

# WHO TO CALL



|   |   | MPF® SALES AND INQUIRIES  |   |
|---|---|---|---|
| <p><b>MPF Service Center</b><br/>877.463.6673<br/><a href="mailto:MPF-Help@fhlbc.com">MPF-Help@fhlbc.com</a><br/><a href="http://fhlbmpf.com">fhlbmpf.com</a></p> | <p><b>FHLB Des Moines<br/>Mortgage Product Group</b><br/>909 Locust Street<br/>Des Moines, IA 50309<br/>800.544.3452, ext. 2223<br/><a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a><br/><a href="http://mpf.fhlbdm.com">mpf.fhlbdm.com</a></p> | <p><b>Brad Meader</b><br/>VP, Mortgage Relationship Manager<br/><i>(Minnesota, North Dakota, South Dakota)</i><br/>515.971.0846<br/><a href="mailto:bmeader@fhlbdm.com">bmeader@fhlbdm.com</a></p>                            | <p><b>Todd Carlson</b><br/>VP, Mortgage Relationship Manager<br/><i>(Idaho, Iowa, Montana,<br/>Utah, Wyoming)</i><br/>515.494.3402<br/><a href="mailto:tcarlson@fhlbdm.com">tcarlson@fhlbdm.com</a></p> |
|   |   | <p><b>Ed Barker</b><br/>VP, Mortgage Relationship Manager<br/><i>(Alaska, Hawaii, Missouri, Oregon, Washington,<br/>U.S. Territories)</i><br/>708.497.8786<br/><a href="mailto:ebarker@fhlbdm.com">ebarker@fhlbdm.com</a></p> |   |

| DAY-TO-DAY BUSINESS REQUESTS<br>MPF SERVICE CENTER (MPF PROVIDER) |                    |                      |  |                                    |                        |
|---|--------------------|----------------------|--|------------------------------------|------------------------|
| Transaction   | Who to Call        | Phone                | Email  | Website                            | Hours                  |
| Help Desk   | MPF Service Center | 877.463.6673         | <a href="mailto:MPF-Help@fhlbc.com">MPF-Help@fhlbc.com</a> |                                    | 8:30 AM – 4:30 PM (CT) |
| Transactions  | MPF Service Center | 877.463.6673, ext. 1 | <a href="mailto:MPF-Help@fhlbc.com">MPF-Help@fhlbc.com</a> |                                    | 8:30 AM – 4:30 PM (CT) |
| Origination,<br>Underwriting, Servicing,<br>& Program Guidelines  | MPF Service Center | 877.463.6673, ext. 2 | <a href="mailto:MPF-Help@fhlbc.com">MPF-Help@fhlbc.com</a> |                                    | 8:30 AM – 4:30 PM (CT) |
| Default Management  | MPF Service Center | 877.463.6673, ext. 3 | <a href="mailto:MPF-Help@fhlbc.com">MPF-Help@fhlbc.com</a> | <a href="#">Available on eMPF*</a> | 8:30 AM – 4:30 PM (CT) |
| Delivery Commitments<br><i>(Mandatory Locks)</i>                  |                    |                      |  | <a href="#">Available on eMPF*</a> | 8:30 AM – 3:30 PM (CT) |
| Funding Requests  |                    |                      |  | <a href="#">Available on eMPF*</a> | 8:30 AM – 3:30 PM (CT) |
| Reporting   |                    |                      |  | <a href="#">Available on eMPF*</a> |                        |
| ULDD Batch Funding  | MPF Service Center | 877.463.6673, ext. 4 | <a href="mailto:MPF-Help@fhlbc.com">MPF-Help@fhlbc.com</a> |                                    | 8:30 AM – 4:30 PM (CT) |

| IMPORTANT LINKS                     |
|-------------------------------------|
| <a href="#">eMPF</a>                |
| <a href="#">MPF Guide</a>           |
| <a href="#">MPF Website</a>         |
| <a href="#">FHLB Des Moines MPF</a> |

# WHO TO CALL



## MPF PROGRAM SUPPORT FHLB DES MOINES

| Transaction   | Who to Call            | Phone   | Email  | Website  | Hours                  |
|---|------------------------|---|--|--|------------------------|
| Master Commitments  | Mortgage Product Group | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> |  | 8:00 AM – 5:00 PM (CT) |
| MPF Program Authority Updates   | Mortgage Product Group | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> | <a href="http://mpf.fhlbdm.com">mpf.fhlbdm.com</a> | 8:00 AM – 5:00 PM (CT) |
| Annual Eligibility Recertification  | Mortgage Product Group | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> |  | 8:00 AM – 5:00 PM (CT) |
| Daily Rates Email   | Mortgage Product Group | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> | <a href="http://mpf.fhlbdm.com">mpf.fhlbdm.com</a> | 8:00 AM – 5:00 PM (CT) |
| MPF Application<br><i>Please contact your Mortgage Relationship Manager before applying</i> | Mortgage Product Group | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> | <a href="http://mpf.fhlbdm.com">mpf.fhlbdm.com</a> | 8:00 AM – 4:30 PM (CT) |
| Training  | Donna Iddins           | 800.544.3452,<br>ext. 2239                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> |  | 8:00 AM – 4:30 PM (CT) |
| Quality Control   | Connie Kent            | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> |  | 8:00 AM – 4:00 PM (CT) |
| MPF Audit Confirmations   | MFS Customer Service   | 800.544.3452,<br>ext. 2220<br>fax: 515.699.1245 | <a href="mailto:mfs-mpfservice@fhlbdm.com">mfs-mpfservice@fhlbdm.com</a>     |  | 8:00 AM – 4:30 PM (CT) |
| Default   | Rory Cline             | 800.544.3452,<br>ext. 2223                      | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a> |  | 8:00 AM – 4:00 PM (CT) |

## OTHER IMPORTANT CONTACTS

| Institution                 | Contact / Phone  | Email  | Address   |
|-----------------------------|--|--|---|
| Wells Fargo Master Servicer | MPF Traditonal:<br>Regina Williams<br>410.884.2283<br><br>MPF Xtra:<br>Titus Sandi<br>443.367.3347 | MPF Traditonal:<br><a href="mailto:CTSFHLBLoanAccountingTeam@wellsfargo.com">CTSFHLBLoanAccountingTeam@wellsfargo.com</a><br><br>MPF Xtra:<br><a href="mailto:CTSFHLBXTRATEAM@wellsfargo.com">CTSFHLBXTRATEAM@wellsfargo.com</a> | Mortgage Partnership Finance Program<br>c/o Wells Fargo Bank<br>Attn: Master Servicing Department<br>9062 Old Annapolis Road<br>Columbia, MD 21045                            |
| MPF Program Custodian       | 800.566.3515   | <a href="mailto:mortgageproducts@fhlbdm.com">mortgageproducts@fhlbdm.com</a>   | Wells Fargo Bank - Custodian<br>MPF Program<br>751 Kasota Avenue<br>Suite MDC<br>Minneapolis, MN 55414-2842<br><a href="mailto:mpfcustody@fhlbc.com">mpfcustody@fhlbc.com</a> |