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- **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:**


**FAQs:** [https://www.efanniemae.com/sf/guides/ssg/relatedservicinginfo/pdf/hampfaqs.pdf](https://www.efanniemae.com/sf/guides/ssg/relatedservicinginfo/pdf/hampfaqs.pdf)


**Conversion FAQs:** [https://www.hmpadmin.com/portal/docs/hamp_servicer/hampconversionfaqs.pdf](https://www.hmpadmin.com/portal/docs/hamp_servicer/hampconversionfaqs.pdf)

**Fannie Mae HAMP page:** [https://www.efanniemae.com/sf/mha/mhamod/](https://www.efanniemae.com/sf/mha/mhamod/)

**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](https://www.hmpadmin.com/portal/index.html)

**Making Home Affordable Website:** Contains a borrower eligibility quiz and borrower FAQs. [http://makinghomeaffordable.gov/index.html](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](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](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/](https://www.efanniemae.com/sf/servicing/)

**Alt Mod Resources:**

**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](http://www.gao.gov)

**Congressional Oversight Panel Reports:** Available at [http://cop.senate.gov](http://cop.senate.gov)

**SIG TARP Reports:** Available at [www.sigtarp.gov/reports](http://www.sigtarp.gov/reports)