



  
**MAKING HOME AFFORDABLE**

**PROGRAM PERFORMANCE REPORT  
THROUGH THE SECOND QUARTER OF 2014**

# MHA AT-A-GLANCE

More than 2.1 Million Homeowner Assistance Actions have taken place under Making Home Affordable (MHA) programs

## MAKING HOME AFFORDABLE EXTENDED FOR AT LEAST ANOTHER YEAR

On June 26, 2014, at the MHA Five Year Anniversary Summit, U.S. Treasury **Secretary Jacob L. Lew** announced the extension of MHA at least until December 31, 2016. More information on the announcement is located in the U.S. Department of the Treasury's [press release](#).

## QUARTERLY PROGRAM VOLUMES FOR THE SECOND QUARTER OF 2014

(Months of April, May, and June)

**1MP**

Q2: **60K**  
PTD: **1.6M**

See Page 5

**2MP**

Q2: **6K**  
PTD: **137K**

See Page 15

**HAFA**

Q2: **21K**  
PTD: **302K**

See Page 16

**UP**

Q2: **1.1K**  
PTD: **41K**

See Page 17

## SERVICER ASSESSMENT RESULTS

SERVICER	MINOR IMPROVEMENT NEEDED	MODERATE IMPROVEMENT NEEDED	SUBSTANTIAL IMPROVEMENT NEEDED
Bank of America, N.A.	✓		
JPMorgan Chase Bank, N.A.	✓		
Ocwen Loan Servicing, LLC	✓		
Nationstar Mortgage LLC		✓	
Select Portfolio Servicing, Inc.		✓	
Wells Fargo Bank, N.A.		✓	
CitiMortgage, Inc.			✓

# Making Home Affordable

## Program Performance Report Second Quarter 2014

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*Note:* For more information and quarterly updates about the Hardest Hit Fund, please visit the website for the [Hardest Hit Fund](#) or the [TARP Monthly Report to Congress](#). For information and quarterly updates about efforts taken by the Government Sponsored Enterprises (GSEs) beyond their participation in MHA which is not reflected in this report please visit the [Federal Housing Finance Agency's Foreclosure Prevention Report](#). For information on efforts undertaken by the Federal Housing Administration (FHA) please visit [its website](#).

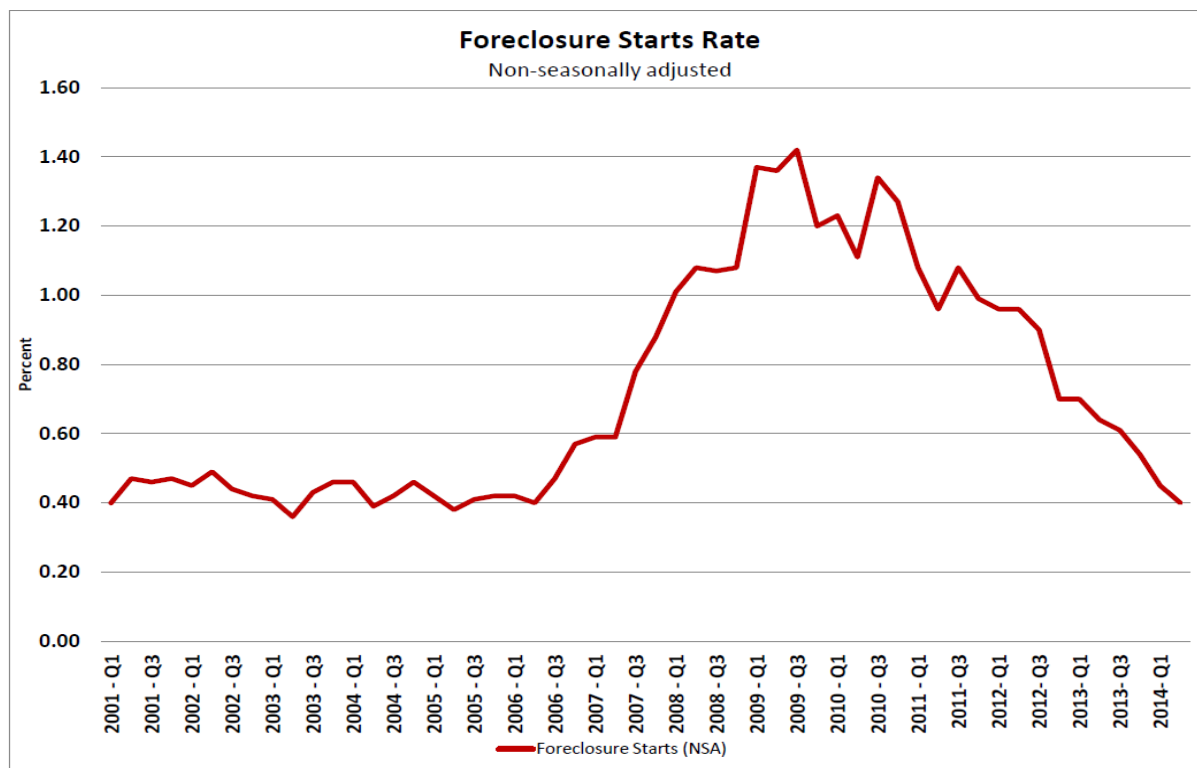
# Making Home Affordable

## Program Performance Report Second Quarter 2014

### MHA History

In March 2009, the U.S. Department of the Treasury (Treasury) launched the Making Home Affordable Program (MHA) to provide relief to families at risk of foreclosure and help the housing market recover from a historic crisis. The cornerstone of MHA is the Home Affordable Modification Program (HAMP), a first lien mortgage modification program which helps struggling homeowners avoid foreclosure by lowering monthly mortgage payments to affordable levels. MHA also includes other programs designed to assist homeowners facing specific hardships, such as unemployment, negative equity and second liens.

MHA's impact on the housing market goes far beyond the assistance actions achieved through the program thus far. MHA combined financial incentives, a standardized modification structure, focused eligibility criteria, and consumer protection guidelines to encourage homeowners, servicers, and investors to participate in the first nationwide mortgage modification program. By setting new standards for mortgage assistance, MHA has prompted improvements across the mortgage servicing industry and indirectly assisted millions more. MHA also includes a robust compliance process to help ensure that mortgage servicers are treating homeowners appropriately, and promote transparency and accountability throughout the industry.



Source: Mortgage Banker's Association National Delinquency Survey

MHA is part of a wider government response that helped stabilize the housing market and provide security for homeowners. More detail on the Administration's efforts can be found in the Department of Housing and Urban Development's [monthly scorecard](#).

The Federal Housing Administration (FHA), U.S. Department of Agriculture (USDA) and the Government Sponsored Enterprises (GSEs) participate in some MHA programs in addition to their own foreclosure prevention programs. The Administration's programs have spurred the industry to initiate millions of private modifications and foreclosure alternatives, more than double the number of foreclosures completed.

The latest housing data show important progress across many key indicators; however, the overall recovery remains fragile, and there are still many homeowners struggling to avoid foreclosure.

# Making Home Affordable

## Program Performance Report Second Quarter 2014

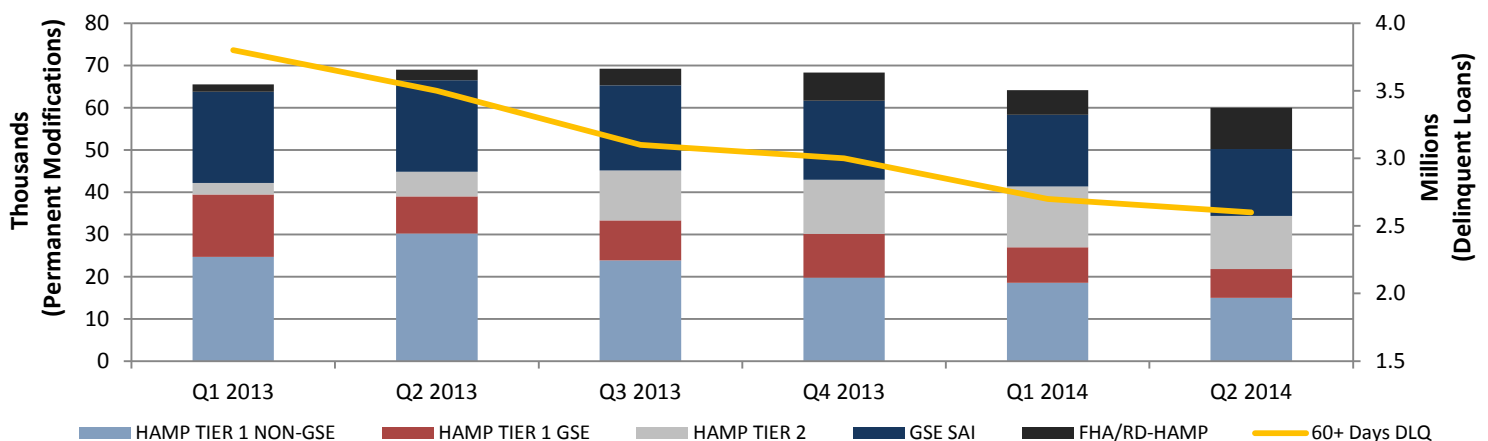
### MHA Program Updates

- Treasury now requires servicers to offer free financial counseling to homeowners that have received trial period plans under HAMP, as well as homeowners with permanent modifications that show signs of distress. The counseling is offered at no cost to the homeowner and is designed to help the homeowner stay current on their modified mortgage loan.
- Homeowners experiencing an interest rate step-up in a HAMP modification will receive a notice 60-75 calendar days before the first payment is due at the adjusted interest rate. This follows a required first notice sent at least 120-240 calendar days before the first payment is due at the adjusted interest rate.
- During the second quarter of 2014, MHA hosted three Help for Homeowner events in Orlando, Florida; Novi, Michigan; and Cleveland, Ohio. More than 700 homeowners attended the events to seek assistance with their mortgages through MHA programs.
- For the second quarter of 2014, servicers with one exception, showed overall improvement in program compliance from the prior quarter, with three servicers moving out of the “moderate improvement” category and into the “minor improvement” category. However, this quarter’s results indicate that some servicers continue to need to make improvements in accurately calculating homeowners’ income. One servicer was rated as requiring substantial improvement and will have incentives withheld until its performance improves.

The following table shows the program-to-date as well as this quarter’s activity for the various MHA programs

	Program-to-Date	Q2 2014	QoQ % Change
MHA First Lien Permanent Modifications Started	1,636,939	60,026	-6%
<i>HAMP Tier 1</i>	1,325,986	21,771	-19%
<i>HAMP Tier 2</i>	61,335	12,629	-12%
<i>GSE Standard Modifications (SAI)</i>	208,277	15,819	-7%
<i>Treasury FHA and RD HAMP</i>	41,341	9,807	68%
2MP Modifications Started	137,286	5,883	0%
HAFA Transactions Completed	302,031	21,220	-5%
UP Forbearance Plans Started	40,655	1,121	3%
<b>Cumulative Activity</b>	<b>2,116,911</b>	<b>88,250</b>	<b>-6%</b>

Quarterly Trending of MHA Permanent Modifications Started & Estimated Number of Loans 60+ Days Delinquent\*



\*Derived from the Mortgage Bankers Association Quarterly National Delinquency Survey

# Making Home Affordable: HAMP Program Results

Program Performance Report Second Quarter 2014

## HAMP Summary

<b>Trial Modifications</b>	All Trials Started <sup>1</sup>	2,214,387
	<i>Tier 1</i>	2,134,941
	<i>Tier 2</i>	79,446
	Active Trials	40,672
	Trial Modifications Cancelled since Verified Income Requirement*	84,754
<b>Permanent Modifications</b>	All Permanent Modifications Started	1,387,321
	Permanent Modifications Disqualified (Cumulative)**	398,222
	Active Permanent Modifications	958,549

\* When Treasury launched HAMP in the spring of 2009, the crisis was severe. The number of homeowners already in default was high and servicers had not yet built systems to fully implement a national mortgage modification program. In an effort to provide assistance to struggling homeowners as soon as possible, servicers were not required to verify a homeowner's income prior to commencing a trial modification. This resulted in many trials being cancelled if the homeowner could not ultimately provide the requisite documentation. Beginning on June 10, 2010, servicers were required to verify a homeowner's income prior to offering trial modifications, which substantially reduced the number of trial cancellations. Prior to that date, 701,640 trials were cancelled, for a cumulative 786,394.

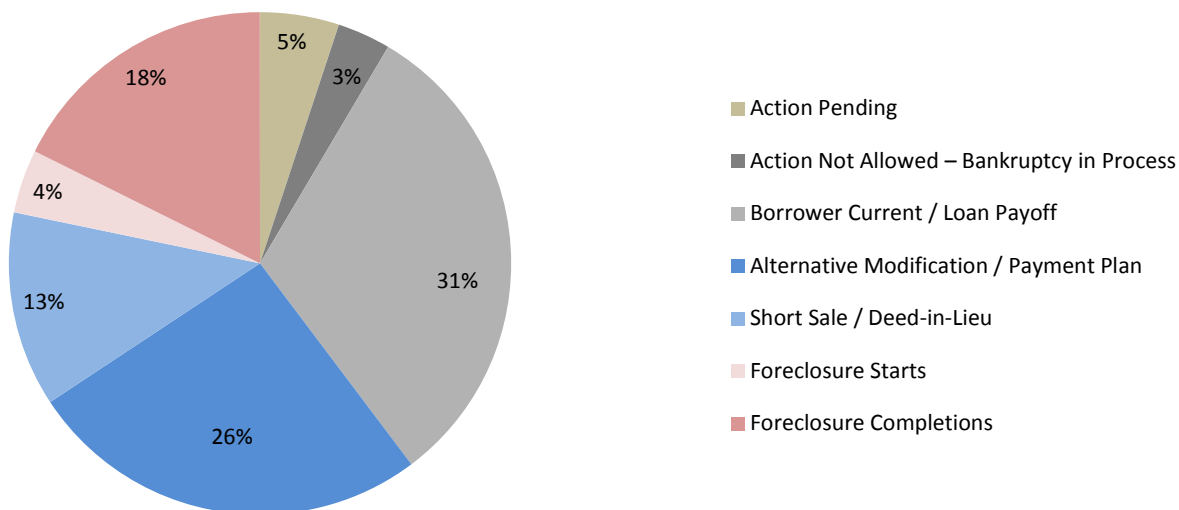
\*\* Does not include 30,550 loans paid off.

## Outcome for Homeowners Who Do Not Receive a HAMP Modification

While not all homeowners qualify for HAMP, many have found alternative solutions to their delinquency. For homeowners who were not approved for a HAMP trial modification, or for those whose HAMP trial modifications were cancelled:

- 57% received an alternative modification or resolved their delinquency.
- 22% went to foreclosure.

**Status of Homeowners Not Accepted for a HAMP Trial Modification or Those Whose HAMP Trial Modification was Cancelled**



# Making Home Affordable: HAMP Program Results

Program Performance Report Second Quarter 2014

## Select HAMP Modification Characteristics

Aggregate payment savings to homeowners who received HAMP first lien permanent modifications are estimated at **approximately \$28.8 billion**, program to date, compared with unmodified mortgage obligations.

HAMP modifications follow a series of waterfall steps that include capitalization, interest rate adjustment, term extension, and principal forbearance/forgiveness.

HAMP has two evaluation tiers:

- Under HAMP Tier 1, servicers apply the modification steps in sequence until the homeowner's post-modification front-end debt-to-income (DTI) ratio is 31%. The impact of each modification step can vary to achieve the target of 31%.
- Under HAMP Tier 2, servicers apply the modification steps simultaneously to achieve a post-modification DTI that falls within an allowable range (subject to investor restrictions). HAMP Tier 2 applies to non-GSE mortgages only.

### Modification Steps for Permanent Modifications

All permanent modifications reflect some combination of the following modification steps:

Modification Step	Tier 1	Tier 2	All
Interest Rate Reduction	96.1%	74.6%	95.1%
Term Extension	58.9%	69.2%	59.3%
Principal Forbearance	30.2%	31.4%	30.3%

### Homeowner Characteristics

	Tier 1	Tier 2	All
Median Monthly Gross Income	\$3,913	\$5,080	\$3,955
Median Credit Score	565	560	565
Median Property Value	\$176,200	\$143,000	\$175,000

### Select Median Permanent Modification Characteristics

Loan Characteristic	Before Modification	After Modification	Median Decrease
<b>Front-End Debt-to-Income Ratio</b>			
Tier 1	44.0%	31.0%	-13.5 pct pts
Tier 2	28.7%	21.9%	-6.5 pct pts
All	43.6%	31.0%	-13.0 pct pts
<b>Back-End Debt-to-Income Ratio</b>			
Tier 1	68.7%	51.6%	-13.8 pct pts
Tier 2	44.9%	37.3%	-6.5 pct pts
All	67.6%	50.8%	-13.3 pct pts
<b>Median Monthly Housing Payment</b>			
Tier 1	\$1,395.02	\$822.81	(\$502.32)
Tier 2	\$1,083.97	\$720.21	(\$331.07)
All	\$1,381.15	\$818.31	(\$492.04)

### Additional HAMP Tier 2 Characteristics

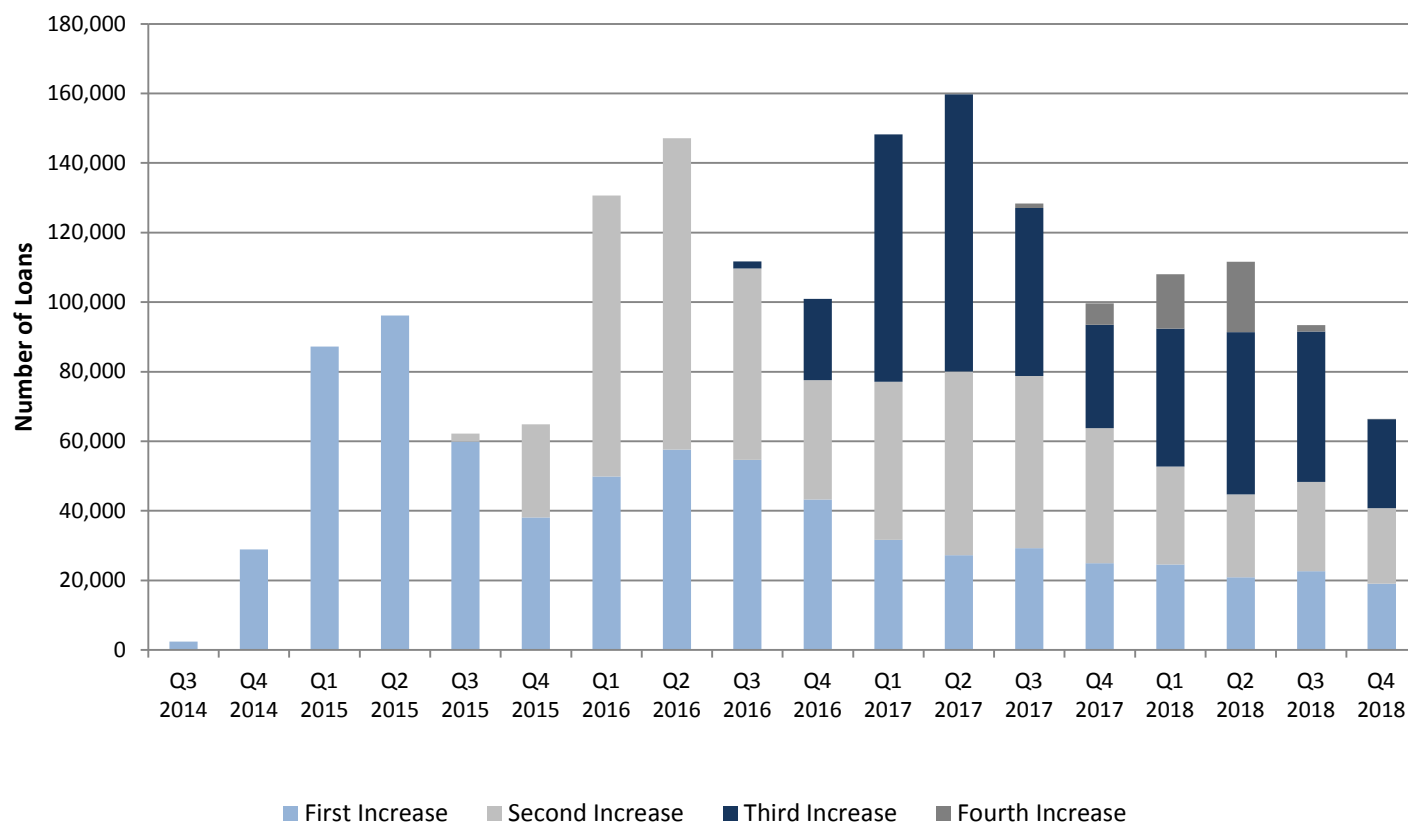
HAMP Tier 2 provides another modification opportunity for struggling homeowners who did not qualify for a HAMP Tier 1 modification, or for those who lost good standing (missed three payments) on their HAMP Tier 1 modification. Of the HAMP Tier 2 trial modifications started:

- 24% were previously in a HAMP Tier 1 trial or permanent modification.
- 14% were previously evaluated for HAMP Tier 1 and did not meet eligibility requirements.
- 6% were non-owner-occupied properties.

### HAMP Tier 1 Payment Adjustment Summary

- The HAMP Tier 1 modification was designed to relieve homeowners facing a temporary financial hardship as a result of the crisis, by providing a modification that would reduce their monthly mortgage payment to an affordable level. HAMP Tier 1 has reduced homeowners' first lien mortgage payments by approximately 36% of the median before-modification payment.
- Under HAMP Tier 1, servicers apply a uniform loan modification waterfall to achieve a monthly mortgage payment of 31% DTI: capitalization, principal forgiveness (optional), interest rate reduction, term extension, principal forbearance.
  - The interest rate is reduced in increments to achieve the target 31% DTI with an interest rate floor of 2%.
  - After five years, the interest rate may begin to increase 1% per year (or less) until the Primary Mortgage Market Survey (PMMS) rate at time of modification is reached (PMMS averaged 5.04% in 2009 and 3.98% in 2013), at which time the interest rate will be fixed for the remaining loan term.
- 83% of HAMP Tier 1 homeowners will experience an interest rate increase after five years.
  - The first interest rate increase goes into effect in Q3 2014 for the earliest group of HAMP modifications.
  - The majority of HAMP homeowners will experience two to three interest rate increases.
  - Homeowners who received a modification in 2009-2011 are more likely to experience three to four increases than homeowners who received a modification in 2012-2013, most of whom will experience two increases.
  - The median amount of the first monthly payment increase is \$95, and the median monthly payment increase after the final interest rate increase is \$211.

Number of Interest Rate Increases by Quarter\*



\* As of June 2014. Assumes no re-defaults of active HAMP Tier 1 modifications.



# Making Home Affordable: HAMP Program Results

Program Performance Report Second Quarter 2014

## Performance of HAMP Tier 1 Permanent Modifications

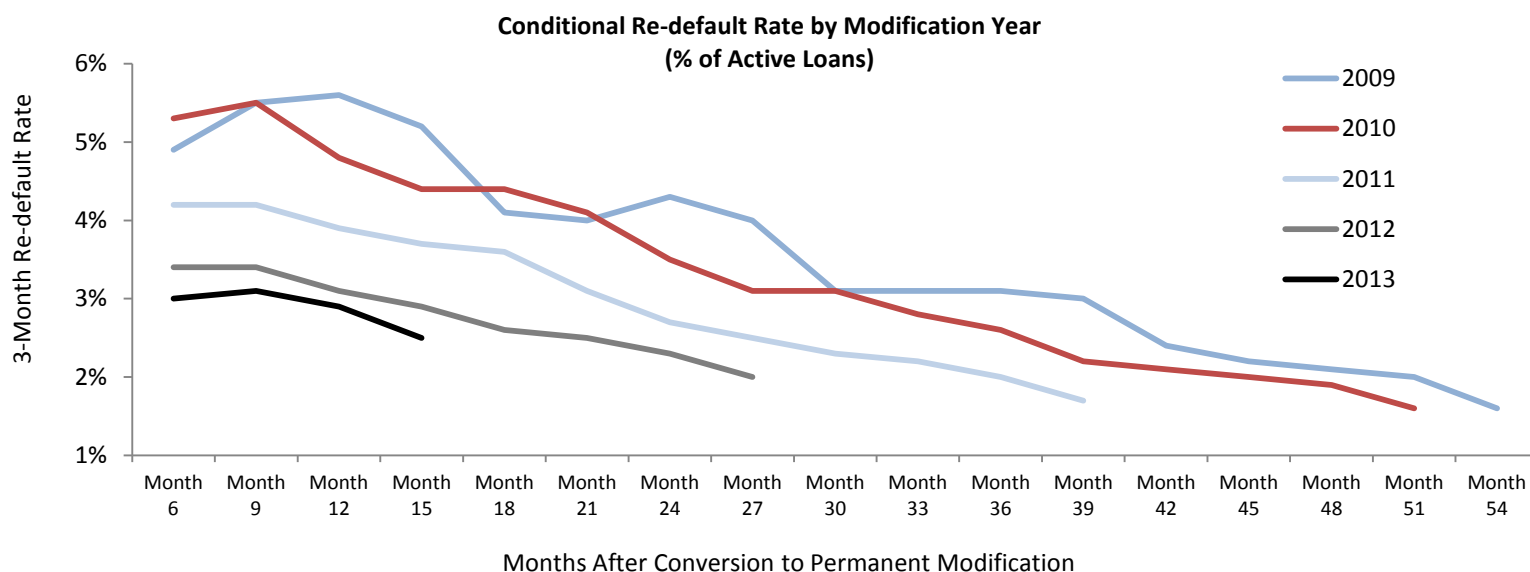
**Performance of HAMP modifications has improved over time.** For modifications seasoned 24 months, 23.7% of modifications started in 2011 have disqualified, compared to 28.8% of modifications started in 2009. Compared with other non-HAMP modifications, HAMP modifications continue to exhibit lower delinquency and re-default rates than industry modifications, as reported in the [latest report](#) by the Office of the Comptroller of the Currency.

The table below shows the performance of HAMP permanent modifications at various seasoning points for those modifications that have aged to, or past, the number of months noted.

# Months Post Modification	% of Disqualified Modifications <sup>2</sup>							
	2009	2010	2011	2012	2013	Q1 2014	Q2 2014	ALL
3	2.1%	1.7%	1.2%	1.0%	0.9%	0.9%	1.0%	1.4%
6	6.7%	6.7%	5.3%	4.3%	3.9%	3.4%		5.6%
12	16.2%	15.5%	12.7%	10.3%	9.5%			13.5%
18	22.9%	22.7%	18.9%	15.3%	13.7%			20.2%
24	28.8%	28.0%	23.7%	19.7%				25.8%
30	33.3%	32.6%	27.3%	23.1%				30.6%
36	37.5%	36.5%	31.4%					35.3%
42	41.0%	39.3%	34.6%					39.2%
48	43.5%	42.3%						42.4%
54	45.9%	43.2%						44.8%

See Appendix 6 for additional information on HAMP Tier 1 performance by vintage.

**The longer a homeowner remains in HAMP without defaulting, the less likely they are to default on their mortgage in the future.** For example, the percent of loans active in month 12 that disqualified by month 15 is lower than the percent of loans active in month six that disqualified by month nine.



Note: A modification's inclusion in the 3-month re-default rate calculation is conditional on the modification being active at the start of the 3-month period being measured.

# Making Home Affordable: HAMP Program Results

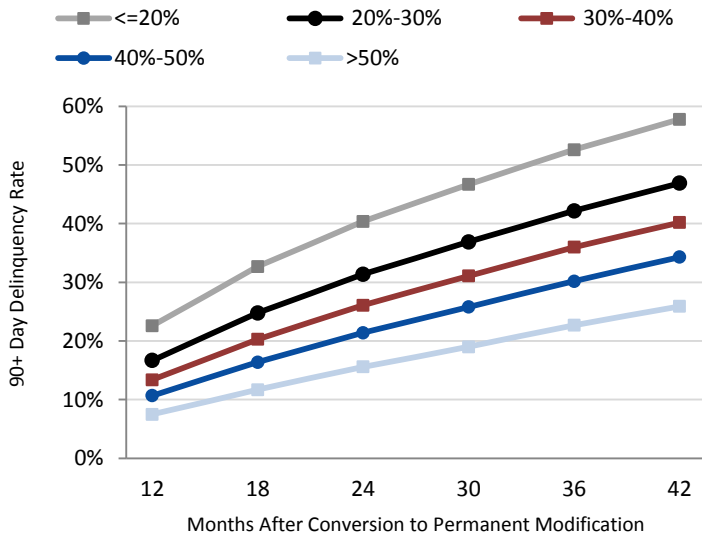
## Program Performance Report Second Quarter 2014

### Drivers of Performance

The most significant factors driving HAMP Tier 1 modification performance are the amount of the reduction in the monthly mortgage payment, the length of the homeowner's delinquency at the start of the trial modification, and the homeowner's credit score at the time of modification.

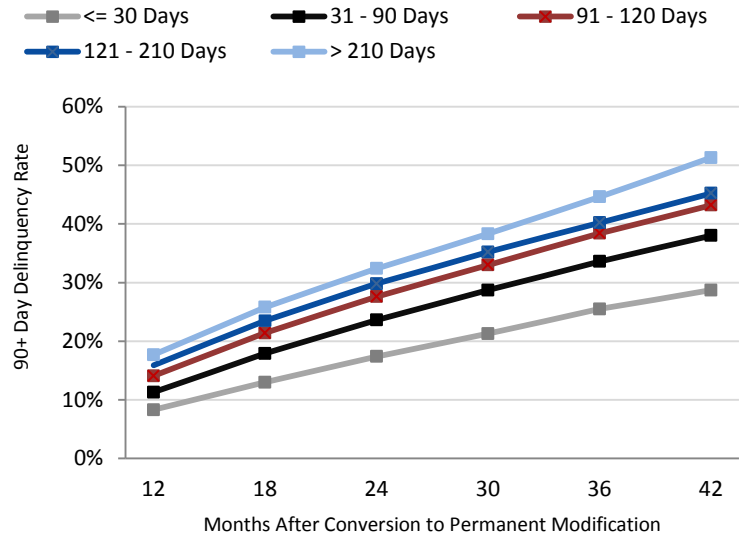
#### Performance by Monthly Payment Reduction

Payment reduction is strongly correlated with permanent modification sustainability. For modifications seasoned 24 months, only 15.6% of modifications with a monthly payment reduction greater than 50% have been disqualified due to missing three payments, compared to a disqualification rate of 40.4% where the payment had been cut by 20% or less.



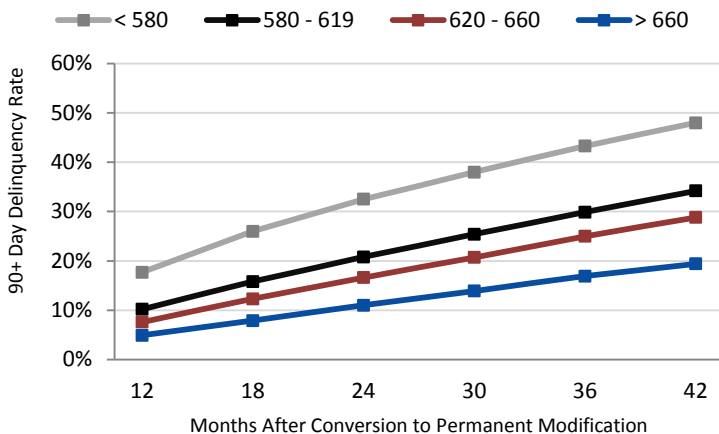
#### Performance by Delinquency at Trial Start

homeowners who were 31 to 90 days delinquent at the start of the HAMP trial period experienced a 23.6% re-default rate in the subsequent 24 months, compared to 29.8% for homeowners whose delinquency was between 121 and 210 days at trial start.



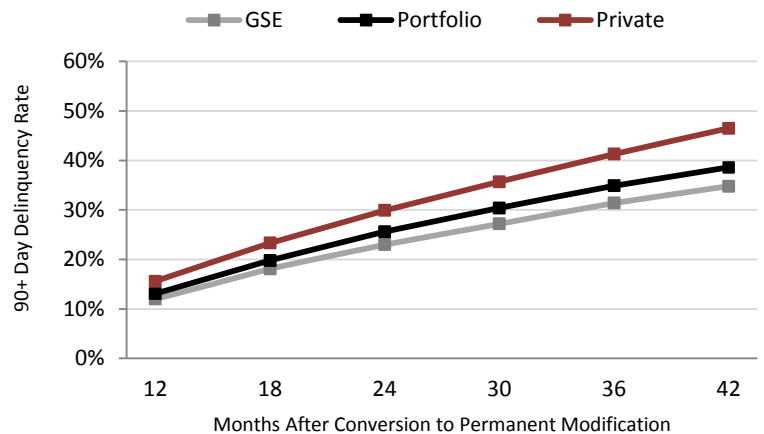
#### Performance by Credit Score at the Time of Modification

homeowners with credit scores between 580-619 at the time of modification experienced a 20.8% re-default rate in the subsequent 24 months, compared to a rate of 11.0% for homeowners whose credit scores were above 660.



#### Performance by Investor

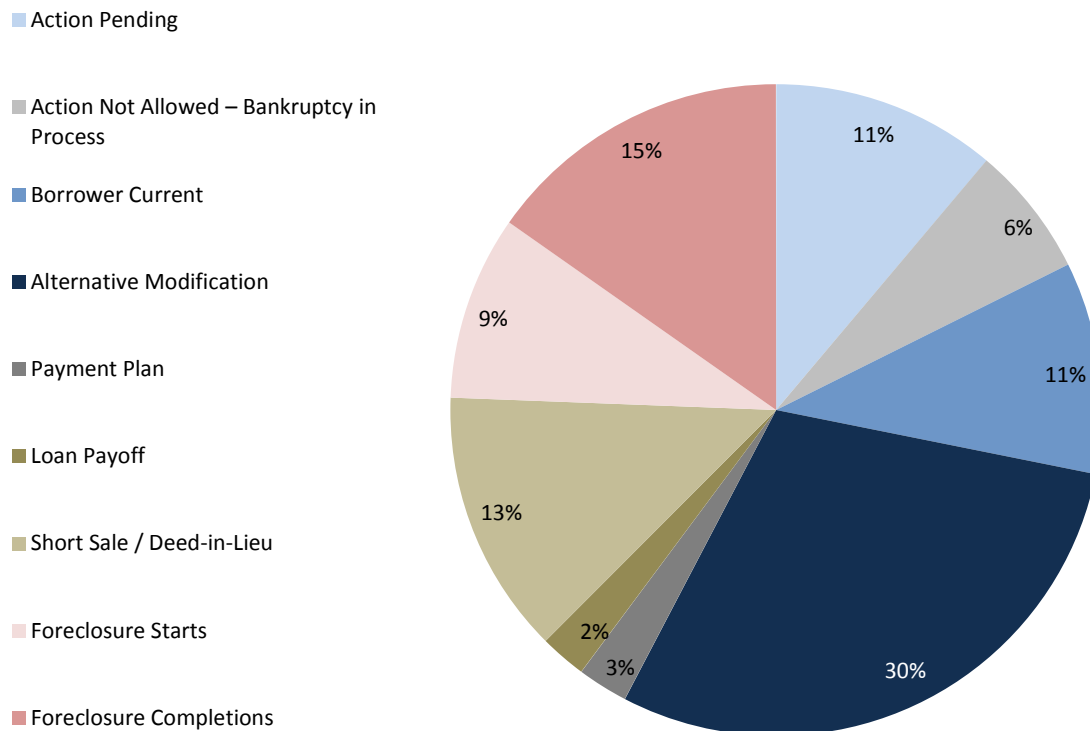
Modifications of private label security loans have the highest delinquency rates, followed by modifications of portfolio loans and GSE loans.



### Homeowners with Disqualified HAMP Permanent Modifications

Homeowners now have alternative options due to industry-wide changes instituted since the launch of HAMP. In addition, HAMP guidance requires that a servicer work with a delinquent homeowner in a permanent modification to cure the delinquency. In the event the homeowner cannot bring a delinquent HAMP modification current without additional assistance, the servicer is prohibited from commencing foreclosure proceedings until the homeowner is evaluated for any other loss mitigation action. The majority of homeowners who disqualify from a HAMP permanent modification receive an alternative to foreclosure or resolve their delinquency. Homeowners can also take advantage of other MHA and/or other government sponsored assistance programs. Of the homeowners who have missed three payments, and therefore disqualified from HAMP, approximately 25% have been referred to foreclosure.

Status of HAMP Permanent Modifications Disqualified

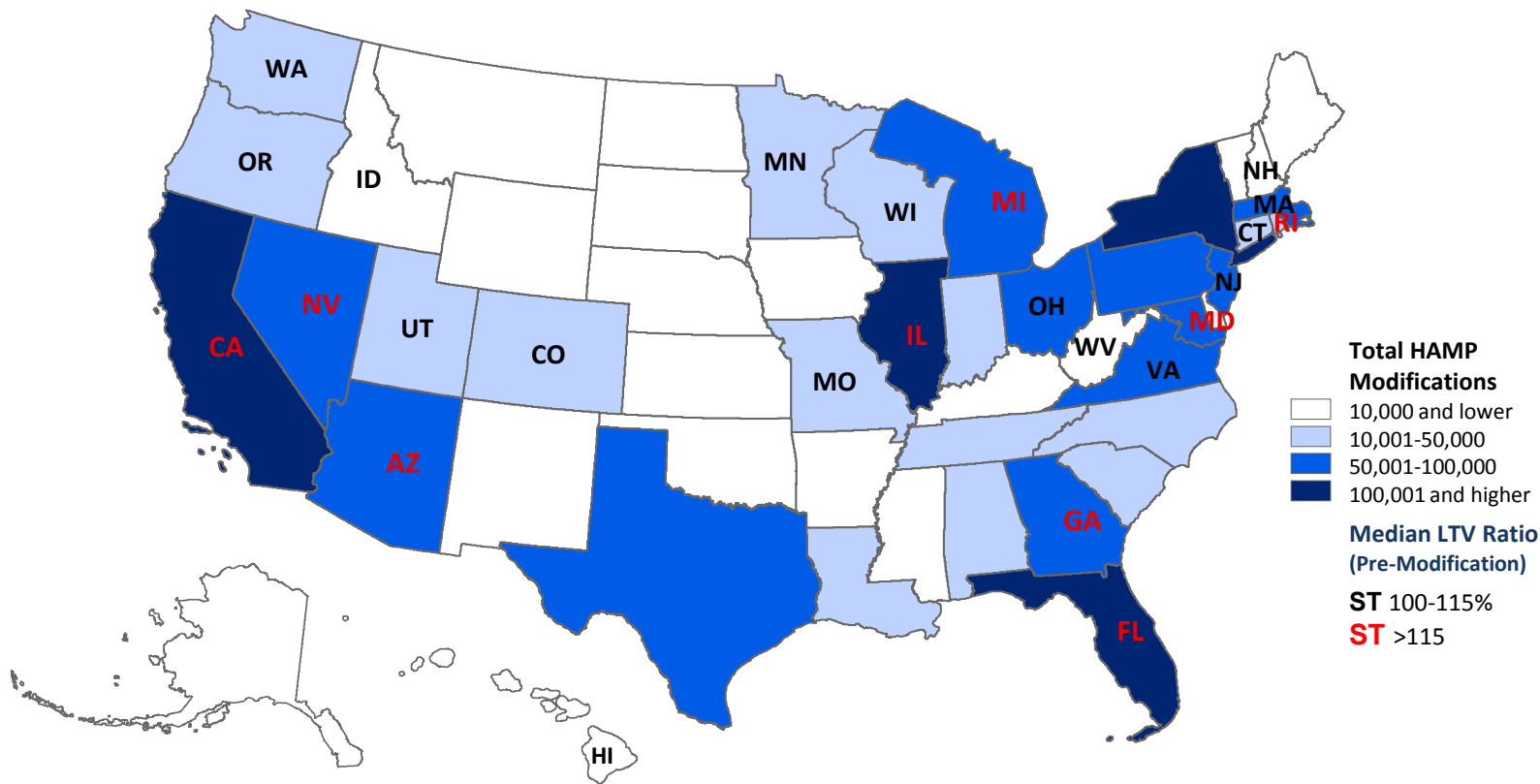


Source: Survey data from large servicers<sup>3</sup>

# Making Home Affordable: HAMP Program Results

Program Performance Report Second Quarter 2014

## HAMP Modification State by State



## Characteristics of Select States

	Median Before Modification Front End DTI	Median Before Modification LTV Ratio	Median Monthly Income	12-Month HPI Change*	Peak-to-Current HPI Change*
Arizona	45.2%	152.5%	\$3,086.26	6.6%	-29.5%
Arkansas	40.7%	95.3%	\$2,408.28	-0.4%	-2.1%
California	45.9%	139.9%	\$4,948.16	11.3%	-15.3%
Florida	44.5%	146.6%	\$3,468.00	7.6%	-34.1%
Indiana	40.7%	99.4%	\$2,450.00	3.1%	-5.3%
Louisiana	40.7%	90.2%	\$2,839.50	2.9%	0.0%
Michigan	42.6%	134.1%	\$2,889.92	11.5%	-19.7%
Montana	42.7%	90.2%	\$3,436.07	4.5%	-5.6%
Nevada	46.2%	175.7%	\$3,455.82	11.1%	-37.3%
New Jersey	42.7%	105.3%	\$5,485.39	4.1%	-22.2%
New York	44.6%	96.5%	\$5,887.15	8.8%	-0.6%
Ohio	41.2%	107.0%	\$2,654.53	6.5%	-8.4%
Oklahoma	39.6%	89.3%	\$2,617.25	3.7%	0.0%
Rhode Island	44.2%	121.7%	\$4,004.91	3.4%	-27.2%
Texas	39.3%	90.9%	\$3,271.13	8.4%	0.0%

\*Source: CoreLogic Home Price Index Report, June 2014 (HPI for Single Family including Distressed)

See Appendix 4 for additional information on HAMP modification activity by state.

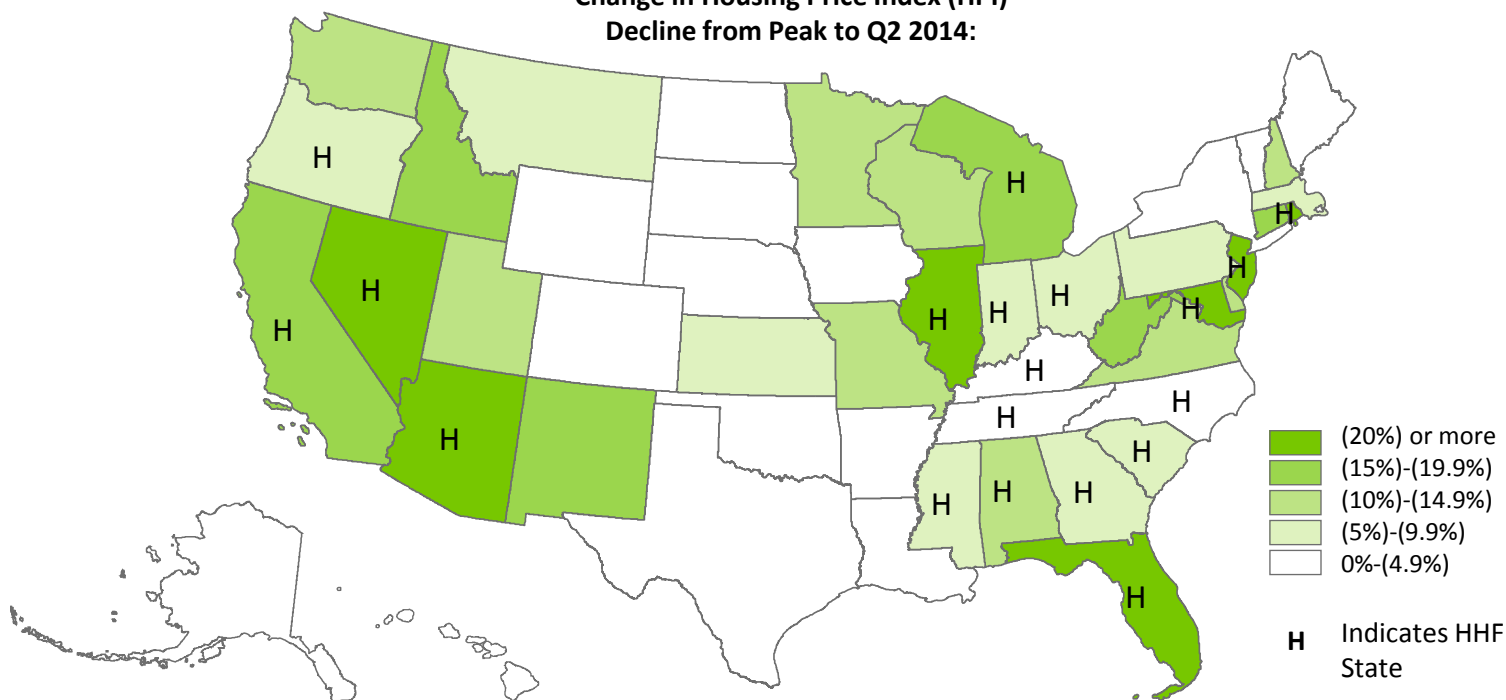
### Treasury's Hardest Hit State Assistance Programs: Interaction with HAMP

Treasury's **Hardest Hit Fund** (HHF) program provides \$7.6 billion to 18 states and the District of Columbia to develop locally tailored programs to assist struggling homeowners in their communities.

Unlike the MHA programs which are national in scope, the Hardest Hit Fund sought to address state-by-state differences in the housing crisis. Treasury designed HHF to capitalize on Housing Finance Agencies' (HFAs') on-the-ground understanding of the conditions in their communities to create programs they determine will most effectively help prevent foreclosures and stabilize housing markets.

Since then, HFAs and Treasury have worked together to develop and implement 71 programs that are making a difference for homeowners throughout these hardest hit states. As housing markets, local economies, and industry dynamics evolve, Treasury, HFAs, servicers, and other stakeholders share best practices. HFAs continue to refine programs and outreach campaigns in order to increase the number of homeowners assisted and improve the quality of assistance provided to homeowners. HFAs leverage HHF with HAMP when possible, and they engage housing counseling agencies to help homeowners access HAMP and other types of loan modifications, or other long-term foreclosure prevention solutions.

Change in Housing Price Index (HPI)  
Decline from Peak to Q2 2014:



Source: CoreLogic Home Price Index Report, June 2014 (HPI for Single Family including Distressed)

#### How Do Treasury's Hardest Hit Fund Programs Interact with MHA?

- Every MHA homeowner Outreach Event in an HHF state has included representatives from HHF-participating HFAs, who typically take applications from homeowners on site.
- The Homeowner's HOPE Hotline™ includes information about HHF assistance in their scripting. When a homeowner from an HHF state contacts the Hotline and is in need of assistance, they receive MHA and HHF assistance information and a referral to their state's HFA.
- Treasury provides guidance to servicers regarding HHF – HAMP interaction.
- Treasury requires HFAs to describe how HHF and HAMP interact in their program term sheets.
- HFAs have engaged housing counseling agencies and other means to help homeowners access HAMP since HHF's inception.

For further information on the [Hardest Hit Fund](#) please visit the website

# Making Home Affordable: Other MHA Programs

## Program Performance Report Second Quarter 2014

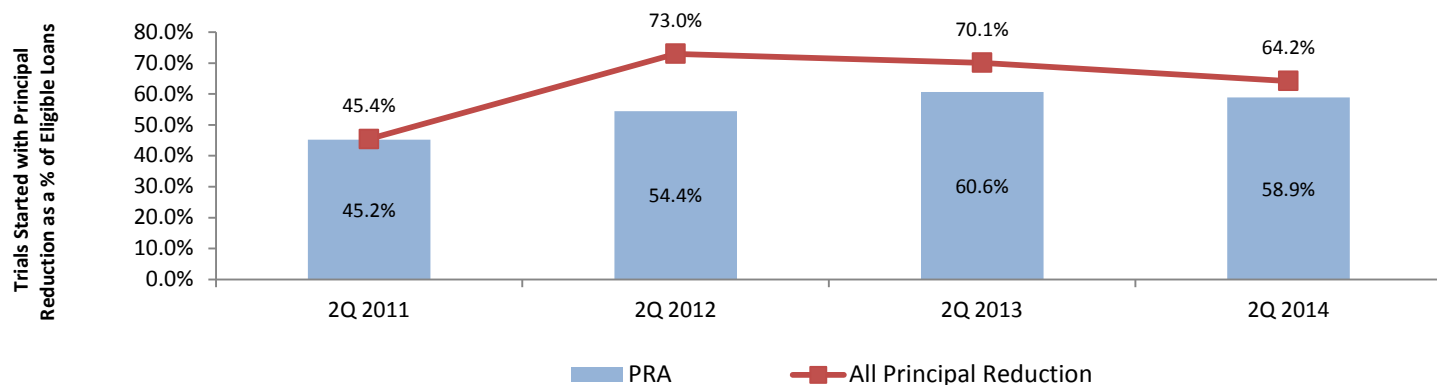
### The HAMP Principal Reduction Alternative

The HAMP Principal Reduction Alternative (PRA) broadened the use of principal reduction in mortgage modifications as a tool to help underwater homeowners. Servicers of non-GSE loans are required to evaluate the benefit of principal reduction under HAMP PRA for mortgages with a loan-to-value (LTV) ratio greater than 115% when evaluating a homeowner for a HAMP modification. While servicers are required to evaluate homeowners for principal reduction, they are not required to reduce principal as part of the modification.

Under HAMP, servicers provide principal reduction on HAMP modifications in two ways:

- Under HAMP PRA, principal is reduced to lower the LTV, the investor is eligible to receive an incentive on the amount of principal reduced, and the reduction vests over a 3-year period.
- Servicers can also offer principal reduction to homeowners on a HAMP modification outside the requirements of HAMP PRA. If they do, the investor receives no incentive payment for the principal reduction and the principal reduction can be recognized immediately.

	HAMP Modifications with Earned Principal Reduction Under PRA <sup>4</sup>	HAMP Modifications with Upfront Principal Reduction Outside of PRA	Total HAMP Modifications with Principal Reduction
All Permanent Modifications Started	156,071	46,602	202,673
Active Permanent Modifications	126,790	38,253	165,043
Median Principal Amount Reduced for Active Permanent Modifications <sup>5</sup>	\$71,867	\$56,270	\$67,229
Median Principal Amount Reduced for Active Permanent Modifications (%) <sup>6</sup>	32.6%	18.0%	30.7%
Total Outstanding Principal Balance Reduced on Active Permanent Modifications <sup>5</sup>	\$11,777,017,733	\$2,622,722,931	\$14,399,740,664



### Modification Characteristics: HAMP vs. HAMP with Principal Reduction

	All HAMP Modifications	Total HAMP Modifications with Principal Reduction
<b>Active Permanent Modifications – Median LTV ratio:</b>		
- Before Modification	118.0%	146.7%
- After Modification	115.0%	110.0%
<b>Active Permanent Modifications – Median Before Modification Debt-to-Income (DTI) ratio:</b>		
- Front-End DTI	45.0%	44.4%
- Back-End DTI	67.5%	56.9%

### The Second Lien Modification Program

The Second Lien Modification Program (2MP) provides additional assistance to homeowners in a first lien permanent modification who have an eligible second lien with a participating servicer, including second liens with a qualifying first lien modified under the GSEs' Standard Modification program. This assistance can result in a modification of the second lien, as well as a full or partial extinguishment of the second lien.

Second lien modifications follow a series of steps that may include capitalization, interest rate reduction, term extension, and principal forbearance or forgiveness.

All Second Lien Modifications Started (Cumulative)*	137,286
Second Lien Modifications Involving Full Lien Extinguishments	36,928
Active Second Lien Modifications**	83,403
Active Second Lien Modifications Involving Partial Lien Extinguishments	10,520

\* Includes 4,281 loans that have a qualifying first lien GSE Standard Modification.

\*\* Includes 6,813 Loans in Active Non-Payment Status whereby the 1MP has disqualified from HAMP. As a result, the servicer is no longer required to report payment activity on the 2MP modification.

### 2MP Modification Characteristics

#### Median Monthly Payment Reduction:

HAMP homeowners with an active 2MP modification

Reduction on second lien only	\$154
Combined first and second lien reduction	\$783
% of total monthly payment	42%

HAMP homeowners receiving full extinguishment

Combined first and second lien reduction	\$1,038
% of total monthly payment	53%

#### Debt Extinguishment:

HAMP homeowners receiving partial or full extinguishment

Total Outstanding Principal Balance Extinguished	\$2.8B
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#### Top Three States by Activity:

Percent of Total 2MP Modifications Started

California	35%
Florida	9%
New York	7%

### Estimated Eligible 2<sup>nd</sup> Liens<sup>7</sup>

2MP Participating Servicer Name	2MP Modifications Started	Current Estimated Eligible 2nd Liens
Bank of America	36,155	8,327
CitiMortgage	17,173	3,415
JPMorgan Chase	38,974	3,000
Nationstar Mortgage	4,396	1,187
Wells Fargo Bank	21,185	4,075
Other Servicers	19,403	1,938
<b>Total</b>	<b>137,286</b>	<b>21,942</b>

Note: Only six of the eight largest SPA servicers participate in 2MP.

### The Home Affordable Foreclosure Alternatives Program

The Home Affordable Foreclosure Alternatives (HAFA) Program offers incentives and a streamlined process for homeowners looking to exit their homes or sell a rental property through a short sale or deed-in-lieu (DIL) of foreclosure. HAFA has established important homeowner protections and an industry standard for streamlined transactions. Effective November 2012, the GSEs revised their short sale and DIL programs, such that their Standard HAFA program is closely aligned with Treasury's HAFA program. In HAFA transactions, homeowners who need to relocate:

- Follow a streamlined process for short sales and deed-in-lieu transactions that requires no verification of income (unless required by investors) and allows for pre-approved short sale terms;
- Receive a waiver of deficiency once the transaction is completed that releases the homeowner from remaining mortgage debt and;
- Receive at least \$3,000 in relocation assistance at closing.

### HAFA Activity by Investor Type

Participating servicers must consider all homeowners denied for HAMP for a short sale or deed-in-lieu of foreclosure through the HAFA program. However, individual investors can impose additional eligibility requirements.

	Private	Portfolio	GSE	Total
Short Sale	113,431	42,057	118,364	273,852
Deed-in-Lieu	2,907	2,555	22,717	28,179
<b>Total Transactions Completed</b>	<b>116,338</b>	<b>44,612</b>	<b>141,081</b>	<b>302,031</b>

### Characteristics of Non-GSE HAFA Activity

#### Non-GSE HAFA Debt Relief & Release of Subordinate Liens

Through HAFA, homeowners can be relieved of significant unpaid principal balances.

Median Unpaid Principal Balance before HAFA	\$282,573
Median Sales Price	\$165,000
Median Debt Relief	\$127,737
Median Debt Relief as % of UPB	47%
Total Subordinate Debt Relief (cumulative)	\$22.1B

In addition to satisfying the primary mortgage debt, as part of a HAFA short sale or deed-in-lieu the homeowner must be fully released from liability for subordinate liens.

% of HAFA transactions completed that included release of a homeowner's subordinate liens	42%
Total subordinate liens released (cumulative)	\$405M

In 15% of HAFA transactions completed, the homeowner began a HAMP trial modification but later requested a HAFA agreement or was disqualified from HAMP.

#### Non-GSE HAFA Activity by State

Top Three States by HAFA Activity:	% of HAFA Transactions Completed
California	38%
Florida	17%
Arizona	5%



### The Home Affordable Unemployment Program

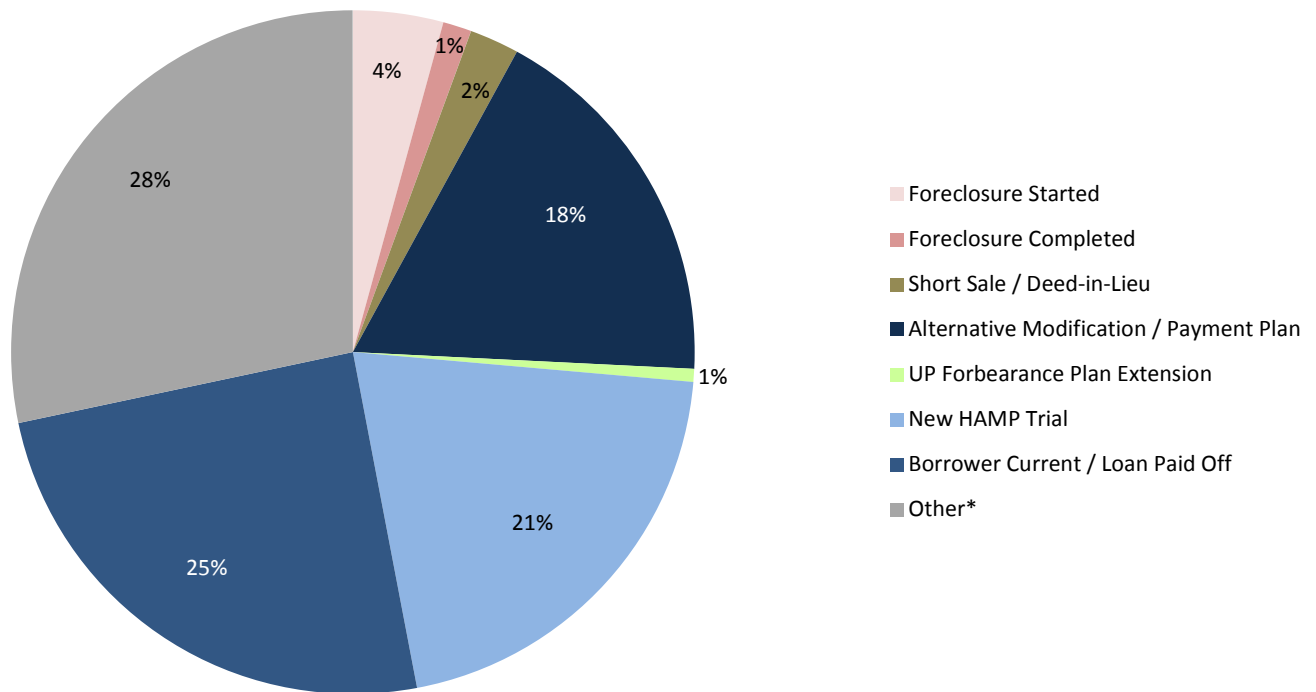
The Home Affordable Unemployment Program (UP) provides assistance to homeowners who are unable to make their mortgage payments as a result of unemployment. Unemployed homeowners can receive 12 months of forbearance, during which mortgage payments are reduced or suspended, allowing homeowners to seek employment without fear that they will lose their homes to foreclosure.

All UP Forbearance Plans Started	40,655
UP Forbearance Plans With Some Payment Required	34,559
UP Forbearance Plans With No Payment Required	6,096

### UP Activity by State

Top Three States by UP Activity:	% of UP Forbearance Plans Started
California	25%
Florida	7%
Illinois	5%

### Status of Homeowners Who Completed an UP Forbearance Plan



\*Other dispositions include Bankruptcy, Charge-Off, and Action Pending

# Making Home Affordable: Results by Servicer

Program Performance Report Second Quarter 2014

## Making Home Affordable Program Activity by Servicer

There are currently 124 servicers that participate in Treasury's MHA programs, but seven servicers make up nearly 90% of non-GSE HAMP modifications. Program activity for these servicers is provided below.

Servicer	HAMP Tier 1 Permanent Modifications	HAMP Tier 2 Permanent Modifications	PRA <sup>8</sup> Permanent Modifications	2MP Modifications	HAFA <sup>9</sup> non-GSE Transactions Completed
Bank of America, N.A.	103,340	1,878	6,422	36,155	46,603
CitiMortgage, Inc.	62,334	2,887	3,979	17,173	1,191
JPMorgan Chase Bank, N.A.	187,632	1,415	25,338	38,974	36,143
Nationstar Mortgage LLC	130,291	6,546	7,444	4,396	6,541
Ocwen Loan Servicing, LLC	258,353	25,236	65,648	N/A	15,579
Select Portfolio Servicing, Inc.	66,072	7,301	8,586	N/A	10,476
Wells Fargo Bank, N.A.	190,582	5,795	28,177	21,185	28,270
Other Servicers	327,382	10,277	10,477	19,403	16,147
<b>Total</b>	<b>1,325,986</b>	<b>61,335</b>	<b>156,071</b>	<b>137,286</b>	<b>160,950</b>

## HAMP Permanent Modifications by Investor

Servicer	HAMP Permanent Modifications			
	GSE	Private	Portfolio	Total
Bank of America, N.A.	39,863	45,190	20,165	105,218
CitiMortgage, Inc.	39,345	8,040	17,836	65,221
JPMorgan Chase Bank, N.A.	87,031	59,794	42,222	189,047
Nationstar Mortgage LLC	80,505	52,903	3,429	136,837
Ocwen Loan Servicing, LLC	54,795	206,097	22,697	283,589
Select Portfolio Servicing, Inc.	674	67,366	5,333	73,373
Wells Fargo Bank, N.A.	77,933	39,780	78,664	196,377
Other Servicers	247,035	41,494	49,130	337,659
<b>Total</b>	<b>627,181</b>	<b>520,664</b>	<b>239,476</b>	<b>1,387,321</b>

### Making Home Affordable Servicer Assessments

Through ongoing compliance reviews performed by MHA-C, a division of Freddie Mac acting as Treasury's compliance agent for MHA, Treasury requires participating servicers to take specific actions to improve their servicing processes, as needed. MHA-C tests and evaluates a range of servicers' activities to determine compliance with MHA guidelines. MHA-C shares the results of each review with the servicer, requires remediation of identified issues and reports to Treasury on the results of all reviews. The results of reviews are also used to generate the servicer assessments.

In June of 2011, Treasury began publishing quarterly servicer assessments for the large servicers participating in MHA to drive servicers to improve their performance. The assessments highlight particular compliance activities tested, and provide a rating of the results. The assessments not only provide greater transparency to the public about servicer performance in the program, but also prompt servicers to correct identified instances of non-compliance.

In addition to compliance data, the assessments include program results based on data reported by servicers into the MHA system of record. These program results are key indicators of how timely and effectively servicers assist eligible homeowners under MHA guidelines and report program data to Treasury. Although the servicers are not given an overall rating for this data, the results nonetheless compare a servicer's performance for a given quarter against the other largest servicers participating in the program.

Starting with the third quarter of 2013, the servicer assessments were enhanced to, among other things, present new compliance metrics and related benchmarks. These changes help provide additional insight into the impact of servicer performance on the homeowner's experience, allow for trending analysis of all compliance metrics and foster further improvement in servicer performance.

Servicer participation in MHA is voluntary, based on a contract with Fannie Mae as financial agent on behalf of Treasury. Although Treasury does not regulate these institutions and does not have the authority to impose fines or penalties, Treasury can, pursuant to the contract, take certain remedial actions against servicers not in compliance with MHA guidelines. Such remedial actions include requiring servicers to correct identified instances of noncompliance, as noted above. In addition, Treasury can implement financial remedies such as withholding incentive payments owed to servicers. Such incentive payments, which are the only payments Treasury makes for the benefit of servicers under the program, include payments for every successful permanent modification under HAMP, and payments for completed short sale/deed-in-lieu transactions pursuant to HAFA.

### 2nd Quarter 2014 Servicer Assessment Summary Results

Improvement Needed	Servicer Name
<b>Minor</b>	Bank of America, N.A. JPMorgan Chase Bank, N.A. Ocwen Loan Servicing, LLC
<b>Moderate</b>	Nationstar Mortgage LLC Select Portfolio Servicing, Inc. Wells Fargo Bank, N.A.
<b>Substantial</b>	CitiMortgage, Inc.*

\*CitiMortgage, Inc. was found to need **substantial improvement**. Beginning this month, Treasury will withhold payment of servicer incentives until CitiMortgage's performance improves.

#### The Determination Process: Results of the Data

Treasury reviews the compliance data and ratings, the program results metrics, and other relevant factors affecting servicer performance (including, but not limited to, a servicer's progress in implementing previously identified improvements) in determining whether a servicer needs substantial improvement, moderate improvement, or minor improvement to its overall performance under MHA guidelines. The assessments summarize the significant factors impacting those decisions. Based on those assessments, Treasury may take remedial action against servicers.

#### Consequences for Servicers

For servicers in need of substantial improvement, Treasury will, absent extenuating circumstances, withhold financial incentives owed to those servicers until they make certain identified improvements. In certain cases, particularly where there is a failure to correct identified problems within a reasonable time, Treasury may also permanently reduce the financial incentives. Servicers in need of moderate improvement may be subject to withholding in the future if they fail to make certain identified improvements. All withholdings apply only to incentives owed to servicers for their participation in MHA; these withholdings do not apply to incentives paid to servicers for the benefit of homeowners or investors.

# Making Home Affordable: Results by Servicer

## Program Performance Report Second Quarter 2014

### Compliance Metrics Overview

The metrics and benchmarks below reflect compliance areas tested and reported on across the large servicers to determine servicers' adherence to MHA Program Requirements. Servicer results (see overleaf) reflect percentages of tests that did not have a desired outcome.

Category		Metric		Benchmark
1	<b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Single Point of Contact Assignment % Noncompliance Percentage of loans reviewed where MHA-C did not concur that the servicer had assigned a Single Point of Contact to a homeowner in accordance with MHA guidelines	5.0%	
		■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with servicer's MHA determination for applicable programs	2.0%	
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination for applicable programs	2.0%	
2	<b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs and accurately communicates decisions.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5% for applicable programs	2.0%	
		■ Non-Approval Notice % Noncompliance Percentage of loans reviewed where MHA-C did not concur with completion and accuracy of the notices sent to homeowners communicating reasons for non-approval, in accordance with MHA guidelines	5.0%	
3	<b>Program Management and Reporting</b> Assesses whether the servicer has effective program management and submits timely and accurate program reports and information.	■ Incentive Payment Data Errors Average percentage of differences in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record for applicable programs	2.0%	
		■ Disqualified Modification % Noncompliance Percentage of loans reviewed where MHA-C did not concur with servicer's processing of defaulted HAMP modifications, in accordance with MHA guidelines	5.0%	

# Making Home Affordable: Results by Servicer

Program Performance Report Second Quarter 2014

## 2nd Quarter Compliance Results

Servicer		Single Point of Contact	Second Look Disagree	Second Look Unable to Determine	Income Calculation Error	Non-Approval Notice Non-compliance	Incentive Payment Data Errors	Disqualified Modification Non-compliance
<b>BENCHMARK</b>		<b>5.0%</b>	<b>2.0%</b>	<b>2.0%</b>	<b>2.0%</b>	<b>5.0%</b>	<b>2.0%</b>	<b>5.0%</b>
<b>Bank of America, N.A.</b>	Servicer Result	4.6%	1.4%	0.0%	1.0%	0.0%	0.2%	0.0%
	Rating	***	***	***	***	***	***	***
<b>CitiMortgage, Inc.</b>	Servicer Result	0.0%	15.2%	0.0%	6.0%	0.0%	1.0%	6.0%
	Rating	***	*	***	*	***	***	**
<b>JP Morgan Chase Bank, N.A.</b>	Servicer Result	2.8%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%
	Rating	***	***	***	***	***	***	***
<b>Nationstar Mortgage LLC</b>	Servicer Result	0.0%	1.4%	0.0%	5.0%	2.8%	1.7%	0.0%
	Rating	***	***	***	**	***	***	***
<b>Ocwen Loan Servicing, LLC</b>	Servicer Result	1.6%	0.5%	1.1%	1.0%	2.9%	0.7%	4.0%
	Rating	***	***	***	***	***	***	***
<b>Select Portfolio Servicing, Inc.</b>	Servicer Result	0.0%	0.6%	0.0%	6.0%	0.0%	1.1%	0.0%
	Rating	***	***	***	*	***	***	***
<b>Wells Fargo Bank, N.A.</b>	Servicer Result	6.7%	2.8%	0.0%	1.0%	2.6%	1.1%	0.0%
	Rating	**	**	***	***	***	***	***

### Rating Legend

*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

# Making Home Affordable: Results by Servicer

## Program Performance Report Second Quarter 2014

### Compliance Results Trending

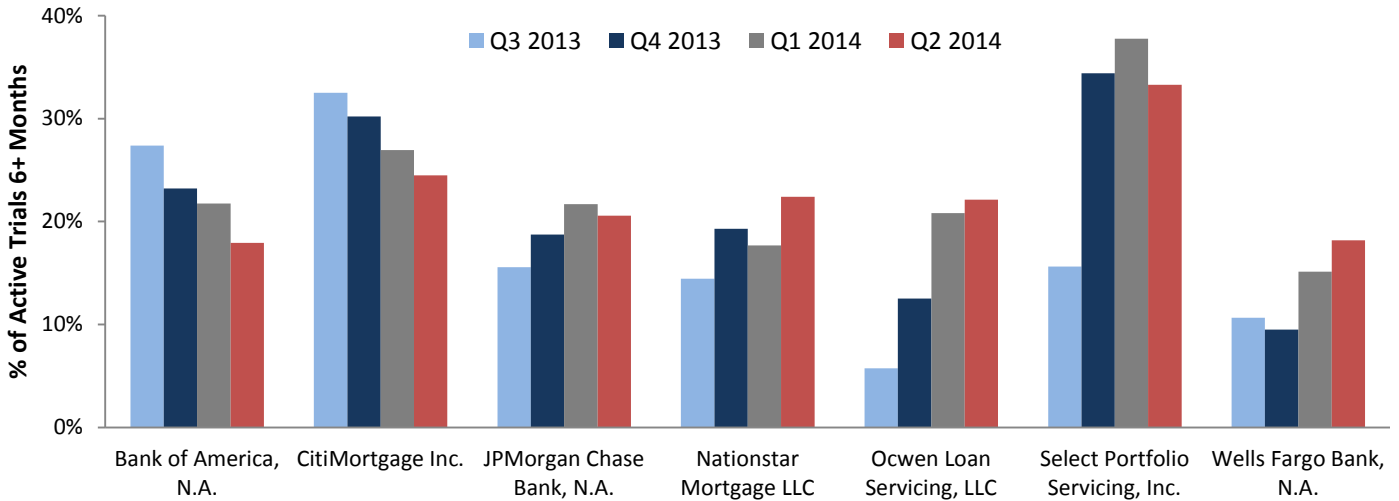
Starting with the third quarter of 2013, the Servicer Assessment has been enhanced to present new compliance metrics and related benchmarks, including a methodology change to the metrics on this page. The coverage of these metrics now includes additional MHA components and programs, such as HAMP Tier 2, and the Second Lien Modification Program. Thus, the results of these metrics starting in Q3 2013 are not entirely comparable to previous quarters.

Servicer	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013	Q2 2013	Q3 2013	Q4 2013	Q1 2014	Q2 2014
<b>Second Look % Disagree</b>														
Bank of America	1.5%	0.8%	1.0%	1.0%	2.0%	1.0%	1.2%	1.3%	0.0%	0.0%	0.0%	0.9%	1.4%	1.4%
CitiMortgage	2.0%	0.5%	1.5%	1.0%	1.0%	1.0%	2.0%	6.7%	1.3%	4.7%	5.6%	4.3%	1.4%	15.2%
JPMorgan Chase	1.6%	1.2%	0.0%	0.7%	0.2%	0.0%	0.1%	0.2%	0.2%	0.7%	1.0%	1.4%	1.8%	0.5%
Nationstar	N/A										N/A	1.7%	1.6%	1.4%
Ocwen	6.7%	2.7%	0.0%	0.7%	1.0%	1.0%	0.0%	0.0%	0.7%	3.1%	2.3%	3.8%	3.5%	0.5%
SPS	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	2.0%	1.3%	2.0%	1.7%	4.0%	1.2%	0.6%
Wells Fargo	1.2%	0.4%	0.4%	0.0%	0.3%	1.0%	1.3%	3.0%	1.3%	3.0%	4.4%	3.1%	2.5%	2.8%
<b>Second Look Unable to Determine %</b>														
Bank of America	18.8%	8.2%	1.5%	1.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
CitiMortgage	13.3%	5.5%	0.5%	1.0%	0.5%	1.0%	3.8%	6.0%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%
JPMorgan Chase	11.3%	3.2%	0.9%	1.0%	0.7%	1.7%	1.4%	3.8%	3.1%	2.7%	2.0%	0.0%	0.5%	0.0%
Nationstar	N/A										N/A	0.0%	0.0%	0.0%
Ocwen	10.3%	3.0%	2.4%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	2.0%	0.0%	1.0%	0.0%	1.1%
SPS	2.3%	0.3%	0.8%	0.0%	3.0%	0.0%	0.7%	0.7%	0.7%	0.0%	0.0%	1.7%	0.0%	0.0%
Wells Fargo	6.0%	1.3%	1.3%	0.0%	0.0%	0.8%	1.0%	0.5%	0.3%	0.0%	0.0%	0.0%	0.1%	0.0%
<b>Income Calculation Error %</b>														
Bank of America	22.0%	13.2%	6.0%	6.0%	5.0%	2.0%	3.0%	1.0%	3.0%	3.0%	1.0%	2.0%	3.0%	1.0%
CitiMortgage	10.0%	12.0%	6.0%	3.0%	4.0%	1.0%	3.1%	0.0%	1.0%	2.0%	0.0%	2.0%	2.0%	6.0%
JPMorgan Chase	31.0%	20.6%	6.0%	10.0%	9.0%	0.0%	2.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Nationstar	N/A										N/A	3.0%	3.0%	5.0%
Ocwen	33.0%	2.0%	2.0%	2.0%	3.0%	3.0%	0.0%	0.0%	1.0%	1.3%	0.5%	0.5%	1.0%	1.0%
SPS	15.0%	10.0%	3.2%	1.0%	3.0%	2.0%	3.0%	2.0%	0.0%	3.1%	2.1%	3.1%	6.0%	6.0%
Wells Fargo	27.0%	4.4%	5.5%	4.0%	2.0%	0.0%	1.0%	1.5%	1.0%	0.5%	1.0%	1.0%	1.0%	1.0%

### Program Results

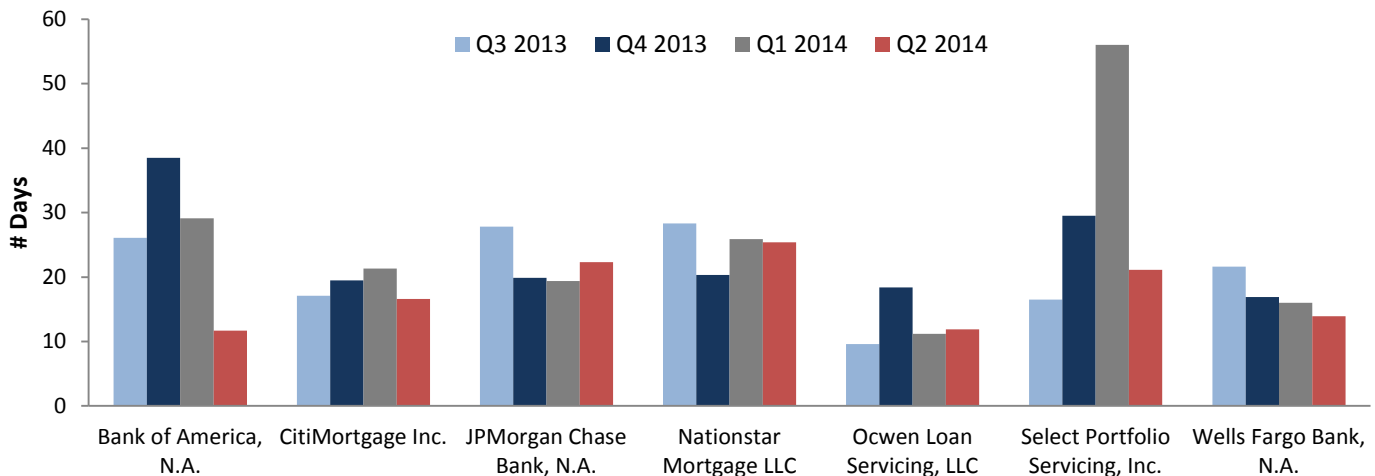
#### Trials Aged 6+ Months (% of Active Trials)<sup>10</sup>

This quarterly metric measures trials lasting six months or longer as a share of all active trials. These figures include trial modifications that have been cancelled or converted to permanent modifications by the servicer and are pending reporting to the program system of record. Additionally, servicers may process cancellations of permanent modifications for various reasons, including but not limited to, data corrections, loan repurchase agreements, etc. This process requires reverting the impacted permanent modifications to trials in the HAMP system of record with re-boarding of some of these permanent modifications in subsequent reporting periods.



#### Average Calendar Days to Resolve Escalated Cases

This quarterly metric measures servicer response time for homeowner inquiries escalated to MHA Support Centers. Effective February 1, 2011, a target of 30 calendar days was established for non-GSE escalation cases, including an estimated 5 days processing by the MHA Support Centers. The methodology for calculating average days to respond to escalated cases includes non-GSE cases escalated on or after February 1, 2011. Investor denial cases escalated prior to November 1, 2011, cases involving bankruptcy and those that did not require servicer actions are not included in the calculation of servicer time to resolve escalations.

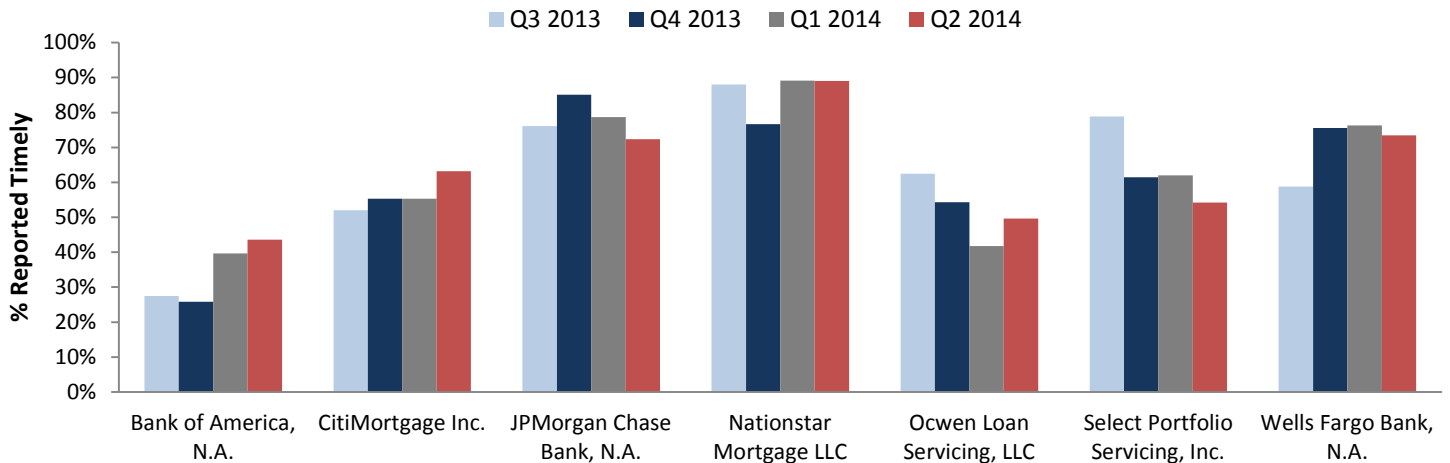




### Program Results

#### Timely Reporting of Permanent Modifications (% Reported within the Month of Conversion)

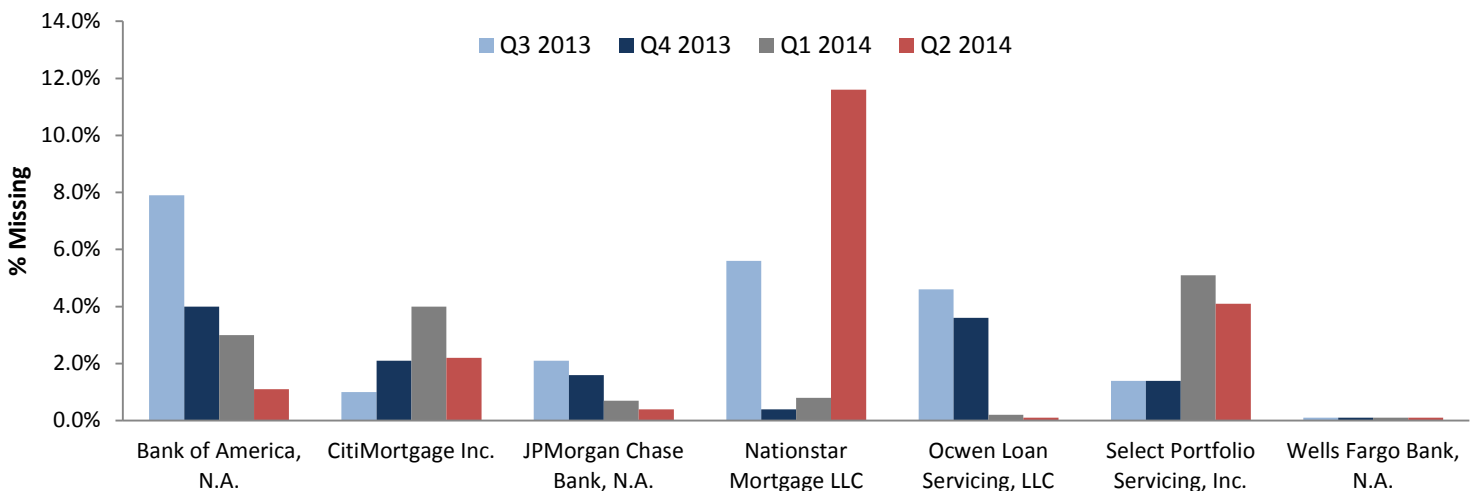
This quarterly metric measures the servicer's ability to promptly report the conversion from a trial to a permanent modification. Untimely reporting of permanent modification conversions impacts incentive compensation, including the possible delay of homeowner incentives. In addition, it hinders the effectiveness of program monitoring and transparency.



#### Missing Permanent Modification Status Reports (%)

This quarterly metric measures the servicer's ability to promptly report on the current status of permanent modifications. Inconsistent and untimely reporting of modification status reports may impact incentive compensation and loan performance analysis.

Treasury revised its Federally Declared Disaster (FDD) guidance, allowing servicers to suspend the reporting of permanent modification status for loans where the homeowner was impacted by Hurricane Sandy or any other FDD. This revised guidance may impact missing permanent modification status reporting.



### Appendix 1: Program and Servicer Assessment Notes

The **Home Affordable Modification Program (HAMP)** provides eligible homeowners the opportunity to lower their first lien mortgage payment through a loan modification. HAMP includes a Tier 1 modification for Government Sponsored Enterprises (GSEs) and non-GSE homeowners and a Tier 2 for non-GSE homeowners. In October 2011, the GSEs launched the Servicer Alignment Initiative (SAI), creating the **GSE Standard Modification**. Tier 2 is modeled after the GSE Standard Modification and expands HAMP eligibility to include homeowners with properties currently occupied by a tenant as well as vacant properties the homeowner intends to rent.

Treasury **FHA-HAMP** provides first lien modifications for distressed homeowners in loans insured or guaranteed through the Federal Housing Administration. The FHA introduced FHA-HAMP to provide assistance to borrowers with FHA-insured loans who are unable to meet their mortgage payments. Treasury pays incentives to servicers for FHA-insured first lien non-GSE mortgages that are modified under Treasury FHA-HAMP guidelines.

**RD-HAMP** provides first lien modifications for distressed homeowners in loans guaranteed through the Rural Housing Service.

The **Second Lien Modification Program (2MP)** provides modifications and extinguishments on second liens when there has been an eligible first lien modification on the same property.

The **Home Affordable Foreclosure Alternatives (HAFA) Program** provides transition alternatives to foreclosure in the form of a short sale or deed-in-lieu of foreclosure. The GSE Standard HAFA program is closely aligned with Treasury's MHA HAFA program.

The **Home Affordable Unemployment Program (UP)** provides temporary forbearance of mortgage principal to enable unemployed homeowners to look for a new job without fear of foreclosure.

#### General MHA Program Notes:

##### MHA Program Effective Dates:

HAMP First Lien: April 6, 2009

PRA: October 1, 2010

2MP: August 13, 2009

HAFA: April 5, 2010

HAMP, PRA, Treasury FHA-HAMP, RD-HAMP, 2MP, and HAFA program data include activity reported into the HAMP system of record through the end of cycle for the current reporting month, though the effective date may occur in the following month.

#### MHA First Lien Program Notes:

MHA First Lien Permanent Modifications Started includes: HAMP Tier 1, HAMP Tier 2, GSE Standard Modifications and both Treasury FHA- and RD-HAMP. HAMP Tier 1 includes both GSE and non-GSE modifications. The GSEs do not participate in HAMP Tier 2, however the GSE Standard Modification is similar to HAMP Tier 2. Treasury's FHA-HAMP and RD-HAMP are similar to HAMP Tier 1.

GSE Standard Modification data is provided by Fannie Mae and Freddie Mac as of June 2014. The GSEs undertake other foreclosure prevention activities beyond their participation in MHA which is not reflected in this report. The latest Federal Housing Finance Agency's Foreclosure Prevention Report can be found at: [www.FHFA.gov](http://www.FHFA.gov).

## **Appendix 1: Program and Servicer Assessment Notes**

### **Treasury FHA-HAMP Program Notes:**

The FHA undertakes foreclosure prevention activities beyond their participation in MHA which is not reflected in this report. Please refer to the latest edition of the Obama Administration's Housing Scorecard for the total number of loss mitigation and early delinquency interventions FHA has offered since April 1, 2009. Please visit [www.hud.gov](http://www.hud.gov) to view the latest Housing Scorecard.

### **2MP Program Notes:**

Number of modifications started is net of cancellations, which are primarily due to servicer data corrections.

2MP loans previously reported under top servicers that were transferred to or acquired by non-participating 2MP servicers are reflected in "Other Servicers."

Homeowners with an active first lien permanent modification who have also received a 2MP modification realize a higher monthly payment reduction on their first lien compared to the overall population of first line homeowners as the median first lien unpaid principal balance is higher.

### **HAFAs Program Notes:**

Unless otherwise noted, HAFAs Transactions Completed includes GSE activity under the MHA program in addition to the GSE Standard HAFAs program implemented in November 2012. GSE Standard HAFAs data provided by Fannie Mae and Freddie Mac as of June 2014. It does not include other GSE short sale and DIL activity outside the HAFAs program. Please refer to the latest Federal Housing Finance Agency's Foreclosure Prevention Report for the total number of short sales and DIL of foreclosure actions the GSEs have completed since 4Q 2008. Please visit [www.FHFA.gov](http://www.FHFA.gov) for the complete FHFA report.

A short sale requires a third-party purchaser and cooperation of junior lien holders and mortgage insurers to complete the transaction.

The debt relief represents the obligation relieved by the short sale or deed-in-lieu transaction and is calculated as the unpaid principal balance and allowable transactions costs less the property sales price. The allowable transaction costs may include release of any subordinate lien, homeowner relocation assistance, sales commission, and closing costs for taxes, title, and attorney fees.

### **PRA Program Notes:**

Eligible loans include those receiving evaluation under HAMP PRA guidelines plus loans that did not require an evaluation but received principal reduction on their modification.

## **Appendix 1: Program and Servicer Assessment Notes**

### **Servicer Assessment Notes:**

Treasury's foremost goal is to assist struggling homeowners who may be eligible for MHA. The servicer assessments have set a benchmark for providing detailed information about how mortgage servicers are performing against specific metrics. But, in addition to this direct effect, MHA has had an important indirect effect on the market as well. MHA has established standards that have improved mortgage modifications across the industry, and has led to important changes in the way mortgage servicers assist struggling homeowners generally. These changes include standards for how mortgage modifications should be designed so that they are sustainable, standards for communications with homeowners so that the process is as efficient and as understandable as possible, and a variety of standards for protecting homeowners, such as prohibitions on "dual tracking" – simultaneously evaluating a homeowner for a modification while proceeding to foreclose. Treasury believes these assessments will continue to set the standard for transparency about mortgage servicer efforts to assist homeowners.

Although the compliance reviews that form the basis for the servicer assessments emphasize objective measurements and observed facts, compliance reviews still involve a certain level of judgment. Compliance reviews are also retrospective in nature – looking backward, not forward, which means that activities identified as needing improvement in a given quarter may already be under remediation by the servicer. In addition, the compliance reviews use "sampling" as a testing methodology. Sampling, an industry-accepted auditing technique, looks at a subset of a particular population of activity transactions, rather than the entirety of the population of activity transactions, to assess a servicer's overall performance in that particular activity

It is important to note that Treasury's compliance work related to MHA applies only to those servicers that have agreed to participate in MHA for mortgage loans that are not owned or guaranteed by Fannie Mae or Freddie Mac (the GSEs). Treasury cannot and does not perform compliance reviews of (1) mortgage loans or activities that fall outside of MHA, (2) GSE loans or (3) those loans insured through the Federal Housing Administration. For each servicer, the loans that are eligible for MHA represent only a portion of that servicer's overall mortgage servicing operation.

### Appendix 1: Program and Servicer Assessment Notes

#### Compliance Metrics

##### Single Point of Contact Assignment % Noncompliance:

Servicers are required to assign certain delinquent homeowners to a Single Point of Contact (SPOC). This metric measures the percentage of loans reviewed where MHA-C did not concur that the servicer had assigned a SPOC to a homeowner in a timely fashion and otherwise in accordance with MHA guidelines.

For SPOC Assignment Noncompliance results, remedial actions Treasury requires servicers to take include, but are not limited to: assigning a SPOC to the homeowner, and correcting system and operational processes such that SPOCs are properly assigned to homeowners in a timely fashion.

##### Second Look % Disagree:

Second Look is a process in which MHA-C reviews loans not in a permanent modification, to assess the timeliness and accuracy of the servicer's homeowner outreach and eligibility review in order to verify that the homeowner was properly considered, denied or deemed ineligible for receiving a permanent modification. This metric measures the percentage of loans reviewed in Second Look where MHA-C did not concur with a servicer's solicitation efforts and/or eligibility review.

##### Second Look % Unable to Determine:

This metric measures the percentage of loans reviewed in Second Look for which MHA-C is not able to determine, based on the documentation provided, whether the homeowner was properly considered, denied or deemed ineligible for receiving a permanent modification.

For both Second Look Disagree and Unable to Determine results, remedial actions Treasury requires servicers to take include, but are not limited to: reconsidering homeowners for a modification if they were not properly solicited or incorrectly evaluated, retaining documentation to support solicitation efforts and eligibility determination, and, if applicable, engaging in systemic process remediation. All loans categorized as Disagree or Unable to Determine remain on foreclosure hold until the servicer completes the appropriate corrective actions.

##### Income Calculation Error %:

Correctly calculating homeowners' monthly income is a critical component of evaluating eligibility for MHA, as well as establishing an accurate modification payment. This metric measures how often MHA-C disagrees with a servicer's calculation of a homeowner's Monthly Gross Income, allowing for up to a 5% differential from MHA-C's calculations.

For Income Calculation Errors, remedial actions Treasury requires servicers to take include, but are not limited to: correcting income errors, requiring the servicer to review their own income calculation accuracy, enhancing policies and procedures, and conducting staff training on income calculation.

## **Appendix 1: Program and Servicer Assessment Notes**

### Non-Approval Notice % Noncompliance:

Correctly communicating reasons for non-approval may affect homeowners' awareness of other foreclosure alternatives or the ability to challenge the non-approval. This metric measures the percentage of loans reviewed where MHA-C did not concur with the completion or accuracy of the notices sent to homeowners communicating reasons for non-approval, in accordance with MHA guidelines.

For Non-Approval Notice results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the non-approval letter template, and engaging in systemic process remediation in order to deliver accurate non-approval notices.

### Incentive Payment Data Errors:

Treasury provides incentives for servicers, investors, and homeowners for permanent modifications completed under MHA. Although intended for different recipients, all incentives are initially paid to servicers to distribute to the appropriate parties. Data that servicers report to the program system of record is used to calculate the incentives due to servicers, investors, and homeowners. This metric measures how data anomalies between servicer loan files and the reported information affect incentive payments.

For Incentive Payment Data Error results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the identified errors and correcting system and operational processes such that accurate data is mapped to its appropriate places in the program system of record.

### Disqualified Modification % Noncompliance:

Permanent modifications on which homeowners lose good standing are subsequently disqualified from the program. This metric measures the percentage of loans reviewed where MHA-C did not concur with a servicer's processing of defaulted HAMP modifications, in accordance with MHA guidelines.

For Disqualified Modification results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the status of improperly disqualified modifications and reporting the corrected data to the program system of record.

### Appendix 2: Terms and Methodologies

#### Average Delinquency at Trial Start:

For all permanent modifications started, the average number of days delinquent as of the trial plan start date. Delinquency is calculated as the number of days between the homeowner's last paid installment before the trial plan and the first payment due date of the trial plan.

#### Back-End Debt-to-Income Ratio:

Ratio of total monthly debt payments (including mortgage principal and interest, taxes, insurance, homeowners association and/or condo fees, plus payments on installment debts, junior liens, alimony, car lease payments and investment property payments) to monthly gross income. Homeowners who have a back-end debt-to-income ratio of greater than 55% are required to seek housing counseling under program guidelines.

#### Disqualification:

A permanent modification disqualifies from HAMP when the borrower has missed the equivalent of three full monthly payments. Once disqualified, the borrower is no longer eligible to receive HAMP incentives. However, the terms of the permanent modification remain the same, and the servicer will continue to work with the borrower to cure the delinquency or identify other loss mitigation options.

Servicers are required to report monthly payment information on HAMP modifications in the form of an Official Monthly Report (OMR). If a servicer does not report an OMR for a loan in a given month, the performance of that loan is not included in official Treasury reporting for that month. In addition, reported loan counts may shift from prior reports due to servicer data corrections.

#### Eligible Loans:

Homeowners with HAMP eligible loans, which include conventional loans that were originated on or before January 1, 2009; excludes loans with current unpaid principal balances greater than current conforming loan limits-current unpaid principal balance must be no greater than: \$729,750 for a single-unit property, 2 units: \$934,200, 3 Units: \$1,129,250, 4 Units: \$1,403,400; FHA and VA loans; loans where investor pooling and servicing agreements preclude modification; and manufactured housing loans with title/chattel issues that exclude them from HAMP.

#### Front-End Debt-to-Income Ratio:

Ratio of housing expenses (principal, interest, taxes, insurance and homeowners association and/or condo fees) to monthly gross income.

#### Median Monthly Housing Payment:

Principal and interest payment. Before modification payment is homeowner's current payment at time of evaluation.

**Appendix 3: End Notes**

#	Section	End Notes
1	HAMP	As reported into the HAMP system of record by servicers. Excludes Treasury FHA-HAMP modifications. Totals reflect impact of servicing transfers. Servicers may enter new trial modifications into the HAMP system of record at any time.
2	HAMP	Servicers did not submit 15,658 OMRs, or 1.6% of the total required OMRs in the current reporting period. In addition, reported loan counts may shift from prior reports due to servicer data corrections. If it was assumed that all unreported OMRs reflect either a current payment status or the maximum number of missed payments based on the most recently submitted OMR, the re-default rate for permanent modifications that have aged 42 months may range between 38.5% and 38.8%.
3	HAMP	Data is as reported by servicers for actions completed through the end of the month and reflects the status of homeowners as of that date; a homeowner's status may change over time. Survey data is not subject to the same data quality checks as data uploaded into the HAMP system of record. Excludes cancellations and disqualifications pending data corrections and loans otherwise removed from servicing portfolios.
4	Other MHA Programs	Includes some modifications with additional principal reduction outside of HAMP PRA.
5	Other MHA Programs	Under HAMP PRA, principal reduction vests over a 3-year period. The amounts noted reflect the entire amount that may be forgiven.
6	Other MHA Programs	Principal amount reduced as a percentage of before-modification UPB, excluding capitalization.
7	Other MHA Programs	Based on survey data as reported by servicers. Important factors affecting the size of the population of second liens eligible for 2MP modifications include: Servicer participation in 2MP is voluntary. Under 2MP, participating servicers are notified when a match is found between one of their second liens and a qualifying first lien modification. Survey data indicates that program to date, 365,022 qualifying first lien modifications have been matched with a second lien. Of these matched second liens, approximately 56% are found to be ineligible for a 2MP modification. The most common reasons for ineligibility are: Cancellation or failure of a trial or permanent first lien HAMP modification, Extinguishment of the second lien prior to evaluation for 2MP, Failure of a 2MP trial modification, and Some homeowners with eligible second liens decline to participate in 2MP.
8	Servicer	While both GSE and non-GSE loans are eligible for HAMP, at the present time due to GSE policy, servicers can only offer PRA on non-GSE modifications under HAMP. Servicer volume can vary based on the investor composition of the servicer's portfolio and respective policy with regards to PRA.
9	Servicer	Includes non-GSE activity under the MHA program only. Servicer GSE program data not available.
10	Servicer	These figures include trial modifications that have been converted to permanent modifications, but not reported as such in the HAMP system of record. Additionally, servicers may process cancellations of permanent modifications for reasons, including but not limited to, data corrections, loan repurchase agreements, etc. This process requires reverting the impacted permanent modifications to trials in the HAMP system of record with re-boarding of some of these permanent modifications in subsequent reporting periods. Prior to being re-boarded as permanent modifications, these modifications are reported as Active Trials. These modifications may be 6 months or more beyond their first trial payment due date resulting in their classification as an Aged Trials. As a result, fluctuations are expected in this population.



# Making Home Affordable: Appendix

Program Performance Report Second Quarter 2014

## Appendix 4: HAMP Activity by State

State	Trial Modifications Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
AK	1,199	657	\$470.08	30%
AL	15,294	8,729	\$261.33	31%
AR	6,019	3,322	\$249.86	31%
AZ	89,559	52,398	\$443.90	37%
CA	480,909	324,478	\$720.83	37%
CO	30,044	18,575	\$410.54	33%
CT	29,546	19,129	\$535.42	37%
DC	3,925	2,406	\$552.85	32%
DE	7,195	4,508	\$412.06	32%
FL	274,848	170,646	\$474.70	40%
GA	85,045	50,809	\$362.64	36%
HI	8,010	5,165	\$796.20	34%
IA	6,654	3,680	\$248.73	32%
ID	8,371	5,070	\$370.83	33%
IL	115,307	73,610	\$510.44	40%
IN	23,976	14,106	\$259.37	32%
KS	6,417	3,556	\$288.02	32%
KY	9,768	5,701	\$264.89	32%
LA	14,918	8,854	\$284.26	32%
MA	50,561	33,432	\$587.71	35%
MD	71,396	45,426	\$571.74	34%
ME	6,378	4,209	\$388.76	35%
MI	67,128	40,082	\$342.36	37%
MN	35,263	21,414	\$420.13	35%
MO	25,871	14,955	\$294.11	34%
MS	9,294	5,545	\$250.78	32%
MT	2,709	1,539	\$397.99	32%
NC	45,211	26,817	\$305.25	33%
ND	456	230	\$276.95	31%
NE	3,554	2,087	\$261.50	32%
NH	9,786	6,392	\$468.60	34%
NJ	75,886	48,454	\$636.51	37%
NM	7,970	4,772	\$351.14	33%
NV	51,730	30,994	\$527.98	38%
NY	109,419	70,483	\$798.55	39%

# Making Home Affordable: Appendix

Program Performance Report Second Quarter 2014

## Appendix 4: HAMP Activity by State

State	Trial Modifications Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
OH	54,180	30,581	\$288.43	35%
OK	6,864	3,699	\$244.46	32%
OR	24,487	15,130	\$458.58	34%
PA	53,285	32,565	\$349.87	33%
RI	10,409	6,911	\$542.76	39%
SC	23,496	13,704	\$299.49	32%
SD	980	520	\$258.86	29%
TN	26,467	15,814	\$284.35	33%
TX	74,323	40,911	\$286.83	33%
UT	18,373	11,642	\$433.45	32%
VA	52,094	32,080	\$490.07	32%
VT	1,889	1,290	\$365.28	33%
WA	45,507	29,362	\$508.74	33%
WI	22,518	13,997	\$346.61	35%
WV	3,418	1,958	\$308.69	29%
WY	1,144	676	\$357.18	29%
PR	5,305	4,234	\$292.20	38%

**Appendix 5: HAMP Tier 1 Scheduled Interest Rate Increases by State**

State	Median Values								
	Before Mod DTI	Pre-Mod Interest Rate	Pre-Mod Monthly P&I	Monthly Income at Time of Mod	After Mod UPB	After Mod Monthly P&I	Monthly P&I Payment Increase at First Interest Rate Increase	Total Monthly P&I Payment Increase after All Increases	Final Monthly P&I Payment Reduction from Pre-Mod P&I
AK	44.54%	6.8%	\$1,490.62	\$4,205.71	\$219,345.37	\$867.72	\$93.32	\$171.59	-\$390.42
AL	46.24%	6.8%	\$877.74	\$2,297.28	\$121,477.23	\$518.06	\$49.49	\$101.14	-\$227.11
AR	45.41%	6.5%	\$820.50	\$2,152.00	\$116,207.94	\$475.68	\$49.31	\$104.44	-\$198.67
AZ	49.06%	6.4%	\$1,199.11	\$2,837.58	\$179,623.35	\$679.08	\$79.68	\$194.31	-\$288.40
CA	48.53%	6.1%	\$1,944.18	\$4,695.61	\$307,000.38	\$1,099.27	\$138.08	\$318.04	-\$432.59
CO	46.07%	6.5%	\$1,240.05	\$3,215.50	\$189,733.30	\$759.82	\$81.60	\$181.49	-\$274.11
CT	45.43%	6.5%	\$1,476.26	\$4,348.44	\$212,502.50	\$817.09	\$93.30	\$205.99	-\$385.94
DC	47.77%	6.4%	\$1,719.78	\$4,148.43	\$275,808.47	\$999.12	\$122.54	\$272.90	-\$367.17
DE	46.89%	6.5%	\$1,291.61	\$3,141.67	\$197,717.97	\$775.91	\$84.29	\$180.04	-\$295.39
FL	47.62%	6.5%	\$1,196.25	\$3,275.00	\$170,797.73	\$631.77	\$75.89	\$172.92	-\$332.10
GA	47.22%	6.5%	\$1,011.69	\$2,666.24	\$144,897.13	\$576.57	\$62.88	\$141.99	-\$268.10
HI	48.68%	6.3%	\$2,414.24	\$5,377.80	\$391,386.67	\$1,403.50	\$174.91	\$377.55	-\$481.82
IA	44.15%	6.6%	\$786.90	\$2,312.27	\$109,293.07	\$444.87	\$46.29	\$95.82	-\$197.43
ID	48.26%	6.5%	\$1,147.13	\$2,732.50	\$171,523.75	\$670.98	\$74.76	\$166.32	-\$271.11
IL	46.87%	6.5%	\$1,288.39	\$3,742.77	\$181,058.51	\$668.04	\$80.57	\$184.19	-\$370.65
IN	45.95%	6.8%	\$820.30	\$2,168.50	\$111,809.48	\$468.34	\$46.20	\$99.02	-\$213.27
KS	44.00%	6.6%	\$908.03	\$2,779.24	\$129,276.68	\$523.39	\$52.54	\$112.54	-\$226.24
KY	45.43%	6.8%	\$815.56	\$2,237.38	\$113,061.76	\$476.11	\$47.20	\$98.40	-\$208.00
LA	45.42%	6.9%	\$916.23	\$2,600.00	\$127,035.45	\$519.49	\$52.81	\$107.25	-\$243.09
MA	46.83%	6.4%	\$1,669.40	\$4,371.33	\$251,316.60	\$951.00	\$110.45	\$246.08	-\$396.54
MD	46.67%	6.4%	\$1,678.18	\$4,340.49	\$260,167.36	\$968.04	\$115.56	\$258.77	-\$382.98
ME	46.21%	6.6%	\$1,138.83	\$3,010.82	\$165,185.38	\$643.81	\$71.74	\$150.42	-\$285.05
MI	46.64%	6.5%	\$959.28	\$2,692.50	\$130,900.78	\$525.90	\$55.78	\$127.27	-\$259.01
MN	45.87%	6.3%	\$1,209.86	\$3,330.25	\$179,824.68	\$701.02	\$78.15	\$180.76	-\$286.97
MO	45.73%	6.7%	\$888.49	\$2,500.00	\$125,674.91	\$504.70	\$53.06	\$112.35	-\$237.34
MS	46.07%	6.9%	\$821.17	\$2,240.00	\$112,392.25	\$461.44	\$45.77	\$92.78	-\$226.35
MT	46.53%	6.4%	\$1,258.76	\$3,256.55	\$194,138.50	\$745.19	\$82.77	\$176.60	-\$296.57
NC	46.02%	6.5%	\$963.51	\$2,556.33	\$137,130.01	\$563.03	\$57.85	\$121.32	-\$241.22
ND	42.10%	6.7%	\$883.85	\$2,908.74	\$134,070.54	\$544.00	\$56.31	\$114.05	-\$204.43
NE	43.58%	6.7%	\$800.70	\$2,530.67	\$110,719.80	\$465.37	\$47.06	\$94.41	-\$207.43
NH	43.89%	6.4%	\$1,361.49	\$4,167.08	\$201,009.32	\$786.46	\$86.66	\$188.67	-\$328.64
NJ	45.25%	6.4%	\$1,720.59	\$5,240.00	\$252,393.65	\$918.87	\$112.27	\$246.70	-\$444.42
NM	47.00%	6.5%	\$1,072.43	\$2,769.53	\$158,712.85	\$637.53	\$69.00	\$148.30	-\$270.08
NV	49.91%	6.3%	\$1,373.40	\$3,147.50	\$208,196.20	\$762.66	\$93.03	\$222.97	-\$334.60
NY	47.27%	6.5%	\$2,093.16	\$5,671.09	\$311,082.02	\$1,118.53	\$139.38	\$305.51	-\$543.40
OH	45.21%	6.6%	\$828.71	\$2,426.51	\$112,578.10	\$467.07	\$46.99	\$104.54	-\$219.51

# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 5: HAMP Tier 1 Scheduled Interest Rate Increases by State

State	Median Values								
	Before Mod DTI	Pre-Mod Interest Rate	Pre-Mod Monthly P&I	Monthly Income at Time of Mod	After Mod UPB	After Mod Monthly P&I	Monthly P&I Payment Increase at First Interest Rate Increase	Total Monthly P&I Payment Increase after All Increases	Final Monthly P&I Payment Reduction from Pre-Mod P&I
OK	44.59%	6.9%	\$785.70	\$2,383.92	\$107,610.01	\$459.07	\$43.93	\$89.69	-\$211.81
OR	46.46%	6.4%	\$1,336.75	\$3,478.30	\$208,082.31	\$794.31	\$91.86	\$202.75	-\$307.12
PA	45.09%	6.7%	\$1,109.09	\$3,246.19	\$155,978.64	\$618.87	\$66.34	\$137.42	-\$283.86
RI	47.34%	6.4%	\$1,371.80	\$3,660.28	\$197,997.63	\$740.96	\$87.82	\$204.60	-\$371.60
SC	46.48%	6.6%	\$975.51	\$2,541.45	\$140,096.10	\$571.49	\$59.04	\$124.30	-\$241.42
SD	44.33%	6.4%	\$926.45	\$2,720.84	\$135,872.19	\$528.48	\$58.23	\$128.11	-\$213.59
TN	46.66%	6.9%	\$885.64	\$2,335.06	\$120,904.18	\$505.15	\$49.64	\$104.08	-\$244.48
TX	43.13%	7.0%	\$873.30	\$3,000.00	\$121,093.40	\$507.82	\$50.26	\$103.73	-\$237.11
UT	46.97%	6.5%	\$1,371.18	\$3,300.61	\$212,152.25	\$822.51	\$93.36	\$209.83	-\$301.29
VA	46.33%	6.4%	\$1,596.72	\$4,073.79	\$249,715.48	\$934.42	\$109.22	\$244.11	-\$326.89
VT	45.80%	6.6%	\$1,132.79	\$3,124.64	\$167,898.27	\$642.11	\$71.31	\$155.28	-\$283.83
WA	46.32%	6.4%	\$1,522.65	\$3,993.97	\$242,241.47	\$897.66	\$107.40	\$234.59	-\$333.43
WI	44.79%	6.5%	\$993.41	\$3,017.70	\$140,754.20	\$558.17	\$60.06	\$129.38	-\$261.61
WV	46.38%	6.6%	\$1,091.18	\$2,681.34	\$155,640.57	\$636.17	\$64.85	\$127.81	-\$249.85
WY	46.14%	6.5%	\$1,299.00	\$3,279.00	\$191,510.14	\$805.33	\$82.65	\$165.25	-\$290.69
PR	50.67%	6.4%	\$775.85	\$1,677.21	\$104,787.07	\$450.49	\$44.28	\$96.26	-\$208.54

**Appendix 6: Performance of HAMP Tier 1 Modifications by Vintage**

Mod. Effective in:	Delinquency: Months After Conversion to Permanent Modification											
	3			6			12			18		
	#	60+ Days	90+ Days	#	60+ Days	90+ Days	#	60+ Days	90+ Days	#	60+ Days	90+ Days
2009Q3	3,594	10.7%	4.5%	4,431	15.8%	10.6%	4,655	25.8%	21.2%	4,983	32.2%	28.9%
2009Q4	43,753	5.7%	1.9%	47,603	10.2%	6.3%	51,512	20.4%	15.8%	54,675	25.4%	22.3%
2010Q1	124,078	4.2%	1.5%	150,396	10.4%	6.1%	161,290	20.3%	16.1%	166,308	26.0%	22.4%
2010Q2	147,736	5.3%	1.8%	157,390	12.3%	7.5%	173,677	19.5%	16.0%	170,856	27.7%	24.1%
2010Q3	86,348	5.1%	1.9%	96,085	11.1%	7.1%	104,346	18.2%	14.5%	106,325	25.3%	21.9%
2010Q4	58,084	4.6%	1.8%	62,519	8.9%	5.8%	65,123	18.4%	14.5%	66,647	24.0%	21.1%
2011Q1	71,026	2.8%	1.0%	76,024	8.2%	5.0%	79,735	17.0%	13.5%	81,361	22.2%	19.1%
2011Q2	79,958	3.7%	1.3%	89,229	9.4%	5.8%	92,710	16.2%	13.2%	91,988	23.1%	20.0%
2011Q3	80,895	3.7%	1.3%	85,973	8.8%	5.6%	86,916	15.6%	12.3%	86,657	21.8%	18.9%
2011Q4	64,935	3.4%	1.2%	67,458	6.9%	4.4%	67,779	14.7%	11.4%	67,915	19.3%	16.8%
2012Q1	49,419	2.5%	0.8%	50,860	6.8%	4.1%	50,885	14.1%	10.8%	50,258	18.5%	15.8%
2012Q2	44,005	3.0%	1.0%	44,983	7.7%	4.6%	45,257	13.6%	10.9%	44,784	18.9%	16.1%
2012Q3	47,309	3.1%	1.0%	48,985	7.4%	4.6%	49,722	13.0%	10.1%	50,247	17.9%	15.1%
2012Q4	39,309	3.2%	1.1%	41,225	6.3%	4.0%	42,433	12.3%	9.4%	42,696	16.3%	14.0%
2013Q1	39,267	2.3%	0.7%	40,924	6.1%	3.5%	42,046	12.6%	9.6%	13,398	16.4%	13.7%
2013Q2	31,559	2.7%	0.8%	33,029	6.5%	3.9%	33,716	11.8%	9.3%			
2013Q3	31,986	3.0%	1.1%	33,454	7.1%	4.2%	11,118	12.2%	9.4%			
2013Q4	27,327	3.1%	1.1%	28,643	6.4%	3.9%						
2014Q1	23,700	2.5%	0.9%	8,427	6.5%	3.4%						
2014Q2	6,958	3.4%	1.0%									
<b>All</b>	<b>1,101,246</b>	<b>3.9%</b>	<b>1.4%</b>	<b>1,167,638</b>	<b>9.1%</b>	<b>5.6%</b>	<b>1,162,920</b>	<b>16.9%</b>	<b>13.5%</b>	<b>1,099,098</b>	<b>23.3%</b>	<b>20.2%</b>

Mod. Effective in:	Delinquency: Months After Conversion to Permanent Modification											
	24			30			36			42		
	#	60+ Days	90+ Days	#	60+ Days	90+ Days	#	60+ Days	90+ Days	#	60+ Days	90+ Days
2009Q3	5,086	36.7%	33.5%	5,148	41.1%	38.6%	5,182	43.9%	41.7%	5,065	48.4%	46.2%
2009Q4	55,632	31.5%	28.4%	56,707	35.2%	32.8%	56,438	39.6%	37.1%	56,248	42.3%	40.5%
2010Q1	168,102	31.8%	28.7%	168,026	35.4%	33.0%	166,348	39.7%	37.4%	165,229	42.3%	40.5%
2010Q2	178,988	31.0%	28.7%	177,408	35.8%	33.4%	175,175	39.2%	37.4%	175,280	41.9%	40.1%
2010Q3	106,368	29.4%	26.8%	105,944	34.2%	31.6%	104,629	37.1%	35.2%	105,096	39.6%	37.8%
2010Q4	66,398	29.6%	26.5%	66,054	33.1%	31.0%	65,902	36.4%	34.3%	66,211	38.2%	36.7%
2011Q1	80,996	27.5%	24.8%	80,116	31.1%	28.9%	81,144	33.8%	31.8%	28,298	36.2%	34.6%
2011Q2	91,570	27.3%	25.0%	92,071	30.7%	28.5%	91,635	33.1%	31.5%			
2011Q3	85,126	25.8%	23.4%	86,429	29.0%	26.7%	31,108	31.5%	29.9%			
2011Q4	67,651	23.4%	21.0%	67,513	26.0%	24.3%						
2012Q1	50,766	22.5%	19.9%	17,054	25.2%	23.1%						
2012Q2	44,986	22.0%	20.0%									
2012Q3	17,185	20.8%	18.5%									
2012Q4												
2013Q1												
2013Q2												
2013Q3												
2013Q4												
2014Q1												
2014Q2												
<b>All</b>	<b>1,018,854</b>	<b>28.4%</b>	<b>25.8%</b>	<b>922,470</b>	<b>32.9%</b>	<b>30.6%</b>	<b>777,561</b>	<b>37.2%</b>	<b>35.3%</b>	<b>601,427</b>	<b>41.0%</b>	<b>39.2%</b>

Loan payment status is not reported by servicers after program disqualification (90+ days delinquent). Therefore, 90+ days delinquent loans are included in each of the 60+ and 90+ days delinquent metrics for all future reporting periods, even though some loans may have cured or paid off following program disqualification. In addition, once a loan is reported as paid off it is no longer reflected in future periods.

# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Abilene, TX Metropolitan Statistical Area	116	61	\$194.85	33%
Aguadilla-Isabela-San Sebastian, PR Metropolitan Statistical Area	196	159	\$254.43	36%
Akron, OH Metropolitan Statistical Area	3,724	2,372	\$294.79	36%
Albany, GA Metropolitan Statistical Area	446	276	\$241.95	30%
Albany-Schenectady-Troy, NY Metropolitan Statistical Area	2,655	1,596	\$364.12	34%
Albuquerque, NM Metropolitan Statistical Area	5,269	3,146	\$342.40	33%
Alexandria, LA Metropolitan Statistical Area	252	148	\$244.42	29%
Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area	6,105	3,789	\$406.32	34%
Altoona, PA Metropolitan Statistical Area	232	134	\$215.34	30%
Amarillo, TX Metropolitan Statistical Area	247	130	\$260.87	35%
Ames, IA Metropolitan Statistical Area	104	59	\$274.76	32%
Anchorage, AK Metropolitan Statistical Area	903	510	\$493.92	32%
Anderson, IN Metropolitan Statistical Area	494	275	\$209.68	30%
Anderson, SC Metropolitan Statistical Area	861	512	\$252.41	31%
Ann Arbor, MI Metropolitan Statistical Area	1,809	1,125	\$420.75	35%
Anniston-Oxford, AL Metropolitan Statistical Area	287	156	\$211.95	29%
Appleton, WI Metropolitan Statistical Area	567	341	\$305.80	33%
Asheville, NC Metropolitan Statistical Area	1,969	1,239	\$357.41	33%
Athens-Clarke County, GA Metropolitan Statistical Area	888	527	\$311.35	33%
Atlanta-Sandy Springs-Marietta, GA Metropolitan Statistical Area	66,889	40,533	\$380.39	37%
Atlantic City-Hammonton, NJ Metropolitan Statistical Area	3,615	2,219	\$499.06	38%
Auburn-Opelika, AL Metropolitan Statistical Area	400	230	\$284.57	29%
Augusta-Richmond County, GA-SC Metropolitan Statistical Area	1,534	889	\$259.05	32%
Austin-Round Rock-San Marcos, TX MSA	4,734	2,645	\$335.18	33%
Bakersfield-Delano, CA MSA	12,361	7,768	\$479.44	37%
Baltimore-Towson, MD Metropolitan Statistical Area	23,586	15,053	\$480.84	32%
Bangor, ME Metropolitan Statistical Area	538	343	\$309.77	33%
Barnstable Town, MA Metropolitan Statistical Area	2,458	1,720	\$616.55	36%
Baton Rouge, LA Metropolitan Statistical Area	3,516	2,109	\$263.12	30%
Battle Creek, MI Metropolitan Statistical Area	656	407	\$265.74	37%
Bay City, MI Metropolitan Statistical Area	404	259	\$226.15	34%
Beaumont-Port Arthur, TX Metropolitan Statistical Area	553	284	\$228.40	34%
Bellingham, WA Metropolitan Statistical Area	895	594	\$478.33	34%
Bend, OR Metropolitan Statistical Area	2,006	1,216	\$536.91	37%
Billings, MT Metropolitan Statistical Area	290	145	\$293.19	27%
Binghamton, NY Metropolitan Statistical Area	380	231	\$247.57	36%
Birmingham-Hoover, AL Metropolitan Statistical Area	5,701	3,251	\$280.44	32%
Bismarck, ND Metropolitan Statistical Area	98	50	\$341.11	34%
Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area	255	143	\$301.30	28%
Bloomington, IN Metropolitan Statistical Area	330	226	\$254.97	30%
Bloomington-Normal, IL Metropolitan Statistical Area	292	190	\$310.53	35%
Boise City-Nampa, ID Metropolitan Statistical Area	4,730	2,878	\$387.54	34%
Boston-Cambridge-Quincy, MA-NH Metropolitan Statistical Area	35,133	23,514	\$631.86	36%
Boulder, CO Metropolitan Statistical Area	950	609	\$487.10	35%
Bowling Green, KY Metropolitan Statistical Area	224	145	\$243.77	33%
Bremerton-Silverdale, WA Metropolitan Statistical Area	1,395	902	\$477.00	31%
Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area	8,850	5,932	\$724.94	40%
Brownsville-Harlingen, TX Metropolitan Statistical Area	906	473	\$234.44	34%
Brunswick, GA Metropolitan Statistical Area	391	236	\$336.14	33%
Buffalo-Niagara Falls, NY Metropolitan Statistical Area	2,243	1,386	\$264.06	34%
Burlington, NC Metropolitan Statistical Area	629	381	\$258.77	31%
Burlington-South Burlington, VT Metropolitan Statistical Area	600	403	\$420.58	35%
Canton-Massillon, OH Metropolitan Statistical Area	1,804	1,147	\$262.10	34%
Cape Coral-Fort Myers, FL Metropolitan Statistical Area	8,553	4,909	\$481.94	41%
Cape Girardeau-Jackson, MO Metropolitan Statistical Area	184	102	\$237.39	31%
Carson City, NV Metropolitan Statistical Area	588	391	\$529.45	37%
Casper, WY Metropolitan Statistical Area	195	124	\$340.47	29%
Cedar Rapids, IA Metropolitan Statistical Area	571	308	\$260.78	32%

# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Champaign-Urbana, IL Metropolitan Statistical Area	330	186	\$241.40	30%
Charleston, WV Metropolitan Statistical Area	345	196	\$229.61	32%
Charleston-North Charleston-Summerville, SC Metropolitan Statistical Area	4,732	2,858	\$359.34	33%
Charlotte-Gastonia-Rock Hill, NC-SC MSA	13,844	8,226	\$318.75	33%
Charlottesville, VA Metropolitan Statistical Area	874	563	\$395.86	30%
Chattanooga, TN-GA Metropolitan Statistical Area	2,123	1,294	\$274.18	33%
Cheyenne, WY Metropolitan Statistical Area	216	129	\$272.90	27%
Chicago-Joliet-Naperville, IL-IN-WI MSA	110,427	71,123	\$522.41	41%
Chico, CA Metropolitan Statistical Area	1,658	1,071	\$463.56	34%
Cincinnati-Middletown, OH-KY-IN Metropolitan Statistical Area	9,134	5,538	\$306.62	34%
Clarksville, TN-KY Metropolitan Statistical Area	405	227	\$219.93	29%
Cleveland, TN Metropolitan Statistical Area	394	213	\$260.75	31%
Cleveland-Elyria-Mentor, OH Metropolitan Statistical Area	12,529	7,717	\$306.48	36%
Coeur d'Alene, ID Metropolitan Statistical Area	982	629	\$412.71	33%
College Station-Bryan, TX Metropolitan Statistical Area	217	119	\$217.95	27%
Colorado Springs, CO Metropolitan Statistical Area	3,105	1,947	\$395.32	33%
Columbia, MO Metropolitan Statistical Area	269	164	\$246.88	32%
Columbia, SC Metropolitan Statistical Area	3,907	2,299	\$268.10	31%
Columbus, GA-AL Metropolitan Statistical Area	1,138	666	\$272.47	32%
Columbus, IN Metropolitan Statistical Area	201	114	\$239.86	34%
Columbus, OH Metropolitan Statistical Area	7,943	4,901	\$324.67	35%
Corpus Christi, TX Metropolitan Statistical Area	648	343	\$244.38	32%
Corvallis, OR Metropolitan Statistical Area	171	100	\$347.65	25%
Crestview-Fort Walton Beach-Destin, FL MSA	1,137	647	\$387.28	34%
Cumberland, MD-WV Metropolitan Statistical Area	214	130	\$246.68	30%
Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area	24,393	13,714	\$302.66	33%
Dalton, GA Metropolitan Statistical Area	800	470	\$261.01	35%
Danville, IL Metropolitan Statistical Area	98	43	\$210.85	37%
Danville, VA Metropolitan Statistical Area	275	145	\$197.87	29%
Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area	925	510	\$243.58	35%
Dayton, OH Metropolitan Statistical Area	7,468	1,961	\$263.57	35%
Decatur, AL Metropolitan Statistical Area	321	162	\$233.12	27%
Decatur, IL Metropolitan Statistical Area	141	75	\$177.08	29%
Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area	7,315	4,549	\$382.27	37%
Denver-Aurora, CO Metropolitan Statistical Area	18,257	11,392	\$409.82	33%
Des Moines-West Des Moines, IA Metropolitan Statistical Area	2,401	1,346	\$272.75	31%
Detroit-Warren-Livonia, MI Metropolitan Statistical Area	40,430	23,806	\$378.06	38%
Dothan, AL Metropolitan Statistical Area	284	161	\$231.59	31%
Dover, DE Metropolitan Statistical Area	1,283	821	\$402.23	30%
Dubuque, IA Metropolitan Statistical Area	170	99	\$277.43	38%
Duluth, MN-WI Metropolitan Statistical Area	1,007	634	\$283.99	33%
Durham, NC Metropolitan Statistical Area	2,009	1,241	\$324.62	33%
Eau Claire, WI Metropolitan Statistical Area	364	229	\$304.02	33%
El Centro, CA Metropolitan Statistical Area	2,300	1,396	\$447.40	35%
El Paso, TX Metropolitan Statistical Area	2,085	1,198	\$251.15	34%
Elizabethtown, KY Metropolitan Statistical Area	201	103	\$238.72	30%
Elkhart-Goshen, IN Metropolitan Statistical Area	992	564	\$253.86	32%
Elmira, NY Metropolitan Statistical Area	147	98	\$276.98	41%
Erie, PA Metropolitan Statistical Area	529	323	\$239.67	36%
Eugene-Springfield, OR Metropolitan Statistical Area	1,766	1,088	\$399.37	33%
Evansville, IN-KY Metropolitan Statistical Area	766	419	\$214.95	31%
Fairbanks, AK Metropolitan Statistical Area	115	62	\$339.48	24%
Fajardo, PR Metropolitan Statistical Area	98	77	\$260.69	41%
Fargo, ND-MN Metropolitan Statistical Area	316	161	\$275.83	30%
Farmington, NM Metropolitan Statistical Area	184	111	\$280.13	25%
Fayetteville, NC Metropolitan Statistical Area	948	571	\$236.47	33%
Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area	2,054	1,165	\$289.45	34%
Flagstaff, AZ Metropolitan Statistical Area	523	308	\$543.43	35%

# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Flint, MI Metropolitan Statistical Area	2,830	1,690	\$319.10	36%
Florence, SC Metropolitan Statistical Area	760	437	\$223.25	29%
Florence-Muscle Shoals, AL Metropolitan Statistical Area	268	142	\$212.00	33%
Fond du Lac, WI Metropolitan Statistical Area	254	155	\$292.57	33%
Fort Collins-Loveland, CO Metropolitan Statistical Area	1,319	808	\$413.92	32%
Fort Smith, AR-OK Metropolitan Statistical Area	386	224	\$215.74	30%
Fort Wayne, IN Metropolitan Statistical Area	1,401	788	\$245.98	35%
Fresno, CA Metropolitan Statistical Area	12,845	8,326	\$485.50	37%
Gadsden, AL Metropolitan Statistical Area	281	152	\$242.17	33%
Gainesville, FL Metropolitan Statistical Area	1,077	633	\$337.52	34%
Gainesville, GA Metropolitan Statistical Area	1,808	1,096	\$331.34	36%
Glens Falls, NY Metropolitan Statistical Area	492	301	\$333.55	35%
Goldensboro, NC Metropolitan Statistical Area	246	146	\$239.14	33%
Grand Forks, ND-MN Metropolitan Statistical Area	93	59	\$231.80	30%
Grand Junction, CO Metropolitan Statistical Area	846	533	\$419.92	33%
Grand Rapids-Wyoming, MI Metropolitan Statistical Area	3,981	2,466	\$281.28	34%
Great Falls, MT Metropolitan Statistical Area	112	70	\$275.50	30%
Greeley, CO Metropolitan Statistical Area	1,745	1,055	\$359.01	30%
Green Bay, WI Metropolitan Statistical Area	928	551	\$348.26	37%
Greensboro-High Point, NC Metropolitan Statistical Area	3,804	2,303	\$284.52	33%
Greenville, NC Metropolitan Statistical Area	566	339	\$270.52	33%
Greenville-Mauldin-Easley, SC Metropolitan Statistical Area	2,904	1,674	\$265.14	32%
Guayama, PR Metropolitan Statistical Area	49	38	\$188.52	32%
Gulfport-Biloxi, MS Metropolitan Statistical Area	876	518	\$295.44	35%
Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area	2,502	1,556	\$422.91	32%
Hanford-Corcoran, CA Metropolitan Statistical Area	1,356	858	\$427.93	33%
Harrisburg-Carlisle, PA Metropolitan Statistical Area	1,617	974	\$310.54	32%
Harrisonburg, VA Metropolitan Statistical Area	361	231	\$411.53	34%
Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area	8,040	5,113	\$456.39	36%
Hattiesburg, MS Metropolitan Statistical Area	370	220	\$240.61	31%
Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area	1,574	950	\$241.91	31%
Hinesville-Fort Stewart, GA Metropolitan Statistical Area	166	102	\$241.04	30%
Holland-Grand Haven, MI Metropolitan Statistical Area	1,098	680	\$303.86	33%
Honolulu, HI Metropolitan Statistical Area	3,950	2,554	\$769.25	32%
Hot Springs, AR Metropolitan Statistical Area	231	137	\$325.55	35%
Houma-Bayou Cane-Thibodaux, LA Metropolitan Statistical Area	401	234	\$246.28	30%
Houston-Sugar Land-Baytown, TX Metropolitan Statistical Area	26,297	14,787	\$289.90	34%
Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area	395	237	\$233.36	35%
Huntsville, AL Metropolitan Statistical Area	955	573	\$233.08	29%
Idaho Falls, ID Metropolitan Statistical Area	470	276	\$262.16	26%
Indianapolis-Carmel, IN Metropolitan Statistical Area	7,990	4,742	\$274.50	31%
Iowa City, IA Metropolitan Statistical Area	181	101	\$310.49	31%
Ithaca, NY Metropolitan Statistical Area	76	47	\$350.23	35%
Jackson, MI Metropolitan Statistical Area	989	584	\$284.60	35%
Jackson, MS Metropolitan Statistical Area	2,482	1,517	\$250.02	31%
Jackson, TN Metropolitan Statistical Area	442	250	\$229.82	31%
Jacksonville, FL Metropolitan Statistical Area	15,084	9,258	\$371.77	35%
Jacksonville, NC Metropolitan Statistical Area	268	155	\$263.80	28%
Janesville, WI Metropolitan Statistical Area	798	548	\$268.07	34%
Jefferson City, MO Metropolitan Statistical Area	221	153	\$213.70	30%
Johnson City, TN Metropolitan Statistical Area	421	236	\$248.05	31%
Johnstown, PA Metropolitan Statistical Area	163	87	\$162.17	24%
Jonesboro, AR Metropolitan Statistical Area	138	66	\$250.57	32%
Joplin, MO Metropolitan Statistical Area	397	210	\$198.86	31%
Kalamazoo-Portage, MI Metropolitan Statistical Area	1,289	798	\$304.68	36%
Kankakee-Bradley, IL Metropolitan Statistical Area	568	396	\$353.65	36%
Kansas City, MO-KS Metropolitan Statistical Area	9,618	5,429	\$312.88	34%
Kennewick-Pasco-Richland, WA Metropolitan Statistical Area	567	324	\$269.23	31%



# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Killeen-Temple-Fort Hood, TX Metropolitan Statistical Area	427	229	\$220.19	29%
Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area	561	320	\$230.15	32%
Kingston, NY Metropolitan Statistical Area	1,327	852	\$494.40	38%
Knoxville, TN Metropolitan Statistical Area	2,560	1,485	\$260.68	30%
Kokomo, IN Metropolitan Statistical Area	392	230	\$222.08	32%
La Crosse, WI-MN Metropolitan Statistical Area	221	138	\$260.10	28%
Lafayette, IN Metropolitan Statistical Area	352	230	\$258.06	33%
Lafayette, LA Metropolitan Statistical Area	700	406	\$244.35	29%
Lake Charles, LA Metropolitan Statistical Area	417	237	\$234.21	31%
Lake Havasu City-Kingman, AZ Metropolitan Statistical Area	2,007	1,232	\$409.10	35%
Lakeland-Winter Haven, FL Metropolitan Statistical Area	6,884	4,146	\$374.72	36%
Lancaster, PA Metropolitan Statistical Area	1,584	989	\$307.81	30%
Lansing-East Lansing, MI Metropolitan Statistical Area	2,357	1,414	\$309.06	35%
Laredo, TX Metropolitan Statistical Area	864	468	\$291.33	36%
Las Cruces, NM Metropolitan Statistical Area	516	320	\$331.52	30%
Las Vegas-Paradise, NV Metropolitan Statistical Area	42,328	25,384	\$530.68	39%
Lawrence, KS Metropolitan Statistical Area	239	142	\$307.63	31%
Lawton, OK Metropolitan Statistical Area	140	87	\$198.58	29%
Lebanon, PA Metropolitan Statistical Area	395	242	\$296.66	30%
Lewiston, ID-WA Metropolitan Statistical Area	142	92	\$274.55	26%
Lewiston-Auburn, ME Metropolitan Statistical Area	478	303	\$331.67	33%
Lexington-Fayette, KY Metropolitan Statistical Area	1,272	741	\$295.52	34%
Lima, OH Metropolitan Statistical Area	300	185	\$240.94	36%
Lincoln, NE Metropolitan Statistical Area	584	341	\$265.50	32%
Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area	1,834	1,002	\$244.38	30%
Logan, UT-ID Metropolitan Statistical Area	294	200	\$323.14	28%
Longview, TX Metropolitan Statistical Area	250	122	\$229.32	33%
Longview, WA Metropolitan Statistical Area	607	390	\$384.98	33%
Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area	146,777	101,847	\$822.10	39%
Louisville/Jefferson County, KY-IN Metropolitan Statistical Area	4,875	2,906	\$268.09	33%
Lubbock, TX Metropolitan Statistical Area	287	153	\$231.12	32%
Lynchburg, VA Metropolitan Statistical Area	677	399	\$241.37	27%
Macon, GA Metropolitan Statistical Area	1,242	762	\$273.33	35%
Madera, CA Metropolitan Statistical Area	2,467	1,605	\$512.25	38%
Madison, WI Metropolitan Statistical Area	1,659	1,066	\$396.43	34%
Manchester-Nashua, NH Metropolitan Statistical Area	3,047	2,006	\$480.97	34%
Manhattan, KS Metropolitan Statistical Area	114	68	\$302.72	29%
Mankato-North Mankato, MN Metropolitan Statistical Area	252	146	\$297.88	29%
Mansfield, OH Metropolitan Statistical Area	443	275	\$234.50	33%
Mayaguez, PR Metropolitan Statistical Area	95	77	\$237.80	37%
McAllen-Edinburg-Mission, TX Metropolitan Statistical Area	2,021	1,076	\$253.34	34%
Medford, OR Metropolitan Statistical Area	1,841	1,165	\$465.49	35%
Memphis, TN-MS-AR Metropolitan Statistical Area	10,093	6,345	\$296.11	35%
Merced, CA Metropolitan Statistical Area	3,735	2,349	\$534.60	38%
Miami-Fort Lauderdale-Pompano Beach, FL Metropolitan Statistical Area	112,317	72,217	\$551.70	43%
Michigan City-La Porte, IN Metropolitan Statistical Area	507	310	\$256.05	33%
Midland, TX Metropolitan Statistical Area	139	61	\$248.56	28%
Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area	8,463	5,290	\$360.74	37%
Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area	28,460	17,458	\$451.36	36%
Missoula, MT Metropolitan Statistical Area	405	232	\$406.60	31%
Mobile, AL Metropolitan Statistical Area	1,869	1,088	\$259.93	35%
Modesto, CA Metropolitan Statistical Area	9,808	6,406	\$571.63	37%
Monroe, LA Metropolitan Statistical Area	341	195	\$208.09	27%
Monroe, MI Metropolitan Statistical Area	1,164	711	\$356.95	35%
Montgomery, AL Metropolitan Statistical Area	1,238	742	\$232.38	29%
Morgantown, WV Metropolitan Statistical Area	73	46	\$386.24	39%
Morristown, TN Metropolitan Statistical Area	442	271	\$279.74	33%
Mount Vernon-Anacortes, WA Metropolitan Statistical Area	717	462	\$523.34	37%

# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Muncie, IN Metropolitan Statistical Area	275	156	\$187.86	28%
Muskegon-Norton Shores, MI Metropolitan Statistical Area	917	557	\$243.46	35%
Myrtle Beach-North Myrtle Beach-Conway, SC Metropolitan Statistical Area	2,265	1,411	\$390.25	36%
Napa, CA Metropolitan Statistical Area	1,521	1,071	\$838.72	36%
Naples-Marco Island, FL Metropolitan Statistical Area	3,868	2,352	\$618.11	42%
Nashville-Davidson-Murfreesboro-Franklin, TN Metropolitan Statistical Area	7,629	4,553	\$313.82	32%
New Haven-Milford, CT Metropolitan Statistical Area	7,700	4,992	\$485.18	36%
New Orleans-Metairie-Kenner, LA Metropolitan Statistical Area	6,233	3,805	\$336.76	35%
New York-Northern New Jersey-Long Island, NY-NJ-PA Metropolitan Statistical Area	143,330	93,653	\$826.07	40%
Niles-Benton Harbor, MI Metropolitan Statistical Area	694	442	\$275.58	34%
North Port-Bradenton-Sarasota, FL MSA	8,090	4,989	\$479.19	40%
Norwich-New London, CT Metropolitan Statistical Area	1,973	1,281	\$486.43	37%
Ocala, FL Metropolitan Statistical Area	3,602	2,289	\$363.80	37%
Ocean City, NJ Metropolitan Statistical Area	835	530	\$482.70	33%
Odessa, TX Metropolitan Statistical Area	129	51	\$176.02	25%
Ogden-Clearfield, UT Metropolitan Statistical Area	2,673	1,663	\$366.33	28%
Oklahoma City, OK Metropolitan Statistical Area	2,923	1,613	\$256.96	32%
Olympia, WA Metropolitan Statistical Area	1,449	967	\$443.04	32%
Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area	2,661	1,597	\$272.91	33%
Orlando-Kissimmee-Sanford, FL MSA	40,446	24,949	\$463.03	39%
Oshkosh-Neenah, WI Metropolitan Statistical Area	397	242	\$280.40	35%
Owensboro, KY Metropolitan Statistical Area	193	102	\$195.49	32%
Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area	9,955	7,064	\$848.65	36%
Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area	6,888	4,219	\$403.69	38%
Palm Coast, FL Metropolitan Statistical Area	1,734	1,122	\$424.32	37%
Panama City-Lynn Haven, FL Metropolitan Statistical Area	933	560	\$384.91	36%
Parkersburg-Marietta-Vienna, WV-OH Metropolitan Statistical Area	230	136	\$225.06	34%
Pascagoula, MS Metropolitan Statistical Area	554	338	\$244.75	31%
Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area	2,475	1,521	\$312.04	34%
Peoria, IL Metropolitan Statistical Area	686	407	\$220.38	33%
Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area	39,994	25,030	\$407.15	33%
Phoenix-Mesa-Glendale, AZ MSA	71,189	41,484	\$461.25	37%
Pine Bluff, AR Metropolitan Statistical Area	126	64	\$231.08	34%
Pittsburgh, PA Metropolitan Statistical Area	6,214	3,643	\$268.51	34%
Pittsfield, MA Metropolitan Statistical Area	332	220	\$330.76	32%
Pocatello, ID Metropolitan Statistical Area	258	161	\$255.62	31%
Ponce, PR Metropolitan Statistical Area	182	141	\$251.08	40%
Port St. Lucie, FL Metropolitan Statistical Area	7,943	4,855	\$464.94	39%
Portland-South Portland-Biddeford, ME Metropolitan Statistical Area	3,535	2,343	\$444.91	35%
Portland-Vancouver-Hillsboro, OR-WA MSA	16,822	10,525	\$484.18	35%
Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area	6,713	4,101	\$574.94	36%
Prescott, AZ Metropolitan Statistical Area	2,124	1,297	\$446.49	36%
Providence-New Bedford-Fall River, RI-MA Metropolitan Statistical Area	14,961	10,023	\$544.18	38%
Provo-Orem, UT Metropolitan Statistical Area	3,947	2,474	\$466.06	32%
Pueblo, CO Metropolitan Statistical Area	854	538	\$267.13	33%
Punta Gorda, FL Metropolitan Statistical Area	1,887	1,177	\$447.00	42%
Racine, WI Metropolitan Statistical Area	1,086	689	\$351.03	35%
Raleigh-Cary, NC Metropolitan Statistical Area	5,490	3,232	\$344.80	32%
Rapid City, SD Metropolitan Statistical Area	261	134	\$310.18	33%
Reading, PA Metropolitan Statistical Area	1,918	1,218	\$342.07	32%
Redding, CA Metropolitan Statistical Area	1,618	1,069	\$448.62	34%
Reno-Sparks, NV Metropolitan Statistical Area	6,180	3,817	\$526.84	36%
Richmond, VA Metropolitan Statistical Area	8,793	5,426	\$375.85	32%
Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area	97,156	64,443	\$644.62	37%
Roanoke, VA Metropolitan Statistical Area	1,102	667	\$278.28	31%
Rochester, MN Metropolitan Statistical Area	591	367	\$328.33	33%
Rochester, NY Metropolitan Statistical Area	2,341	1,429	\$266.67	36%
Rockford, IL Metropolitan Statistical Area	2,107	1,313	\$324.85	37%

# Making Home Affordable: Appendix

## Program Performance Report Second Quarter 2014

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Rocky Mount, NC Metropolitan Statistical Area	575	329	\$261.58	35%
Rome, GA Metropolitan Statistical Area	303	167	\$231.10	30%
Sacramento-Arden-Arcade-Roseville, CA Metropolitan Statistical Area	32,935	21,785	\$615.95	36%
Saginaw-Saginaw Township North, MI Metropolitan Statistical Area	703	416	\$264.43	36%
Salem, OR Metropolitan Statistical Area	2,346	1,519	\$388.45	34%
Salinas, CA Metropolitan Statistical Area	4,556	3,235	\$880.63	40%
Salisbury, MD Metropolitan Statistical Area	767	498	\$359.70	33%
Salt Lake City, UT Metropolitan Statistical Area	8,502	5,571	\$429.28	33%
San Angelo, TX Metropolitan Statistical Area	93	50	\$182.47	26%
San Antonio-New Braunfels, TX MSA	5,512	2,990	\$260.42	32%
San Diego-Carlsbad-San Marcos, CA Metropolitan Statistical Area	33,336	22,939	\$771.27	36%
San Francisco-Oakland-Fremont, CA Metropolitan Statistical Area	39,180	27,974	\$881.87	38%
San German-Cabo Rojo, PR Metropolitan Statistical Area	95	77	\$241.57	33%
San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area	13,008	8,956	\$972.03	38%
San Juan-Caguas-Guaynabo, PR Metropolitan Statistical Area	4,425	3,545	\$304.72	38%
San Luis Obispo-Paso Robles, CA Metropolitan Statistical Area	2,146	1,489	\$776.03	37%
Sandusky, OH Metropolitan Statistical Area	346	212	\$272.57	34%
Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area	3,539	2,514	\$741.21	38%
Santa Cruz-Watsonville, CA Metropolitan Statistical Area	1,926	1,413	\$989.64	39%
Santa Fe, NM Metropolitan Statistical Area	882	575	\$516.45	35%
Santa Rosa-Petaluma, CA Metropolitan Statistical Area	5,470	3,885	\$818.49	37%
Savannah, GA Metropolitan Statistical Area	2,200	1,179	\$329.07	34%
Scranton-Wilkes-Barre, PA Metropolitan Statistical Area	1,972	1,214	\$284.99	35%
Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area	28,907	18,920	\$565.15	34%
Sebastian-Vero Beach, FL Metropolitan Statistical Area	1,738	1,066	\$413.48	39%
Sheboygan, WI Metropolitan Statistical Area	348	203	\$275.50	31%
Sherman-Denison, TX Metropolitan Statistical Area	253	155	\$228.31	32%
Shreveport-Bossier City, LA Metropolitan Statistical Area	1,155	667	\$238.79	31%
Sioux City, IA-NE-SD Metropolitan Statistical Area	277	149	\$230.54	35%
Sioux Falls, SD Metropolitan Statistical Area	426	229	\$226.49	25%
South Bend-Mishawaka, IN-MI Metropolitan Statistical Area	1,438	902	\$254.66	34%
Spartanburg, SC Metropolitan Statistical Area	1,318	745	\$247.89	31%
Spokane, WA Metropolitan Statistical Area	2,148	1,383	\$327.25	32%
Springfield, IL Metropolitan Statistical Area	270	171	\$246.19	35%
Springfield, MA Metropolitan Statistical Area	4,113	2,562	\$371.07	34%
Springfield, MO Metropolitan Statistical Area	1,198	722	\$261.59	33%
Springfield, OH Metropolitan Statistical Area	487	303	\$258.31	37%
St. Cloud, MN Metropolitan Statistical Area	756	468	\$322.40	31%
St. George, UT Metropolitan Statistical Area	1,628	1,008	\$539.91	37%
St. Joseph, MO-KS Metropolitan Statistical Area	298	161	\$247.20	35%
St. Louis, MO-IL Metropolitan Statistical Area	16,899	10,033	\$305.76	35%
State College, PA Metropolitan Statistical Area	238	125	\$381.55	36%
Steubenville-Weirton, OH-WV MSA	210	123	\$200.97	33%
Stockton, CA Metropolitan Statistical Area	13,816	9,084	\$657.58	38%
Sumter, SC Metropolitan Statistical Area	364	183	\$226.35	33%
Syracuse, NY Metropolitan Statistical Area	1,152	669	\$263.51	35%
Tallahassee, FL Metropolitan Statistical Area	1,857	1,171	\$331.55	31%
Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area	33,768	20,717	\$409.84	38%
Terre Haute, IN Metropolitan Statistical Area	252	159	\$226.00	37%
Texarkana, TX-Texarkana, AR Metropolitan Statistical Area	155	82	\$192.53	28%
Toledo, OH Metropolitan Statistical Area	3,292	2,107	\$258.24	35%
Topeka, KS Metropolitan Statistical Area	436	253	\$227.01	28%
Trenton-Ewing, NJ Metropolitan Statistical Area	2,289	1,473	\$486.68	36%
Tucson, AZ Metropolitan Statistical Area	9,306	5,720	\$368.41	35%
Tulsa, OK Metropolitan Statistical Area	2,413	1,301	\$249.72	32%
Tuscaloosa, AL Metropolitan Statistical Area	541	309	\$289.22	31%
Tyler, TX Metropolitan Statistical Area	374	196	\$314.62	34%
Utica-Rome, NY Metropolitan Statistical Area	497	301	\$246.68	34%

### Appendix 7: HAMP Activity by MSA

Metropolitan Statistical Area	Trials Started	Permanent Modifications Started	Median Monthly Payment Reduction	Median Monthly Payment Reduction % of Pre-Modification Payment
Valdosta, GA Metropolitan Statistical Area	299	174	\$286.52	31%
Vallejo-Fairfield, CA Metropolitan Statistical Area	8,750	6,096	\$737.97	37%
Victoria, TX Metropolitan Statistical Area	77	37	\$265.31	36%
Vineland-Millville-Bridgeton, NJ Metropolitan Statistical Area	1,022	631	\$366.12	35%
Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area	10,221	6,417	\$396.60	31%
Visalia-Porterville, CA Metropolitan Statistical Area	5,706	3,636	\$427.28	36%
Waco, TX Metropolitan Statistical Area	325	162	\$211.55	32%
Warner Robins, GA Metropolitan Statistical Area	437	236	\$280.40	33%
Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area	70,555	44,655	\$647.16	36%
Waterloo-Cedar Falls, IA Metropolitan Statistical Area	321	190	\$214.07	34%
Wausau, WI Metropolitan Statistical Area	281	181	\$301.80	36%
Wenatchee, WA Metropolitan Statistical Area	406	270	\$368.60	29%
Wheeling, WV-OH Metropolitan Statistical Area	193	108	\$170.45	29%
Wichita Falls, TX Metropolitan Statistical Area	117	58	\$185.57	33%
Wichita, KS Metropolitan Statistical Area	1,329	702	\$233.38	32%
Williamsport, PA Metropolitan Statistical Area	215	134	\$208.58	29%
Wilmington, NC Metropolitan Statistical Area	2,244	1,297	\$386.48	35%
Winchester, VA-WV Metropolitan Statistical Area	1,226	771	\$460.03	31%
Winston-Salem, NC Metropolitan Statistical Area	2,176	1,291	\$273.50	32%
Worcester, MA Metropolitan Statistical Area	7,126	4,627	\$511.29	36%
Yakima, WA Metropolitan Statistical Area	636	366	\$292.17	32%
Yauco, PR Metropolitan Statistical Area	47	36	\$210.93	36%
York-Hanover, PA Metropolitan Statistical Area	2,456	1,518	\$371.68	32%
Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area	1,976	1,153	\$256.65	36%
Yuba City, CA Metropolitan Statistical Area	2,271	1,371	\$502.25	36%
Yuma, AZ Metropolitan Statistical Area	1,727	1,136	\$343.05	35%