

MPF® Traditional and MPF Xtra® Products Document Release Process

February 14, 2024



About this Material

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 and through AllRegs®.

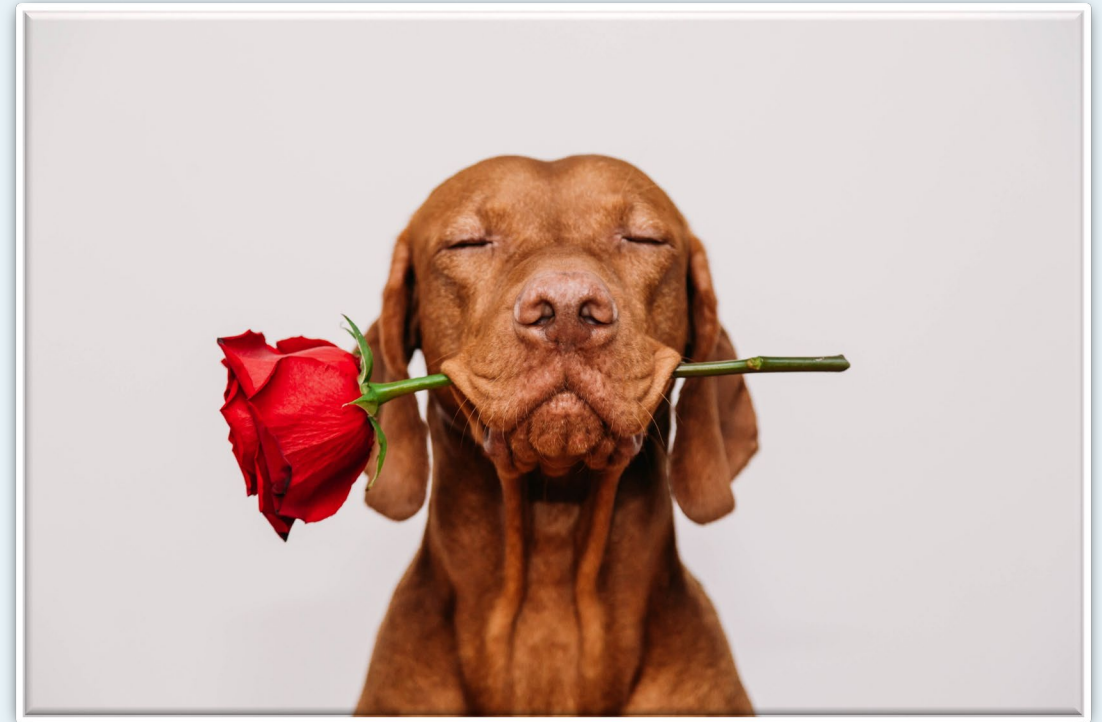
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Just for Fun

With a population of 108 people, which U.S. state is home to the town of Valentine?

- a. Virginia
- b. Texas
- c. Mississippi
- d. Tennessee

b. Texas



Custody File Management

Custody File Management

Within 5 calendar days of payoff (liquidation), the MPF® Program custodian must receive a request for the return of the custody documents

Documents should not remain with the custodian after a loan is paid off.

Besides loan payoffs, there are other situations where documents may be requested back from the custodian

- Document corrections
- Loan repurchases
- Liquidations due to foreclosure

This presentation will walk you through the steps for requesting custody documents back from the custodian

This information applies to both MPF Traditional and MPF Xtra® product loans.



Requesting Documents

The Request for Release of Documents (Form SG340) should be submitted to Computershare

- Form **SG340** is found in the MPF Guides under the *Glossary, Exhibits, and Forms* section.
- Form **SG340** should be completed and submitted to the MPF Release Team at Computershare:
mpfreleaseteam@computershare.com
- The MPF Custody team is available to assist, when needed: mpf_custody@fhlbc.com

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:	
<input type="checkbox"/> Fannie Mae Loan Number: _____	
<input type="checkbox"/> Attached a list with all Fannie Mae Loan Numbers associated with this request.	
For eNote/eMortgage loans must also provide one of the following:	
<input type="checkbox"/> MIN Number: _____	
<input type="checkbox"/> Controller Org ID: _____	
<input type="checkbox"/> Location Org ID: _____	
Product Information	
Choose one product per form:	
Product: <input type="checkbox"/> MPF Traditional <input type="checkbox"/> MPF Xtra	
Reason for Request	
Reason for Requesting Release of Documents (check one):	
<input type="checkbox"/> Mortgage Paid in Full <input type="checkbox"/> Foreclosure <input type="checkbox"/> Other Liquidation <input type="checkbox"/> Correction <input type="checkbox"/> 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: _____

Form SG340

Form SG340 has instructions attached to assist you with completing the form.

Form SG340 must be completed and signed by an **authorized signer** at your institution.

- Authorized individuals are specifically designated on the **Delegation of Authority (DOA) Request for Files from Custodian Supplemental** form.
- The custodian will compare the authorized signer's signature on the DOA Request for Files from Custodian Supplemental form to the signature on Form SG340.

Request for Release of Documents- MPF Traditional and MPF Xtra

PFI/Service 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: _____

DOA Assistance

Managing your Delegation of Authority (DOA)

- If you need to update any of the details shown on your **DOA, Request for Files from Custodian Supplemental form**, or the **Collateral File Release Information form** reach out to your contact at your Federal Home Loan Bank.
 - Update, add, or remove signers (DOA, Request for Files from Custodian)
 - Update your shipping address (Collateral File Release Information)
 - Update your shipping partner account number (Collateral File Release Information)



Completing Form SG340

PFI/Servicer Information	
PFI Number: <input type="text"/>	Servicer Name: <input type="text"/> Your organization name or refer to the servicer name on the DOA Request for Files form
Address to ship Collateral File to: <input type="text"/> Refer to the address listed on the Collateral File Release Information form	

If you are servicing the loan, the Servicer Name is the name of your organization.

If you are a subservicer, enter the servicer name shown on the [DOA Request for Files from Custodian Supplemental form](#).

The shipping address should be the same as noted on the [Collateral File Release Information form](#).

Completing Form SG340

If you cannot locate the required loan information, it can be accessed via the eMPF website. Details are available in either the **Loan Presentment** or **Loan Funding** screens:

Loan Information

Master Commitment Number:

MPF Loan Number:

Original Loan Amount:

Borrower Name:

Property Address:

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Mortgage Partnership Finance™

MANAGE USERS PROFILE MESSAGES CONTACT US LOG OUT

MPF CUSTOMER SERVICE PORTAL

HOME PRICING TRANSACTIONS EXHIBITS REPORTS RESOURCES UPLOAD

Transactions > Loan Presentment

Loan Presentment

New Loan Presentment

Email Address:

Master Commitment Number:

PFI Loan Number:

Loan Application Date:

SUBMIT

Summary

Loan Presentment

Delivery Commitment

Loan Funding

Submit Batch

Credit Enhancement Estimator

Servicing Transfer

Existing Loan Presentment

PFI Loan Number:

EDIT AN EXISTING LOAN PRESENTMENT

CHANGE PFI LOAN NUMBER

RETRIEVE REPORTS

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MANAGE USERS PROFILE MESSAGES CONTACT US 6376-46103 LOG OUT

MPF CUSTOMER SERVICE PORTAL

HOME PRICING TRANSACTIONS EXHIBITS REPORTS RESOURCES UPLOAD

Transactions > Loan Funding

Loan Funding

Create New Loan Funding

Email Address:

Delivery Commitment Number:

PFI Loan Number:

CREATE

Summary

Loan Presentment

Delivery Commitment

Loan Funding

Submit Batch

Credit Enhancement Estimator

Servicing Transfer

Existing Loan Funding Information

PFI Loan Number:

OR

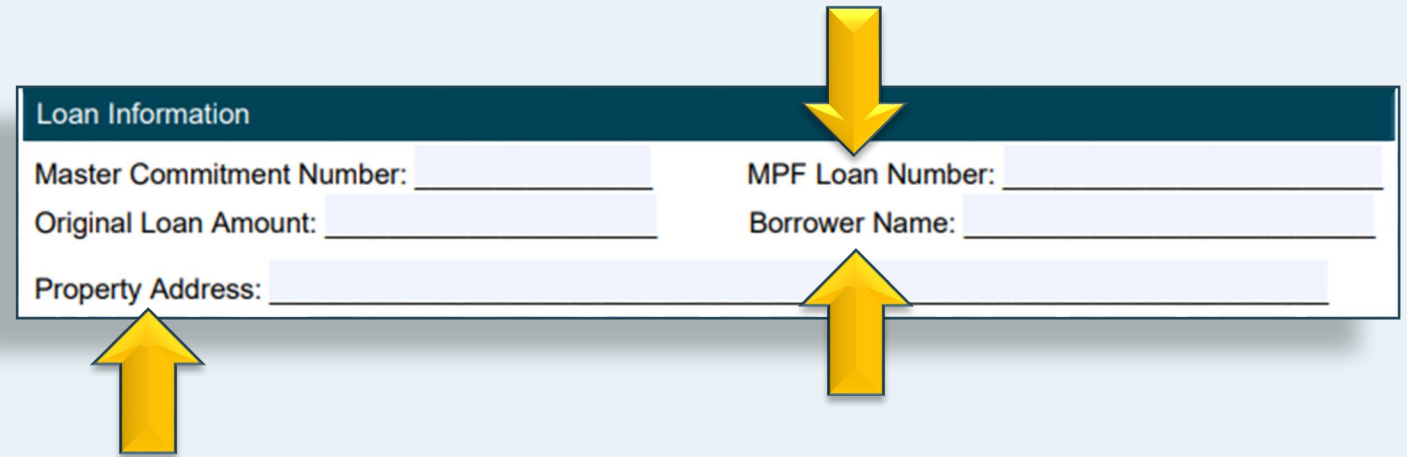
MPF Loan Number:

RETRIEVE

Completing Form SG340

Details matter!

- The MPF loan number assigned at funding must be supplied otherwise the form will be rejected. Do not enter your internal loan number.
- Use only the primary borrower's name in the **Borrower Name** field. It must be an exact match to the name listed on the loan presentment at the time the loan was funded.
- The **Property Address** must match exactly what is shown on the loan presentment.



The diagram shows a form titled "Loan Information" with the following fields:

Loan Information	
Master Commitment Number: _____	MPF Loan Number: _____
Original Loan Amount: _____	Borrower Name: _____
Property Address: _____	

Three yellow arrows point to the MPF Loan Number, Borrower Name, and Property Address fields, indicating they are critical for completion.

Obtaining Fannie Mae Loan Numbers

(MPF Xtra Product Only)

Form SG340: MPF Xtra Loans

MPF Xtra loans require a Fannie Mae loan number

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

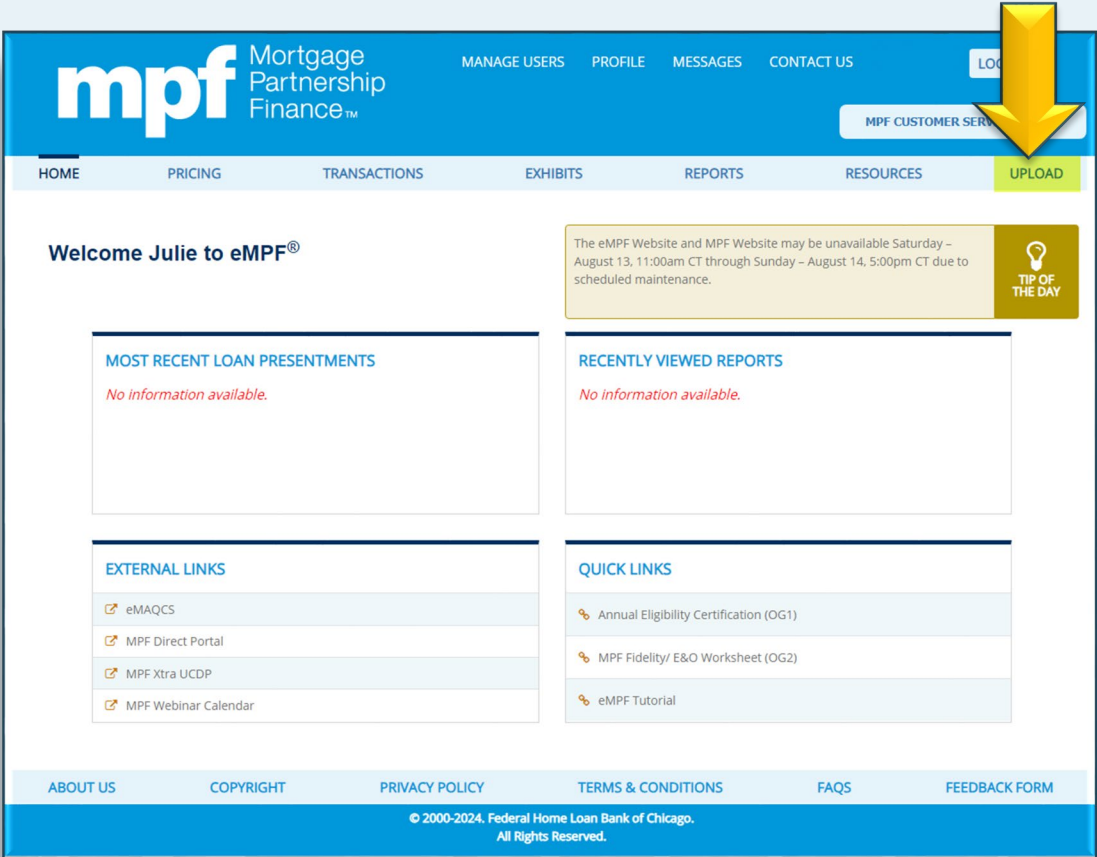
☐ Fannie Mae Loan Number: _____

☐ Attached a list with all Fannie Mae Loan Numbers associated with this request.

Fannie Mae loan numbers can be found by using a look-up tool in the eMPF website.

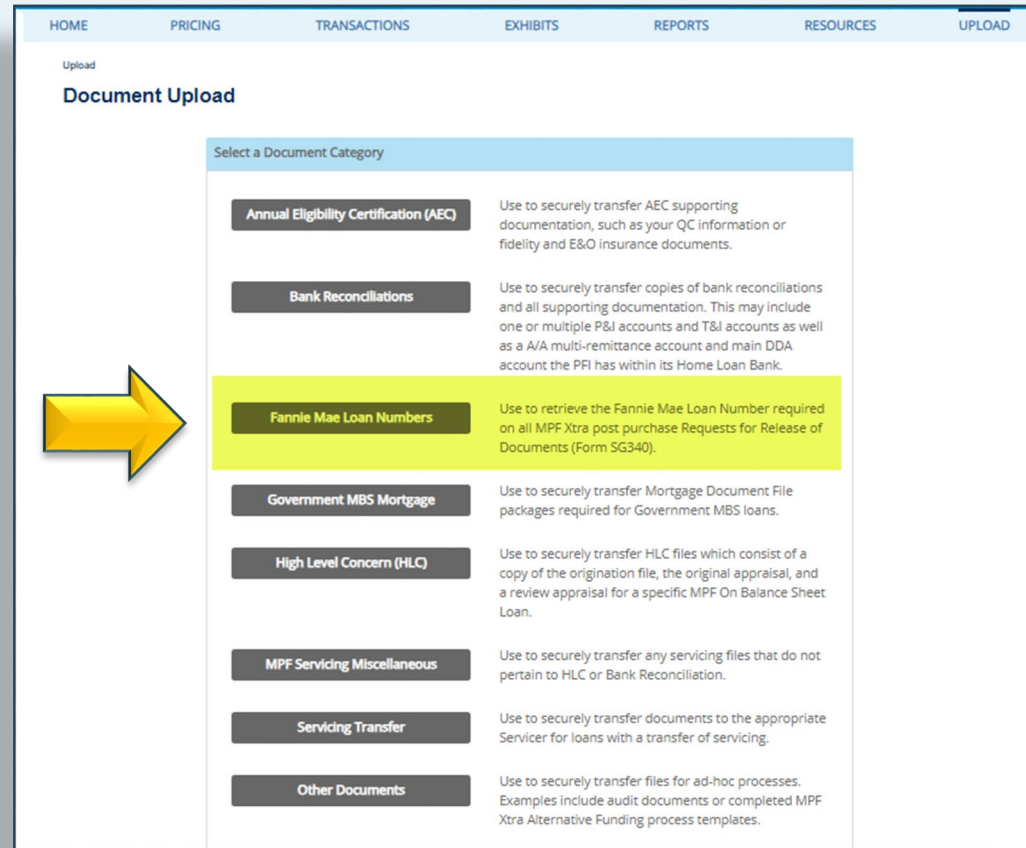
If you are requesting documents for multiple loans, a list of Fannie Mae loan numbers may be provided on a separate attachment.

Start by selecting **UPLOAD**



Fannie Mae Loan Number Retrieval

From the **UPLOAD** screen, select
Fannie Mae Loan Numbers



Upload

Document Upload

Select a Document Category

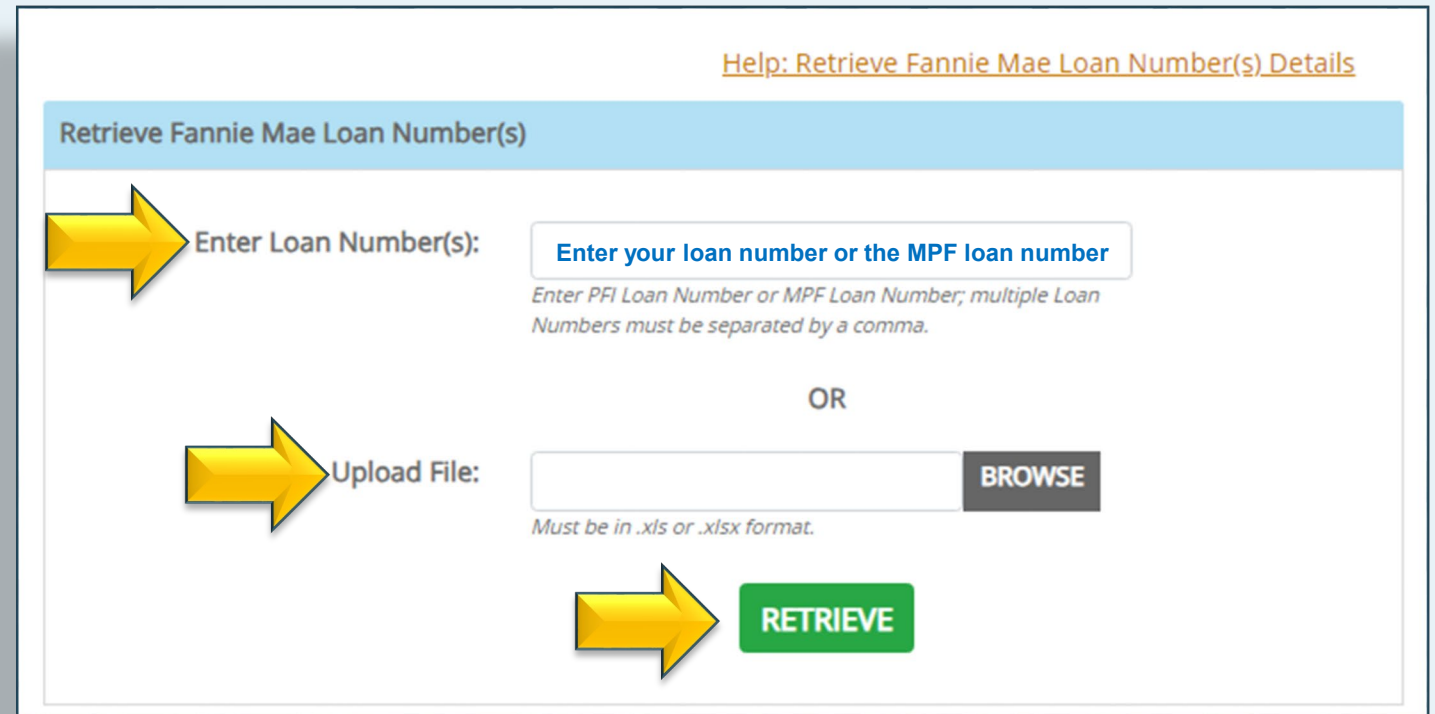
Annual Eligibility Certification (AEC)	Use to securely transfer AEC supporting documentation, such as your QC information or fidelity and E&O insurance documents.
Bank Reconciliations	Use to securely transfer copies of bank reconciliations and all supporting documentation. This may include one or multiple P&I accounts and T&I accounts as well as a A/A multi-remittance account and main DDA account the PFI has within its Home Loan Bank.
Fannie Mae Loan Numbers	Use to retrieve the Fannie Mae Loan Number required on all MPF Xtra post purchase Requests for Release of Documents (Form SG340).
Government MBS Mortgage	Use to securely transfer Mortgage Document File packages required for Government MBS loans.
High Level Concern (HLC)	Use to securely transfer HLC files which consist of a copy of the origination file, the original appraisal, and a review appraisal for a specific MPF On Balance Sheet Loan.
MPF Servicing Miscellaneous	Use to securely transfer any servicing files that do not pertain to HLC or Bank Reconciliation.
Servicing Transfer	Use to securely transfer documents to the appropriate Servicer for loans with a transfer of servicing.
Other Documents	Use to securely transfer files for ad-hoc processes. Examples include audit documents or completed MPF Xtra Alternative Funding process templates.

Fannie Mae Loan Number Retrieval

There are two methods for retrieving a Fannie Mae loan number:

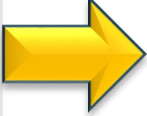
- Enter your loan number or the MPF loan number.
- If you have an Excel file with a list of loan numbers, it could be used here. The loan numbers must be listed in cell A1 of the spreadsheet. This isn't a common method, but it's an option.

Click **RETRIEVE** after entering your data.

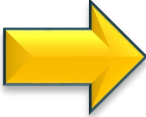


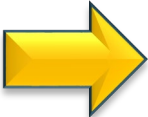
[Help: Retrieve Fannie Mae Loan Number\(s\) Details](#)

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:
Must be in .xls or .xlsx format.



Fannie Mae Loan Number Retrieval

If your submission was successful, a message will appear.

A **FNMA Loan Number Output File** will be created.

The file downloads automatically.

The screenshot displays the Fannie Mae Loan Number Retrieval web interface. At the top, a green banner reads "Success" and "Processing Complete". Below this, the main form area contains the following elements:

- A text input field labeled "Enter Loan Number(s):" with a placeholder text: "Enter PFI Loan Number or MPF Loan Number; multiple Loan Numbers must be separated by a comma."
- A "OR" separator.
- An "Upload File:" section with a file input field and a "BROWSE" button. Below the input field, it says "Must be in .xls or .xlsx format."
- A green "RETRIEVE" button.

Overlaid on the right side of the interface is a "Recent download history" pop-up window. It shows a single entry: "FNMALoanNumberOutput.xlsx" with a file size of "2,119 B" and a status of "Done".

Fannie Mae Loan Number Errors

If results are not returned, review the Error Messaging tab on the Output Report

Please refer to the Form SG340 instructions for guidance related to error messages received when using the Excel file upload retrieval method.

A	B
LoanNumber	ErrorMessage
1234556	Loan not found

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

Fannie Mae Loan Number Retrieval

The Fannie Mae Loan Number will be listed on the [FNMA Loan Number Output Document](#)

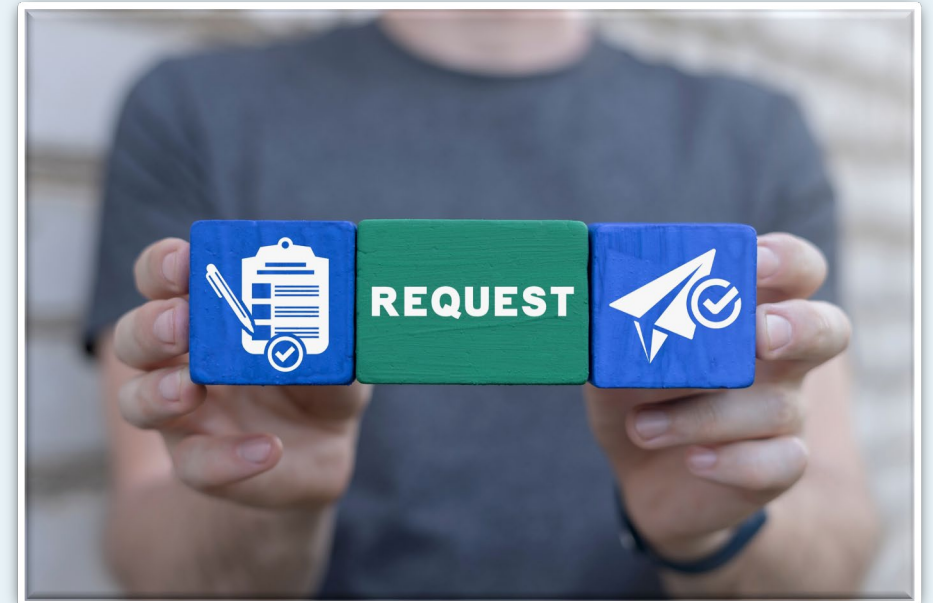


MPFLoanNumber	PFILoanNumber	FNMALoanNumber	MasterCommitment	LoanAmount	BorrowerName	PropertyAddress	PropertyCity	PropertyState	PropertyZipCode
111111	222222	333333							

Document Release Request Processing

Request Processing

- If the Form SG340 is completed correctly and signed by an authorized signer, the document release process should be completed within 5-7 business days.
- This timeframe can vary depending upon volume.
- An email stating **Request Received** will be sent to notify you that your SG340 has been received.
 - This does not mean your request has been processed.
- If your documents are not received within two weeks, please reach out to the Custody Team: mpf_custody@fhlbc.com
 - The subject line of your follow-up email, should include your **PFI number** followed by **SG340 Follow-Up**.
 - Provide a copy of the SG340.



Request Processing

Computershare will not email you if your form is rejected for any of the following reasons:

- 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
- Computershare will forward the SG340 to the **MPF Custody** team for follow-up. The MPF Custody team will reach out to you.
 - Computershare 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 Computershare, please forward to the MPF Custody team so we can assist you.



Liquidation Reporting

Each month after monthly remittance processing (MRP), you are supplied a report that lists liquidated loans that have not received release requests (or the release request may still be in process)

Year to Date Liquidations								
Fake Bank and Trust								
Loan Number	PFI Loan Number	MPF Product	ActionCode	Custodian Name	Custodian ID	Paid in Full Date	Liquidated Loan Count	Liquidation Amount
Grand Total							2	\$858,111
111111	001112	MPF Traditional	60	Wells Fargo Bank, NA	C002	8/15/2023	1	\$394,773
111112	001334	MPF Traditional	60	Wells Fargo Bank, NA	C002	11/9/2023	1	\$463,338

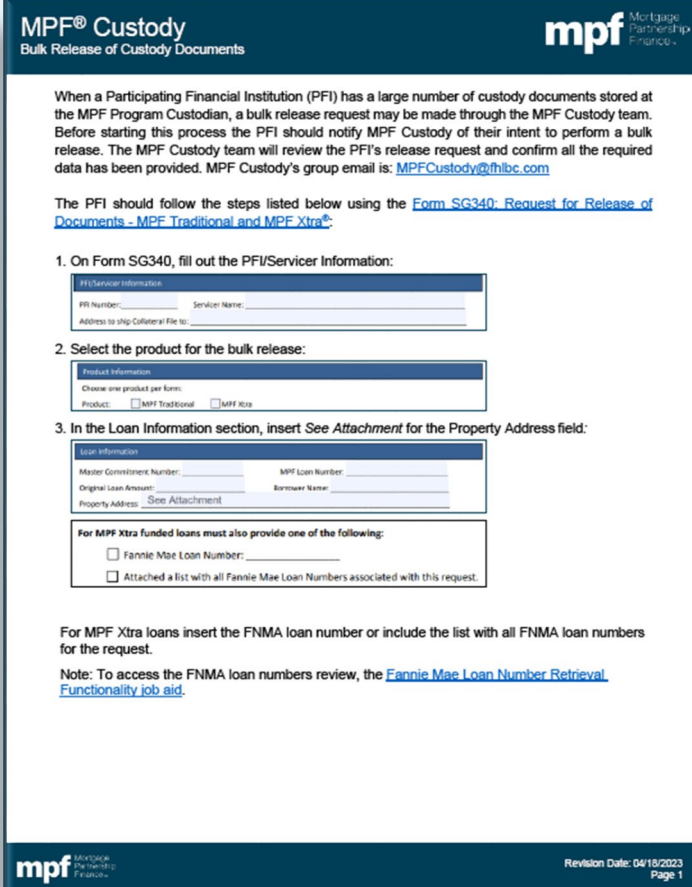
- Provided in both PDF and Excel versions.
- The reports should be used to check for loans that are awaiting document release requests.
 - **Remember, we should have all document release requests within 5 business days of liquidation.**
 - Don't wait for this report to tell you which loans need document release request submissions.

Bulk Releases

Bulk Releases

If a bulk release of documents is needed, contact the MPF Custody Team before starting the process

- Complete Form SG340, enter **“see attachment”** in the **Property Address** field.
- List each loan on an Excel spreadsheet and provide the following data:
 - Master Commitment Number
 - MPF Loan Number
 - Original Loan Amount
 - Borrower Name
 - Property Address
 - FNMA Loan Number (if applicable)
- Submit the spreadsheet with Form SG340
- A job aid for this process is available on the MPF website.



MPF® Custody
Bulk Release of Custody Documents

mpf Mortgage Partnership Finance

When a Participating Financial Institution (PFI) has a large number of custody documents stored at the MPF Program Custodian, a bulk release request may be made through the MPF Custody team. Before starting this process the PFI should notify MPF Custody of their intent to perform a bulk release. The MPF Custody team will review the PFI's release request and confirm all the required data has been provided. MPF Custody's group email is: MPFCustody@fhbc.com

The PFI should follow the steps listed below using the [Form SG340: Request for Release of Documents - MPF Traditional and MPF Xtra®](#):

1. On Form SG340, fill out the PFI/Service Information:

PFI/Service Information	
PFI Number:	Service Name:
Address to ship Collateral File to:	
2. Select the product for the bulk release:

Product Information	
Choose one product per form:	
Product:	<input type="checkbox"/> MPF Traditional <input type="checkbox"/> MPF Xtra
3. In the Loan Information section, insert *See Attachment* for the Property Address field:

Loan Information	
Master Commitment Number:	MPF Loan Number:
Original Loan Amount:	Borrower Name:
Property Address: See Attachment	

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 MPF Xtra loans insert the FNMA loan number or include the list with all FNMA loan numbers for the request.

Note: To access the FNMA loan numbers review, the [Fannie Mae Loan Number Retrieval Functionality job aid](#).

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Revision Date: 04/18/2023
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MPF Contacts and Resources

MPF Service Center

Email - MPF-Help@FHLBC.com

Hours - 8:30 am to 4:30 pm CST

Phone: (877) 463-6673

MPF Custody Team

mpf_custody@fhlbc.com

MPF Program Website

fhlbmpf.com



MPF Program Custodian Resources

General custody questions, copy and research requests:
mpf_custody@fhlbc.com

Release requests and release status changes must be emailed to:
mpfreleaseteam@computershare.com

**Release status changes must be addressed with your
FHLB MPF Relationship Manager or FHLB Relations Department.**

MPF National Education

Check out our upcoming webinars:

<https://www.fhlbmpf.com/education/upcoming-webinars>

Register for MPF University

<https://www.fhlbmpf.com/education/mpf-university/mpf-universityregistration>

MPF National Education

mpftraining@fhlbc.com

Follow the Mortgage Partnership Finance Program (MPF) on Social media!



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university