

July 20, 2018

To Our Members:

Earlier this year many of you participated in our membership survey to help us understand how we can better serve you. In doing so, we learned about what you value most as a member of the Federal Home Loan Bank of Chicago and that we perform strongly in the areas that matter most to you.

- You value that we are a **trusted and reliable partner**; you shared that this is what matters most to you as a member of the Federal Home Loan Bank of Chicago and that we are delivering on this attribute of our partnership.
- You want a **low cost provider**; you shared that our funding options and business solutions meet your liquidity needs.
- You place a high priority on the importance of using **secure platforms to conduct business**; you shared that you are confident in our information security, that our platforms are dependable.
- You care about receiving **quality customer service**; you shared that our ability to meet this need is the largest driver of your overall satisfaction.

From your feedback, we also learned about opportunities to enhance your member experience when using our advance products and Mortgage Partnership Finance® (MPF®) Program products. I'm pleased to share that we are able to address, or have already addressed, some of these opportunities in the short-term.

- You shared that **direct deposits of advance proceeds to be directly sent from your DID account would** help improve operational efficiencies; we are on track to implement direct wires in eBanking later this year.
- You shared that you would like to be **more competitive in the secondary mortgage market and low loan balance pay ups will** help you grow your secondary mortgage market business. To help you achieve your goals, last month we introduced low loan balance pricing for MPF Traditional products.

Through the survey, we also identified opportunities to enhance your member experience by improving our collateral process. We thank you for this feedback and I'm happy to report that improvements are being addressed in the long-term. Areas such as expanding collateral guidelines, adding value to collateral classes, and providing an easier-to-use collateral system are areas of focus of our Member Product Support Group this year. Additionally, we'll continue to evaluate our technological capabilities to identify and implement improvements to enhance your member experience.

If you are interested in learning more about the survey results, please see [this infographic](#) or reach out to your Sales Director at any time.

Our membership survey is the first step in our ongoing efforts to ensure that we are best serving you, that we are delivering on your needs, and that we are positioning the Federal Home Loan Bank of Chicago and our members, for sustained future success. We look forward to sharing updates with you along the way.

Thank you again to everyone who participated in our survey. As a token of our appreciation, we donated a total of \$15,000 to the Boys & Girls Club of Chicago, Gary Sinise Foundation, Habitat for Humanity Illinois, American Red Cross, and the United Way of Greater Milwaukee & Waukesha County.

As always, thank you for your membership in the Federal Home Loan Bank of Chicago.

Best regards,

Matt Feldman
President and CEO

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