

Identifying Participating Servicers

1) Check to see if the loan is owned by either Fannie Mae or Freddie Mac.

- All loans owned by Freddie or Fannie are governed by their loss mitigation requirements, which include specific versions of HAMP
- www.fanniemae.com/loanlookup
- www.freddiemac.com/mymortgage

2) Check to see if the loan is a VA, FHA, or USDA (RHS) loan.

- VA, FHA, and USDA loans have their own versions of HAMP.
- Usually, VA, FHA, or USDA loans will be identified as such on the settlement statement (the HUD-1 or HUD-1A)

3) Check the Making Home Affordable website.

- http://makinghomeaffordable.gov/contact_servicer.html

4) Google the servicer.

- Does their website say they are participating in HAMP?
- Are they a subsidiary of another entity?
- Is the servicer's name a "dba" for another entity?

5) Check the actual contracts at financialstability.gov.

- A parent company may sign on behalf of its subsidiaries, HB Section 1.1, Supp. FAQ 1301.
- Some of those contracts spell out who is covered.
- Some of the contracts are signed by one or more entities, or require notice to be provided to multiple entities. Any entity named in the contract is at least arguably covered.

6) Check the FFIEC's website.

- <http://www.ffiec.gov/nicpubweb/nicweb/SearchForm.aspx>
- Listing of all lending institutions and their affiliate/ subsidiary structure

7) If the loan was transferred from a participating servicer, ask to see the assumption agreement.

- The Servicer Participation Agreement (¶ 8) and the Handbook (Section 1.4) require that eligible loans be transferred subject to the transferor's HAMP obligations.
- Sup. Dir. 11-12 reviews the requirements for transferee servicers in detail.

8) If you believe the servicer is covered, but the servicer denies, escalate!

- E-mail escalations@hmpadmin.com.
- Ask for Ken Hannold if escalation isn't satisfactory.