

Using eMAQCS®plus for Custodial Account Reconciliations



What's Changing?

Annual P&I and T&I custodial account reconciliation review requests are now being managed through eMAQCS®plus (eMAQCS)

- P&I and T&I reconciliation forms for the requested review month are completed within eMAQCS
- Easy upload of requested supplemental documentation
- Monitor and review results with the ability to communicate with the reviewer

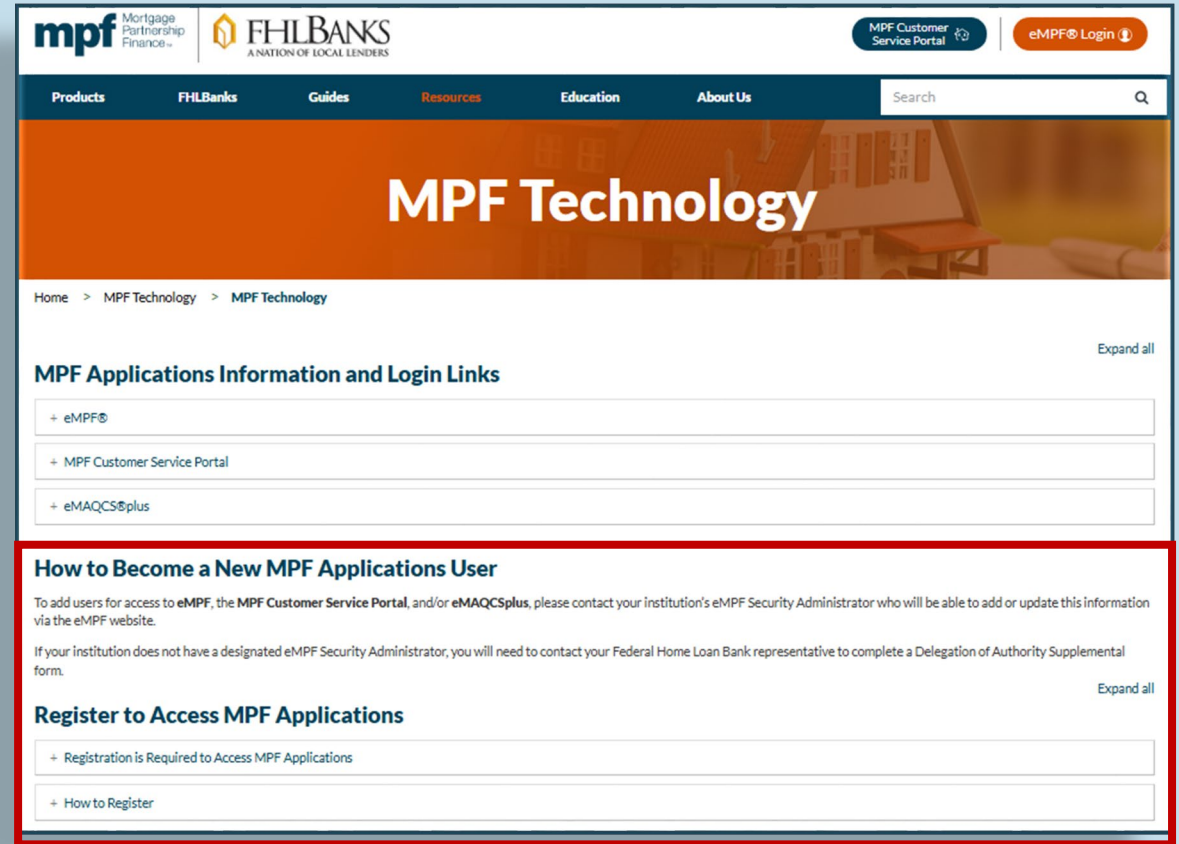


This new process only impacts our annual request for your custodial account reconciliations and does not impact your monthly reporting via [TrustConnect](#).

About eMAQCSplus

To access eMAQCS, you must be established as user

- Information about how to become a new user is available on the MPF Program website's **MPF® Technology** page

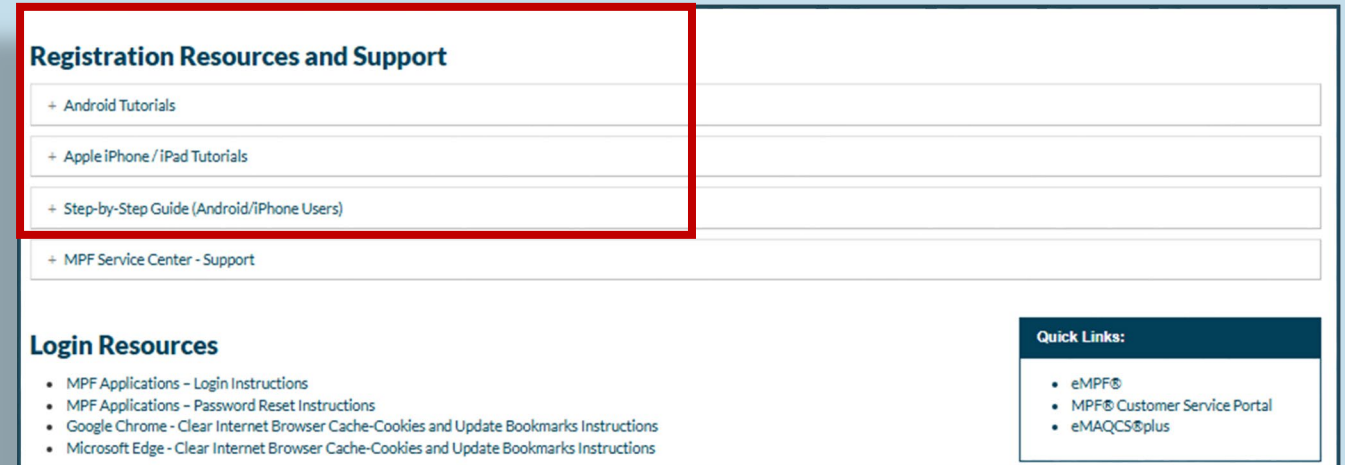


<https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology>

Multi-Factor Authentication

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



The screenshot shows a webpage titled "Registration Resources and Support" which is highlighted with a red rectangular box. Below this section, there are four links: "+ Android Tutorials", "+ Apple iPhone / iPad Tutorials", "+ Step-by-Step Guide (Android/iPhone Users)", and "+ MPF Service Center - Support". Further down, there is a "Login Resources" section with four bullet points: "MPF Applications - Login Instructions", "MPF Applications - Password Reset Instructions", "Google Chrome - Clear Internet Browser Cache-Cookies and Update Bookmarks Instructions", and "Microsoft Edge - Clear Internet Browser Cache-Cookies and Update Bookmarks Instructions". On the right side of the page, there is a "Quick Links" section with three bullet points: "eMPF®", "MPF® Customer Service Portal", and "eMAQCS®plus".

<https://www.fhlbmpf.com/resources/mpf-technology/mpf-technology>

Reconciliation Requests

If you are reconciling your custodial accounts as required, the annual review request process will be easy to complete

- Requests for annual reviews are sent via email from: noreply@covius.com
- The requested reconciliation form(s) and supplemental documentation must cover the month noted in the request
- Email requests include a checklist of items that must be completed and/or uploaded

Dear Servicer:

As per the MPF Servicing Guides, MPF requires servicers to prepare monthly reconciliations for each of their custodial accounts and upon request, supply copies of these reconciliations to the MPF provider for review. The below action items are due by _____.

Custodial Account Reconciliation Checklist

Principal and Interest (P&I) Custodial Account
1. Complete Form SG320(A) electronically in eMAQCS plus, all sections must be filled out
2. Copy of bank statements for selected cutoff being reviewed. (If remittance type is A/A be sure to include FHLB non-interest-bearing account statement.)
3. Bank statement or screen print reflecting verification of the Deposits in Transit, Disbursements in Transit, and/or Adjustments
4. Corresponding Final Turn Around Report (fTAR) for the reporting period confirming the remittance amount
Escrow Custodial (T&I) Account
5. Complete Form SG321(A) electronically in eMAQCS plus, all sections must be filled out
6. Copy of bank statements for selected cutoff being reviewed
7. Bank statement or screen print reflecting verification of the Deposits in Transit, Disbursements in Transit, and/or Adjustments
8. A Servicing System generated Trial Balance Report that displays all FHLB escrow liabilities. (Provide only total pages when submitting to MPF Provider.)
9. Statement(s) showing advances to cover overdrafts
10. Support for any unapplied suspense funds showing they are appropriately and timely handled, and held in in the appropriate custodial account
Account Titles
11. Copies of P&I and T&I account signature cards or similar documents with full legal title to verify that the Custodial Account titles comply with the MPF Servicing Guide

*Correct titles for Servicer

P&I custodial Account Title: [Servicer's Name] as trustee for the benefit of the Federal Home Loan Bank of Chicago its successors and assigns

T&I custodial Account Title: [Servicer's Name] as trustee for the benefit of the Federal Home Loan Bank of Chicago its successors and assigns and/or various Mortgagors

If space is limited, it is acceptable to shorten your PFI name and use the following abbreviations:

TTEE - "trustee"

FBO - "for the benefit of"

ISAA - "its successors and assigns"

FHLB - "Federal Home Loan Bank" (district name to be included)

AOVM - "and/or various Mortgagors"

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Pipeline

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Getting Started Requests

Open Your Pipeline

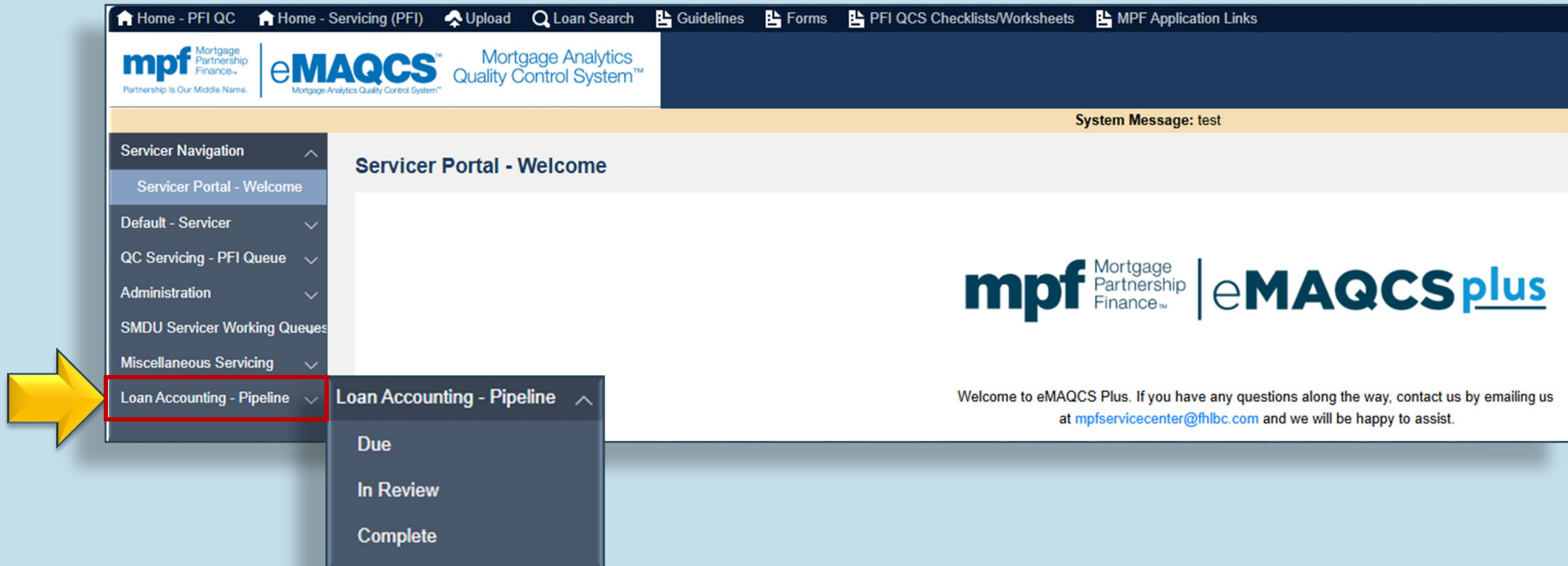
To open your pipeline, click on the **Home-Servicing (PFI)** tab at the top of your home screen



The screenshot shows the MPF eMAQCS web application interface. At the top, a dark blue navigation bar contains several tabs: 'Home - PFI QC', 'Home - Servicing (PFI)', 'Upload', 'Loan Search', 'Guidelines', 'Forms', 'PFI QCS Checklists/Worksheets', and 'MPF Application Links'. The 'Home - Servicing (PFI)' tab is highlighted with a red rectangular box. A yellow arrow points down to this tab. Below the navigation bar, the main content area has a light blue header with the MPF logo and 'eMAQCS Mortgage Analytics Quality Control System™'. A yellow banner on the right side of the header displays 'System Message: test'. On the left, a dark blue sidebar menu lists 'QC - PFI Queue', 'PFI Pipeline', 'Missing Documents', and 'Loans Pending'. The 'PFI Pipeline' item is selected. The main content area is titled 'QC - PFI Queue - Pipeline' and contains a table with a header 'Drag a column header and drop it here to group by that column'. At the bottom of the table, there are two buttons: 'Export to Excel' (with a green X icon) and 'Clear Filters' (with a red X icon).

Open Your Pipeline

Select the [Loan Accounting-Pipeline](#) Menu



The screenshot displays the eMAQCS Plus Servicer Portal interface. At the top, a navigation bar includes links for Home - PFI QC, Home - Servicing (PFI), Upload, Loan Search, Guidelines, Forms, PFI QCS Checklists/Worksheets, and MPF Application Links. Below this, the MPF Mortgage Partnership Finance and eMAQCS Mortgage Analytics Quality Control System logos are visible. A system message banner reads "System Message: test". The main content area is titled "Servicer Portal - Welcome" and features the eMAQCS plus logo and a welcome message: "Welcome to eMAQCS Plus. If you have any questions along the way, contact us by emailing us at mpfservicecenter@fhbnc.com and we will be happy to assist."

On the left, a "Servicer Navigation" menu is open, listing various options. The "Loan Accounting - Pipeline" option is highlighted with a red rectangular box. A large yellow arrow points from the left towards this menu item. A sub-menu is open for "Loan Accounting - Pipeline", showing three options: "Due", "In Review", and "Complete".

Due

Request Type: requests are categorized by either remittance type (MPF Traditional product) or specific product (MPF Xtra or MPF Government MBS)

Loan Accounting - Pipeline ^

Due

In Review

Complete

PFI Loan Accounting - Due

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

Export to  Clear Filters

☐	Menu	Request Type	Submitted/Due/Total Forms	PFI Number	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	Due Date
☐								4/25		
☐	≡	S/R	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	A/A	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	GNMA	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	XTRA	0 / 1 / 1	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	S/S	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025

Due

Submitted/Due/Total Forms:

- **SG320/SG320A** - P&I Custodial Account Reconciliation Form
- **SG321/SG321A** - T&I Custodial Account Reconciliation Form
- Associated requested documentation must also be submitted

Loan Accounting - Pipeline ^

Due

In Review

Complete

PFI Loan Accounting - Due

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

Export to Excel Clear Filters

Menu

Request Type

Submitted/Due/Total Forms

S/R

0 / 2 / 2

A/A

0 / 2 / 2

GNMA

0 / 2 / 2

XTRA

0 / 1 / 1

S/S

0 / 2 / 2

Submitted/Due/Total Forms

0 / 2 / 2

0 / 2 / 2

0 / 2 / 2

0 / 1 / 1

0 / 2 / 2

FHLB-T

FHLB-T

FHLB-T

FHLB-T

FHLB-Top

J Smith

4/25

f Month

Order Date

Due Date

06/20/2025

06/30/2025

06/20/2025

06/30/2025

06/20/2025

06/30/2025

06/20/2025

06/30/2025

06/20/2025

06/30/2025

You have submitted 0 forms

2 forms are outstanding (P&I and T&I)

2 forms were requested

Due

As Of Month: the requested forms and account statements must cover the reporting month noted in this column

Order Date: the order date is the day following the monthly remittance process (MRP)*

Due Date: All forms and supplemental documentation are due by the last day of the request month (in this example, June 30)

Loan Accounting - Pipeline ^

Due

In Review

Complete

☐	Menu	Request Type	Submitted/Due/Total Forms	PFI Number	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	Due Date
☐	≡	S/R	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	A/A	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	GNMA	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	XTRA	0 / 1 / 1	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	S/S	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025

*In this scenario for June, the day after MRP is the 19th but because the 19th is a holiday, the order date moves to the next business day (20th)

Completing Forms and Uploading Account Statements

How to Complete a Form

- Right-click on the request line
- Select **View Forms**

SG320/SG320A - P&I Custodial Account Reconciliation Form

SG321/SG321A - T&I Custodial Account Reconciliation Form

☐	Menu	Request Type	Submitted/Due/Total Forms	PFI Number	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	Due Date
								4/25		
☐	≡	S/R	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	A/A	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	GNMA	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	XTRA	0 / 1 / 1	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025
☐	≡	S/S	0 / 2 / 2	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/30/2025

 View Forms

Completing Forms

Loan Accounting Details ^

Forms

Documents

Findings

Notifications

Findings Audit History

Loan Accounting

Forms

	Form No	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
Edit	SG-320A	P&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		
Edit	SG-321A	T&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		

Select *Edit* to open the form you wish to complete

Completing Forms

- Clicking *Save* will submit your form, even if incomplete
- You may return to complete or edit the form until the request is closed

The screenshot shows the 'Loan Accounting Details - Forms' interface. On the left is a sidebar with a menu containing 'Forms', 'Documents', 'Findings', 'Notifications', and 'Findings Audit History'. The 'Forms' tab is selected. The main content area has a sub-header 'Forms' and a table with columns: Form No, Form Name, Assigned Analyst, Status, Created By, Created Date, Submitted By, and Submitted Date. Below this is a 'P&I Custodial Account Reconciliation' section with tabs for 'Form', 'Document', and 'Instruction'. The 'Form' tab is active, showing a form for 'Form SG320A'. The form includes sections for 'PFI/Service Information' (with fields for PFI Number: 1111 and Servicer Name: Fake Bank), 'Product Information' (with a note 'This form is for the MPF Traditional product only.' and a 'Remittance Type' dropdown set to 'Actual/Actual'), and a 'Body Form' section with a 'Time Period Covered' field and a table for remittance data. A yellow arrow points to the right side of the form with the text 'Use scroll bar'. Another yellow arrow points to a 'Save' button at the bottom right with the text 'Save also submits'. A red box highlights the 'Save' button.

You are on the *Form* tab. The *Document* tab is for requested supplemental documentation uploads, and the *Instruction* tab walks you through the forms

Use scroll bar

Save also submits

Save

Form No	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
Edit SG-320A	P&I Custodial Account Reconciliation						
Edit SG-321A	T&I Custodial Account Reconciliation						

P&I Custodial Account Reconciliation Form SG320A

PFI/Service Information

PFI Number: 1111 Servicer Name: Fake Bank

Product Information

This form is for the MPF Traditional product only.

Remittance Type: Actual/Actual

Body Form

Time Period Covered: _____

For actual/actual remittance, complete both columns. For actual/actual single remittance, complete the P&I Custodial Account column only.

	Date	Amount	Amount
1. Bank Statement Balance	mm/dd/yyyy		

P&I Custodial Account Acct# _____

Form Reminders

- Reminder, there is no button to submit, simply select **Save**
- If you do not select **Save**, your work will be lost
- If you cannot finish a form, you can come back and edit it later
- Forms can be edited until the review has been moved to the **Complete** queue

The screenshot displays the 'Loan Accounting Details - Forms' interface. On the left is a sidebar with navigation links: Forms, Documents, Findings, Notifications, and Findings Audit History. The main area is titled 'Loan Accounting Details - Forms' and contains a table of forms. A red box highlights the 'Edit' button for the first form in the table. Below the table, the 'P&I Custodial Account Reconciliation' form is shown for 'SG320A'. The form includes sections for 'PFI/Service Information', 'Product Information', and 'Body Form'. The 'Save' button is highlighted with a red box.

Form No	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
SG-320A	P&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Service 1111	06/21/2025		
SG-321A	T&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Service 1111	06/21/2025		

P&I Custodial Account Reconciliation Form SG320A

PFI/Service Information

PFI Number: **1111** Service Name: **Fake Bank**

Product Information

This form is for the MPF Traditional product only.

Remittance Type: **Actual/Actual**

Body Form

Time Period Covered:

For actual/actual remittance, complete both columns. For actual/actual single remittance, complete the P&I Custodial Account column only.

	Date	Amount	Amount
1. Bank Statement Balance	mm/dd/yyyy		

Save

Uploading Supplemental Documentation

Loan Accounting Details - Forms

Forms

	Form No.	Form Name	Assigned Analyst	Status	Created By	Created Date	Submitted By	Submitted Date
Edit		P&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		
Edit		T&I Custodial Account Reconciliation	J Smith	Draft/Rejected	Servicer 1111	06/21/2025		

P&I Custodial Account Reconciliation

Form

Document

Instruction

SG320A

P&I Custodial Account Reconciliation

Form SG320A

PFI/Servicer Information

PFI Number: 1111Servicer Name: Fake Bank

Product Information

This form is for the MPF Traditional product only.

Remittance Type: Actual/Actual

Body Form

Time Period Covered:

For actual/actual remittance, complete both columns. For actual/actual single remittance, complete the P&I Custodial Account column only.

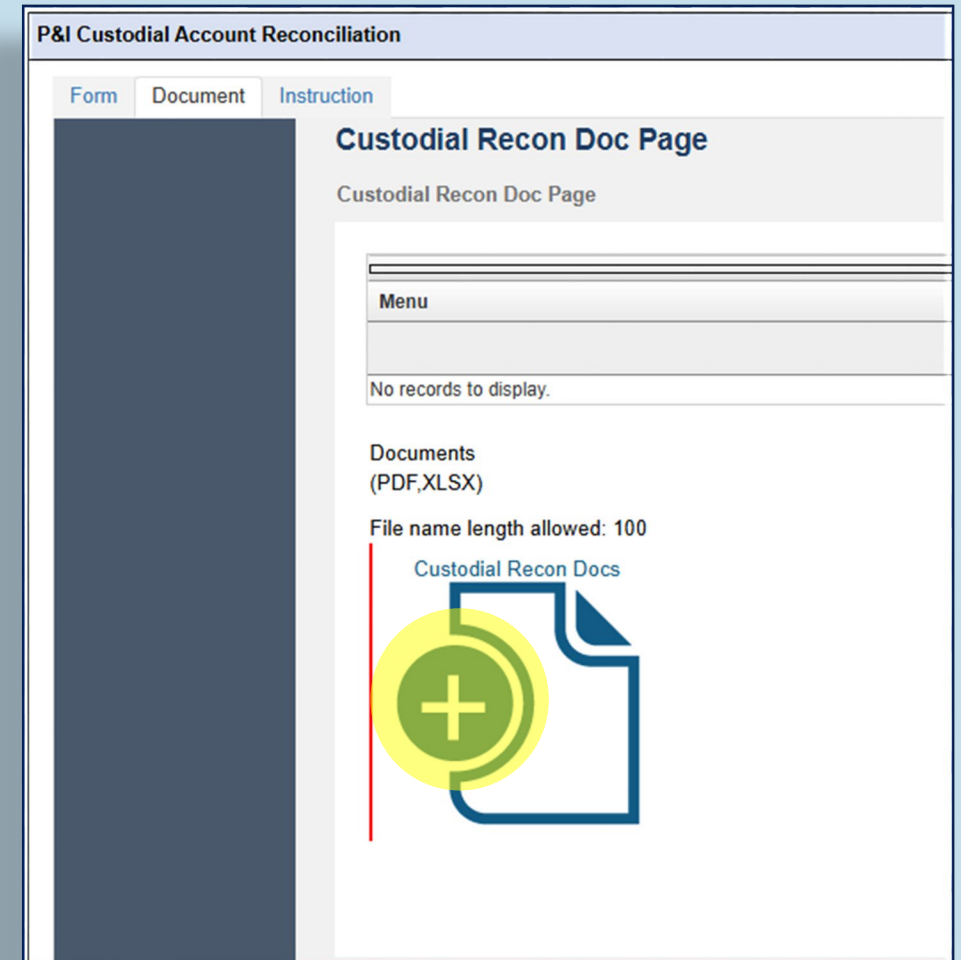
		Date	P&I Custodial Account Acct#	A/A Account at MPF Bank Acct#
1.	Bank Statement Balance	mm/dd/yyyy	Amount	Amount

Save

Uploading Supplemental Documentation

Click on the  sign to browse for your file(s)

- Locate the file (or files) you wish to upload **NOTE: select carefully, once added, files cannot be deleted**
- You may drag your file(s) over to the file icon or you may double-click on the file you wish to add



The screenshot displays the 'P&I Custodial Account Reconciliation' interface. It features three tabs: 'Form', 'Document', and 'Instruction'. The 'Document' tab is active, showing the 'Custodial Recon Doc Page'. Below the page title, there is a 'Menu' section with the text 'No records to display.' and a 'Documents (PDF,XLSX)' section. A note indicates 'File name length allowed: 100'. A large green plus sign icon is overlaid on a document icon, indicating the upload functionality.

Uploading Supplemental Documentation

- The file icon will turn green and reflect the number of documents that have been added
- There is no set naming convention for your file(s)

P&I Custodial Account Reconciliation

Form Document **Instruction**

Custodial Recon Doc Page

Custodial Recon Doc Page

Menu
No records to display.

Documents
(PDF,XLSX)

File name length allowed: 100

Custodial Recon Docs



Review Management

In Review

- After the required forms are uploaded, they are reviewed by MPF Loan Accounting
- MPF Loan Accounting will notify you via email (will come from a Covius email address) if your submission has been closed or if there are any findings associated with the submission
- To view the findings associated with your submission, right click on the request from the list and select **View Findings**

Loan Accounting - Pipeline ^

Due

In Review

Complete

Export to Excel

Clear Filters

☐	Menu	Request Type	PFI Number	PFI Name	PFI Owner	Submitted/Due/Total Forms	# Findings Open / Closed / Total	Reviewer	As Of Month	Order Date	S/S Submitted Date
☐									4/25		
☐	≡	S/R	1111	Fake Bank	FHL		1 / 0 / 1	J Smith	4/25	06/01/2025	06/03/2025
☐	≡	XTRA	1111	Fake Bank	FHL		0 / 0 / 0	J Smith	4/25	06/01/2025	06/03/2025
							0				

View Form(s)

View Documents

View Findings

Item 1 to 2 of 2

Page: 1 of 1 Go Page size: 2 Change

In Review

- A short description of the finding will be provided

Note: you may expand the description box to see the entire message by pulling the box down from the lower right corner

- To **add or view** any comments, right-click on the description box

Loan Accounting - Pipeline ^

Due

In Review

Complete

Export to Excel Clear Filters

☐	Menu	Form Type	Finding Type	Finding Description	Finding Status	Finding Status Date	Last Comment	Last Comment By	Last Comment Date
☐	≡	SG-320A	Missing Document	Missing Bank Statement	New Finding	06/13/2025			

View/Add Comments

Page: 1 of 1 Go Page size: 1 Change

Item 1 to 1 of 1

In Review

- To add a comment, select **Add New**
- Enter your comment into the comment box and click the save icon 

Loan Accounting - Pipeline ^

Due

In Review

Complete

eMAQCS Plus V4.1

Loan Accounting - Finding Comments

LA - Finding Comments

 Add New  Export to Excel

☐ Created By	Created Date ▾	Comment
No records to display.		

Page: 1 of 1 Go Page size: 25 Change

eMAQCS Plus V4.1

Loan Accounting - Finding Comments

LA - Finding Comments

 Add New  Export to Excel

☐ Created By	Created Date ▾	Comment
Comment Uploaded required P&I statement		

In Review

- Your comment will be added to the comment log resulting in the request will be moved back to MPF Loan Accounting for review
- **A comment must be added to notify MPF staff that an action has occurred**

Loan Accounting - Pipeline ^

Due

In Review

Complete

eMAQCS Plus V4.1

Loan Accounting - Finding Comments

LA - Finding Comments

+ Add New

Export to Excel

☐	Created By	Created Date	Comment
☐	Servicer 1111	06/09/2025	Uploaded required P&I statement

1

Page: 1 of 1 Go

Page size: 1 Change

Item 1 to 1 of 1

In Review

After you (or the MPF reviewer) adds a comment, the Status and Comment fields will populate

- The date of the last comment will populate and update as more comments are added
- The first few words of the last comment will be visible
- The commenter's name will be listed
- The date and time of the last comment will display
- **A comment must be input to move the review back to the MPF Loan Accounting Team**

Loan Accounting - Pipeline ^

Due

In Review

Complete

Export to Excel Clear Filters									
☐	Menu	Form Type	Finding Type	Finding Description	Finding Status	Finding Status Date	Last Comment	Last Comment By	Last Comment Date
☐									
☐	SG-320A	Missing Document	Missing Bank Statement	FHLB In Review (Finding Response)	06/09/2025	Uploaded required P&I statement	Servicer 1111	6/9/2025 10:45:58 AM	
									1 to 1 of 1

Completed Reviews

Complete

Emails are sent to notify you that a review has been completed, and any findings have been cleared

- Completed reviews will be available in the **Complete** queue for 2 years
- The **Complete** queue will contain a 2-year lookback

Loan Accounting - Pipeline ^

Due

In Review

Complete

PFI Loan Accounting - Complete

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

Export to Excel

Clear Filters

☐ Menu	Request Type	PFINumber	PFIName	PFIOwner	Reviewer	As Of Month	Order Date	S/S Submitted Date	Completed Date	# Findings Open / Closed / Total
☐ ≡	S/R	1111	Fake Bank	FHLB-Top	J Smith	4/25	06/20/2025	06/21/2025	06/24/2025	0 / 1 / 1

MPF Service Center

Phone: (877) 345-2673

Email: MPF-Help@fhlbc.com

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



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