

WHO TO CALL



		MPF® SALES AND INQUIRIES	
<p>MPF Service Center 877.345.2673 MPF-Help@fhlbc.com fhlbmpf.com</p>	<p>FHLB Des Moines Mortgage Product Group 909 Locust Street Des Moines, IA 50309 800.544.3452, ext. 2223 mortgageproducts@fhlbdm.com mpf.fhlbdm.com</p>	<p>Brad Meader VP, Mortgage Relationship Manager <i>(Minnesota, North Dakota, South Dakota)</i> 515.971.0846 bmeader@fhlbdm.com</p>	<p>Todd Carlson VP, Mortgage Relationship Manager <i>(Idaho, Iowa, Montana, Utah, Wyoming)</i> 515.494.3402 tcarlson@fhlbdm.com</p>
		<p>Ed Barker VP, Mortgage Relationship Manager <i>(Alaska, Hawaii, Missouri, Oregon, Washington, U.S. Territories)</i> 708.497.8786 ebarker@fhlbdm.com</p>	

DAY-TO-DAY BUSINESS REQUESTS MPF SERVICE CENTER (MPF PROVIDER)					
Transaction	Who to Call	Phone	Email	Website	Hours
Help Desk	MPF Service Center	877.345.2673	MPF-Help@fhlbc.com		8:30 AM – 4:30 PM (CT)
Transactions	MPF Service Center	877.345.2673, ext. 1	MPF-Help@fhlbc.com		8:30 AM – 4:30 PM (CT)
MPF Xtra Product Delivery Commitments	MPF Service Center	877.345.2673, ext. 2	MPF-Help@fhlbc.com		8:30 AM – 3:30 PM (CT)
Default Management	MPF Service Center	877.345.2673, ext. 3	MPF-Help@fhlbc.com	Available on eMPF*	8:30 AM – 4:30 PM (CT)
Origination	MPF Service Center	877.345.2673, ext. 4	MPF-Help@fhlbc.com		8:30 AM – 4:30 PM (CT)
Delivery Commitments <i>(Mandatory Locks)</i>				Available on eMPF*	8:30 AM – 3:30 PM (CT)
Funding Requests				Available on eMPF*	8:30 AM – 3:30 PM (CT)
Reporting				Available on eMPF*	
ULDD Batch Funding	MPF Service Center	877.345.2673, ext. 5	MPF-Help@fhlbc.com		8:30 AM – 4:30 PM (CT)

IMPORTANT LINKS
eMPF
MPF Guide
MPF Website
FHLB Des Moines MPF

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, ext. 2223	mortgageproducts@fhlbdm.com		8:00 AM – 5:00 PM (CT)
MPF Program Authority Updates	Mortgage Product Group	800.544.3452, ext. 2223	mortgageproducts@fhlbdm.com	mpf.fhlbdm.com	8:00 AM – 5:00 PM (CT)
Daily Rates Email	Mortgage Product Group	800.544.3452, ext. 2223	mortgageproducts@fhlbdm.com	mpf.fhlbdm.com	8:00 AM – 5:00 PM (CT)
MPF Application <i>Please contact your Mortgage Relationship Manager before applying</i>	Mortgage Product Group	800.544.3452, ext. 2223	mortgageproducts@fhlbdm.com	mpf.fhlbdm.com	8:00 AM – 4:30 PM (CT)
Training	Donna Iddins	800.544.3452, ext. 2239	mortgageproducts@fhlbdm.com		8:00 AM – 4:30 PM (CT)
Quality Control	Connie Kent	800.544.3452, ext. 2223	mortgageproducts@fhlbdm.com		8:00 AM – 4:00 PM (CT)
MPF Audit Confirmations	MFS Customer Service	800.544.3452, ext. 2220 fax: 515.699.1245	mfs-mpfservice@fhlbdm.com		8:00 AM – 4:30 PM (CT)
Default	Rory Cline	800.544.3452, ext. 2223	mortgageproducts@fhlbdm.com		8:00 AM – 4:00 PM (CT)

OTHER IMPORTANT CONTACTS

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