# Requests
107 1,810 426 5,421 81 10

85,103 1,511 175,519 9,954 28,345

This report is sourced from the Monthly Servicer Survey of select servicers participating in MHA under a Servicer Participation Agreement. All data presented in this report reflects what is provided by servicers participating in the survey, and cannot be separately reviewed or validated by Treasury. As of 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, borrowers do not accept the trial or fail to make the first trial payment.

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 Trial Offers Sent; Packages Evaluated, Complete and Borrower Ineligible; and Packages Evaluated, Complete and Notice Sent.

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

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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.

5 "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.

4 "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 Formerly American Home Mortgage Servicing, Inc.

8 JPMorgan Chase Bank, NA includes EMC Mortgage Company.

9 Ortlieb

10 Select Portfolio Servicing, Inc.

11 Saxon Mortgage Services, Inc.

12 Residential Credit Solutions, Inc.

13 Quantum Servicing Corporation

14 PNC Bank, National Association

15 Specialized Loan Servicing LLC

16 Residential Credit Solutions, Inc.

17 ORNL Federal Credit Union

18 National City Bank

19 Midland Mortgage Co.

20 Bank of America, NA

21 PennyMac Loan Services, LLC

22 National City Bank

23 Prior months' reporting 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.

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