



## **MPF® Traditional and MPF Xtra® Product Document Release Process FAQs**

### **Q. When do I complete an SG340 form?**

A. The SG340 form is completed whenever loan documents need to be returned to your institution for any of the reasons listed below:

- Liquidation/Pay Off/Mortgage Paid in Full
- Foreclosure
- Correction
- Other (repurchase, etc.)

### **Q. Where can I find the SG340 form?**

A. The SG340 form can be located on the MPF Program website:

[MPF Guides: Glossary, Exhibits, and Forms](#)

### **Q. Where do I send the form once it is completed?**

A. The SG340 form should be emailed to the Computershare MPF release team:

[mpfreleaseteam@computershare.com](mailto:mpfreleaseteam@computershare.com)

### **Q. How long does it take for my request to be processed?**

A. All releases should be completed within 5-7 days but can vary depending on volume. The Computershare release team will always respond with "Request Received" however this is not a notification that your request has been processed, just notice of receipt. If you do not receive your file(s) back within two weeks, please reach out to the Custody team at [mpf-help@fhfbc.com](mailto:mpf-help@fhfbc.com) to follow up on your request. Please include the following information in the subject line of your follow-up email: "PFI XXXX – SG340 Follow-Up". Please provide a copy of the SG340 form so we can review and reach out to the release team.

**Q. Where do I find the “PFI/Servicer Information” for the SG340 form?**

A. This information is specific to your institution. The PFI number is the four-digit number assigned to your PFI. The Servicer Name is the name of your bank/institution. The address for this section is where you would like the collateral file to be shipped to. The ship-to address must always be an authorized address listed on the *Collateral File Release Information Form*.

**Q. Where do I find the “Loan Information”?**

A. Loan level information can be found on the eMPF® website by searching either the MPF loan number or your PFI loan number. (Transactions→ Loan Funding→Existing Loan Information→ PFI Loan Number or MPF Loan Number→ Retrieve Reports).

- **Master Commitment** – The MC number is the master commitment number the loan funded under
- **MPF Loan Number** – This is the MPF loan number assigned at funding. Please do not use your PFI loan number on the form as it will cause the form to be rejected. The PFI loan number is not required on the SG340 form. If you would like to include it for your own purposes, please do so in the margin of the form to avoid having the request rejected by the release team.
- **Original Loan Amount:** The original loan amount funded for the loan.
- **Borrower Name:** Please use the primary borrower only in this field. The name must match exactly as the name is listed on the loan presentment when the loan was funded.
- **Property Address:** Please use the property address exactly as it appears on the loan presentment. If the address has since changed or been edited only use the updated version if the loan presentment was updated on eMPF. Any address discrepancies will cause the form to be rejected (i.e., street versus road, missing apartment, or unit number).

**Q. How do I find the FNMA loan number?**

A. Instructions for looking up the FNMA loan number are included on the form SG340 pages 4-7. (Please note that MPF Traditional loans do not require a FNMA loan number).

**Q. What is the Product Type?**

A. The product type must be selected on the form. The SG340 form is for MPF Traditional and MPF Xtra products only.

**Q. Must I fill out a Reason for the Request?**

A. The reason for request must be selected on the form to avoid having the form rejected. For repurchases, please select “Other” and type/write “Repurchase”.

**Q. Who is authorized to sign the SG340 form in the “Employee Information” section?**

A. The SG340 form can only be signed by an authorized signer as listed on your *Delegation of Authority* Form. The SG340 form must contain an ink-signature (digital signatures are not allowed at this time). All signer information must match your *DOA* form exactly including title, phone number, email address and printed name. The signers ship-to address must match what is listed on your *Collateral File Release Information* form. The date submitted must always be completed. If any of the blanks are not completed in the “Employee Information” section, the request will not be completed.

**Q. How do I update/add/remove signers for the SG340 form?**

A. To update or remove signers for the SG340 form, please reach out to your Home Loan Bank contact and they will assist you in updating your *DOA* (Delegation of Authority) form and your *Collateral File Release Information* form.

**Q. How do I update the ship-to address for the file to be sent to?**

A. To update ship-to address for the SG340 form please reach out to your Home Loan Bank contact and they will assist you in updating your *DOA* (Delegation of Authority) form and your *Collateral File Release Information* form.

**Q. Why am I not notified if my form is rejected?**

A. The release team will not email you regarding rejected SG340 requests for any of the reasons listed below. Rejected forms are sent to the MPF Custody team, and we will reach out to you with a copy of the rejected form. The Computershare MPF release team may respond if the form is not signed by an authorized signer, if the ship-to address is not authorized, or if they do not recognize you as the servicer of the loan. If you receive a follow-up email from the Computershare, please forward the email to the MPF Custody team so we can assist you.

- Missing/Incorrect Borrower Information
- Missing/Incorrect FNMA Loan Number
- Missing/Incorrect Product Type
- Missing/Incorrect Reason Code/Selection
- Missing/Incorrect Signer Information
- Missing Date Submitted

**Q. How do we change the recipients of the monthly liquidation report?**

A. This email is automatically sent to anyone who is authorized to request files from the custodian as designated on your *DOA* form (Delegation of Authority). To add or remove recipients, please reach out to your FHLB contact to update your forms.

**Q. What do I do if I submit an SG340 request and find an error on the form I sent?**

A. If you notice an error on the SG340 form after it has been submitted, please correct the form, and send to the release team at the below email address noting “Corrected SG340 Form” so they can replace the original request. [mpfreleaseteam@computershare.com](mailto:mpfreleaseteam@computershare.com)

**Q. Are there any fees for requesting files or not submitting release request on time?**

A. Currently there are no fees for submitting an SG340 form beyond the shipping costs associated with the request. All SG340 forms for liquidation purposes must be submitted within 5 days of liquidation. You will not be penalized for submitting the requests after 5 days, however you will get a notice if the documents are still on hand the following month.

**Q. Can I submit a bulk release request rather than filling out an SG340 form for each loan?**

A. You may submit a bulk release request for more than one loan. The SG340 form must have the "PFI/Servicer Information" and "Employee Information" section filled out completely. You will need to attach a list of the loans in EXCEL format that includes the *Loan Information, Product Information, and Reason for Request*. All bulk release requests should be emailed to the Computershare MPF release team and should include the SG340 form in PDF format with the list of loans in an Excel file.

**Q. Do files have to be returned to us?**

A. Files cannot be destroyed by the custodian and must be shipped back using either FedEx or UPS. Files cannot be returned via USPS. The *Collateral File Release Information Form* contains a field for your UPS or FedEx number and must be on hand with the custodian to process your SG340 requests.

**Q. We send our SG340 requests via secure email and the custodian cannot open them. Is there another way to submit the request?**

A. SG340 forms may be faxed to the release team: (410) 423-1322. Send to the attention of the MPF Release Team

This material is based on the current information in the MPF Traditional and MPF Xtra Product Selling and Servicing Guides. This presentation should not be used in place of the MPF Guides. The MPF Guides are the governing documents and control in the event of discrepancies between the information in this presentation and the MPF Guides. The official version of the MPF Guides are available at [www.fhlbmpf.com](http://www.fhlbmpf.com) and through AllRegs.

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