



HAMP Application Activity by Servicer¹ As of July 2012

Servicer Name	Activity Reported Since June 2012 Report				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
Aurora Loan Services LLC	-	-	-	-	77,378	75,605	55,505	20,100
Bank of America, NA ⁶	11,891	8,225	3,051	5,174	1,062,298	822,227	546,740	275,487
BankUnited	(21)	(35)	101	(136)	3,538	2,507	2,209	298
Bayview Loan Servicing, LLC	136	109	60	49	11,658	8,608	6,750	1,858
Carrington Mortgage Services, LLC	650	441	225	216	22,428	20,353	7,309	13,044
CCO Mortgage, a division of RBS Citizens NA	17	(263)	(213)	(50)	15,420	7,916	2,481	5,435
CitiMortgage Inc	8,484	2,768	871	1,897	362,266	277,753	211,733	66,020
GMAC Mortgage, LLC	5,725	1,159	622	537	273,543	250,865	89,460	161,405
Green Tree Servicing LLC	(45)	853	756	97	62,186	48,267	20,636	27,631
Homeward Residential	2,370	919	588	331	137,001	81,719	46,516	35,203
iServe Residential Lending, LLC	-	-	-	-	4	3	1	2
iServe Servicing, Inc.	(2)	-	-	-	72	31	13	18
JPMorgan Chase Bank, NA ⁷	11,592	3,629	3,151	478	806,811	534,858	359,695	175,163
Marix Servicing LLC	-	-	-	-	1,893	1,106	459	647
Midland Mortgage Co.	1,718	700	327	373	41,526	30,914	3,816	27,098
National City Bank	519	174	167	7	30,312	27,986	26,331	1,655
Nationstar Mortgage LLC	-	-	-	-	156,800	151,965	49,712	102,253
Navy Federal Credit Union	808	87	11	76	6,887	2,137	1,080	1,057
Ocwen Loan Servicing, LLC ⁸	21,276	12,235	1,974	10,261	370,157	260,507	101,823	158,684
OneWest Bank	1,903	820	411	409	166,913	117,933	80,676	37,257
ORNL Federal Credit Union	19	7	2	5	353	173	32	141
PennyMac Loan Services, LLC	106	70	44	26	5,318	5,080	2,193	2,887
PNC Bank, National Association	4	1	-	1	499	184	22	162
Quantum Servicing Corporation	1	1	-	1	1,245	692	85	607
Residential Credit Solutions, Inc.	313	180	24	156	10,488	8,363	1,923	6,440
Saxon Mortgage Services, Inc.	-	-	-	-	86,223	70,795	45,119	25,676
Select Portfolio Servicing, Inc.	2,407	690	333	357	102,148	78,247	72,452	5,795
Specialized Loan Servicing LLC	68	34	12	22	12,077	7,837	1,256	6,581
U.S. Bank National Association	1,481	699	297	402	72,881	44,511	19,338	25,173
Wells Fargo Bank, NA ⁹	11,110	6,503	2,929	3,574	647,390	449,916	310,428	139,488
Other Servicers ¹⁰	-	-	-	-	6,582	6,330	4,929	1,401
TOTAL	82,530	40,006	15,743	24,263	4,554,295	3,395,388	2,070,722	1,324,666

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. In June 2012, a number of servicers informed Treasury that they needed to update their reporting methodology to more accurately reflect application activities as presented in this report. As a result, reporting prior to June 2012 may contain data compiled under the different methodologies by these servicers. The surveyed servicers have since amended their reporting processes. These updates are reflected in this report on a going forward basis.

The Monthly Servicer Survey is a cumulative survey, therefore, an estimate of monthly activity was calculated by taking the latest monthly survey and subtracting it from the previous month's survey. This calculation may at times result in large fluctuations in monthly activity, including negative numbers, due to servicing transfers or servicer corrections 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, calculated as the sum of the following from the Monthly Servicer Survey: Initial Packages Received and Being Evaluated; Packages Evaluated, Incomplete and Notice Sent; Packages Evaluated, Complete and Borrower Ineligible; and Packages Evaluated, Complete and Trial Offers Sent.

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 the following from the Monthly Servicer Survey: Packages Evaluated, Complete and Borrower Ineligible; and Packages Evaluated, Complete and Trial Offers Sent. HAMP mortgage modification requests evaluated and denied due to insufficient documentation (Packages Evaluated, Incomplete and Notice Sent) are excluded.

⁴ "Requests Approved" is the total number of HAMP mortgage modification requests approved, calculated as Packages Evaluated, Complete, and Trial Offers Sent. 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.

⁵ "Requests Denied" is the total number of HAMP mortgage modification requests denied, calculated as Packages Evaluated, Complete and Borrower Ineligible. HAMP mortgage modification requests evaluated and denied due to insufficient documentation (Packages Evaluated, Incomplete and Notice Sent) are excluded.

⁶ Bank of America, NA includes Home Loan Services, Wilshire Credit Corporation and BAC Home Loans Servicing, LP.

⁷ JPMorgan Chase Bank, NA includes EMC Mortgage Company.

⁸ Ocwen Loan Servicing, LLC includes Litton Loan Servicing LP.

⁹ Wells Fargo Bank, NA includes Wachovia Mortgage FSB.

¹⁰ 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).