

WHO TO CALL



MPF® SALES AND INQUIRIES		
MPF Service Center 877.345.2673 MPF-Help@fhlbc.com fhlbmpf.com	FHLB Des Moines Mortgage Product Group 909 Locust Street Des Moines, IA 50309 800.544.3452, ext. 2223 mortgageproducts@fhlbdm.com mpf.fhlbdm.com	Katie Sudmann <i>(Idaho, Southern Iowa, Missouri, Montana, Oregon, Utah, Washington, Wyoming)</i> 800.544.3452, ext. 2383 ksudmann@fhlbdm.com Laura Turrittin Mortgage Relationship Manager <i>(Northern Iowa, Minnesota, North Dakota, South Dakota)</i> 612.384.1365 lturrittin@fhlbdm.com Brad Meader Senior Mortgage Relationship Manager 515.971.0846 bmeader@fhlbdm.com

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		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)
ULDD Batch Funding	MPF Service Center	877.345.2673, ext. 5	MPF-Help@fhlbc.com		8:30 AM – 4:30 PM (CT)
Delivery Commitments and Funding Requests				Available on eMPF*	8:30 AM – 3:30 PM (CT)
Reports				Available on eMPF*	

IMPORTANT LINKS

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. 2253	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	memberservices@fhlbdm.com		8:00 AM – 4:30 PM (CT)
Default	Ryan Peterson	800.544.3452, ext. 2126	mortgageproducts@fhlbdm.com		8:00 AM – 4:00 PM (CT)

OTHER IMPORTANT CONTACTS

Institution	Contact / Phone	Email	Address
Master Servicer	MPF Service Center: 877.345.2673	MPF Service Center: MPF-Help@fhlbc.com Master Servicer Investor Reporting Contacts	Mortgage Partnership Finance Program c/o Computershare Attn: Master Servicing Department 9062 Old Annapolis Road Columbia, MD 21045
MPF Program Custodian	MPF Service Center: 877.345.2673	General Custody Questions, Copy and Research Requests: MPF-Help@fhlbc.com Release Requests and Release Status Changes: MPFRequestTeam@computershare.com	Computershare - Custodian MPF Program 751 Kasota Avenue Minneapolis, MN 55414-2842