



CT FAIR HOUSING CENTER

Fannie Mae – HAMP Program Documentation Index

Key:

SG = Fannie Mae Servicing Guide, Part VII (As of September 11, 2010)

FAQ = “Frequently Asked Questions – Servicing Guide Announcement 09-05R: *Home Affordable Modification*” (As of February 25, 2010)

A = Announcement __-__

Conv. FAQs = HAMP Conversion Campaign FAQs (this was non-GSE guidance converted into Fannie Mae guidance via A09-38)

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ADDITIONAL RESOURCES:

Fannie Mae Servicing Guide: http://www.allregs.com/tpl/public/fnma_freesiteconv_tll.aspx

FAQs: <https://www.efanniemae.com/sf/guides/ssg/relatedservicinginfo/pdf/hampfaqs.pdf>

Announcement 09-36: <https://www.efanniemae.com/sf/guides/ssg/annltrs/pdf/2009/0936.pdf>

Announcement 10-03:

<https://www.efanniemae.com/sf/guides/ssg/annltrs/pdf/2010/svc1003.pdf>

Conversion FAQs:

https://www.hmpadmin.com/portal/docs/hamp_servicer/hampconversionfaqs.pdf

Fannie Mae HAMP page: <https://www.efanniemae.com/sf/mha/mhamod/>

Fannie Mae HAFA: <https://www.efanniemae.com/sf/guides/ssg/annltrs/pdf/2010/svc1007.pdf>

Home Affordable Modification Program Administrative Website: Provides access to a HAMP overview plus servicer and borrower documents, including the Supplemental Directives, Supplemental Documentation FAQs and the Conversion FAQs.

<https://www.hmpadmin.com/portal/index.html>

Making Home Affordable Website: Contains a borrower eligibility quiz and borrower FAQs.

<http://makinghomeaffordable.gov/index.html>

Fannie Mae/ Freddie Mac Loans: Links for determining whether a loan is owned by Freddie or Fannie are available here: http://makinghomeaffordable.gov/loan_lookup.html.

Fannie Mae Loan Workout Hierarchy: Flow chart with all potential loan workout options, HAMP and non-HAMP:

<https://www.efanniemae.com/sf/servicing/pdf/loanworkoutfactsheet.pdf>

Fannie Mae Foreclosure Prevention Alternatives: Links to all relevant guidance

<https://www.efanniemae.com/sf/servicing/>

Alt Mod Resources:

Original Announcement – Lender Letter LL-2010-04:

<https://www.efanniemae.com/sf/guides/ssg/annltrs/pdf/2010/ll1004.pdf>

Alt-Mod Extension – Lender Letter LL-2010-07:

<https://www.efanniemae.com/sf/guides/ssg/annltrs/pdf/2010/ll1007.pdf>

Comparison between the two:

<https://www.efanniemae.com/sf/servicing/altmod/pdf/altmodcomparison.pdf>

Escalation: servicing_solutions@fanniemae.com or 1-888-FANNIE-5 (each servicer should also have an internal escalations process)

Government Accountability Office Reports: Available at <http://www.gao.gov>

Congressional Oversight Panel Reports: Available at <http://cop.senate.gov>

SIG TARP Reports: Available at www.sig tarp.gov/reports