# Table of Contents

Introduction .......................................................................................................................... 2

Summary of Changes to the 2020 Affordable Housing Program ............................................ 3

Glossary .................................................................................................................................. 4

**Member Security Administrators (MSAs)** ....................................................................... 5
    What Is an MSA? ................................................................................................................... 5
    The Role of the MSA .......................................................................................................... 5
    Security Device .................................................................................................................... 5

**Authorized AHP Users** .................................................................................................... 6
    Registering an Authorized AHP User .................................................................................. 6
    How a Member Approves an AHP Application .................................................................... 7

**Appendix** .......................................................................................................................... 16
    Members Accessing AHP Online Through eBanking ......................................................... 16
    AHP Participants Accessing AHP Online ............................................................................ 16
    AHP Online Authorized User Access ................................................................................. 16
    AHP Participant Authorization Recertification for Sponsors .............................................. 17
    AHP Online Minimum Supported System Requirements ............................................... 17
    Privacy Policy .................................................................................................................... 17
Members of the Federal Home Loan Bank of Chicago (the Bank) who would like to submit an application for the 2020 Affordable Housing Program (AHP) grant round must access AHP Online exclusively through eBanking. All members who plan to submit an AHP application should take the steps necessary to access eBanking. Once the member has eBanking access, the Member Security Administrator (MSA) must assign at least one Authorized AHP User in order for a sponsor applicant to initiate an application in AHP Online. For assistance, please contact Member Support at 855-FHLB-CHI (855-345-2244), option 0.

AHP project sponsors and consultants (AHP Participants) must apply through AHP Online and may only initiate an application after first associating it with a registered Bank member. AHP Participants access AHP Online via a link on www.fhlbc.com (see Appendix).

Pursuant to the Code of Federal Regulations (12 C.F.R. Part 1291) (the “AHP Regulations”), the 2020 Affordable Housing Program Implementation Plan (the Implementation Plan) sets forth certain policies, guidelines, and requirements applicable to the Bank’s AHP. The Implementation Plan is posted on the Bank’s public website at www.fhlbc.com. Bank members and AHP Participants are encouraged to review the Implementation Plan, as well as the accompanying exhibits: Project Feasibility and Cost Guidelines, and Scoring Guidelines.

In 2020, there will be one competitive AHP application round with an application deadline of 5:00 p.m. CT on June 12. AHP Participants may register and initiate an application starting May 4, provided their member has registered an Authorized AHP User in eBanking. All Bank members and AHP Participants are strongly encouraged to register via these online systems well in advance of the AHP application deadline to allow sufficient time to properly develop and assemble the application.
FHLBank Chicago made several notable changes to its Affordable Housing Program in 2020, including:

AHP Round Timing
In 2020, the competitive AHP round will be open for application submittal from Monday, May 4, to Friday, June 12, at 5:00 p.m. CT.

Scoring Guidelines
• In 2020, the scoring commitment threshold for the following categories will be calculated as a percentage of total project units, rather than a percentage of AHP-assisted units only:
  – Housing for Homeless Households
  – Special Needs
  – Rural Housing
  – Rehabilitation of Existing Occupied Housing*
  – Elimination of Blighting Influences*
  – Permanent Supportive Housing*
  – Mixed-Income Locations*
  – Large Family Units*

• Promotion of Empowerment—Education and Counseling: For projects attempting Empowerment points for providing pre-purchase homeownership education and counseling, and/or post-purchase homeownership counseling, a screenshot from the National Industry Standards for Homeownership Education and Counseling website must be provided. In 2020, this screenshot must be dated within 90 days of the June 12 AHP application deadline.

• Community Stability—Large Family Units: Age-restricted units and projects rehabilitating existing three-bedroom units are not eligible for points in this category.

Financial Feasibility Guidelines
• Changes have been made to the following 2020 AHP feasibility guidelines:
  – Cash flow
  – Operating costs per unit
  – Developer fee
  – Adjusted development cost per unit

For more details, consult our 2020 AHP Implementation Plan.

• Homebuyer Education and Counseling: The maximum education and counseling cost reimbursed by competitive AHP funds has been reduced from $700 to $500.

Tiebreaker Methodology
A tiebreaker methodology will be used in the event that two or more applications have identical scores in the same funding round and there is insufficient AHP subsidy to approve all of the tied applications.

Retention and Repayment
Owner-occupied units approved for rehabilitation-only projects will no longer be subject to a retention agreement. In addition, repayment requirements have eased in the event of a sale, transfer, assignment of title or deed, or refinancing of a unit during the retention period. For more details, read our recent advisory.

Software Updates
For security reasons, FHLBank Chicago now requires the use of Microsoft Excel 2010 or newer to upload spreadsheets in AHP Online.

*Scoring categories included in Community Stability
**AHP-Assisted Unit**  
A housing unit that is subject to an income-targeting commitment of $\leq 80\%$ area median income (AMI) to FHLBank Chicago.

**AHP Participant**  
An AHP project sponsor or consultant registered as an AHP Online user.

**Authorized AHP User**  
A Member Contact who is assigned by the member’s eBanking Member Security Administrator (MSA) to have eBanking and AHP Online access allowing the Authorized AHP User to complete and Member Approve AHP applications.

**Co-Member**  
A Member Contact who is not identified as the Lead Member in a consortium project for homeownership activities. The Bank does not allow consortium projects for rental activities.

**eBanking**  
Members access AHP Online exclusively through eBanking, the Bank’s member-only website. In addition to serving as the portal to AHP Online, eBanking enables members to initiate a variety of transactions such as user authorizations, advances, letters of credit, and wire transfers. Members can also use eBanking to access their Bank activity statements and reports, learn about product updates, view archived webinars, and much more.

**Input Contact**  
If a sponsor organization is working with a consultant or another organization to complete an AHP application, the non-sponsor organization contact should be identified as an Input Contact. An individual may be selected as an Input Contact for multiple applications. AHP Online allows at most three Input Contacts.

An Input Contact may initiate and complete an AHP application, but is unable to edit contact screens or Sponsor Approve an AHP application.

**Lead Member**  
The member institution identified as the primary member and contact.

**Lead Sponsor Contact**  
A Lead Sponsor Contact is a noncontractual employee of the sponsor organization, or of an entity that wholly owns and/or controls the sponsor organization, who has the knowledge and authority to respond to inquiries and make decisions related to this application and project.

A Lead Sponsor Contact is responsible for the AHP subsidy for the entire AHP compliance period: 15 years for rental projects, and five years for acquisition-only and acquisition-rehabilitation homeownership projects (beginning in 2020, rehabilitation-only homeownership projects will no longer be subject to a retention agreement). The date on which these periods begin is described in Section IV of the Implementation Plan. At least one and at most two Lead Sponsor Contacts from the same organization must be assigned for each application. The Lead Sponsor Contact(s) identified will be associated with the complete life cycle of the project, from application submission to project completion and long-term monitoring.

The Bank does not recognize co-sponsors.

**Total Project Units**  
The total number of units in the AHP project, regardless of income targeting.
Member Security Administrators (MSAs)

What Is an MSA?
A member’s Board of Directors is responsible for identifying at least three MSAs, and approving the resolutions set forth in the eBanking Corporate Certificate of Authority and Certificate of Incumbency.

A minimum of three MSAs are recommended to ensure setup, changes, and approval of authorizations: one MSA to initiate a user’s actions, a second MSA to review and approve, and a third to serve as a backup. By establishing MSAs, members eliminate the need to complete written authorization forms for users, chase down signatures, or physically mail original authorization forms to the Bank.

The Role of the MSA
MSAs are responsible for adding, modifying, suspending, and deleting user accounts as well as maintaining profile information. MSAs also assign and manage transaction access, user permissions, user authorizations, and module access permissions. For the purpose of AHP Online, MSAs are responsible for assigning Authorized AHP Users in eBanking.

If you require assistance setting up MSAs, please contact Member Support at 855-345-2244, option 0, or email MemberDocs@fhlbc.com.

Security Device
Once MSAs are registered, they will receive a packet containing a secure RSA token device and instructions on how to begin. This token will be used every time an MSA logs in to eBanking. An Authorized AHP User may also utilize a token to access eBanking if he or she is assigned additional eBanking transaction roles. A token is not required if the user is only assigned to AHP Authorization.

To set up a token, follow these steps: Upon first login, enter only the current displayed code and create a PIN. Upon subsequent logins, enter PIN+TokenCode.

If you do not have a token or need assistance with your token (forgotten PIN, lost token, password resets, or login issues), MSAs and Authorized AHP Users can call 855-345-2244 and select option 0 for Member Support, or email MemberSupport@fhlbc.com.
Authorized AHP Users

Registering an Authorized AHP User

AHP sponsors can register and initiate an application when the AHP round opens, provided the member bank sponsor has registered as an Authorized AHP User in eBanking. In order for a member to access AHP Online through eBanking, the following steps must be taken.

Step 1
Execute the eBanking Services Agreement and the Corporate Certificate of Authority and Certificate of Incumbency. Please email MemberDocs@fhlibc.com for documentation requests.

Step 2
Ensure the intended Authorized AHP Users have an active eBanking login ID and password. If a new user needs to be created, simply use the Add User wizard in eBanking under the Administration drop-down menu. This wizard includes a help screen with step-by-step instructions. If for any reason an eBanking password needs to be reset, simply follow the Change Your Password steps from the eBanking login screen.
The next few pages describe the process of how a member may approve an AHP application in AHP Online via eBanking. The process begins with a Member Contact logging in to AHP Online via eBanking.

Authorized AHP Users will receive automated email communication at various stages throughout the application process:

1. When an application is initiated by an AHP Participant
2. When an application becomes Sponsor Approved
3. When an application becomes Member Approved
4. If at any time an application contact, either AHP Participant or member, changes
Authorized AHP Users

How a Member Approves an AHP Application

The Member Contact clicks on the *AHP Online* link from the eBanking Home screen.

Only Member Contacts identified as Authorized AHP Users will be able to view the *AHP Online* link.
Authorized AHP Users

How a Member Approves an AHP Application

All of the applications associated with this member will appear on the My Applications screen in AHP Online.

Notice the status of each application. The member will only be able to approve applications whose status is **Sponsor Approved**.

The member may view applications in **Pending** status; however, the member may not approve the application until the status is **Sponsor Approved**.

An application in **Pending** status may show various status icons which signify the following:

- ✗ – Not visited
- ✅ – In progress
- ✔️ – Complete
Authorized AHP Users

How a Member Approves an AHP Application

The Member Contact opens the Sponsor Approved application and completes the two Member Involvement Information screens.
The Member Contact must complete the required fields before the Member Policy screen can be saved.

Even if the Member Contact answers No to all questions, he or she must click on Save to complete the screen.

The responses to the questions on this screen should reflect the financial involvement of member applicants and co-applicants associated with the project.

These questions are used to track member applicant and co-applicant involvement and are not related to scoring in the Member Financial Participation category. If attempting points in the Member Financial Participation scoring category, please see page 65 of the Guide for Sponsor Applicants.
The Member Contact must complete the required fields before the Member Services screen can be saved.

Even if the Member Contact answers No to the question, he or she must click on Save to complete the screen.

The responses to the questions on this screen should reflect the financial involvement of member applicants and co-applicants associated with the project.

These questions are used to track member applicant and co-applicant involvement and are not related to scoring in the Member Financial Participation category. If attempting points in the Member Financial Participation scoring category, please see page 65 of the Guide for Sponsor Applicants.

Helpful Hint
Services may include, but are not limited to, purchasing tax credits and providing letters of credit (for permanent financing).
Once both the Member Policy and Member Services screens are complete and have a green check mark, the Member Contact should review the completed AHP application.

The Member Contact may do so by clicking on Application > Home in the top-left corner. From the Application Home screen, click on the first link under Description and use the Previous and Next buttons to navigate through the application screens.

To Member Approve, the Member Contact should begin by choosing Application > Member Approval in the top-left corner of the Application Home screen.
Authorized AHP Users

How a Member Approves an AHP Application

To Approve
Once the member is ready to approve, the following steps must be taken:

• Read the AHP certification;
• Check the box indicating that the certification has been read and understood; and
• Click on Approve at the bottom of the screen.

To Reject
If the member would like to reject the application and have the sponsor make changes, the Member Contact should click on Reject.

Helpful Hint
To save a copy of the application as submitted, the Member Contact should click on Print Application and save to a location of his or her choosing. The application will save as a PDF.
Once the application’s status is *Member Approved*, the AHP Participant and the Member Contact are unable to edit the application.

At this point, the application is submitted to Community Investment for review.

The member and sponsor are notified via email that the application’s status has changed to *Member Approved*.
Appendix

Members Accessing AHP Online Through eBanking
1. Members may only participate in the competitive AHP round through AHP Online via eBanking.

2. The member executes the eBanking Services Agreement and the Corporate Certificate of Authority and Certificate of Incumbency. Please email MemberDocs@fhlbc.com for documentation requests.

3. The member identifies a Member Security Administrator (MSA).

4. The MSA assigns Authorized AHP Users in eBanking.

AHP Participants Accessing AHP Online
AHP Participants may access AHP Online by clicking on the following URL, or copying and pasting it into their browser: sponsors.fhlbc.com. AHP Online can also be accessed via a link on each page of the Community Investment section of the Bank’s public website, www.fhlbc.com. The AHP Online hours are between 6:30 a.m. and midnight CT every day, including weekends and holidays. The Bank reserves the right to modify hours of operation and/or interrupt service at any time without prior notice to its customers if business or technology dictates the disruption. AHP Online is programmed with AHP Participants’ protection in mind and will automatically log the user out if the page has been inactive for 15 minutes. For assistance in accessing AHP Online via eBanking, members may call Member Support at 855-FHLB-CHI (855-345-2244), option 0.

Beginning May 4, AHP Participants may initiate an application, which includes associating that application with a Lead Member and Member Contact(s). The member must be registered in eBanking with Authorized AHP Users in order for an AHP Participant to initiate an application. (Refer to “Members Accessing AHP Online Through eBanking” above.)

AHP Online Authorized User Access
A login ID and password are required to access AHP Online. The Bank must collect certain basic demographic information about each AHP Participant’s authorized user (AHP Online User) in order to effectively communicate with him or her.

Upon an AHP Online User’s initial login, the user will be asked to select, and answer, three security questions. If the AHP Online User fails to select and answer the three security questions, the user may have subsequent login problems, which may preclude the user from logging in to the system.

The AHP Online User will also be required to establish a password. Passwords are valid for a maximum of 60 days and:

- Must be a minimum of 12 characters;
- Must contain at least:
  - One uppercase letter
  - One lowercase letter
  - One number
  - One of the following special characters: !, $, #, or %
- Must not contain three or more characters from the user’s login ID; and
- Must not be one of the last 12 passwords used.

When a password expires, the AHP Online User will be prompted to change his or her password at the time of login. If a password is forgotten, the AHP Online User may reset it through AHP Online by clicking on the Forgot your password? link.

Each AHP Participant is obligated to immediately inform the Bank, pursuant to the notice provisions of the AHP Services Agreement, if it becomes aware of any compromise, theft, loss, or unauthorized use of any of the login IDs and/or passwords associated with any of its AHP Online Users.

Continued on page 17
Appendix

AHP Participant Authorization Recertification for Sponsors
The Lead Member and Sponsor Contacts are responsible for recertifying the AHP Participant(s) associated with their respective organizations on an annual basis. To recertify, log in to AHP Online and confirm that the listed users are in the General Information section on the Sponsor and Member Information screen. The screen will list all contacts associated with an organization that are approved and authorized for access to the applications and/or projects with which they are associated. Updates to Authorized AHP Users, profiles, and project contacts may be made at any time throughout the year.

AHP Online Minimum Supported System Requirements
The following minimum supported system requirements are necessary to access and use AHP Online. If these requirements are not met, users may not be able to log in to the site or access all of the functionality that their role would otherwise allow:

• Browser: Internet Explorer 11.0 and above.

• Operating system: Microsoft Windows Vista (with the latest service pack) or above.

• Display: a recommended monitor display setting of 1024 x 768.

• Other software, such as Adobe Acrobat/Reader 9 or 10, to view and print Portable Document Format (PDF) files.

• Adobe Flash Player to view Flash demonstrations.

• Microsoft Excel Viewer 2010 or above to upload Excel spreadsheets.

Privacy Policy
In order to assist members of the Federal Home Loan Bank of Chicago (the “Bank”) with their required regulatory compliance, the following guidelines are adopted to address the privacy of confidential information which is received by the Bank from or on behalf of members or customers of the Bank (the “Members”):

With respect to nonpublic personal information (as that term is defined in the Gramm-Leach-Bliley Act) received by the Bank from or on behalf of Members, appropriate administrative, technical, and physical safeguards have been instituted to:

• Maintain the security and confidentiality of such information;

• Protect against anticipated threats or hazards to the security or integrity of such information; and

• Protect against unauthorized access to or use of such information.

No nonpublic personal information which is received from or on behalf of a Member is used by the Bank or disclosed to third parties, other than uses and disclosures which are permitted by statutory or regulatory exceptions.

Third parties engaged by the Bank who have access to nonpublic personal information received from or on behalf of Members are required:

• To comply with all applicable privacy laws;

• To institute administrative, technical, and physical safeguards which are consistent with those outlined in paragraph 1 above;

• To limit their use of nonpublic personal information to the purpose(s) for which it was provided to them; and

• To release nonpublic personal information only as permitted by statutory or regulatory exceptions.