



HAMP Application Activity by Servicer¹ As of November 2013

Servicer Name	Activity in November 2013				Program-to-Date			
	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵
Bank of America, NA ⁶	5,140	8,056	1,370	6,686	1,344,638	1,336,644	585,151	751,493
BankUnited	32	63	34	29	9,569	9,401	4,618	4,783
Bayview Loan Servicing, LLC	869	819	251	568	30,092	28,628	9,963	18,665
Carrington Mortgage Services, LLC	1,401	1,524	353	1,171	69,110	68,001	22,778	45,223
CCO Mortgage, a division of RBS Citizens NA	377	326	33	293	26,026	25,411	5,774	19,637
CitiMortgage Inc	482	1,022	718	304	526,359	516,271	223,545	292,726
Green Tree Servicing LLC	1,066	1,090	437	653	85,438	82,590	32,490	50,100
JPMorgan Chase Bank, NA	8,796	6,808	990	5,818	1,519,938	1,508,199	437,016	1,071,183
Midland Mortgage Co.	2,228	2,747	202	2,545	102,924	100,824	7,972	92,852
Nationstar Mortgage LLC	8,842	11,405	2,551	8,854	379,663	353,303	76,876	276,427
Navy Federal Credit Union	173	191	33	158	10,123	9,686	1,874	7,812
Ocwen Loan Servicing, LLC	18,926	15,735	2,668	13,067	1,309,287	1,273,463	299,410	974,053
OneWest Bank	2,804	7,248	107	7,141	398,721	397,231	102,139	295,092
ORNL Federal Credit Union	10	10	-	10	512	512	51	461
PennyMac Loan Services, LLC	499	597	127	470	17,130	16,281	4,641	11,640
PNC Bank, National Association	17	17	1	16	653	600	30	570
PNC Mortgage ⁷	417	402	61	341	36,631	36,521	27,231	9,290
Residential Credit Solutions, Inc.	292	324	32	292	16,237	15,932	1,843	14,089
Select Portfolio Servicing, Inc.	3,724	4,300	1,325	2,975	142,809	135,971	89,971	46,000
Specialized Loan Servicing LLC	737	1,060	131	929	44,815	42,504	6,648	35,856
U.S. Bank National Association	1,699	720	86	634	114,479	107,074	42,882	64,192
Wells Fargo Bank, NA	7,731	8,539	2,244	6,295	819,586	806,044	280,673	525,371
Other Servicers ⁸	-	-	-	-	170,842	170,842	106,111	64,731
TOTAL	66,262	73,003	13,754	59,249	7,175,582	7,041,933	2,369,687	4,672,246

¹ This report is sourced from the Monthly Servicer Survey of select servicers participating in MHA under a Servicer Participation Agreement. All data present in this report reflects what is provided by servicers participating in the survey, and cannot be separately reviewed or validated by Treasury.

Beginning in August 2012, this report reflects a change in reporting requirements of the Monthly Servicer Survey; servicers report all HAMP modification requests received and their outcome, including multiple requests made on a loan. Prior to August 2012, servicers counted only one request per loan. As a result of this change, prior months' reporting contained data compiled under the different methodology. This update is reflected in this report on a going forward basis.

From time to time, a servicer's current month's cumulative results may not equal that servicer's prior month's cumulative results and current month's activity; this is due to corrections or updates made to prior reporting methodology. Note that Requests Processed, Requests Approved, and Requests Denied in any given month may be related to Requests Received in prior months.

² "Requests Received" is the total number of HAMP mortgage modification requests received, as reported by servicers to Monthly Servicer Survey question: "Number of requests received for a HAMP modification". Cumulative Requests Received include all HAMP mortgage modification requests received since implementation of Supplemental Directive 10-02, effective June 1, 2010, and any requests that were approved and sent a Trial Offer prior to implementation of this program guidance.

³ "Requests Processed" is the total number of the HAMP mortgage modifications approved or denied and communicated to the borrower by the servicer, calculated as the sum of Requests Approved and Requests Denied, defined below. Figures include HAMP mortgage modification requests evaluated and denied due to insufficient documentation.

⁴ "Requests Approved" is the total number of HAMP mortgage modification requests approved and Trial Offers sent to the borrowers, as reported by servicers to Monthly Servicer Survey question: "Number of requests Approved and Sent a HAMP Trial Offer". Note that all Requests Approved do not become Active Trials because some borrowers do not accept the trial or fail to make the first trial payment. Cumulative Requests Approved include all HAMP mortgage modification requests approved and Trial Offers sent since program inception, or March 2009.

⁵ "Requests Denied" is the total number of HAMP mortgage modification requests denied and communicated to the borrower by the servicer in accordance with program guidance, as reported by servicers to Monthly Servicer Survey question: "Number of requests Denied for a HAMP Trial". Cumulative Requests Denied include all HAMP mortgage modification requests denied and communicated to the borrower by the servicer since implementation of Supplemental Directive 10-02, effective June 1, 2010. Figures include HAMP mortgage modification requests evaluated and denied due to insufficient documentation.

⁶ Bank of America, NA includes BAC Home Loans Servicing, LP.

⁷ Formerly National City Bank.

⁸ Includes servicers that are no longer actively participating in the survey process or whose Servicer Participation Agreement has been terminated. These servicers no longer submit a survey, and their results only reflect previous periods when the survey questions were not as extensive as current surveys (e.g. #Requests Denied was not a component of earlier surveys).