

### Instructions Page

#### Purpose

Servicers or designated Authorized Individuals of MPF® Traditional and MPF Xtra® loans must use this form to request the release of documents held by the MPF Program Custodian in accordance with MPF Traditional Servicing Guide Chapter 1 and MPF Xtra Servicing Guide Chapter 1.

#### Preparation

- **When:** The Servicer or designated Authorized Individuals must complete this form when requesting the release of documents held by the MPF Program Custodian.
- **Who:** This form must be completed by an employee of the Servicer who is specifically designated on the most recent Delegation of Authority – Requests for Files from Custodian and/or any subsequent Delegation of Authority Request for Files Supplemental form(s).
- **How:** The form may be completed in PDF format, with the exception of the signature which must be ink-signed.

#### Submission

- **When:**
  - Payoff/Liquidation – the Servicer must submit the form within 5 calendar days of payoff or liquidation.
  - Any other reason documents are needed – the Servicer must submit this form when requesting the release of documents held by the MPF Program Custodian, allowing 3-5 Business Days for processing of MPF Traditional loans and 2 Business Days for processing of MPF Xtra loans.
- **How:** The Servicer must email this form to [MPFReleaseTeam@computershare.com](mailto:MPFReleaseTeam@computershare.com).
  - PFIs faxing release requests must include [MPFReleaseTeam@computershare.com](mailto:MPFReleaseTeam@computershare.com) on the “To” line on the fax cover sheet.
- **To:** The Servicer must submit the form to the MPF Program Custodian. Release request processing time:
  - MPF Traditional: 3-5 Business Days
  - MPF Xtra: 2 Business Days

**The Servicer should retain a copy of the completed form for their own records.**

#### Additional Guidance

Please email the MPF Provider Custody Department at [mpfcustody@fhlbc.com](mailto:mpfcustody@fhlbc.com) for any questions or assistance needed in completing the form.

## Helpful Hints

- The MPF loan number must be provided for all requests.
- For MPF Xtra, the Fannie Mae loan number must be included on all requests for funded loans. If the request is for multiple loans, PFIs may attach a separate sheet with the list of all Fannie Mae loan numbers and all loan level data required on Form SG340 associated with the request. For assistance on how to retrieve your Fannie Mae loan number, refer to enclosed job aid.
- For loans delivered as eNote/eMortgage loans, the following must be included on the form:
  - 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.
- The MPF Program Custodian will only release documents to the person and address specifically designated on the most recent Delegation of Authority – Request for Files from Custodian.
- The MPF Program custodian requires this form be ink-signed (scanned copies are acceptable).

# Request for Release of Documents- MPF Traditional and MPF Xtra

## PFI/Servicer Information

PFI Number: \_\_\_\_\_ Servicer Name: \_\_\_\_\_

Address to ship Collateral File to: \_\_\_\_\_

## Loan Information

Master Commitment Number: \_\_\_\_\_ MPF Loan Number: \_\_\_\_\_

Original Loan Amount: \_\_\_\_\_ Borrower Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

### For MPF Xtra funded loans must also provide one of the following:

- ☐ Fannie Mae Loan Number: \_\_\_\_\_
- ☐ Attached a list with all Fannie Mae Loan Numbers associated with this request.

### For eNote/eMortgage loans must also provide one of the following:

- ☐ MIN Number: \_\_\_\_\_
- ☐ Controller Org ID: \_\_\_\_\_
- ☐ Location Org ID: \_\_\_\_\_

## Product Information

Choose one product per form:

Product: ☐ MPF Traditional ☐ MPF Xtra

## Reason for Request

Reason for Requesting Release of Documents (check one):

☐ Mortgage Paid in Full ☐ Foreclosure ☐ Other Liquidation ☐ Correction ☐ Other: \_\_\_\_\_

## Employee Information

By submitting this form, I certify that the information contained herein is true and accurate.

Printed Name of Employee Completing Form: \_\_\_\_\_

Signature of Employee (Ink Signature Required): \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Date Submitted: \_\_\_\_\_

# Request for Release of Documents- MPF Traditional and MPF Xtra

DO NOT COMPLETE – MPF Program Custodian USE ONLY

## Acknowledgement of Release of Documents:

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

## Acknowledgement of Documents Returned to Custodian:

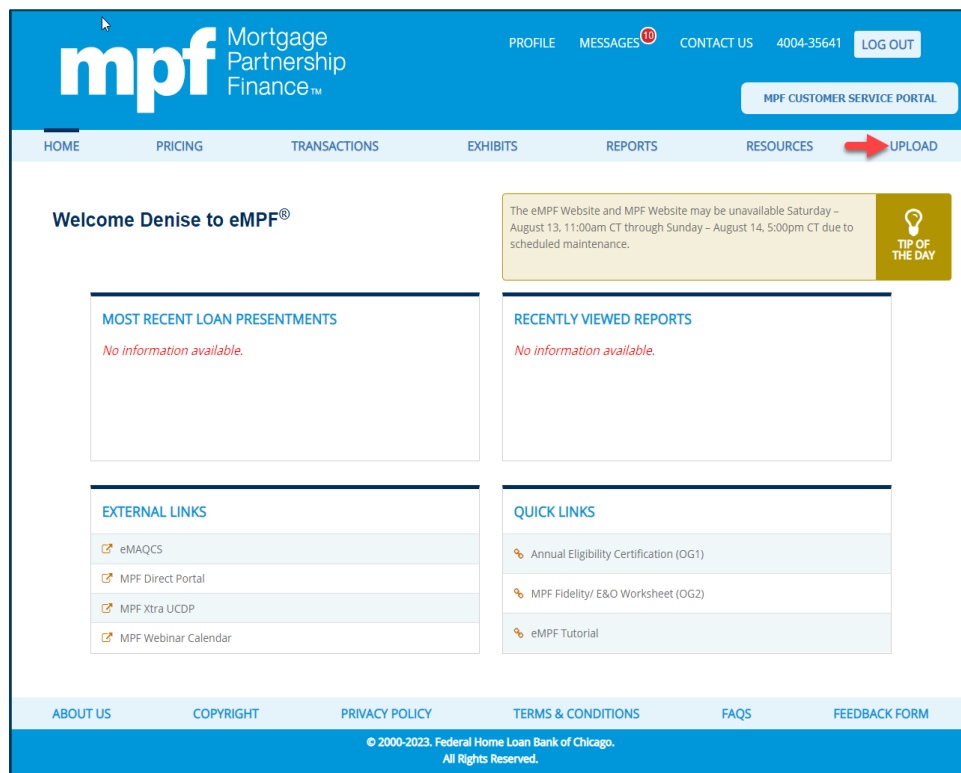
Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Title: \_\_\_\_\_

## Job Aid: Fannie Mae Loan Number Retrieval Functionality

1. Select the UPLOAD link from the eMPF homepage:



# Request for Release of Documents- MPF Traditional and MPF Xtra

2. Select the Fannie Mae Loan Numbers link:

The screenshot shows the MPF Customer Service Portal. The top navigation bar includes links for PROFILE, MESSAGES (with a notification icon), CONTACT US, 4004-35641, and LOG OUT. Below this is a secondary navigation bar with links for HOME, PRICING, TRANSACTIONS, EXHIBITS, REPORTS, RESOURCES, and UPLOAD. The main content area is titled 'Document Upload' and contains a 'Select a Document Category' section. This section lists three categories: 'Annual Eligibility Certification (AEC)', 'Bank Reconciliations', and 'Fannie Mae Loan Numbers'. A red arrow points to the 'Fannie Mae Loan Numbers' button. To the right of each category is a brief description of its purpose.

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

The screenshot shows the 'Retrieve Fannie Mae Loan Number(s)' screen. The top navigation bar is identical to the previous screenshot. The main content area is titled 'Document Upload' and contains a 'Retrieve Fannie Mae Loan Number(s)' section. This section has two input methods: 'Enter Loan Number(s):' with a text box and 'Upload File:' with a 'BROWSE' button. A green 'RETRIEVE' button is at the bottom. The text box has a placeholder text: 'Enter PFI Loan Number or MPF Loan Number; multiple Loan Numbers must be separated by a comma.' The 'Upload File:' section has a note: 'Must be in .xls or .xlsx format'.

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 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, the user will select RETRIEVE.

4. If the process completes 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 FNMALoanNumberErrors.

- 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 FNMALoanNumberErrors 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: <span>✕</span>	
Error Message	Validation Failure
<b>Upload failed:</b> File Header must be LoanNumber	Header is not LoanNumber
<b>Upload failed:</b> File size exceeds 500 MB limit.	File size is greater than 500 MB
<b>Upload failed:</b> File extension must be .xls or .xlsx	File extension is not .xls or .xlsx
<b>Processing Error:</b> 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
<b>Processing Error:</b> 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, selected the X:

**mpf** Mortgage Partnership Finance™

PROFILE MESSAGES <sup>10</sup> CONTACT US 4619-29536 LOG OUT

MPF CUSTOMER SERVICE PORTAL

HOME PRICING TRANSACTIONS EXHIBITS REPORTS RESOURCES **UPLOAD**

[Upload](#) > Fannie Mae Loan Numbers

**Document Upload**

[Help: Retrieve Fannie Mae Loan Number\(s\) Details](#)

Retrieve Fannie Mae Loan Number(s)

Enter Loan Number(s):

Enter PFI Loan Number or MPF Loan Number; multiple Loan Numbers must be separated by a comma.

OR

Upload File:  ✕ **BROWSE**

Must be in .xls or .xlsx format.

**RETRIEVE**

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