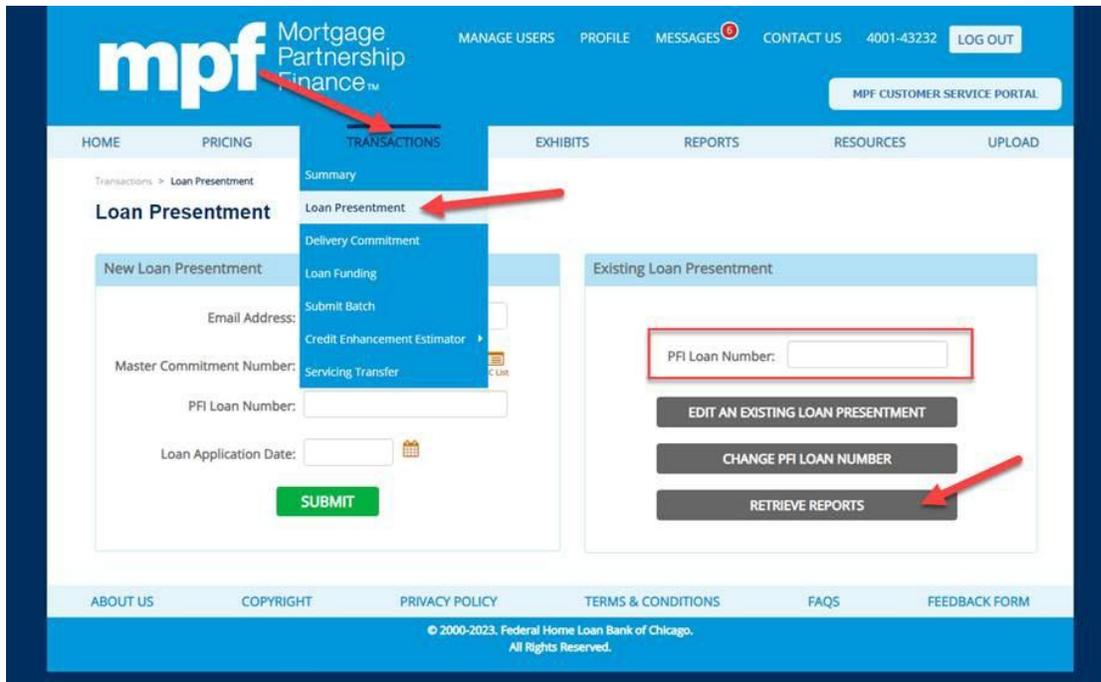
All release requests should be submitted as soon as possible upon liquidation of your loan to avoid potential fees and penalties.

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Processing Time

Please allow five to seven business days to receive your loan file. If you do not receive your file back within one week of submitting your request, please email MPF_Custody@fhllbc.com with a copy of your Form SG340X and the date of submission.

Exhibit 1



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Exhibit 2

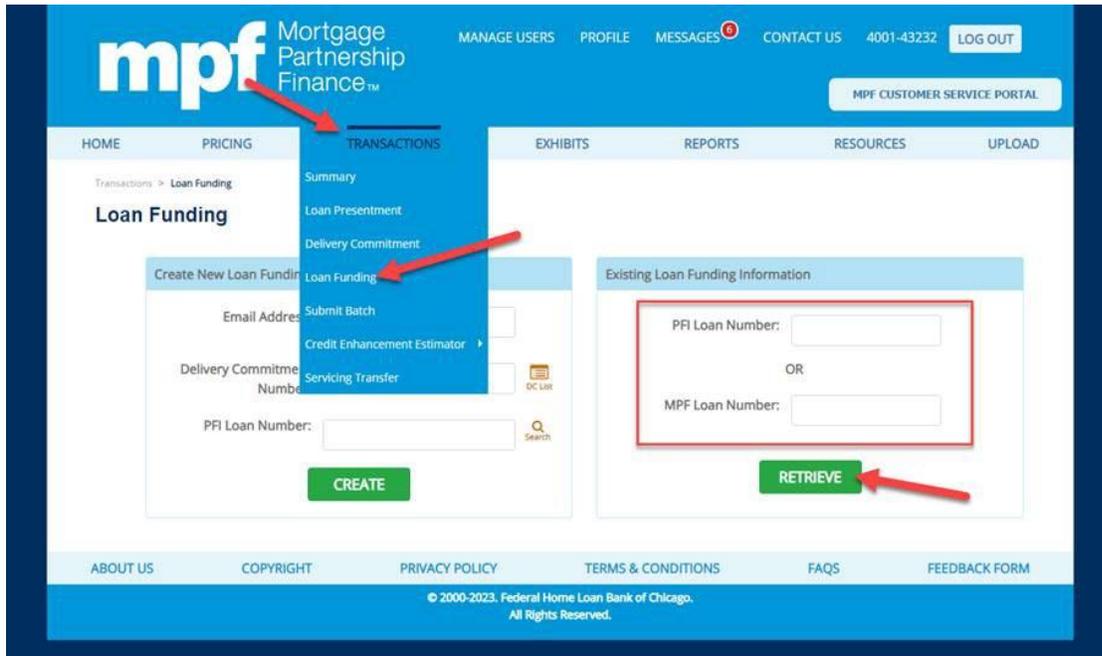
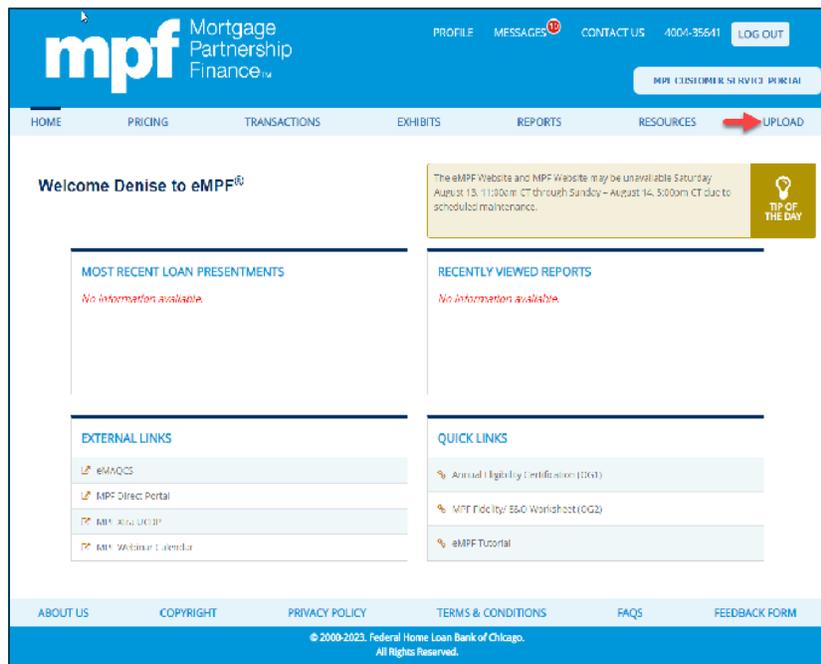


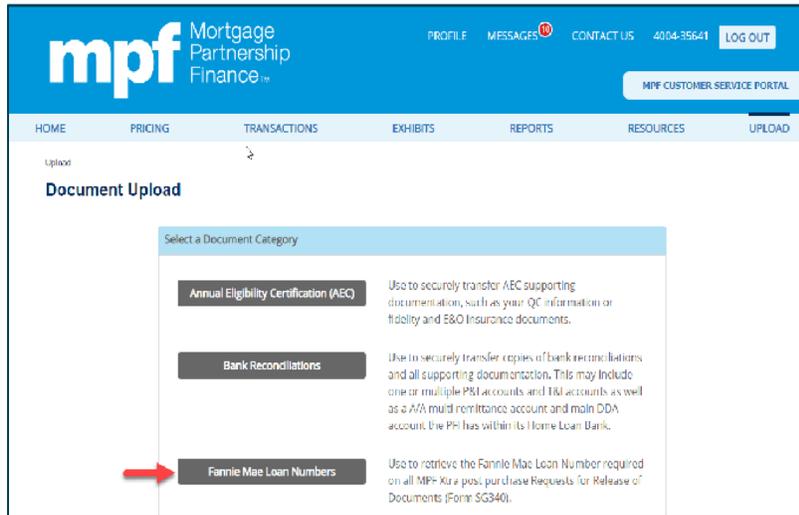
Exhibit 3

1. Select the **UPLOAD** link from the eMPF homepage:

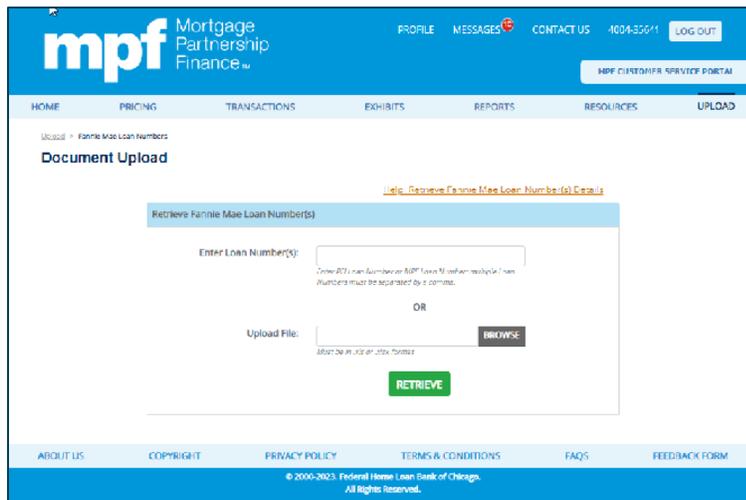


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2. Select the Fannie Mae Loan Numbers link:



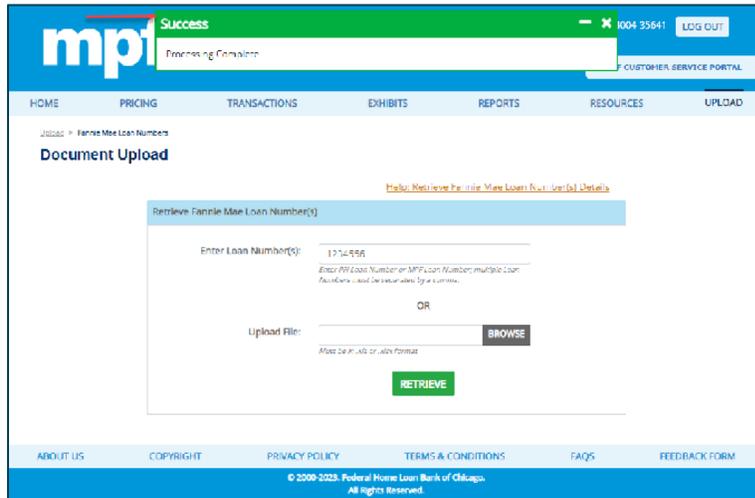
3. The Retrieve Fannie Mae Loan Number(s) screen provides two methods to obtain Fannie Mae Loan Numbers by either data entry or file upload:



The text box is used to enter MPF Loan Number(s) or PFI Loan Number(s); multiple loans must be separated by a comma. To submit the data, select the **RETRIEVE** button.

Browse functionality is used to select an Excel file (.xls or .xlsx). The file must contain the Loan Number in cell A1. Loan Number data in the upload can either be the MPF Loan Number or the PFI Loan Number associated with the loan at the time of funding. After selecting the file, select **RETRIEVE**.

4. If the process is completed successfully, the system will return to the following screen:



Once successfully complete, the system will produce a FNMA Loan Number Output File .xlsx worksheet. The worksheet will contain two tabs: FNMALoanNumberData and FNMALoanNumbersErrors.

- a. The FNMALoanNumberData tab displays a list of Fannie Mae loan numbers identified in the MPF system:

MPFLoanNumber	PFILoanNumber	FNMALoanNumber	MasterCommitment	LoanAmount	BorrowerName	PropertyAddress	PropertyCity	PropertyState	PropertyZipCode

- b. The FNMALoanNumbersErrors displays a list of Fannie Mae loan number errors:

LoanNumber	ErrorMessage
1234556	Loan not found

- c. PFIs may receive the following error messages:

Error Message	Validation Failure
Loan not found	The system cannot identify the loan number provided
Loan is not a valid Fannie Mae loan	The loan does not belong to a valid MPF Xtra Master Commitment
FNMA loan number not yet assigned	The MPF Xtra loan has not been purchased by Fannie Mae

5. If the process is not successful, the system will return the following screen and will specify the reason why the system could not complete processing:

Please resolve the following errors: ✖	
Error Message	Validation Failure
Upload failed: File Header must be LoanNumber	Header is not LoanNumber
Upload failed: File size exceeds 500 MB limit.	File size is greater than 500 MB
Upload failed: File extension must be .xls or .xlsx	File extension is not .xls or .xlsx
Processing Error: To continue processing, remove loan number information from the selection box or remove the import file.	Text box data entered and file selected for processing
Processing Error: To retrieve Fannie Mae loan number data, please enter Loan Number(s) OR upload a file to process.	No text box data entered or file selected for processing

6. To remove an .xls or .xlsx file after it has been selected for import, select the X:

The screenshot shows the MPF Customer Service Portal interface. At the top, there is a blue header with the MPF logo and navigation links: PROFILE, MESSAGES (with a notification icon), CONTACT US, 46.19-29536, and LOG OUT. Below the header is a secondary navigation bar with links: HOME, PRICING, TRANSACTIONS, EXHIBITS, REPORTS, RESOURCES, and UPLOAD. The main content area is titled 'Document Upload' and includes a link for 'Help: Retrieve Fannie Mae Loan Number(s) Details'. The central form is titled 'Retrieve Fannie Mae Loan Number(s)' and contains two input options: 'Enter Loan Number(s):' with a text box and a note that numbers must be separated by a comma, and 'Upload File:' with a file selection area showing 'US212229.xlsx' and a 'BROWSE' button. A 'RETRIEVE' button is located below the form. The footer contains links for ABOUT US, COPYRIGHT, PRIVACY POLICY, TERMS & CONDITIONS, FAQs, and FEEDBACK FORM, along with the copyright notice: © 2000-2023, Federal Home Loan Bank of Chicago. All Rights Reserved.

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