**Mortgage Servicing Other Resources**

**Glossaries**
- Glossary of Mortgage Servicing Terms (helpful in understanding mortgage escrow statements, loan histories, and other client account documents)

**Links**
- AMI white paper: [The Future of the Housing Market for Consumers after the Crisis](#). January 2011
- [Bankruptcy Mortgage Project](#) (a resource for those seeking an alternative to foreclosure through Chapter 13 bankruptcy)
- [The Institute for Foreclosure Legal Assistance](#)

**Practice Aids**
- [Identifying Participating Servicers](#)
- [What to Do When the Servicer Says the Investor is Not Participating?](#)
- [What to Do When the Servicer Says No?](#)
- [What to Do When the Servicer Denies Because They Re-ran the NPV Test?](#)
- [What to Do When the Servicer Refuses to Accept or Process a HAMP Application Because Client is in an Active Bankruptcy Case?](#)
- [What to Do When the Servicer Denies a HAMP Modification Because the Client Received a Discharge in a Chapter 7 Case and Did Not Reaffirm the Mortgage Debt?](#)
- [What to Do for Widows, Orphans, and Divorcees?](#)
- [HAMP Index: The Supplemental Directives, FAQs and Handbooks](#)

**Administrative Guidance**
- [Handbook](#)
- [Common FAQs](#)
- [Conversion FAQs](#)
- [HAMP Borrower FAQs](#)
- [HAMP General Administration](#)
- [HAMP Summary for Judges](#) (July 2011)

**Multimedia**
- Testimony of Diane Thompson on the Need for National Mortgage Servicing Standards. Presented to a subcommittee of the U.S. Senate Banking Committee in Washington, D.C. Date: May, 2011