




MAKING HOME AFFORDABLE

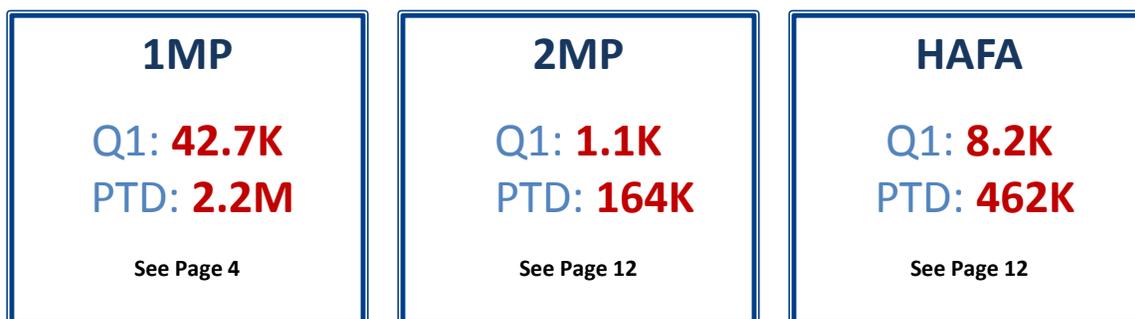
**PROGRAM PERFORMANCE REPORT
THROUGH THE FIRST QUARTER OF 2017**

MHA AT-A-GLANCE

Nearly 2.9 Million Homeowner Assistance Actions have taken place under Making Home Affordable (MHA) programs

In April 2017, Treasury issued [Supplemental Directive 17-01](#), which provides guidance to servicers regarding GSE HAMP loans sold as part of a non-performing or re-performing loan sale and the eligibility of such loans to receive financial incentives through MHA.

QUARTERLY PROGRAM VOLUMES FOR THE FIRST QUARTER OF 2017 (Months of January, February, and March)



FIRST QUARTER 2017 SERVICER ASSESSMENT RESULTS

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

See page 14 for additional information and detailed results for this quarter.

Making Home Affordable

Program Performance Report First Quarter 2017

Table of Contents

PROGRAM UPDATES:

| | |
|-------------|---|
| MHA Updates | 4 |
|-------------|---|

HAMP PROGRAM RESULTS:

| | |
|---|-----|
| HAMP Summary | 5 |
| HAMP Application Outcomes | 5 |
| HAMP Modification Characteristics | 6 |
| HAMP Tier 1 Payment Adjustment Summary | 7 |
| Performance of Permanent HAMP Modifications | 8-9 |
| Homeowners with Disqualified Modifications | 9 |

OTHER MHA PROGRAMS:

| | |
|---------------------------------|----|
| Post-Modification Counseling | 10 |
| Principal Reduction Alternative | 11 |
| 2MP Program | 12 |
| HAFAs Program | 12 |

RESULTS BY SERVICER:

| | |
|---|-------|
| MHA Program Activity by Servicer and Investor | 13 |
| Servicer Assessment Results | 14-20 |

APPENDIX:

| | |
|--|-----|
| Program and Servicer Assessment Notes | A-1 |
| Compliance Criteria Tested | A-2 |
| Terms and Methodologies | A-3 |
| End Notes | A-4 |
| HAMP Activity by State | A-5 |
| HAMP Tier 1 Scheduled Interest Rate Increases by State | A-6 |
| HAMP Performance Data by Vintage | A-7 |
| HAMP Activity by MSA | A-8 |

Note: For more information and quarterly updates about HHF, please visit the [program website](#) 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](#).

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Program Performance Report First Quarter 2017

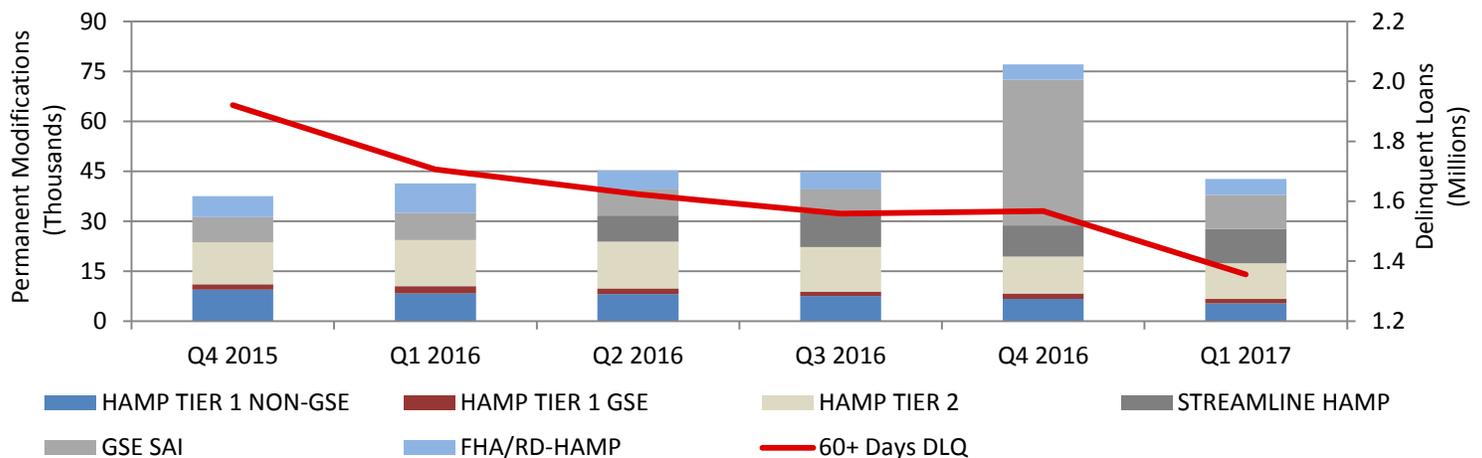
MHA Program Updates

- Treasury published another installment of the ongoing Key Findings and Lessons Learned Series: “Marketing and Outreach.” This installment focuses on raising program awareness and communication strategies employed by MHA to encourage struggling homeowners to take action and seek assistance. Click [here](#) to download the presentation.
- The MHA Servicer Assessment results for the first quarter of 2017 begin on page 14. Five servicers were rated as needing minor improvement and two were rated as needing moderate improvement. All servicers met or approached Treasury’s benchmark on seven of eight metrics: assignment of a single point of contact, accuracy of eligibility decisions, timely evaluation of HAMP applications, using and reporting accurate data to calculate incentives, accurate calculation of borrower income, accurate processing of interest rate step-up changes, and issuance of interest rate step-up notices. However, some servicers still need to improve in the areas of proper identification and reporting of disqualified modifications.

MHA Program Activity^{1,2}

| | Program-to-Date | Q1 2017 | Q4 2016 |
|---|------------------|---------------|---------------|
| MHA First Lien Permanent Modifications Started ³ | 2,201,420 | 42,709 | 77,154 |
| <i>HAMP Tier 1</i> | 1,465,231 | 6,708 | 8,316 |
| <i>HAMP Tier 2</i> | 207,676 | 10,647 | 11,035 |
| <i>Streamline HAMP</i> | 37,900 | 10,340 | 9,439 |
| <i>GSE Standard Modifications (SAI)</i> | 354,266 | 10,273 | 43,711* |
| <i>Treasury FHA and RD HAMP</i> | 136,347 | 4,741 | 4,653 |
| 2MP Modifications Started | 164,214 | 1,074 | 1,696 |
| HAFA Transactions Completed | 461,846 | 8,244 | 10,262 |
| UP Forbearance Plans Started | 46,485 | N/A | 234 |
| Cumulative Activity | 2,873,965 | 52,027 | 89,346 |

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



* The GSE SAI modification activity reflects a data correction reported in the fourth quarter 2016.

** BKFS Mortgage Monitor Report.

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2017

HAMP Summary

| | | |
|-------------------------|--|-----------|
| Trial Modifications | All Trials Started ³ | 2,528,605 |
| | Tier 1 | 2,236,625 |
| | Tier 2 | 232,945 |
| | Streamline HAMP | 59,035 |
| | Active Trials | 19,826 |
| | Trial Modifications Cancelled Since Verified Income Requirement* | 123,716 |
| Permanent Modifications | All Permanent Modifications Started | 1,710,807 |
| | Permanent Modifications Disqualified (Cumulative)** | 594,910 |
| | Active Permanent Modifications | 956,693 |

* When Treasury launched HAMP in the spring of 2009, 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 in June 2010, servicers were required to verify a homeowner's income prior to offering trial modifications, which substantially reduced the number of trial cancellations. A total of 674,256 trials started before June 2010 have been cancelled. A cumulative 797,972 trials have been cancelled program-to-date.

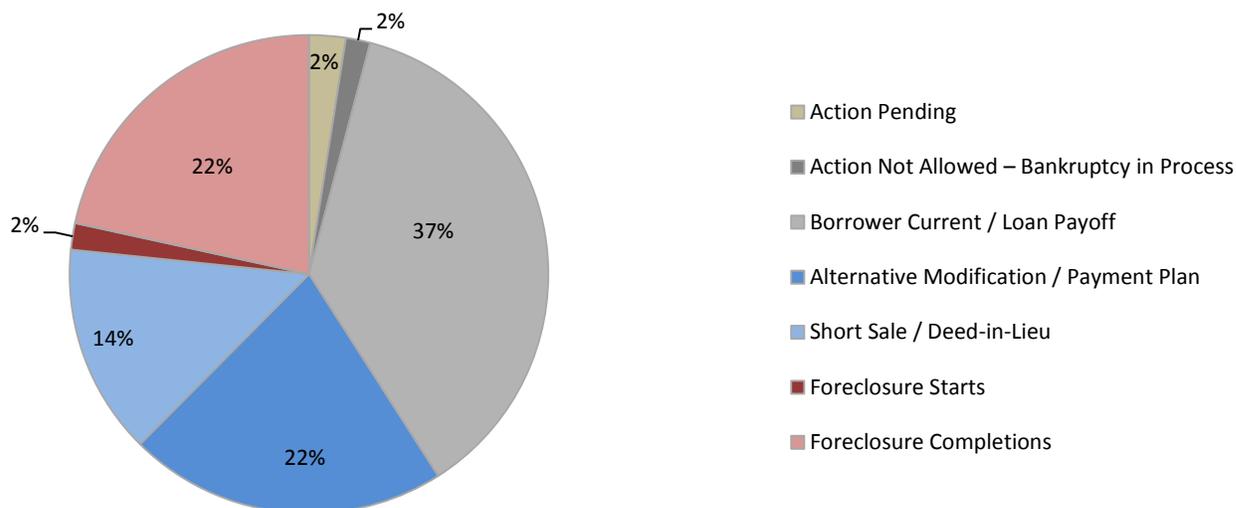
** Does not include 149,103 loans paid off and 10,101 loans withdrawn.

Outcome for Homeowners Who Did 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:

- 58% received an alternative modification or resolved their delinquency.
- 23% were referred to foreclosure.

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



Source: Survey data from large servicers⁴

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2017

Select HAMP Modification Characteristics*

Aggregate payment savings to homeowners who received HAMP first lien permanent modifications are estimated at **nearly \$50 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, as well as a streamlined modification process introduced in January 2016:

- 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.
- Under Streamline HAMP, seriously delinquent homeowners who have not been able to complete a HAMP application may be eligible to receive mortgage assistance through a combination of modification steps similar to HAMP Tier 2. Unlike Tier 1 and Tier 2, Streamline HAMP does not require that borrowers document their income.

Modification Steps for Permanent Modifications

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

| Modification Step | Tier 1 | Tier 2 | Streamline | All |
|-------------------------|--------|--------|------------|-------|
| Interest Rate Reduction | 95.7% | 70.3% | 83.0% | 92.3% |
| Term Extension | 60.4% | 88.0% | 97.6% | 64.6% |
| Principal Forbearance | 31.4% | 31.1% | 23.8% | 31.2% |

Homeowner Characteristics

| Characteristic | Tier 1 | Tier 2 | Streamline | All |
|-----------------------------|-----------|-----------|------------|-----------|
| Median Monthly Gross Income | \$3,913 | \$4,991 | N/A | \$4,016 |
| Median Credit Score | 566 | 561 | 582 | 565 |
| Median Property Value | \$178,210 | \$160,000 | \$159,600 | \$175,000 |

Select Median Permanent Modification Characteristics

| Loan Characteristic | Before Modification | After Modification | Median Decrease |
|---------------------|---------------------|--------------------|-----------------|
|---------------------|---------------------|--------------------|-----------------|

Front-End Debt-to-Income Ratio

| | | | |
|----------|-------|-------|---------------|
| Tier 1 | 43.8% | 31.0% | -13.4 pct pts |
| Tier 2 | 28.2% | 21.2% | -6.7 pct pts |
| Combined | 42.7% | 31.0% | -12.2 pct pts |

Back-End Debt-to-Income Ratio

| | | | |
|----------|-------|-------|---------------|
| Tier 1 | 67.0% | 50.1% | -13.7 pct pts |
| Tier 2 | 44.8% | 37.3% | -6.7 pct pts |
| Combined | 64.3% | 48.2% | -12.4 pct pts |

Monthly Housing Payment**

| | | | |
|------------|------------|----------|------------|
| Tier 1 | \$1,379.21 | \$811.85 | (\$498.08) |
| Tier 2 | \$1,030.11 | \$660.97 | (\$334.42) |
| Streamline | \$896.04 | \$552.47 | (\$317.72) |
| All | \$1,328.65 | \$789.68 | (\$467.98) |

Additional HAMP Tier 2 Characteristics

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

- 29% were previously in another HAMP trial or permanent modification.
- 10% were previously evaluated for HAMP and did not meet eligibility requirements.
- 6% were non-owner-occupied properties.

*HAMP modification characteristics reflect data at the date of modification.

**Excludes the impact of any interest rate increases and re-amortization of capitalized homeowner incentives which may begin to occur after the fifth year of the HAMP Tier 1 modification.

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2017

HAMP Tier 1 Payment Adjustment Summary

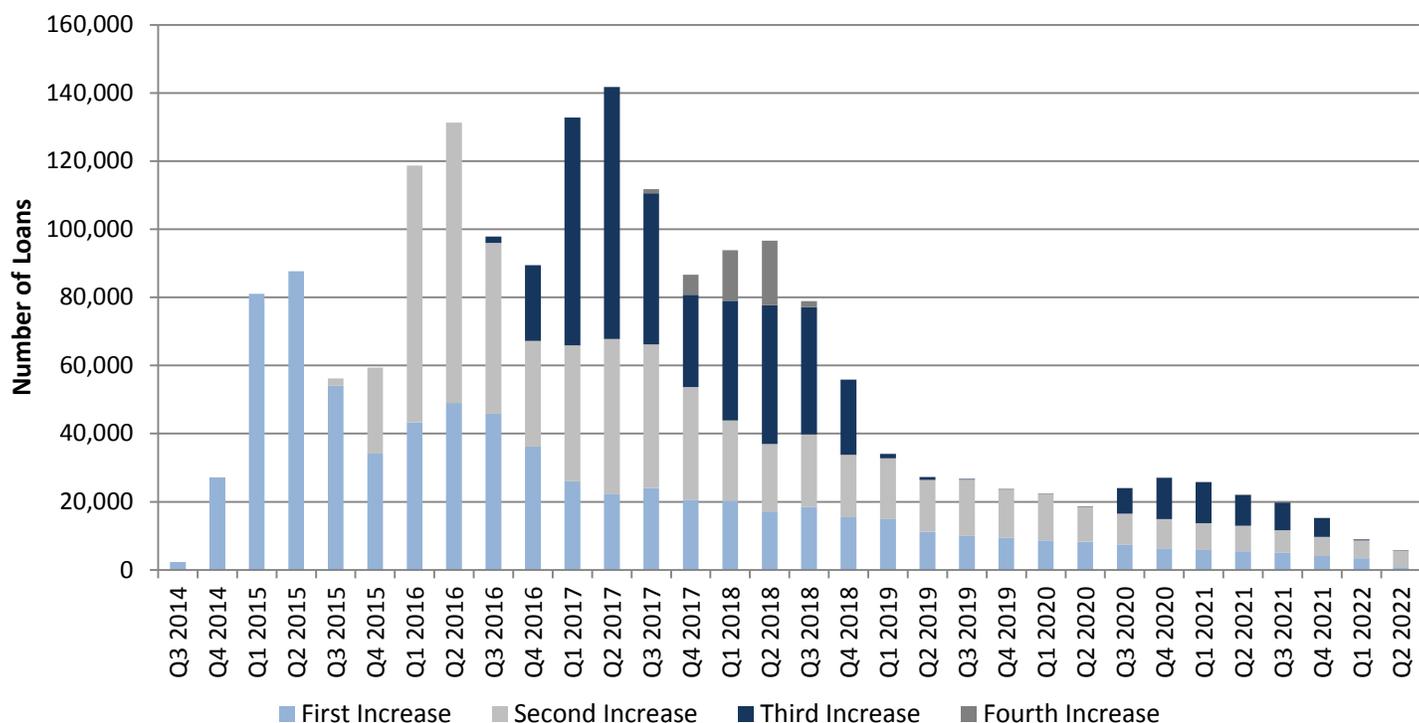
The HAMP Tier 1 modification was designed to reduce a homeowner's monthly mortgage payment to an affordable level, approximately 36% of the median before-modification payment.

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 3.65% in 2016), at which time the interest rate will be fixed for the remaining loan term.

HAMP Tier 1 Interest Rate Increases

- Approximately 80% of HAMP Tier 1 homeowners will experience an interest rate increase after five years.
 - The majority of HAMP homeowners will experience two to three interest rate increases.
 - The median amount of the first monthly payment increase is \$93, and the median monthly payment increase after the final interest rate increase is \$206.
- Through March 2017, more than 486,000 homeowners have experienced one interest rate step-up, and approximately 306,000 have experienced a second rate step-up.
 - Based on reported data, the rate increase does not appear to have an impact on the performance of these modifications. The percentage of modifications disqualifying in the month following the reset remains consistent with the months leading up to the reset, at less than or equal to 1%.
- To help mitigate the impact of interest rate step-ups, servicers can offer borrowers the opportunity to recast their HAMP modifications upon reaching their sixth-year anniversary. To date, approximately 44,200 loans have been recast, 89% of which experienced an interest rate step-up. Monthly payments for recast loans have been reduced by a median of \$56.

Number of Interest Rate Increases by Quarter*



* As of March 2017. Assumes no future re-defaults of HAMP Tier 1 modifications.

See Appendix 6 for additional information on HAMP Tier 1 interest rate increases by state.

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2017

Performance of HAMP Permanent Modifications

Differences in modification characteristics contribute to differences in the performance of HAMP modifications. Those characteristics can also affect the performance of certain vintages and contribute to differences in performance between HAMP Tier 1 and Tier 2.

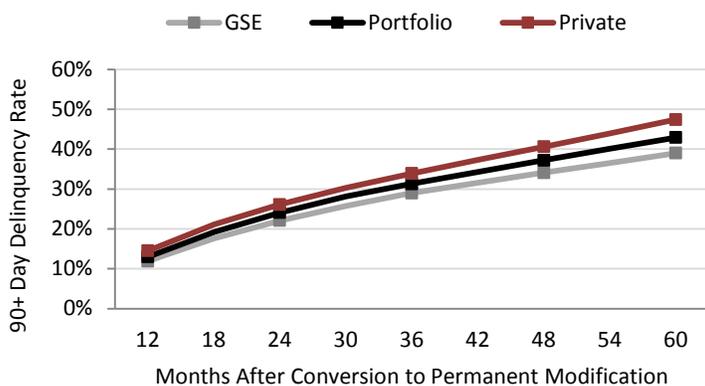
The tables below show the performance of HAMP permanent modifications at various seasoning points for those modifications that have aged to, or past, the number of months noted. It is important to note that far fewer loans have reached these seasoning points for HAMP Tier 2, which was introduced several years after HAMP Tier 1.

| | # Months Post Modification | % of Disqualified HAMP Tier 1 Modifications ⁵ | | | | | | | | | |
|-------------|----------------------------|--|-------|-------|-------|-------|-------|-------|-------|---------|-------|
| | | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 | 2016 | Q1 2017 | ALL |
| HAMP Tier 1 | 3 | 2.1% | 1.7% | 1.2% | 1.0% | 0.8% | 1.2% | 1.3% | 1.2% | 0.8% | 1.3% |
| | 6 | 6.7% | 6.7% | 5.3% | 4.3% | 3.8% | 4.7% | 5.2% | 5.5% | | 5.5% |
| | 12 | 16.3% | 15.6% | 12.7% | 10.3% | 9.5% | 10.6% | 11.7% | 12.4% | | 13.1% |
| | 18 | 22.9% | 22.7% | 18.9% | 15.3% | 14.0% | 15.1% | 16.7% | | | 19.2% |
| | 24 | 28.8% | 28.1% | 23.8% | 19.1% | 17.3% | 18.6% | 19.7% | | | 23.9% |
| | 30 | 33.3% | 32.6% | 27.3% | 22.1% | 19.8% | 21.4% | | | | 27.8% |
| | 36 | 37.6% | 36.6% | 30.1% | 24.6% | 22.0% | 23.4% | | | | 31.2% |
| | 42 | 41.1% | 39.4% | 32.5% | 26.7% | 24.2% | | | | | 34.1% |
| | 48 | 43.6% | 41.6% | 34.6% | 28.6% | 26.6% | | | | | 37.0% |
| | 54 | 46.0% | 43.6% | 36.5% | 30.9% | | | | | | 39.7% |
| 60 | 48.0% | 45.6% | 38.5% | 33.8% | | | | | | 42.6% | |

| | # Months Post Modification | % of Disqualified HAMP Tier 2 Modifications ⁵ | | | | | | | | |
|-------------|----------------------------|--|--|-------|-------|-------|-------|-------|---------|-------|
| | | N/A | | 2012 | 2013 | 2014 | 2015 | 2016 | Q1 2017 | ALL |
| HAMP Tier 2 | 3 | N/A | | 1.3% | 1.9% | 1.6% | 1.7% | 1.6% | 1.2% | 1.7% |
| | 6 | N/A | | 5.4% | 7.8% | 7.1% | 7.9% | 7.4% | | 7.5% |
| | 12 | N/A | | 17.4% | 17.2% | 16.2% | 17.5% | 17.4% | | 17.0% |
| | 18 | N/A | | 23.2% | 24.5% | 22.6% | 24.7% | | | 23.8% |
| | 24 | N/A | | 28.7% | 28.9% | 27.5% | 29.3% | | | 28.3% |
| | 30 | N/A | | 32.1% | 32.3% | 31.1% | | | | 31.7% |
| | 36 | N/A | | 34.6% | 34.8% | 34.5% | | | | 34.7% |
| | 42 | N/A | | 37.7% | 37.8% | | | | | 37.8% |

HAMP Tier 1 Performance by Investor

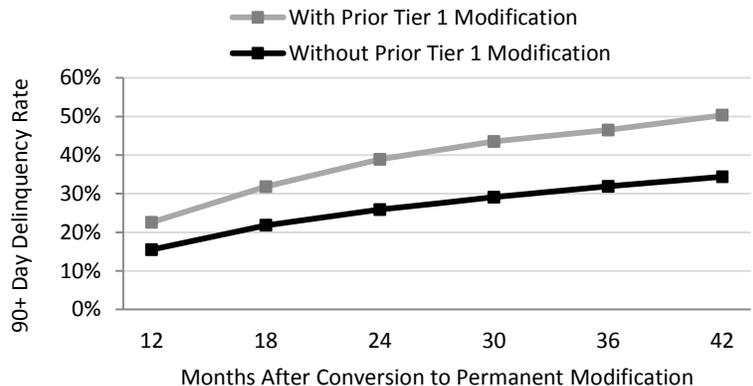
Modifications of private label security loans have the highest delinquency rates, followed by modifications of portfolio loans and GSE loans.



See Appendix 7 for additional information on HAMP performance by vintage.

HAMP Tier 2 Performance by Prior Modification History

Modifications that were previously modified under HAMP Tier 1 have a higher likelihood of disqualifying from the subsequent Tier 2 modification.

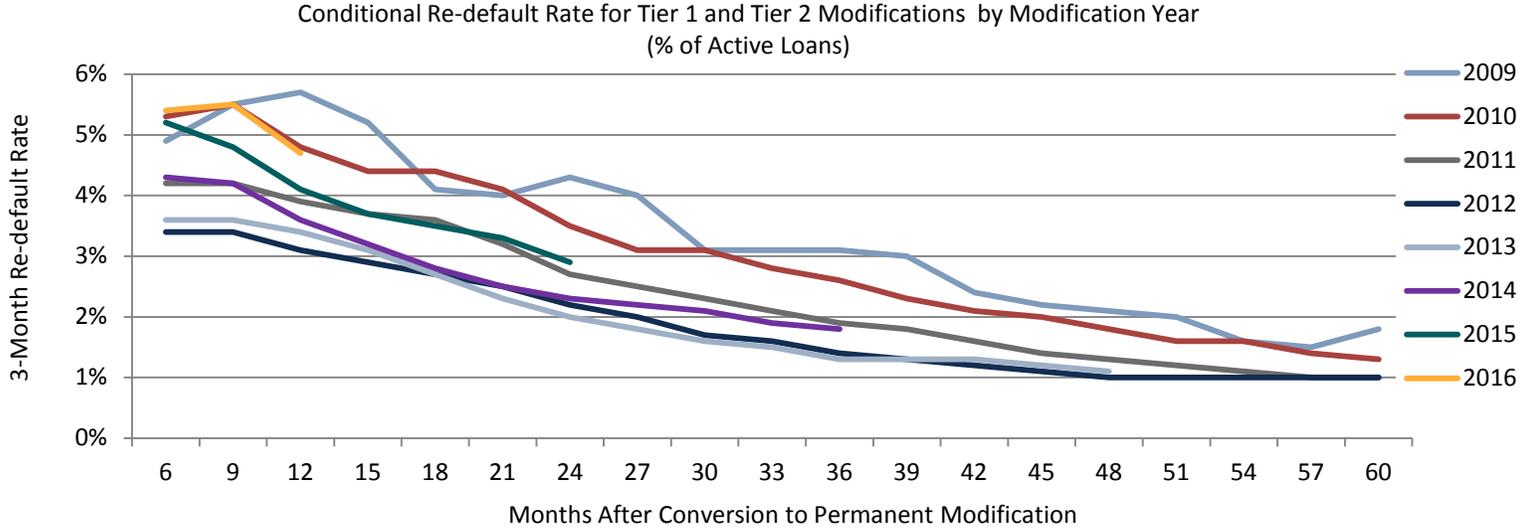


Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2017

Incremental Performance of HAMP Modifications over Time

The longer homeowners remain 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.

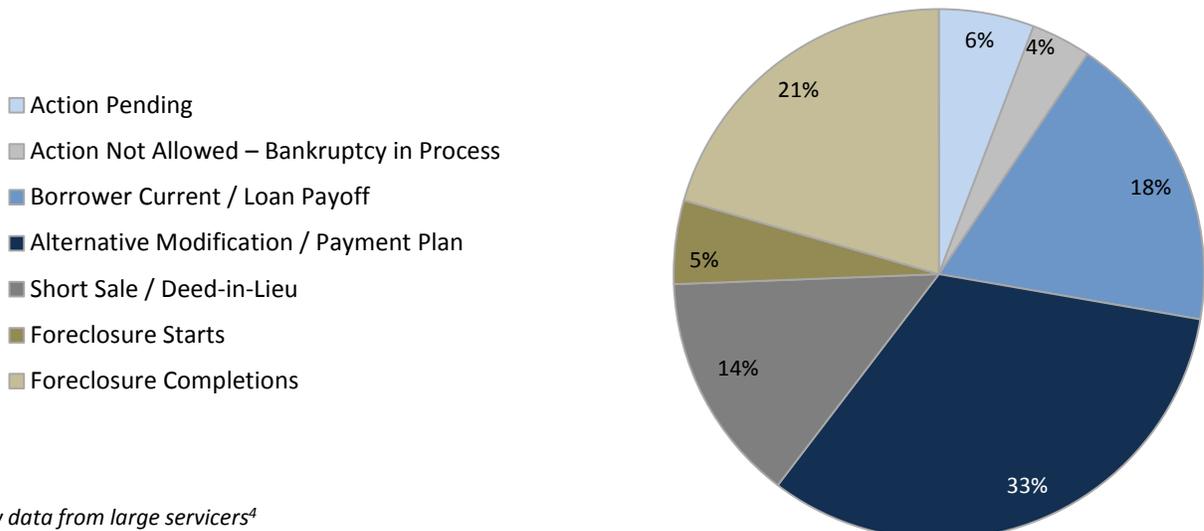


Note: A modification's inclusion in the 3-month re-default rate calculation is conditional on the modification being active at the start of the 3-month period being measured.

Homeowners with Disqualified HAMP Permanent Modifications

Homeowners now have alternatives 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 other loss mitigation actions. 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 government sponsored assistance programs. Of the homeowners who have missed three payments, and therefore disqualified from HAMP, approximately 26% have been referred to foreclosure.

Status of Disqualified HAMP Permanent Modifications



Source: Survey data from large servicers⁴

Post-Modification Counseling

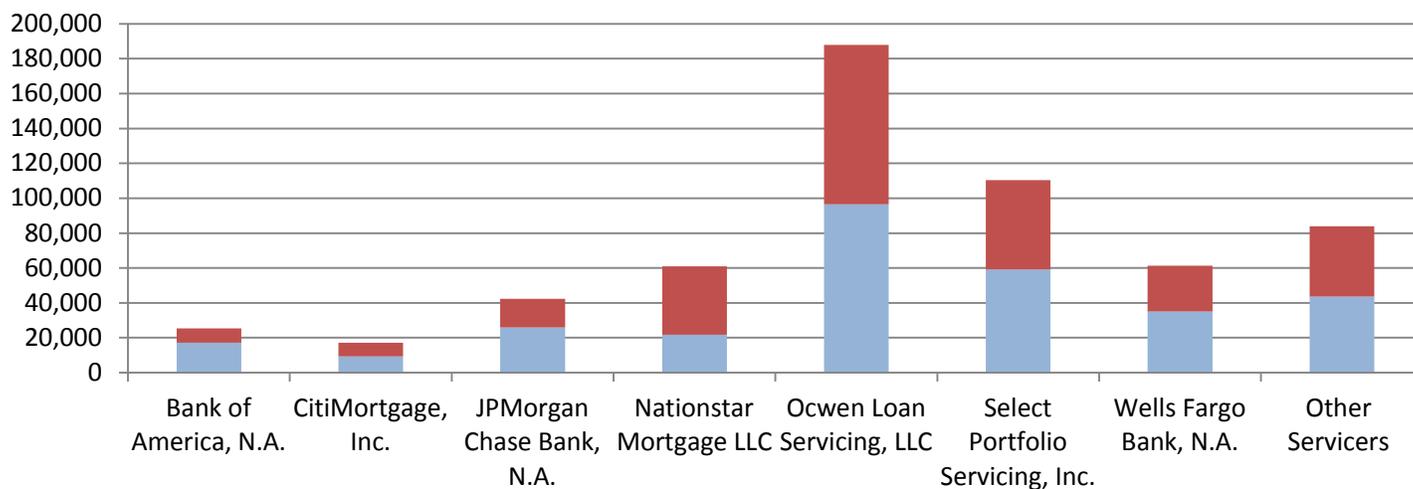
Since March 2014, Treasury has required certain HAMP participating servicers to offer free financial counseling to homeowners with non-GSE loans who are either entering a HAMP trial modification, or are in a permanent HAMP modification and are determined to be at risk of re-default. The counseling is designed to help homeowners stay in their modification by addressing the homeowner's current overall financial situation and the financial hardship that caused the homeowner to default on his or her mortgage loan.

Through March 2017, participating servicers have made more than 589,000 referrals to financial counseling. Of these:

- 52% are permanent modifications considered by the servicers to be at risk of disqualifying from HAMP, and 48% are new trial modifications.
- Nearly 44,000 referrals started financial counseling resulting in an overall take-up rate of 7.4%.

Counseling Referral Activity by Servicer

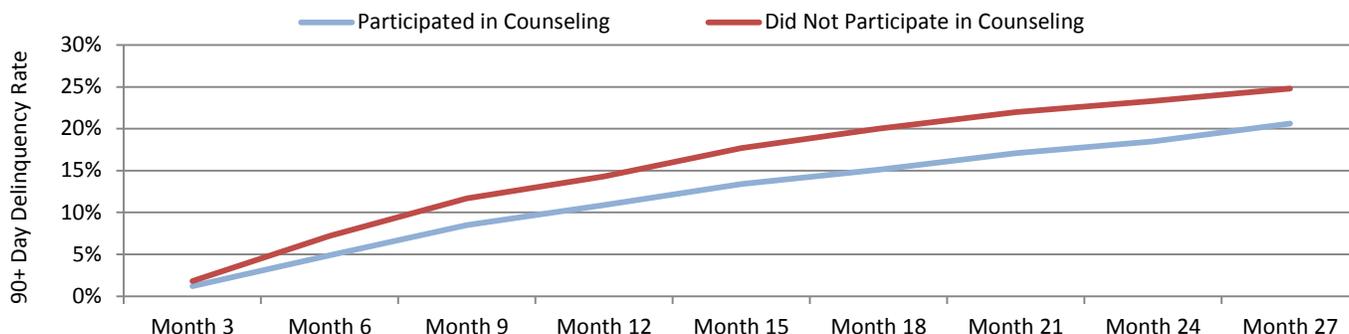
■ At-Risk ■ New Trials



| Servicer | % of Referrals Who Take Up Counseling |
|----------------------------------|---------------------------------------|
| Bank of America, N.A. | 4% |
| CitiMortgage, Inc. | 9% |
| JPMorgan Chase Bank, N.A. | 16% |
| Nationstar Mortgage LLC | 2% |
| Ocwen Loan Servicing, LLC | 6% |
| Select Portfolio Servicing, Inc. | 8% |
| Wells Fargo Bank, N.A. | 9% |
| Other Servicers | 8% |

Performance of Borrowers Who Participated in Counseling

Borrowers in a new HAMP trial modification who participate in financial counseling at the start of their trial modification perform better following counseling than borrowers who do not participate. For example, 12 months after counseling, fewer than 11% of borrowers who participated in counseling disqualified from their HAMP modification, compared to more than 14% for those who did not.



Note: Data on Post-Modification Counseling is collected from sixteen servicers via survey. Servicer take-up rates will vary due to timing of referrals and individual servicer program design. Borrower performance data is limited by servicer program design.

Making Home Affordable: Other MHA Programs

Program Performance Report First Quarter 2017

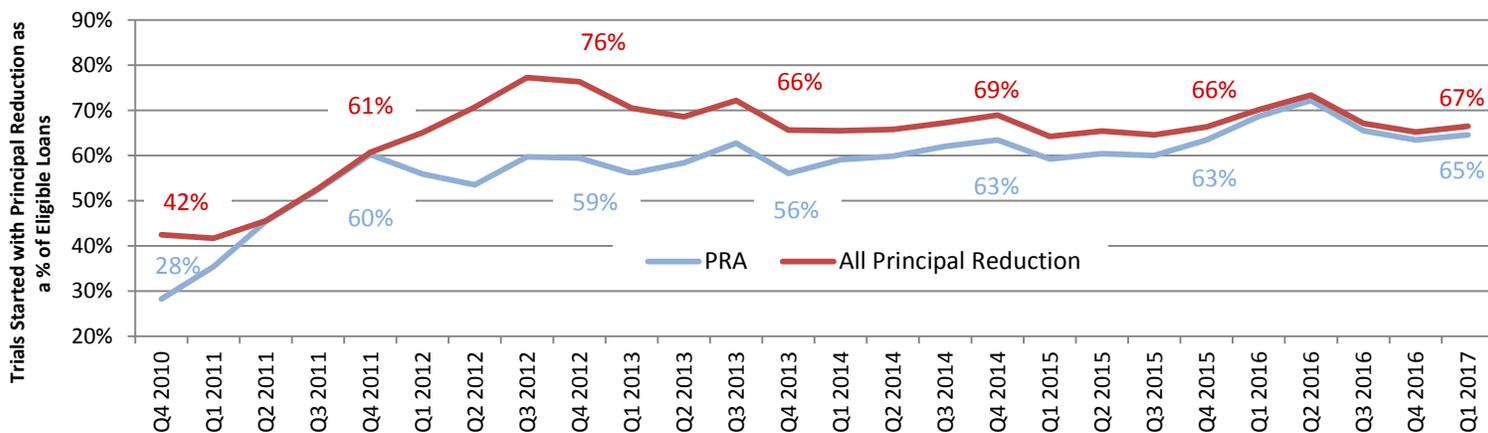
The HAMP Principal Reduction Alternative

The HAMP Principal Reduction Alternative (PRA) has 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 ⁶ | HAMP Modifications with Upfront Principal Reduction Outside of PRA | Total HAMP Modifications with Principal Reduction |
|---|---|--|---|
| All Permanent Modifications Started | 241,470 | 55,036 | 296,506 |
| Active Permanent Modifications | 164,154 | 36,238 | 200,392 |
| Median Principal Amount Reduced for Permanent Modifications Started ⁷ | \$62,989 | \$51,501 | \$60,316 |
| Median Principal Amount Reduced for Permanent Modifications Started (%) ⁸ | 31.8% | 18.0% | 30.2% |
| Total Outstanding Principal Balance Reduced on Permanent Modifications Started ⁷ | \$20,753,351,896 | \$3,508,099,588 | \$24,261,451,483 |



Modification Characteristics: HAMP vs. HAMP with Principal Reduction

| | All HAMP Modifications | Total HAMP Modifications with Principal Reduction |
|---|------------------------|---|
| Permanent Modifications – Median LTV ratio: | | |
| - Before Modification | 114.1% | 139.0% |
| - After Modification | 114.1% | 105.0% |
| Permanent Modifications – Median Before Modification Debt-to-Income (DTI) ratio: | | |
| - Front-End DTI | 42.7% | 41.9% |
| - Back-End DTI | 64.3% | 53.7% |

The Second Lien Modification Program⁹

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)* | 164,214 |
| Second Lien Modifications Involving Full Lien Extinguishments | 48,446 |
| Active Second Lien Modifications** | 78,324 |
| Active Second Lien Modifications Involving Partial Lien Extinguishments | 10,372 |

* Includes 9,345 loans that have a qualifying first lien GSE Standard Modification.

** Includes 9,506 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.

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 Standard HAFA program to align with Treasury's HAFA program. In HAFA transactions, homeowners who need to relocate:

- Follow a streamlined process for short sales and DIL 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 \$10,000* in relocation assistance at closing.

*Prior to February 1, 2015, homeowners received \$3,000.

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 | 159,352 | 56,019 | 180,791 | 396,162 |
| Deed-in-Lieu | 11,776 | 5,129 | 48,779 | 65,684 |
| Total Transactions Completed | 171,128 | 61,148 | 229,570 | 461,846 |

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2017

Making Home Affordable Program Activity by Servicer

As of March 2017, there were 142 servicers that participate in Treasury's MHA programs, but seven servicers make up more than three quarters of non-GSE HAMP modifications. Program activity for these servicers is provided below.

| Servicer | HAMP Tier 1 Permanent Modifications | HAMP Tier 2 Permanent Modifications | Streamline HAMP Permanent Modifications | PRA ¹⁰ Permanent Modifications | 2MP Modifications | HAF ¹¹ non-GSE Transactions Completed |
|----------------------------------|-------------------------------------|-------------------------------------|---|---|-------------------|--|
| Bank of America, N.A. | 101,984 | 8,106 | N/A* | 5,639 | 38,866 | 49,920 |
| CitiMortgage, Inc. | 32,080 | 3,930 | 352 | 3,082 | 20,512 | 2,508 |
| JPMorgan Chase Bank, N.A. | 160,908 | 6,010 | 2,543 | 25,192 | 44,999 | 38,265 |
| Nationstar Mortgage LLC | 184,693 | 26,761 | 3,662 | 11,435 | 9,654 | 11,679 |
| Ocwen Loan Servicing, LLC | 245,433 | 84,190 | 17,660 | 118,490 | N/A* | 29,562 |
| Select Portfolio Servicing, Inc. | 117,346 | 28,828 | 10,433 | 22,899 | N/A* | 23,073 |
| Wells Fargo Bank, N.A. | 199,163 | 12,773 | 167 | 29,844 | 25,100 | 45,340 |
| Other Servicers | 423,624 | 37,078 | 3,083 | 24,889 | 25,083 | 31,929 |
| Total | 1,465,231 | 207,676 | 37,900 | 241,470 | 164,214 | 232,276 |

*Servicer does not participate in either Streamline HAMP or HAMP 2MP.

HAMP Permanent Modifications by Investor

| Servicer | All HAMP Permanent Modifications | | | |
|----------------------------------|----------------------------------|----------------|----------------|------------------|
| | GSE | Private | Portfolio | Total |
| Bank of America, N.A. | 39,193 | 52,689 | 18,208 | 110,090 |
| CitiMortgage, Inc. | 15,191 | 9,300 | 11,871 | 36,362 |
| JPMorgan Chase Bank, N.A. | 68,949 | 55,198 | 45,314 | 169,461 |
| Nationstar Mortgage LLC | 119,595 | 86,411 | 9,110 | 215,116 |
| Ocwen Loan Servicing, LLC | 23,081 | 302,240 | 21,962 | 347,283 |
| Select Portfolio Servicing, Inc. | 15,084 | 118,532 | 22,991 | 156,607 |
| Wells Fargo Bank, N.A. | 80,669 | 41,052 | 90,382 | 212,103 |
| Other Servicers | 296,430 | 98,025 | 69,330 | 463,785 |
| Total | 658,192 | 763,447 | 289,168 | 1,710,807 |

Making Home Affordable Servicer Assessments

Background

Since the MHA Program's inception in the spring of 2009, Treasury has monitored the performance of participating mortgage servicers. Freddie Mac, acting as Treasury's compliance agent, has created a separate division known as Making Home Affordable-Compliance (MHA-C), which evaluates servicers' compliance with MHA guidelines through regular compliance reviews. MHA-C examines as many as 60 compliance criteria (see Appendix 2) and tests between 500 and 600 loan files (per servicer, for the largest servicers) each quarter. Loan samples are randomly selected for testing from two sources: the MHA transactions reported by each servicer into the MHA system of record and the servicer's records of non-performing loans.

This approach provides comprehensive insight into how each servicer is implementing MHA programs. This includes, for example, whether the servicer is properly identifying, contacting and evaluating borrowers who are potentially eligible for MHA, as well as the accuracy and timeliness of the MHA data reported by the servicer. MHA-C reports the results of each compliance review to Treasury and the servicer. For identified instances of noncompliance, Treasury requires servicers to take remedial actions which include, but are not limited to: identifying and re-evaluating any affected loans, performing retroactive analysis when an issue is potentially systemic, and enhancing the effectiveness of internal controls.

It is important to note that servicer participation in MHA is voluntary, based on a contract with Fannie Mae as financial agent on behalf of Treasury. 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 permanent modifications under HAMP and completed transactions under HAFA.

MHA Servicer Assessments

In 2011, Treasury began publishing quarterly servicer assessments for the large servicers participating in MHA to improve transparency and drive servicers to improve their performance. The assessments highlight the results of MHA compliance reviews and rate servicers on the level of improvement needed. In addition, the assessments include program 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 and report program data to Treasury. The assessments do not rate the servicer based on program results, but compare each servicer's program results for a given quarter against the other large servicers participating in the program.

Treasury has periodically enhanced the assessments to focus on new or emerging areas of interest, provide additional insight into the impact of servicer performance on homeowners' experience, and foster further improvement in servicer performance. The most recent changes, effective the second quarter of 2015, included: the addition of metrics that address timely evaluation of borrowers for HAMP, accuracy of interest rate step-up changes, and timeliness and completeness of interest rate step-up notices; the consolidation of two "second look" metrics; the removal of the non-approval metric; and tightened performance benchmarks.

Each quarter, Treasury reviews the compliance results and ratings, the program results, and other relevant factors affecting servicer performance (including, but not limited to a servicer's progress in remediating previously identified issues) in determining whether a servicer needs substantial, moderate or minor improvement to its overall performance under MHA. 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 withhold 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, not incentives paid to servicers for the benefit of homeowners or investors.

Please refer to Appendices 1 and 2 for more information concerning the MHA Servicer Assessments.

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2017

First Quarter 2017 Servicer Assessment Summary Results

| Improvement Needed | Servicer Name |
|--------------------|---|
| Minor | Bank of America, N.A. JPMorgan Chase Bank, N.A. Ocwen Loan Servicing, LLC Select Portfolio Servicing, Inc. Wells Fargo Bank, N.A. |
| Moderate | CitiMortgage, Inc. Nationstar Mortgage LLC |
| Substantial | None |

The table above summarizes the results of the MHA Servicer Assessments for the first quarter of 2017. The compliance and program results for the individual servicers can be found on the following pages.

CitiMortgage, Inc. was found to need moderate improvement; however, compliance results approached the level required for a determination of minor improvement.

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2017

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. Please refer to Appendix 1 for more information concerning the metrics described below.

| Category | | Metric | | Benchmark |
|----------|--|--------|--|-----------|
| 1 | Identifying and Contacting Homeowners 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 | 2.0% |
| | | ■ | Second Look % Noncompliance Percentage of loans reviewed where MHA-C did not concur with or was unable to conclude on the servicer's MHA eligibility determination for applicable programs | 2.0% |
| 2 | Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs and communicates decisions timely. | ■ | 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% |
| | | ■ | Timely HAMP Evaluation % Noncompliance Percentage of loans reviewed for which MHA-C determined the servicer did not complete the evaluation within the prescribed time frame for reasons within the servicer's control | 2.0% |
| 3 | Program Management and Reporting Assesses whether the servicer has effective program management, submits timely and accurate program reports and information and whether the servicer accurately and timely communicates interest rate step-ups. | ■ | 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 | 2.0% |
| | | ■ | Interest Rate Step-Up Changes Percentage of loans reviewed where MHA-C noted discrepancies between the terms of the interest rate step-up in the official modification agreement and payment application in the loan payment history | 5.0% |
| | | ■ | Interest Rate Step-Up Notices Percentage of loans reviewed where MHA-C noted that the interest rate step-up notices sent by the servicer were not in accordance with MHA guidelines | 5.0% |

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2017

First Quarter 2017 Compliance Results

| Servicer | | Single Point of Contact Assignment % Non-compliance | Second Look % Non-compliance | Income Calculation Error % | Timely HAMP Evaluation % Non-compliance | Incentive Payment Data Errors | Disqualified Modification % Non-compliance | Interest Rate Step-Up Changes % Non-compliance | Interest Rate Step-Up Notices % Non-compliance ^h |
|----------------------------------|------------------|---|------------------------------|----------------------------|---|-------------------------------|--|--|---|
| BENCHMARK | | 2.0% | 2.0% | 2.0% | 2.0% | 2.0% | 2.0% | 5.0% | 5.0% |
| Bank of America, N.A. | Servicer Results | 0.0% | 0.0% | 0.0% | 0.7% | 0.1% | 2.0% | 0.0% | 0.0% |
| | Rating | *** | *** | *** | *** | *** | *** | *** | *** |
| CitiMortgage, Inc. | Servicer Results | 0.0% | 0.0% | 2.0% | 0.0% | 0.0% | 3.5% | 0.0% | 0.0% |
| | Rating | *** | *** | *** | *** | *** | ** | *** | *** |
| JPMorgan Chase Bank, N.A. | Servicer Results | 0.0% | 0.0% | 0.0% | 0.8% | 0.1% | 1.5% | 1.0% | 1.2% |
| | Rating | *** | *** | *** | *** | *** | *** | *** | *** |
| Nationstar Mortgage LLC | Servicer Results | 0.0% | 0.0% | 0.0% | 0.0% | 0.4% | 4.5% | 1.0% | 2.0% |
| | Rating | *** | *** | *** | *** | *** | ** | *** | *** |
| Ocwen Loan Servicing, LLC | Servicer Results | 0.0% | 1.2% | 0.0% | 0.0% | 1.0% | 0.0% | 0.0% | 0.0% |
| | Rating | *** | *** | *** | *** | *** | *** | *** | *** |
| Select Portfolio Servicing, Inc. | Servicer Results | 0.0% | 0.0% | 0.0% | 0.0% | 0.2% | 0.8% | 0.0% | 0.0% |
| | Rating | *** | *** | *** | *** | *** | *** | *** | *** |
| Wells Fargo Bank, N.A. | Servicer Results | 0.0% | 0.0% | 0.0% | 0.0% | 0.6% | 0.0% | 0.0% | 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 First Quarter 2017

Compliance Results Trending

The trending table was expanded in the second quarter of 2015 to reflect the results across five assessment metrics.

| Servicer | 2015 Q1 | 2015 Q2 | 2015 Q3 | 2015 Q4 | 2016 Q1 | 2016 Q2 | 2016 Q3 | 2016 Q4 | 2017 Q1 |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Single Point of Contact Assignment % Noncompliance | | | | | | | | | |
| Bank of America, N.A. | 0.0% | 0.0% | 0.0% | 0.0% | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| CitiMortgage, Inc. | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% |
| JPMorgan Chase Bank, N.A. | 0.0% | 1.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Nationstar Mortgage LLC | 0.0% | 0.0% | 0.0% | 0.0% | 1.1% | 0.0% | 0.0% | 0.0% | 0.0% |
| Ocwen Loan Servicing, LLC | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Select Portfolio Servicing, Inc. | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Wells Fargo Bank, N.A. | 0.0% | 3.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Second Look % Noncompliance (Combined)* | | | | | | | | | |
| Bank of America, N.A. | 1.4% | 0.5% | 2.3% | 0.5% | 0.4% | 1.7% | 0.0% | 1.2% | 0.0% |
| CitiMortgage, Inc. | 4.9% | 2.5% | 0.5% | 1.8% | 0.9% | 0.0% | 0.0% | 0.0% | 0.0% |
| JPMorgan Chase Bank, N.A. | 0.4% | 0.5% | 0.0% | 0.9% | 1.7% | 0.9% | 0.4% | 0.4% | 0.0% |
| Nationstar Mortgage LLC | 6.9% | 9.5% | 6.4% | 4.7% | 0.4% | 1.6% | 1.2% | 0.4% | 0.0% |
| Ocwen Loan Servicing, LLC | 1.9% | 2.0% | 2.4% | 3.1% | 0.0% | 0.0% | 0.0% | 0.4% | 1.2% |
| Select Portfolio Servicing, Inc. | 0.5% | 0.5% | 0.5% | 1.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Wells Fargo Bank, N.A. | 1.4% | 3.4% | 2.3% | 1.8% | 1.3% | 0.8% | 0.4% | 0.0% | 0.0% |
| Income Calculation Error % | | | | | | | | | |
| Bank of America, N.A. | 2.0% | 6.0% | 16.0% | 11.0% | 13.0% | 9.0% | 0.0% | 2.0% | 0.0% |
| CitiMortgage, Inc. | 3.0% | 2.0% | 2.0% | 2.0% | 1.0% | 0.0% | 1.0% | 1.0% | 2.0% |
| JPMorgan Chase Bank, N.A. | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Nationstar Mortgage LLC | 5.0% | 1.0% | 0.0% | 3.0% | 3.0% | 1.0% | 3.0% | 4.0% | 0.0% |
| Ocwen Loan Servicing, LLC | 0.0% | 1.0% | 1.0% | 1.0% | 2.0% | 1.0% | 1.0% | 0.0% | 0.0% |
| Select Portfolio Servicing, Inc. | 1.0% | 3.0% | 2.0% | 2.0% | 1.0% | 1.0% | 0.0% | 0.0% | 0.0% |
| Wells Fargo Bank, N.A. | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Incentive Payment Data Errors ** | | | | | | | | | |
| Bank of America, N.A. | 0.3% | 2.5% | 2.6% | 1.1% | 2.6% | 4.2% | 0.0% | 0.5% | 0.1% |
| CitiMortgage, Inc. | 0.5% | 1.0% | 1.3% | 0.3% | 0.4% | 0.2% | 0.4% | 0.0% | 0.0% |
| JPMorgan Chase Bank, N.A. | 0.0% | 0.1% | 0.8% | 0.1% | 0.0% | 0.0% | 0.3% | 0.0% | 0.1% |
| Nationstar Mortgage LLC | 1.0% | 1.5% | 0.7% | 3.3% | 3.0% | 1.3% | 0.5% | 2.1% | 0.4% |
| Ocwen Loan Servicing, LLC | 0.7% | 0.2% | 0.0% | 0.6% | 0.2% | 0.1% | 0.8% | 0.9% | 1.0% |
| Select Portfolio Servicing, Inc. | 1.2% | 1.6% | 0.8% | 0.7% | 0.1% | 0.2% | 0.3% | 0.4% | 0.2% |
| Wells Fargo Bank, N.A. | 0.3% | 0.9% | 0.3% | 0.4% | 0.7% | 0.7% | 0.1% | 0.1% | 0.6% |
| Disqualified Modification % Noncompliance | | | | | | | | | |
| Bank of America, N.A. | 0.8% | 2.3% | 5.0% | 2.0% | 2.3% | 0.0% | 0.0% | 0.0% | 2.0% |
| CitiMortgage, Inc. | 2.3% | 3.8% | 6.0% | 4.0% | 1.5% | 14.5% | 0.8% | 3.0% | 3.5% |
| JPMorgan Chase Bank, N.A. | 0.0% | 0.0% | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.8% | 1.5% |
| Nationstar Mortgage LLC | 2.0% | 0.8% | 3.0% | 0.0% | 13.0% | 5.3% | 12.8% | 1.3% | 4.5% |
| Ocwen Loan Servicing, LLC | 1.8% | 7.3% | 3.8% | 3.8% | 2.3% | 2.0% | 2.5% | 1.8% | 0.0% |
| Select Portfolio Servicing, Inc. | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.5% | 0.5% | 0.5% | 0.8% |
| Wells Fargo Bank, N.A. | 9.3% | 2.8% | 1.8% | 0.8% | 1.0% | 0.8% | 0.0% | 0.0% | 0.0% |

* Prior to Q2 2015, this metric was previously two separate metrics, "Second Look % Disagree" and "Second Look % Unable to Determine". For comparative purposes, we have combined the historical results of these two metrics into one percentage.

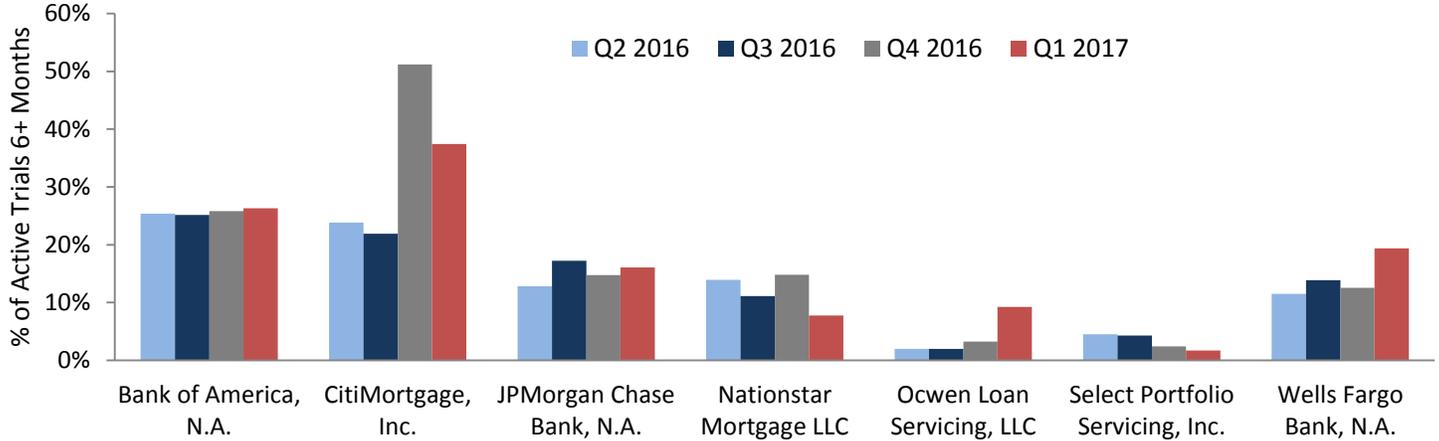
** Beginning with the Q2 2015 Assessment, the Incentive Payment Data Errors metric includes PRA testing.

Note: Calculating error percentages from prior quarterly published figures may result in a slightly different percentage due to rounding.

HAMP Program Results

HAMP Tier 1 and Tier 2 Trials Aged 6+ Months (% of Active Trials)¹²

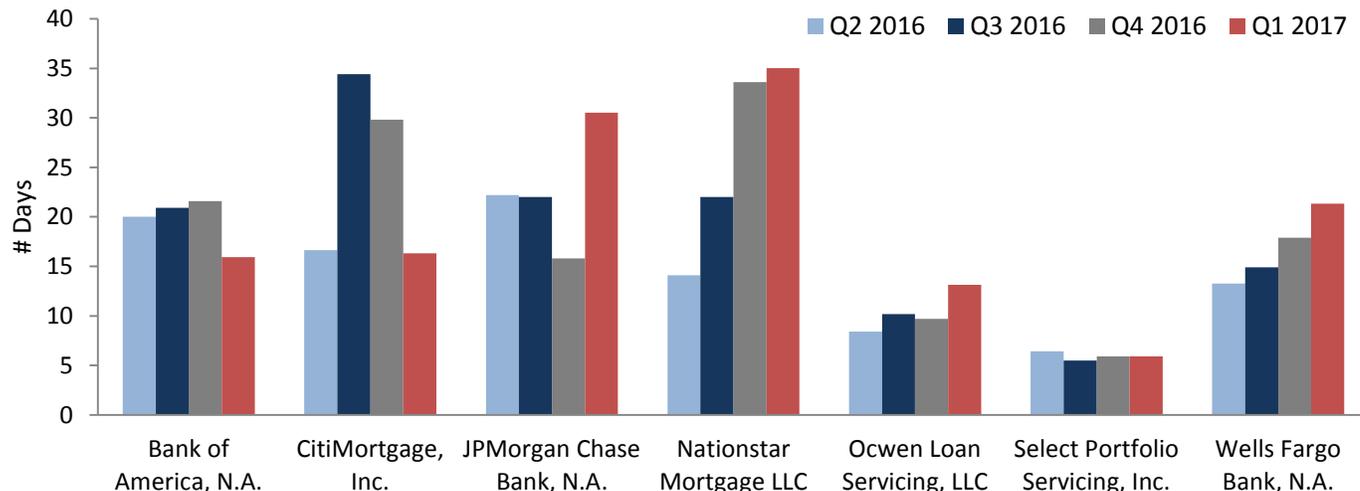
This quarterly metric measures trials lasting six months or longer as a share of all active trials. These figures include trial modifications that have been cancelled or converted to permanent modifications by the servicer and are pending reporting to the program system of record. Additionally, servicers 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 # Aged Trials | Q2'16 | Q3'16 | Q4'16 | Q1'17 |
|----------------------------------|-------|-------|-------|-------|
| Bank of America, N.A. | 203 | 158 | 138 | 115 |
| CitiMortgage, Inc. | 110 | 74 | 221 | 111 |
| JPMorgan Chase Bank, N.A. | 228 | 252 | 186 | 176 |
| Nationstar Mortgage LLC | 606 | 402 | 463 | 142 |
| Ocwen Loan Servicing, LLC | 152 | 143 | 200 | 396 |
| Select Portfolio Servicing, Inc. | 121 | 97 | 48 | 34 |
| Wells Fargo Bank, N.A. | 405 | 387 | 278 | 277 |

Average Calendar Days to Resolve All Escalated Cases

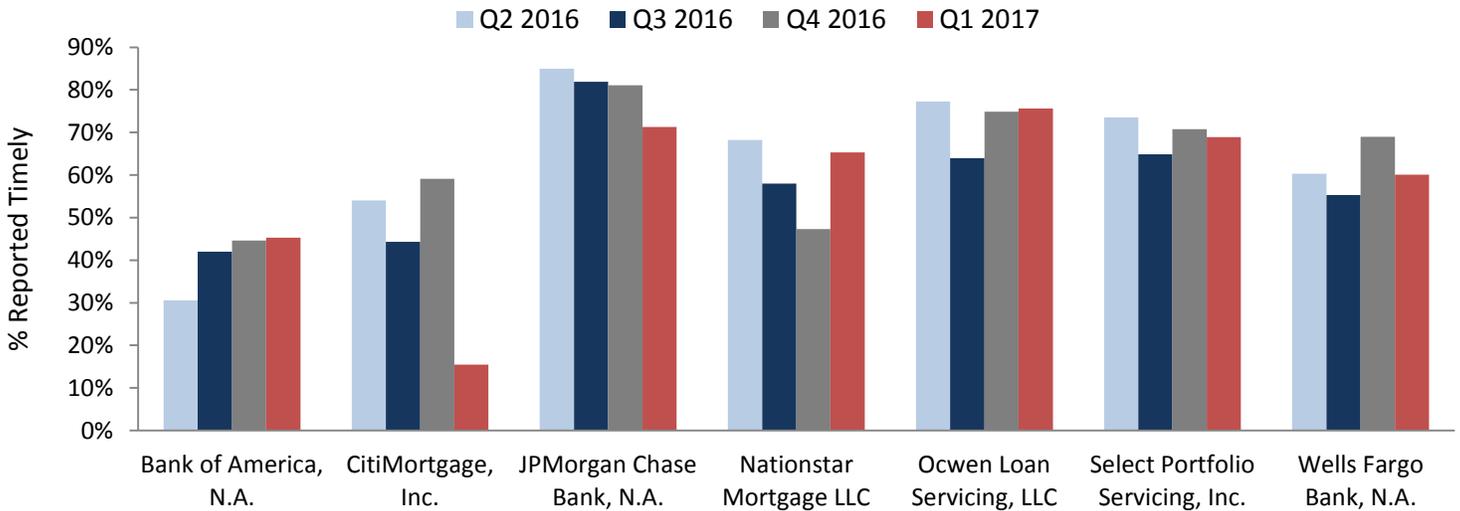
This quarterly metric measures servicer response time for homeowner inquiries escalated to MHA Support Centers. Effective February 1, 2011, a target of 30 calendar days was established for non-GSE escalation cases, including an estimated 5 days processing by the MHA Support Centers. As the MHA program approaches its end date, the average calendar days required to resolve escalations may rise due to fewer incoming cases and the difficulty of resolving the more complex, longstanding cases.



HAMP Program Results

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

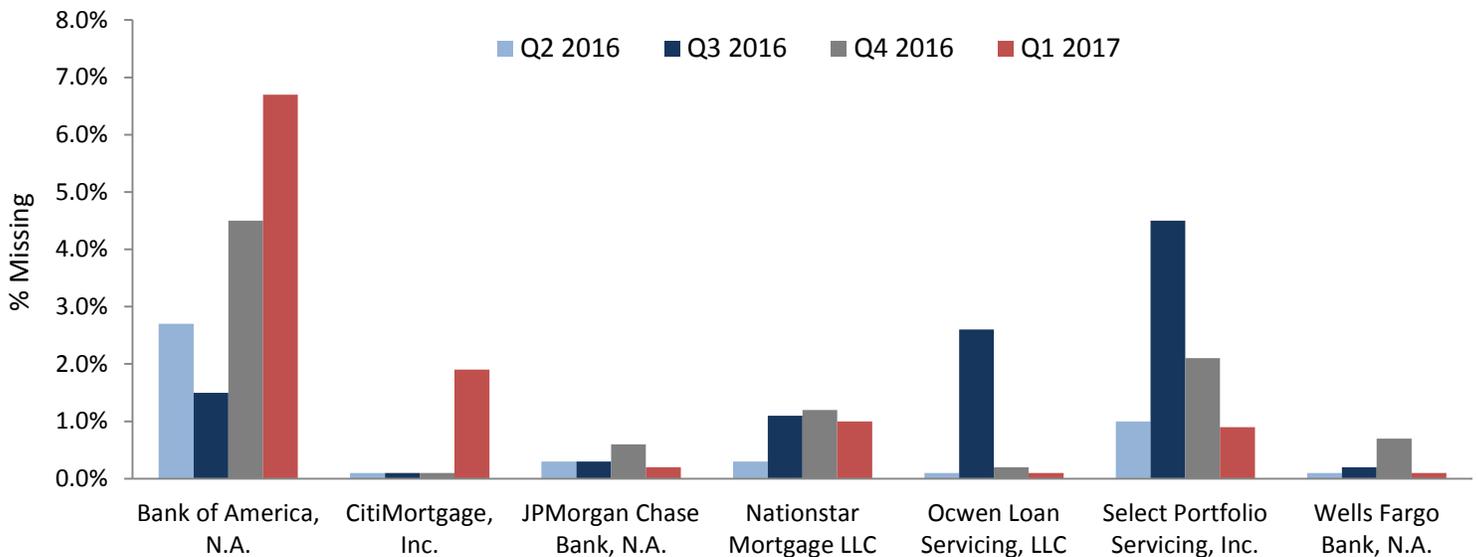
This quarterly metric measures the servicer's ability to promptly report the conversion from a trial to a permanent modification. Untimely reporting of permanent modification conversions impacts incentive compensation, including the possible delay of homeowner incentives. In addition, it hinders the 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 Tier 1, which offers modifications for Government Sponsored Enterprise (GSE) and non-GSE homeowners; HAMP Tier 2, which offers modifications for non-GSE homeowners; and Streamline HAMP, which offers modifications for non-GSE homeowners.

HAMP Tier 2 is modeled after the GSE Standard Modification, which was created in October 2011 when the GSEs launched the Servicer Alignment Initiative (SAI). HAMP Tier 2 expands eligibility to include homeowners with properties currently occupied by a tenant as well as vacant properties the homeowner intends to rent.

Streamline HAMP is modeled after the GSE Streamlined Modification, which was launched in July 2013. Streamline HAMP provides seriously delinquent homeowners the opportunity to receive a modification with no income documentation and reduced hardship documentation.

Treasury FHA-HAMP provides first lien modifications for distressed homeowners in loans insured or guaranteed through the Federal Housing Administration (FHA). 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 HAMP Tier 1, Tier 2, or GSE Standard Modification 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

MHA programs terminated on December 31, 2016, except with respect to certain loan modification applications made before that date. Reporting will continue, however.

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, Streamline HAMP, GSE Standard Modifications and both Treasury FHA- and RD-HAMP. HAMP Tier 1 includes both GSE and non-GSE modifications. Treasury's FHA-HAMP and RD-HAMP are similar to HAMP Tier 1. The GSEs do not participate in HAMP Tier 2; however, the GSE Standard Modification is similar to HAMP Tier 2. The GSEs do not participate in Streamline HAMP; however, the GSE Streamlined Modification is similar to Streamline HAMP. While Streamline HAMP is modeled after GSE Streamlined Modification, GSE Streamlined Modification data is not included in this report.

GSE Standard Modification data is provided by Fannie Mae and Freddie Mac as of June 2016. The GSEs undertake other foreclosure prevention activities beyond their participation in MHA, including the GSE Streamlined Modification, that are not reflected in this report. The latest Federal Housing Finance Agency's Foreclosure Prevention Report can be found at: www.FHFA.gov.

Treasury FHA-HAMP Program Notes:

The FHA undertakes foreclosure prevention activities beyond their participation in MHA that are 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 to view the latest Housing Scorecard.

Appendix 1: Program and Servicer Assessment Notes

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 and a second lien (2MP) modification realize a higher monthly payment reduction on their first lien compared to the overall population of first lien homeowners because of the higher median first lien unpaid principal balance.

HAFA Program Notes:

Unless otherwise noted, HAFA Transactions Completed includes GSE activity under the MHA program in addition to the GSE Standard HAFA program implemented in November 2012. GSE Standard HAFA data provided by Fannie Mae and Freddie Mac as of June 2016. It does not include other GSE short sale and DIL activity outside the HAFA 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 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.

Servicer Assessment Notes:

Treasury's foremost goal is to assist struggling homeowners who may be eligible for MHA. This population represents only a portion of each servicer's overall mortgage servicing operation. Treasury's compliance reviews solely assess compliance with MHA requirements established by Treasury under contracts with participating servicers. Treasury does not assess servicers' compliance with rules or requirements established by Fannie Mae or Freddie Mac (the GSEs) or the Federal Housing Administration (FHA), among others. Moreover, Treasury cannot and does not assess compliance of servicing activities outside of MHA. Servicers' compliance with laws or regulations relating to mortgage servicing are enforced by other Federal agencies, such as the Consumer Financial Protection Bureau (CFPB), or by state authorities.

The servicer assessments have set a benchmark for providing detailed information about how mortgage servicers are performing against specific metrics. 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 transactions, rather than the entirety of the population of transactions, to assess a servicer's overall performance in that particular activity.

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 % Noncompliance:

Second Look is a process in which MHA-C reviews potentially eligible 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 combined percentage of loans reviewed in Second Look where MHA-C disagreed with a servicer's solicitation efforts and/or eligibility review and 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 Second Look Noncompliance 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 noncompliant 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 2% 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.

Timely HAMP Evaluation % Noncompliance:

Servicers are required to evaluate borrowers for HAMP within 30 calendar days from the date a complete loss mitigation application is received. This metric measures the percentage of loans reviewed for which MHA-C determined the servicer did not complete the evaluation within the prescribed time frame for reasons within the servicer's control.

For Timely HAMP Evaluation Noncompliance, remedial actions Treasury requires servicers to take include, but are not limited to: correcting operational issues such that borrowers are evaluated in a timely manner, and implementing controls that allow servicer management to identify and prioritize HAMP eligibility determinations are at risk of being delayed.

Appendix 1: Program and Servicer Assessment Notes

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.

Interest Rate Step-up Changes:

In year five of a borrower's modification, the interest rate on their modification may increase. This metric measures whether the step payment interest rate and principal and interest payment were applied in accordance with the terms of the Modification Agreement.

For Interest Rate Step-Up Change results, remedial actions Treasury requires servicers to take include, but are not limited to: reversing incorrect payment applications within the servicer's system and re-applying payments according to the terms of the Interest Rate Step-Up and correcting system and operational processes such that borrower payments are accurately applied according to the terms of the Interest Rate Step-Ups in the Modification Agreement.

Interest Rate Step-up Notices:

Servicers are required to send two notices of an Interest Rate Step-Up to the borrower prior to the first Step Payment Effective Date. The first notice must be sent at least 120 calendar days, but no more than 240 calendar days, before the initial payment is due at the adjusted level. An additional notice must be sent 60-75 days before the initial payment is due at the adjusted level. For subsequent adjustments, notice must be sent at least 60 calendar days, but not more than 120 calendar days, before the first payment is due at each adjusted level.

This metric measures the percentage of loans reviewed where the notices were not sent within the required timeframes and/or did not include the required elements.

For Interest Rate Step-Up Notice results, remedial actions Treasury requires servicers to take include, but are not limited to, correcting system and operational processes such that Interest Rate Step-Up Notices are sent within the required timeframes and updating notice templates to ensure that all required information is included in the Interest Rate Step-Up Notices sent to the borrower.

Appendix 2: Compliance Criteria Tested

Identifying and Contacting Homeowners

| Criteria Tested | Review Type | Objective |
|--|-------------|---|
| Initial Packages sent after Right Party Contact (RPC) | Second Look | Servicer sent potentially eligible borrowers HAMP packages following RPC |
| Timely SPOC Assignment | Second Look | Servicer assigned a Single Point of Contact and sent a SPOC assignment letter to potentially eligible borrowers following RPC |
| Content of Borrower Notices | Second Look | Borrower Notices contained required information |
| Timely Acknowledgement Letter sent | Second Look | Upon receiving any part of a HAMP package, servicer sent an Acknowledgement Letter to the borrower within the required time frame |
| Accuracy of Incomplete Information Notice (IIN) sent, where applicable | Second Look | Upon receiving part of a HAMP Package but not all required information, servicer sent an Incomplete Information Notice to the borrower listing documentation still needed |
| Timely mailing of IIN, where applicable | Second Look | Servicer sent Incomplete Information Notices within required time frame |
| Validation of Tier 1 Denials | Second Look | Denials of Tier 1 HAMP modifications are valid |
| Validation of Tier 2 Denials | Second Look | Denials of Tier 2 HAMP modifications are valid |
| Second Lien Denials | Second Look | Denials of second lien modifications are valid |
| Non-Approval Notice | Second Look | Servicer included correct denial reason in Non-Approval Notice and sent within 10 days of decision |
| Denial Reporting | Second Look | Servicer reported correct denial reason to the HAMP Program Administrator |

Homeowner Evaluation and Assistance

| Criteria Tested | Review Type | Objective |
|---|----------------------------|--|
| Dodd Frank Certification | Core Eligibility/Incentive | Servicer Obtained a signed Dodd-Frank Certification from borrowers receiving a HAMP modification |
| Accurate occupancy status | Core Eligibility/Incentive | Borrower occupancy status in the HAMP system of record is accurate |
| Origination date | Core Eligibility/Incentive | Origination date of the mortgage is prior to January 1, 2009 |
| Unpaid Principal Balance | Core Eligibility/Incentive | Pre-modification unpaid principal balance does not exceed program limits |
| Completed Request for Mortgage Assistance or Hardship Affidavit | Core Eligibility/Incentive | Servicer obtained a signed Request for Mortgage Assistance or Hardship Affidavit |
| Approval Decision | Core Eligibility/Incentive | Servicer made correct decision to approve the modification |

Appendix 2: Compliance Criteria Tested

Homeowner Evaluation and Assistance

| Criteria Tested | Review Type | Objective |
|--|---|---|
| Completeness of full underwriting package | Second Look, Core Eligibility/Incentive | Servicer obtained a completed package to underwrite modification |
| Accuracy of Income calculation | Core Eligibility/Incentive | Servicer correctly calculated borrower income |
| Accurate HAMP Eligibility decision (approvals) | Core Eligibility/Incentive | Servicer made correct decision to approve the modification |
| Accurate HAMP Underwriting | Core Eligibility/Incentive | Servicer correctly underwrote the modification to ensure correct payment terms |
| Accurate Escrow Analysis | Core Eligibility/Incentive | Servicer performed accurate analysis of borrower escrow to use in modification |
| Property Valuation (AVM, BPO) obtained | Core Eligibility/Incentive | Servicer obtained appraisal or broker price opinion for the property |
| Accuracy of Trial Period Plan (TPP) Notice | Core Eligibility/Incentive | Servicer sent accurate TPP Notices to borrowers entering a Trial modification |
| Application of TPP payments | Core Eligibility/Incentive | Servicer accurately applied borrower TPP payments |
| Recast Notices | Core Eligibility/Incentive | Servicer sent the Recast Notice to the borrower within the required timeframe |
| Accepted Recast Offer | Core Eligibility/Incentive | Servicer accurately processed the Accepted Recast Offer |
| NPV model use/re-coding compliance | Net Present Value | Servicer NPV models provide accurate results consistent with the Treasury NPV model |
| Accuracy of NPV inputs | Net Present Value | Servicer input accurate data into the NPV model |
| Accuracy of Permanent Modification Agreement | Core Eligibility/Incentive | Permanent Modification Agreement includes correct terms including payment amount, interest rate, unpaid principal balance, and forbearance amount |
| Waiver of Late Charges & other Fees at conversion from TPP to Perm. Mod. | Core Eligibility/Incentive | At time of conversion to permanent modification, servicer waived all late charges and other fees related to the delinquency of the original loan |
| Application of Unapplied Funds at end of TPP | Core Eligibility/Incentive | Servicer accurately applied payment amounts held in suspense at end of Trial Plan |
| Accurate 2MP Eligibility Assessment | Second Look, Core Eligibility/Incentive | Servicer accurately evaluated borrower for second lien modification |
| Accurate calculation of 2MP TPP/Modification Terms | Core Eligibility/Incentive | Servicer accurately calculates second lien modification terms |
| Timely mailing and accuracy of 2MP Non-Approval Notice, where applicable | Second Look | Servicer sent accurate Non-Approval Notices for denied second lien modifications within specified time frame |
| Accurate HAFA Eligibility Assessment | Second Look, Core Eligibility/Incentive | Servicer reviewed HAFA applications and makes appropriate eligibility decision |
| HAFA - Release of Liens | Core Eligibility/Incentive | Servicer obtained release of all liens on properties completing a HAFA short sale or deed-in-lieu |
| Escalated Cases | Directed Actions | Servicer timely and accurately resolved escalated case complaints |
| Solicitation of Financial counseling notices | Core Eligibility/Incentive | Servicer considered borrower for financial counseling by sending a notification with the TPP |
| Timely mailing of 2MP TPPs | Core Eligibility/Incentive | Servicer sent 2MP TPP's within the required timeframe |
| Timely mailing of HAFA Short Sale notices | Core Eligibility/Incentive | Servicer sent HAFA Short Sale Notices within the required timeframe |

Appendix 2: Compliance Criteria Tested

Program Management and Reporting

| Criteria Tested | Review Type | Objective |
|---|--|---|
| HAMP Incentive Compensation - Servicer, Borrower & Investor | Core Eligibility/Incentive | Incentive compensation is accurate based on loan file documentation |
| Application of Borrower Incentives | Core Eligibility/Incentive | Servicer accurately applied borrower incentives to unpaid principal balance within 30 days of receipt |
| Timely and accurate 120-Day Notice of Interest Rate Increase | Core Eligibility/Incentive | Servicer sent accurate first notice of Interest Rate Increase between 120 and 240 days prior to first rate increase |
| Timely and accurate 60-Day Notice of Interest Rate Increase | Core Eligibility/Incentive | Servicer sent accurate second notice of Interest Rate Increase between 60 and 75 days prior to first rate increase |
| Timely and accurate subsequent 60-Day Notice of Interest Rate Increase | Core Eligibility/Incentive | Servicer sent accurate subsequent notice of Interest Rate Increase between 60 and 120 days prior to subsequent rate increase |
| Accuracy of step rate increases | Core Eligibility/Incentive | Servicer accurately calculated and implemented HAMP rate increases |
| Appropriate timing on reporting of denial to IR2 (i.e. at least 30 days after letter sent) | Second Look | Servicer reported HAMP denials to the Program Administrator in accordance with program guidelines |
| Accurate reporting of HAMP Trials/Perm Mods to IR2 | Core Eligibility/Incentive | Servicer accurately reported modification information to the Program Administrator including all data used in calculating incentives |
| Appropriate notification to borrowers of Post-Modification Counseling | Core Eligibility/Incentive | Borrowers entering Trial Period Plans are notified of the availability of financial counseling |
| 2MP Incentive Compensation - Servicer, Borrower & Investor | Core Eligibility/Incentive | Incentive compensation for second lien modifications is accurate |
| Accurate reporting of 2MP Trials/Perm Mods to IR2 | Core Eligibility/Incentive | Servicer reported accurate modification data to Program Administrator with respect to second lien modifications |
| Hafa Incentive Compensation - Servicer, Borrower & Investor | Core Eligibility/Incentive | Incentive compensation for Hafa transactions is accurate based on loan file documentation |
| Accuracy of reporting of Hafa activity to IR2 | Core Eligibility/Incentive | Servicer reported accurate modification data to Program Administrator with respect to Hafa short sale and deed-in-lieu transactions |
| Re-default and Loss of Good Standing | Directed Actions, Core Eligibility/Incentive | Modifications that are disqualified from HAMP due to Loss of Good Standing or canceled from TPP are done so accurately and in a timely manner |
| Pre-Foreclosure affirmation provided by Relationship Manager (SPOC) | Directed Actions | SPOC provided affirmation that all available loss mitigation options had been exhausted |
| Accuracy of Foreclosure Referrals | Directed Actions | Foreclosure referrals meet the requirements of the MHA Handbook |
| Certification provided to Foreclosure attorney | Directed Actions | Servicer provided certification that HAMP modification had been explored and all other loss mitigation options had been exhausted |
| Proper resolution of Escalated Cases | Directed Actions | Borrower complaints are resolved accurately |
| Timely processing of escalated cases | Directed Actions | Borrower complaints are resolved within prescribed time period or the borrower is notified appropriately of delays |
| Validation of receipt and completeness of MHA Data for transferred loans by transferee servicer | Transfer Testing | Within 60 days of transfer, the transferee servicer validated the acquired loans contained all required MHA data |
| Timely processing of transferred Trial Period Plans | Transfer Testing | Borrowers in Trial Period Plans as of the date of transfer were appropriately placed into Official Modifications |
| Application of incentives for transferred modifications | Transfer Testing | Borrower incentives were applied correctly to unpaid principal balance of transferred loans where appropriate |

Appendix 3: 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 misses 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.

Monthly Housing Payment:

Principal and interest payment.

Appendix 4: End Notes

| Note # | Section | End Notes |
|--------|--|---|
| 1 | MHA Program Updates (page 4) | MHA Program Activity includes HAMP Tier 1, HAMP Tier 2, and Streamline HAMP, except where specified. |
| 2 | MHA Program Updates (page 4) | MHA First Lien Permanent Modifications Started includes GSE Standard Modifications (GSE SAI) but not GSE Streamlined Modifications. For details on all GSE programs, visit http://www.FHFA.gov/ . |
| 3 | HAMP Program Results (page 5) | 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. |
| 4 | HAMP Program Results (page 5 and page 9) | Data is as reported by servicers for actions completed through the end of the quarter 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. |
| 5 | HAMP Program Results (page 8) | Servicers did not submit 1.3% of the total required OMRs for loans aged up to 60 months 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 Tier 1 permanent modifications that have aged 60 months may range between 42.2% and 42.3%. |
| 6 | Other MHA Programs (page 11) | Includes some modifications with additional principal reduction outside of HAMP PRA. |
| 7 | Other MHA Programs (page 11) | Under HAMP PRA, principal reduction vests over a 3-year period. The amounts noted reflect the entire amount that may be forgiven. |
| 8 | Other MHA Programs (page 11) | Principal amount reduced as a percentage of before-modification UPB, excluding capitalization. |
| 9 | Other MHA Programs (page 12) | Survey data indicates that program to date, 406,902 qualifying first lien modifications have been matched with a second lien. Of these matched second liens, approximately 57% 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. |
| 10 | Results by Servicer (page 13) | 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. |
| 11 | Results by Servicer (page 13) | Includes non-GSE activity under the MHA program only. Servicer GSE program data not available. |
| 12 | Results by Servicer (page 19) | 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 Aged Trials. As a result, fluctuations are expected in this population. |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 5: All HAMP Activity by State

| State | Trial Modifications Started | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--------------------|-----------------------------|---------------------------------|----------------------------------|--|
| AK | 1,377 | 828 | \$476.76 | 32% |
| AL | 18,815 | 11,920 | \$263.19 | 33% |
| AR | 7,378 | 4,547 | \$245.60 | 33% |
| AZ | 94,106 | 57,702 | \$434.33 | 37% |
| CA | 521,498 | 372,481 | \$698.01 | 36% |
| CO | 33,175 | 21,955 | \$403.34 | 33% |
| CT | 36,009 | 25,598 | \$512.42 | 37% |
| DC | 4,681 | 3,157 | \$525.94 | 32% |
| DE | 8,749 | 6,044 | \$397.35 | 32% |
| FL | 307,481 | 206,877 | \$456.01 | 39% |
| GA | 96,116 | 62,252 | \$350.95 | 36% |
| HI | 9,386 | 6,532 | \$767.94 | 33% |
| IA | 7,902 | 4,831 | \$248.64 | 34% |
| ID | 9,220 | 5,904 | \$364.59 | 33% |
| IL | 130,745 | 89,906 | \$486.93 | 40% |
| IN | 29,178 | 19,044 | \$260.39 | 34% |
| KS | 7,631 | 4,710 | \$283.94 | 33% |
| KY | 12,144 | 7,863 | \$262.64 | 34% |
| LA | 18,963 | 12,488 | \$277.72 | 34% |
| MA | 58,187 | 41,179 | \$562.63 | 35% |
| MD | 83,846 | 58,352 | \$551.05 | 34% |
| ME | 7,584 | 5,371 | \$375.27 | 35% |
| MI | 74,076 | 47,319 | \$339.25 | 38% |
| MN | 38,406 | 24,715 | \$414.75 | 35% |
| MO | 30,109 | 18,988 | \$290.31 | 35% |
| MS | 11,773 | 7,708 | \$247.47 | 34% |
| MT | 2,990 | 1,820 | \$386.95 | 32% |
| NC | 53,808 | 34,900 | \$296.83 | 34% |
| ND | 531 | 294 | \$272.40 | 31% |
| NE | 4,262 | 2,749 | \$261.12 | 34% |
| NH | 11,046 | 7,678 | \$459.53 | 34% |
| NJ | 92,856 | 65,415 | \$607.47 | 37% |
| NM | 9,319 | 6,122 | \$340.05 | 33% |
| NV | 55,614 | 35,297 | \$518.29 | 38% |
| NY | 133,689 | 95,540 | \$741.48 | 37% |
| OH | 65,198 | 40,940 | \$289.23 | 37% |
| OK | 8,695 | 5,294 | \$244.54 | 34% |
| OR | 27,549 | 18,309 | \$444.49 | 34% |
| PA | 67,279 | 45,905 | \$330.48 | 34% |
| RI | 12,200 | 8,774 | \$521.66 | 39% |
| SC | 28,342 | 18,225 | \$288.35 | 34% |
| SD | 1,117 | 642 | \$261.25 | 30% |
| TN | 32,521 | 21,416 | \$282.41 | 35% |
| TX | 90,933 | 56,202 | \$277.57 | 34% |
| UT | 19,891 | 13,166 | \$421.73 | 32% |
| VA | 60,485 | 40,412 | \$471.80 | 32% |
| VT | 2,301 | 1,686 | \$364.00 | 34% |
| WA | 51,207 | 35,377 | \$492.97 | 33% |
| WI | 26,058 | 17,566 | \$339.86 | 36% |
| WV | 4,021 | 2,488 | \$298.33 | 30% |
| WY | 1,321 | 840 | \$356.46 | 30% |
| PR | 6,779 | 5,437 | \$278.73 | 37% |
| Nationwide* | 2,528,605 | 1,710,807 | \$467.98 | 35% |

* Includes U.S. Territories

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 6: HAMP Tier 1 Scheduled Interest Rate Increases by State

| State | <i>Median Values</i> | | | | | | | | |
|-------|----------------------|-----------------------|---------------------|-------------------------------|---------------|-----------------------|--|--|--|
| | 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 | 44.94% | 6.8% | \$1,455.28 | \$4,163.13 | \$213,558.13 | \$842.93 | \$93.13 | \$171.67 | -\$415.47 |
| AL | 46.70% | 6.8% | \$869.56 | \$2,258.00 | \$118,391.13 | \$493.59 | \$47.40 | \$96.29 | -\$241.48 |
| AR | 45.82% | 6.6% | \$800.43 | \$2,128.75 | \$114,885.00 | \$458.33 | \$48.75 | \$100.39 | -\$212.97 |
| AZ | 49.52% | 6.4% | \$1,190.45 | \$2,800.00 | \$178,000.78 | \$652.63 | \$77.98 | \$188.78 | -\$309.59 |
| CA | 48.79% | 6.1% | \$1,940.28 | \$4,670.00 | \$306,786.55 | \$1,059.30 | \$134.95 | \$309.03 | -\$480.29 |
| CO | 46.60% | 6.4% | \$1,235.07 | \$3,173.99 | \$188,915.26 | \$730.01 | \$80.39 | \$180.20 | -\$301.19 |
| CT | 45.55% | 6.5% | \$1,455.44 | \$4,333.33 | \$210,108.92 | \$777.38 | \$90.67 | \$197.02 | -\$413.26 |
| DC | 47.54% | 6.4% | \$1,689.64 | \$4,100.43 | \$272,430.00 | \$959.26 | \$119.10 | \$263.19 | -\$383.64 |
| DE | 47.05% | 6.5% | \$1,281.01 | \$3,123.35 | \$196,526.62 | \$750.91 | \$83.74 | \$174.26 | -\$310.63 |
| FL | 47.56% | 6.5% | \$1,191.95 | \$3,277.03 | \$171,118.82 | \$614.91 | \$75.02 | \$168.23 | -\$350.34 |
| GA | 47.52% | 6.5% | \$1,003.44 | \$2,631.84 | \$143,190.93 | \$553.96 | \$61.54 | \$137.34 | -\$281.97 |
| HI | 48.99% | 6.3% | \$2,429.17 | \$5,388.52 | \$395,130.77 | \$1,368.56 | \$175.42 | \$376.32 | -\$525.63 |
| IA | 44.49% | 6.6% | \$774.84 | \$2,279.67 | \$106,884.88 | \$428.38 | \$44.09 | \$92.58 | -\$208.64 |
| ID | 48.63% | 6.5% | \$1,148.19 | \$2,729.72 | \$170,693.80 | \$654.20 | \$73.86 | \$164.92 | -\$289.46 |
| IL | 47.10% | 6.5% | \$1,277.88 | \$3,700.00 | \$178,414.95 | \$641.29 | \$78.09 | \$176.97 | -\$394.92 |
| IN | 46.17% | 6.8% | \$810.90 | \$2,150.00 | \$109,017.18 | \$450.73 | \$44.45 | \$93.36 | -\$224.49 |
| KS | 44.54% | 6.6% | \$897.82 | \$2,719.81 | \$126,575.88 | \$499.42 | \$51.46 | \$110.76 | -\$243.78 |
| KY | 45.96% | 6.8% | \$814.33 | \$2,203.08 | \$111,717.64 | \$457.69 | \$45.90 | \$96.08 | -\$226.21 |
| LA | 45.54% | 6.9% | \$894.74 | \$2,565.14 | \$123,642.36 | \$494.93 | \$51.43 | \$100.80 | -\$254.82 |
| MA | 47.07% | 6.4% | \$1,656.37 | \$4,336.89 | \$250,165.08 | \$911.13 | \$107.95 | \$238.20 | -\$428.33 |
| MD | 46.85% | 6.4% | \$1,671.33 | \$4,333.00 | \$259,708.90 | \$936.96 | \$113.49 | \$250.24 | -\$413.31 |
| ME | 46.68% | 6.5% | \$1,133.59 | \$3,001.33 | \$162,863.83 | \$614.20 | \$69.69 | \$142.73 | -\$302.49 |
| MI | 46.93% | 6.5% | \$955.01 | \$2,666.73 | \$129,727.58 | \$503.90 | \$54.19 | \$123.66 | -\$277.48 |
| MN | 46.15% | 6.3% | \$1,201.40 | \$3,294.72 | \$178,143.56 | \$675.02 | \$76.42 | \$174.99 | -\$309.48 |
| MO | 46.13% | 6.6% | \$879.49 | \$2,474.98 | \$122,691.23 | \$481.45 | \$50.84 | \$108.86 | -\$250.75 |
| MS | 46.43% | 6.9% | \$810.13 | \$2,220.25 | \$111,328.31 | \$446.36 | \$45.07 | \$89.85 | -\$237.58 |
| MT | 46.86% | 6.4% | \$1,265.25 | \$3,249.50 | \$194,462.81 | \$730.56 | \$81.32 | \$171.22 | -\$310.05 |
| NC | 46.51% | 6.6% | \$943.29 | \$2,487.44 | \$133,255.24 | \$535.69 | \$55.83 | \$116.11 | -\$252.40 |
| ND | 42.40% | 6.5% | \$876.08 | \$2,704.07 | \$128,069.97 | \$509.87 | \$54.44 | \$119.89 | -\$213.81 |
| NE | 43.77% | 6.7% | \$771.00 | \$2,464.00 | \$108,269.64 | \$442.70 | \$44.64 | \$90.45 | -\$212.90 |
| NH | 43.98% | 6.4% | \$1,342.29 | \$4,164.83 | \$198,061.82 | \$764.01 | \$84.51 | \$180.38 | -\$347.29 |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 6: HAMP Tier 1 Scheduled Interest Rate Increases by State

| <i>Median Values</i> | | | | | | | | | |
|----------------------|----------------|-----------------------|---------------------|-------------------------------|---------------------|-----------------------|--|--|--|
| State | 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 |
| NJ | 45.22% | 6.4% | \$1,701.31 | \$5,245.00 | \$249,909.49 | \$885.43 | \$109.98 | \$235.42 | -\$472.36 |
| NM | 47.31% | 6.5% | \$1,057.22 | \$2,743.62 | \$155,793.13 | \$612.30 | \$67.32 | \$142.49 | -\$284.82 |
| NV | 50.13% | 6.3% | \$1,368.06 | \$3,126.07 | \$207,818.57 | \$738.10 | \$91.37 | \$216.06 | -\$363.71 |
| NY | 47.02% | 6.4% | \$2,082.57 | \$5,722.00 | \$313,240.17 | \$1,086.64 | \$137.68 | \$295.43 | -\$580.02 |
| OH | 45.45% | 6.6% | \$817.00 | \$2,383.00 | \$110,000.00 | \$442.95 | \$45.30 | \$98.48 | -\$235.55 |
| OK | 44.85% | 6.9% | \$773.60 | \$2,344.00 | \$105,271.77 | \$436.74 | \$42.69 | \$85.78 | -\$224.91 |
| OR | 46.70% | 6.4% | \$1,321.60 | \$3,441.50 | \$206,479.36 | \$767.51 | \$90.91 | \$198.33 | -\$322.50 |
| PA | 45.24% | 6.6% | \$1,077.32 | \$3,169.41 | \$150,908.27 | \$582.26 | \$63.23 | \$128.41 | -\$296.33 |
| RI | 47.40% | 6.4% | \$1,358.72 | \$3,643.32 | \$196,008.49 | \$703.13 | \$84.83 | \$190.01 | -\$399.20 |
| SC | 46.75% | 6.6% | \$957.87 | \$2,479.67 | \$136,654.31 | \$544.98 | \$57.59 | \$120.25 | -\$251.90 |
| SD | 44.07% | 6.4% | \$940.72 | \$2,736.50 | \$136,541.65 | \$529.33 | \$56.15 | \$124.66 | -\$214.85 |
| TN | 47.03% | 6.9% | \$870.63 | \$2,293.79 | \$117,801.11 | \$480.15 | \$47.78 | \$98.86 | -\$258.84 |
| TX | 43.18% | 7.0% | \$852.33 | \$2,931.63 | \$117,476.36 | \$481.71 | \$48.00 | \$98.01 | -\$247.84 |
| UT | 47.69% | 6.5% | \$1,366.98 | \$3,267.00 | \$211,065.43 | \$800.85 | \$92.59 | \$209.72 | -\$322.14 |
| VA | 46.68% | 6.4% | \$1,593.83 | \$4,058.00 | \$248,756.51 | \$905.09 | \$107.40 | \$237.62 | -\$359.98 |
| VT | 46.29% | 6.8% | \$1,149.63 | \$3,126.44 | \$168,422.73 | \$628.54 | \$71.11 | \$155.03 | -\$304.92 |
| WA | 46.42% | 6.4% | \$1,511.88 | \$3,970.52 | \$241,060.54 | \$872.60 | \$106.44 | \$230.51 | -\$351.28 |
| WI | 45.09% | 6.5% | \$983.40 | \$2,980.00 | \$137,592.70 | \$530.09 | \$58.54 | \$125.03 | -\$275.64 |
| WV | 46.64% | 6.6% | \$1,091.95 | \$2,675.67 | \$154,989.02 | \$627.19 | \$64.39 | \$127.56 | -\$263.59 |
| WY | 46.26% | 6.5% | \$1,298.10 | \$3,222.00 | \$188,091.80 | \$793.72 | \$79.86 | \$162.43 | -\$306.39 |
| PR | 51.24% | 6.3% | \$760.73 | \$1,617.94 | \$102,664.95 | \$434.00 | \$44.02 | \$92.43 | -\$216.71 |
| Nationwide* | 47.34% | 6.4% | \$1,443.03 | \$3,796.36 | \$214,324.45 | \$778.70 | \$92.78 | \$206.47 | -\$371.03 |

* Includes U.S. Territories

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 7: Performance of HAMP Modifications by Vintage

| HAMP Tier 1 | | | | | | | | | | |
|-------------------------------|---|-----------------|------------------|-----------------|------------------|-----------------|------------------|-----------------|------------------|-----------------|
| Mod. Effective in: | Delinquency: Months After Conversion to Permanent Modification | | | | | | | | | |
| | 3 | | 6 | | 12 | | 18 | | 24 | |
| | # | 90+ Days | # | 90+ Days | # | 90+ Days | # | 90+ Days | # | 90+ Days |
| 2009Q3 | 3,566 | 4.5% | 4,386 | 10.6% | 4,585 | 21.1% | 4,920 | 28.9% | 5,021 | 33.5% |
| 2009Q4 | 43,350 | 1.9% | 47,149 | 6.3% | 51,000 | 15.9% | 54,175 | 22.4% | 55,120 | 28.4% |
| 2010Q1 | 123,506 | 1.5% | 149,717 | 6.1% | 160,510 | 16.1% | 165,521 | 22.5% | 167,345 | 28.8% |
| 2010Q2 | 147,061 | 1.8% | 156,665 | 7.5% | 172,958 | 16.1% | 170,183 | 24.1% | 178,315 | 28.7% |
| 2010Q3 | 85,929 | 1.9% | 95,581 | 7.1% | 103,852 | 14.5% | 105,815 | 21.9% | 105,854 | 26.8% |
| 2010Q4 | 57,825 | 1.8% | 62,275 | 5.7% | 64,898 | 14.5% | 66,429 | 21.1% | 66,193 | 26.5% |
| 2011Q1 | 70,582 | 1.0% | 75,542 | 5.1% | 79,258 | 13.6% | 80,843 | 19.2% | 80,512 | 24.9% |
| 2011Q2 | 79,597 | 1.3% | 88,853 | 5.8% | 92,360 | 13.2% | 91,657 | 20.1% | 91,261 | 25.1% |
| 2011Q3 | 80,629 | 1.3% | 85,688 | 5.6% | 86,678 | 12.3% | 86,437 | 18.9% | 84,916 | 23.4% |
| 2011Q4 | 64,726 | 1.2% | 67,237 | 4.4% | 67,590 | 11.4% | 67,752 | 16.8% | 67,464 | 21.0% |
| 2012Q1 | 49,174 | 0.8% | 50,608 | 4.1% | 50,639 | 10.9% | 50,029 | 15.8% | 50,536 | 20.0% |
| 2012Q2 | 43,826 | 1.0% | 44,804 | 4.6% | 45,078 | 10.9% | 44,577 | 16.1% | 44,783 | 20.0% |
| 2012Q3 | 47,138 | 1.0% | 48,827 | 4.6% | 49,546 | 10.0% | 50,043 | 15.1% | 50,292 | 18.5% |
| 2012Q4 | 39,177 | 1.0% | 41,096 | 3.9% | 42,306 | 9.4% | 42,554 | 14.0% | 42,681 | 17.6% |
| 2013Q1 | 39,145 | 0.7% | 40,800 | 3.5% | 41,921 | 9.6% | 42,288 | 13.9% | 42,070 | 17.7% |
| 2013Q2 | 31,450 | 0.8% | 32,925 | 3.9% | 33,629 | 9.4% | 33,913 | 14.1% | 34,051 | 17.4% |
| 2013Q3 | 31,828 | 1.0% | 33,301 | 4.2% | 34,694 | 9.3% | 34,498 | 14.1% | 34,622 | 16.9% |
| 2013Q4 | 27,222 | 1.0% | 28,540 | 3.9% | 29,820 | 9.5% | 29,814 | 13.9% | 29,796 | 17.1% |
| 2014Q1 | 23,617 | 0.9% | 25,514 | 3.9% | 26,361 | 10.4% | 26,290 | 14.4% | 26,372 | 17.8% |
| 2014Q2 | 18,979 | 1.1% | 19,785 | 5.1% | 20,409 | 10.8% | 20,345 | 15.2% | 20,448 | 18.4% |
| 2014Q3 | 16,949 | 1.3% | 17,792 | 5.4% | 18,364 | 10.7% | 18,393 | 15.8% | 18,322 | 19.1% |
| 2014Q4 | 15,078 | 1.5% | 16,843 | 4.5% | 17,272 | 10.8% | 17,447 | 15.6% | 17,223 | 19.4% |
| 2015Q1 | 14,768 | 1.0% | 15,740 | 4.4% | 16,149 | 11.0% | 16,106 | 15.7% | 16,130 | 19.8% |
| 2015Q2 | 14,237 | 1.4% | 14,786 | 5.6% | 15,077 | 12.0% | 15,045 | 16.7% | 5,366 | 19.5% |
| 2015Q3 | 12,611 | 1.4% | 13,047 | 5.5% | 13,311 | 11.7% | 13,248 | 17.6% | | |
| 2015Q4 | 10,447 | 1.6% | 10,906 | 5.7% | 11,147 | 12.5% | 4,013 | 17.7% | | |
| 2016Q1 | 9,609 | 0.9% | 9,996 | 4.9% | 10,182 | 12.2% | | | | |
| 2016Q2 | 8,739 | 1.5% | 9,205 | 5.7% | 3,296 | 12.8% | | | | |
| 2016Q3 | 7,966 | 1.3% | 8,385 | 5.8% | | | | | | |
| 2016Q4 | 6,602 | 1.3% | 2,489 | 5.5% | | | | | | |
| 2017Q1 | 1,798 | 0.8% | | | | | | | | |
| All | 1,227,131 | 1.3% | 1,318,482 | 5.5% | 1,362,890 | 13.1% | 1,352,335 | 19.2% | 1,334,693 | 23.9% |

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.

Appendix 7: Performance of HAMP Modifications by Vintage

| HAMP Tier 1 | | | | | | | | | | |
|-------------------------------|---|-----------------|------------------|-----------------|----------------|-----------------|----------------|-----------------|----------------|-----------------|
| Mod. Effective in: | Delinquency: Months After Conversion to Permanent Modification | | | | | | | | | |
| | 36 | | 48 | | 60 | | 72 | | 84 | |
| | # | 90+ Days | # | 90+ Days | # | 90+ Days | # | 90+ Days | # | 90+ Days |
| 2009Q3 | 5,122 | 41.7% | 5,029 | 48.3% | 5,010 | 52.4% | 4,760 | 58.6% | 4,437 | 65.6% |
| 2009Q4 | 55,930 | 37.2% | 55,673 | 43.1% | 54,921 | 47.5% | 52,751 | 52.8% | 49,240 | 59.5% |
| 2010Q1 | 165,639 | 37.5% | 165,340 | 43.0% | 162,786 | 47.2% | 156,922 | 52.2% | 146,175 | 58.8% |
| 2010Q2 | 174,598 | 37.5% | 173,730 | 42.6% | 172,488 | 46.2% | 165,279 | 51.3% | 50,765 | 60.2% |
| 2010Q3 | 104,140 | 35.3% | 104,689 | 39.8% | 102,407 | 43.9% | 98,059 | 48.9% | | |
| 2010Q4 | 65,680 | 34.2% | 65,670 | 38.8% | 64,591 | 42.6% | 62,257 | 47.0% | | |
| 2011Q1 | 80,636 | 31.9% | 80,103 | 36.6% | 78,323 | 40.4% | 74,392 | 45.4% | | |
| 2011Q2 | 91,263 | 31.6% | 90,754 | 36.1% | 88,362 | 39.8% | 31,041 | 45.6% | | |
| 2011Q3 | 86,614 | 29.2% | 84,750 | 34.2% | 81,836 | 38.2% | | | | |
| 2011Q4 | 67,546 | 26.8% | 66,465 | 30.9% | 64,664 | 34.6% | | | | |
| 2012Q1 | 50,076 | 26.0% | 49,480 | 30.1% | 47,941 | 33.8% | | | | |
| 2012Q2 | 44,700 | 25.5% | 43,678 | 29.5% | 14,660 | 33.8% | | | | |
| 2012Q3 | 49,576 | 24.1% | 48,341 | 28.0% | | | | | | |
| 2012Q4 | 42,064 | 22.7% | 40,920 | 26.6% | | | | | | |
| 2013Q1 | 41,560 | 22.4% | 40,322 | 26.5% | | | | | | |
| 2013Q2 | 33,900 | 21.9% | 10,919 | 26.8% | | | | | | |
| 2013Q3 | 34,199 | 21.8% | | | | | | | | |
| 2013Q4 | 29,448 | 21.9% | | | | | | | | |
| 2014Q1 | 26,043 | 23.3% | | | | | | | | |
| 2014Q2 | 7,513 | 23.7% | | | | | | | | |
| 2014Q3 | | | | | | | | | | |
| 2014Q4 | | | | | | | | | | |
| 2015Q1 | | | | | | | | | | |
| 2015Q2 | | | | | | | | | | |
| 2015Q3 | | | | | | | | | | |
| 2015Q4 | | | | | | | | | | |
| 2016Q1 | | | | | | | | | | |
| 2016Q2 | | | | | | | | | | |
| 2016Q3 | | | | | | | | | | |
| 2016Q4 | | | | | | | | | | |
| 2017Q1 | | | | | | | | | | |
| All | 1,256,247 | 31.2% | 1,125,863 | 37.0% | 937,989 | 42.6% | 645,461 | 50.0% | 250,617 | 59.3% |

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 First Quarter 2017

Appendix 7: Performance of HAMP Modifications by Vintage

| HAMP Tier 2 | | | | | | | | |
|--------------------|--|----------|---------|----------|---------|----------|---------|----------|
| Mod. Effective in: | Delinquency: Months After Conversion to Permanent Modification | | | | | | | |
| | 3 | | 6 | | 12 | | 18 | |
| | # | 90+ Days | # | 90+ Days | # | 90+ Days | # | 90+ Days |
| 2012Q3 | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 100.0% |
| 2012Q4 | 946 | 1.3% | 1,116 | 5.4% | 1,187 | 17.4% | 1,244 | 23.2% |
| 2013Q1 | 2,477 | 1.4% | 2,711 | 7.2% | 2,872 | 19.5% | 2,976 | 26.8% |
| 2013Q2 | 4,099 | 1.5% | 4,450 | 8.0% | 5,052 | 17.5% | 5,155 | 24.7% |
| 2013Q3 | 11,186 | 2.0% | 13,194 | 8.2% | 13,616 | 16.8% | 13,521 | 24.9% |
| 2013Q4 | 11,203 | 1.9% | 11,784 | 7.3% | 12,594 | 17.1% | 12,491 | 23.4% |
| 2014Q1 | 10,498 | 1.4% | 11,604 | 6.7% | 12,012 | 17.0% | 11,787 | 23.0% |
| 2014Q2 | 10,875 | 1.4% | 11,183 | 7.4% | 11,288 | 15.8% | 11,190 | 22.3% |
| 2014Q3 | 9,166 | 2.0% | 9,469 | 8.1% | 9,942 | 15.5% | 9,826 | 22.3% |
| 2014Q4 | 11,047 | 1.8% | 12,683 | 6.4% | 12,896 | 16.3% | 13,240 | 22.6% |
| 2015Q1 | 13,067 | 1.2% | 14,044 | 6.5% | 14,212 | 16.9% | 14,126 | 23.3% |
| 2015Q2 | 13,949 | 1.6% | 14,252 | 8.5% | 14,315 | 17.8% | 14,342 | 25.0% |
| 2015Q3 | 14,269 | 2.1% | 14,696 | 8.9% | 14,938 | 17.8% | 14,803 | 25.6% |
| 2015Q4 | 11,817 | 2.1% | 12,070 | 7.5% | 12,515 | 17.4% | 4,369 | 25.0% |
| 2016Q1 | 12,578 | 1.3% | 13,080 | 6.5% | 13,282 | 17.2% | | |
| 2016Q2 | 12,785 | 1.5% | 13,229 | 7.8% | 4,599 | 17.8% | | |
| 2016Q3 | 12,452 | 1.9% | 12,957 | 8.2% | | | | |
| 2016Q4 | 10,146 | 1.8% | 3,802 | 6.5% | | | | |
| 2017Q1 | 2,890 | 1.2% | | | | | | |
| All | 175,450 | 1.7% | 176,324 | 7.5% | 155,320 | 17.0% | 129,071 | 23.8% |

| Delinquency: Months After Conversion to Permanent Modification | | | | | | | | |
|--|---------|----------|--------|----------|--------|----------|--------|----------|
| Mod. Effective in: | 24 | | 36 | | 48 | | 60 | |
| | # | 90+ Days | # | 90+ Days | # | 90+ Days | # | 90+ Days |
| | 2012Q3 | 1 | 100.0% | 1 | 100.0% | 1 | 100.0% | |
| 2012Q4 | 1,257 | 28.6% | 1,283 | 34.5% | 1,251 | 39.8% | | |
| 2013Q1 | 3,009 | 32.3% | 3,230 | 36.8% | 3,130 | 41.6% | | |
| 2013Q2 | 5,192 | 29.2% | 5,254 | 34.7% | 1,154 | 43.6% | | |
| 2013Q3 | 13,822 | 28.7% | 13,998 | 34.7% | | | | |
| 2013Q4 | 12,629 | 28.0% | 12,693 | 34.4% | | | | |
| 2014Q1 | 12,001 | 27.4% | 11,866 | 34.4% | | | | |
| 2014Q2 | 10,977 | 27.6% | 3,982 | 34.6% | | | | |
| 2014Q3 | 9,817 | 27.0% | | | | | | |
| 2014Q4 | 13,132 | 27.7% | | | | | | |
| 2015Q1 | 14,182 | 29.1% | | | | | | |
| 2015Q2 | 4,654 | 30.1% | | | | | | |
| 2015Q3 | | | | | | | | |
| 2015Q4 | | | | | | | | |
| 2016Q1 | | | | | | | | |
| 2016Q2 | | | | | | | | |
| 2016Q3 | | | | | | | | |
| 2016Q4 | | | | | | | | |
| 2017Q1 | | | | | | | | |
| All | 100,673 | 28.3% | 52,307 | 34.7% | 5,536 | 41.6% | | |

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.

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|---|---------------------------------|----------------------------------|--|
| Abilene, TX Metropolitan Statistical Area | 86 | \$196.11 | 34% |
| Aguadilla-Isabela, PR Metropolitan Statistical Area | 247 | \$235.60 | 34% |
| Akron, OH Metropolitan Statistical Area | 3,145 | \$298.93 | 37% |
| Albany, GA Metropolitan Statistical Area | 426 | \$246.25 | 34% |
| Albany, OR Metropolitan Statistical Area | 403 | \$317.68 | 31% |
| Albany-Schenectady-Troy, NY Metropolitan Statistical Area | 2,256 | \$347.05 | 34% |
| Albuquerque, NM Metropolitan Statistical Area | 3,959 | \$330.06 | 33% |
| Alexandria, LA Metropolitan Statistical Area | 227 | \$252.31 | 34% |
| Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area | 5,049 | \$393.28 | 34% |
| Altoona, PA Metropolitan Statistical Area | 204 | \$226.26 | 35% |
| Amarillo, TX Metropolitan Statistical Area | 182 | \$259.52 | 37% |
| Ames, IA Metropolitan Statistical Area | 78 | \$293.12 | 34% |
| Anchorage, AK Metropolitan Statistical Area | 635 | \$494.02 | 32% |
| Ann Arbor, MI Metropolitan Statistical Area | 1,335 | \$420.22 | 36% |
| Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area | 222 | \$221.73 | 32% |
| Appleton, WI Metropolitan Statistical Area | 427 | \$310.29 | 35% |
| Arecibo, PR Metropolitan Statistical Area | 231 | \$260.25 | 37% |
| Asheville, NC Metropolitan Statistical Area | 1,514 | \$346.51 | 34% |
| Athens-Clarke County, GA Metropolitan Statistical Area | 638 | \$304.52 | 34% |
| Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area | 48,977 | \$370.79 | 37% |
| Atlantic City-Hammonton, NJ Metropolitan Statistical Area | 2,991 | \$477.95 | 38% |
| Auburn-Opelika, AL Metropolitan Statistical Area | 313 | \$277.06 | 29% |
| Augusta-Richmond County, GA-SC Metropolitan Statistical Area | 1,274 | \$263.70 | 35% |
| Austin-Round Rock, TX Metropolitan Statistical Area | 3,254 | \$323.50 | 33% |
| Bakersfield, CA Metropolitan Statistical Area | 8,962 | \$465.68 | 37% |
| Baltimore-Columbia-Towson, MD Metropolitan Statistical Area | 19,863 | \$462.81 | 33% |
| Bangor, ME Metropolitan Statistical Area | 457 | \$305.24 | 35% |
| Barnstable Town, MA Metropolitan Statistical Area | 2,073 | \$602.37 | 36% |
| Baton Rouge, LA Metropolitan Statistical Area | 3,000 | \$262.61 | 32% |
| Battle Creek, MI Metropolitan Statistical Area | 501 | \$258.14 | 37% |
| Bay City, MI Metropolitan Statistical Area | 322 | \$229.90 | 35% |
| Beaumont-Port Arthur, TX Metropolitan Statistical Area | 458 | \$226.59 | 35% |
| Beckley, WV Metropolitan Statistical Area | 113 | \$187.68 | 31% |
| Bellingham, WA Metropolitan Statistical Area | 705 | \$476.37 | 34% |
| Bend-Redmond, OR Metropolitan Statistical Area | 1,335 | \$522.22 | 36% |
| Billings, MT Metropolitan Statistical Area | 184 | \$292.60 | 28% |
| Binghamton, NY Metropolitan Statistical Area | 377 | \$234.34 | 36% |
| Birmingham-Hoover, AL Metropolitan Statistical Area | 4,406 | \$281.17 | 34% |
| Bismarck, ND Metropolitan Statistical Area | 61 | \$339.62 | 34% |
| Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area | 226 | \$300.67 | 32% |
| Bloomington, IL Metropolitan Statistical Area | 271 | \$282.11 | 35% |
| Bloomington, IN Metropolitan Statistical Area | 263 | \$241.30 | 29% |
| Bloomsburg-Berwick, PA Metropolitan Statistical Area | 116 | \$255.67 | 38% |
| Boise City, ID Metropolitan Statistical Area | 3,267 | \$379.52 | 34% |
| Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area | 28,402 | \$609.05 | 35% |
| Boulder, CO Metropolitan Statistical Area | 733 | \$486.88 | 34% |
| Bowling Green, KY Metropolitan Statistical Area | 222 | \$242.81 | 34% |
| Bremerton-Silverdale, WA Metropolitan Statistical Area | 1,137 | \$461.13 | 31% |
| Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area | 7,904 | \$685.88 | 39% |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Brownsville-Harlingen, TX Metropolitan Statistical Area | 758 | \$231.27 | 35% |
| Brunswick, GA Metropolitan Statistical Area | 311 | \$324.81 | 34% |
| Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area | 2,053 | \$258.17 | 36% |
| Burlington, NC Metropolitan Statistical Area | 510 | \$267.87 | 33% |
| Burlington-South Burlington, VT Metropolitan Statistical Area | 509 | \$419.47 | 35% |
| California-Lexington Park, MD Metropolitan Statistical Area | 660 | \$496.88 | 30% |
| Canton-Massillon, OH Metropolitan Statistical Area | 1,527 | \$266.40 | 36% |
| Cape Coral-Fort Myers, FL Metropolitan Statistical Area | 5,610 | \$463.01 | 40% |
| Cape Girardeau, MO-IL Metropolitan Statistical Area | 125 | \$241.28 | 33% |
| Carbondale-Marion, IL Metropolitan Statistical Area | 99 | \$250.58 | 41% |
| Carson City, NV Metropolitan Statistical Area | 435 | \$520.56 | 37% |
| Casper, WY Metropolitan Statistical Area | 151 | \$336.55 | 31% |
| Cedar Rapids, IA Metropolitan Statistical Area | 416 | \$254.93 | 33% |
| Chambersburg-Waynesboro, PA Metropolitan Statistical Area | 484 | \$345.73 | 31% |
| Champaign-Urbana, IL Metropolitan Statistical Area | 260 | \$243.01 | 32% |
| Charleston, WV Metropolitan Statistical Area | 177 | \$220.89 | 34% |
| Charleston-North Charleston, SC Metropolitan Statistical Area | 3,655 | \$343.51 | 34% |
| Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area | 12,187 | \$305.88 | 33% |
| Charlottesville, VA Metropolitan Statistical Area | 745 | \$385.29 | 31% |
| Chattanooga, TN-GA Metropolitan Statistical Area | 1,700 | \$276.66 | 35% |
| Cheyenne, WY Metropolitan Statistical Area | 166 | \$275.62 | 27% |
| Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area | 86,405 | \$500.23 | 40% |
| Chico, CA Metropolitan Statistical Area | 1,276 | \$454.01 | 34% |
| Cincinnati, OH-KY-IN Metropolitan Statistical Area | 7,402 | \$308.61 | 36% |
| Clarksville, TN-KY Metropolitan Statistical Area | 320 | \$221.09 | 32% |
| Cleveland, TN Metropolitan Statistical Area | 278 | \$262.59 | 35% |
| Cleveland-Elyria, OH Metropolitan Statistical Area | 10,398 | \$306.58 | 38% |
| Coeur d'Alene, ID Metropolitan Statistical Area | 728 | \$412.67 | 34% |
| College Station-Bryan, TX Metropolitan Statistical Area | 161 | \$222.04 | 28% |
| Colorado Springs, CO Metropolitan Statistical Area | 2,326 | \$391.88 | 34% |
| Columbia, MO Metropolitan Statistical Area | 187 | \$251.48 | 32% |
| Columbia, SC Metropolitan Statistical Area | 3,211 | \$265.06 | 33% |
| Columbus, GA-AL Metropolitan Statistical Area | 932 | \$267.74 | 34% |
| Columbus, IN Metropolitan Statistical Area | 145 | \$216.55 | 31% |
| Columbus, OH Metropolitan Statistical Area | 6,602 | \$313.51 | 36% |
| Corpus Christi, TX Metropolitan Statistical Area | 535 | \$238.01 | 33% |
| Corvallis, OR Metropolitan Statistical Area | 118 | \$351.18 | 26% |
| Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area | 1,084 | \$411.23 | 35% |
| Cumberland, MD-WV Metropolitan Statistical Area | 192 | \$243.24 | 33% |
| Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area | 18,700 | \$290.90 | 33% |
| Dalton, GA Metropolitan Statistical Area | 529 | \$258.88 | 34% |
| Danville, IL Metropolitan Statistical Area | 76 | \$209.86 | 39% |
| Danville, VA Metropolitan Statistical Area | 3 | \$361.89 | 48% |
| Daphne-Fairhope-Foley, AL Metropolitan Statistical Area | 672 | \$336.84 | 33% |
| Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area | 682 | \$238.72 | 36% |
| Dayton, OH Metropolitan Statistical Area | 2,489 | \$266.73 | 37% |
| Decatur, AL Metropolitan Statistical Area | 237 | \$216.98 | 30% |
| Decatur, IL Metropolitan Statistical Area | 127 | \$213.13 | 37% |
| Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area | 6,867 | \$383.02 | 37% |

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|---|---------------------------------|----------------------------------|--|
| Denver-Aurora-Lakewood, CO Metropolitan Statistical Area | 13,361 | \$404.15 | 33% |
| Des Moines-West Des Moines, IA Metropolitan Statistical Area | 1,712 | \$271.37 | 33% |
| Detroit-Warren-Dearborn, MI Metropolitan Statistical Area | 27,683 | \$372.89 | 39% |
| Dothan, AL Metropolitan Statistical Area | 233 | \$217.68 | 31% |
| Dover, DE Metropolitan Statistical Area | 1,090 | \$386.82 | 30% |
| Dubuque, IA Metropolitan Statistical Area | 126 | \$243.49 | 34% |
| Duluth, MN-WI Metropolitan Statistical Area | 787 | \$284.09 | 34% |
| Durham-Chapel Hill, NC Metropolitan Statistical Area | 1,634 | \$312.87 | 34% |
| East Stroudsburg, PA Metropolitan Statistical Area | 2,465 | \$451.83 | 38% |
| Eau Claire, WI Metropolitan Statistical Area | 276 | \$284.46 | 33% |
| El Centro, CA Metropolitan Statistical Area | 1,668 | \$433.11 | 35% |
| El Paso, TX Metropolitan Statistical Area | 1,740 | \$248.47 | 35% |
| Elizabethtown-Fort Knox, KY Metropolitan Statistical Area | 199 | \$227.20 | 30% |
| Elkhart-Goshen, IN Metropolitan Statistical Area | 691 | \$254.39 | 33% |
| Elmira, NY Metropolitan Statistical Area | 158 | \$254.15 | 40% |
| Enid, OK Metropolitan Statistical Area | 38 | \$204.03 | 30% |
| Erie, PA Metropolitan Statistical Area | 501 | \$238.92 | 39% |
| Eugene, OR Metropolitan Statistical Area | 1,363 | \$383.71 | 34% |
| Evansville, IN-KY Metropolitan Statistical Area | 535 | \$217.17 | 33% |
| Fairbanks, AK Metropolitan Statistical Area | 77 | \$382.13 | 27% |
| Fargo, ND-MN Metropolitan Statistical Area | 210 | \$276.79 | 31% |
| Farmington, NM Metropolitan Statistical Area | 150 | \$300.76 | 28% |
| Fayetteville, NC Metropolitan Statistical Area | 856 | \$233.03 | 34% |
| Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area | 1,314 | \$292.64 | 34% |
| Flagstaff, AZ Metropolitan Statistical Area | 363 | \$512.96 | 34% |
| Flint, MI Metropolitan Statistical Area | 2,021 | \$321.50 | 37% |
| Florence, SC Metropolitan Statistical Area | 648 | \$226.95 | 34% |
| Florence-Muscle Shoals, AL Metropolitan Statistical Area | 191 | \$209.68 | 35% |
| Fond du Lac, WI Metropolitan Statistical Area | 202 | \$304.05 | 35% |
| Fort Collins, CO Metropolitan Statistical Area | 947 | \$404.07 | 31% |
| Fort Smith, AR-OK Metropolitan Statistical Area | 292 | \$206.20 | 31% |
| Fort Wayne, IN Metropolitan Statistical Area | 1,059 | \$243.74 | 36% |
| Fresno, CA Metropolitan Statistical Area | 9,681 | \$471.41 | 37% |
| Gadsden, AL Metropolitan Statistical Area | 212 | \$242.28 | 33% |
| Gainesville, FL Metropolitan Statistical Area | 834 | \$330.51 | 36% |
| Gainesville, GA Metropolitan Statistical Area | 1,227 | \$330.25 | 36% |
| Gettysburg, PA Metropolitan Statistical Area | 460 | \$399.58 | 33% |
| Glens Falls, NY Metropolitan Statistical Area | 463 | \$318.28 | 37% |
| Goldsboro, NC Metropolitan Statistical Area | 245 | \$236.08 | 36% |
| Grand Forks, ND-MN Metropolitan Statistical Area | 72 | \$230.39 | 30% |
| Grand Island, NE Metropolitan Statistical Area | 69 | \$208.92 | 31% |
| Grand Junction, CO Metropolitan Statistical Area | 635 | \$405.69 | 32% |
| Grand Rapids-Wyoming, MI Metropolitan Statistical Area | 3,567 | \$285.07 | 34% |
| Grants Pass, OR Metropolitan Statistical Area | 504 | \$470.49 | 36% |
| Great Falls, MT Metropolitan Statistical Area | 89 | \$257.52 | 29% |
| Greeley, CO Metropolitan Statistical Area | 1,227 | \$354.11 | 30% |
| Green Bay, WI Metropolitan Statistical Area | 659 | \$343.27 | 38% |
| Greensboro-High Point, NC Metropolitan Statistical Area | 3,109 | \$285.86 | 35% |
| Greenville, NC Metropolitan Statistical Area | 435 | \$279.87 | 36% |
| Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area | 2,852 | \$259.46 | 33% |

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Guayama, PR Metropolitan Statistical Area | 54 | \$170.46 | 31% |
| Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area | 1,051 | \$265.75 | 35% |
| Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area | 1,818 | \$422.91 | 32% |
| Hammond, LA Metropolitan Statistical Area | 392 | \$280.24 | 32% |
| Hanford-Corcoran, CA Metropolitan Statistical Area | 1,038 | \$416.75 | 34% |
| Harrisburg-Carlisle, PA Metropolitan Statistical Area | 1,403 | \$296.29 | 33% |
| Harrisonburg, VA Metropolitan Statistical Area | 284 | \$389.53 | 34% |
| Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area | 6,842 | \$446.55 | 36% |
| Hattiesburg, MS Metropolitan Statistical Area | 282 | \$234.68 | 32% |
| Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area | 1,237 | \$246.71 | 33% |
| Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area | 938 | \$459.44 | 37% |
| Hinesville, GA Metropolitan Statistical Area | 159 | \$262.33 | 35% |
| Homosassa Springs, FL Metropolitan Statistical Area | 759 | \$322.41 | 38% |
| Hot Springs, AR Metropolitan Statistical Area | 181 | \$312.98 | 39% |
| Houma-Thibodaux, LA Metropolitan Statistical Area | 356 | \$255.44 | 34% |
| Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area | 19,940 | \$281.15 | 34% |
| Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area | 418 | \$235.12 | 35% |
| Huntsville, AL Metropolitan Statistical Area | 794 | \$243.03 | 32% |
| Idaho Falls, ID Metropolitan Statistical Area | 342 | \$275.56 | 28% |
| Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area | 6,721 | \$270.95 | 33% |
| Iowa City, IA Metropolitan Statistical Area | 115 | \$314.56 | 32% |
| Ithaca, NY Metropolitan Statistical Area | 69 | \$343.54 | 34% |
| Jackson, MI Metropolitan Statistical Area | 718 | \$291.75 | 37% |
| Jackson, MS Metropolitan Statistical Area | 2,155 | \$249.62 | 33% |
| Jackson, TN Metropolitan Statistical Area | 404 | \$236.02 | 35% |
| Jacksonville, FL Metropolitan Statistical Area | 11,638 | \$363.89 | 35% |
| Jacksonville, NC Metropolitan Statistical Area | 216 | \$277.74 | 31% |
| Janesville-Beloit, WI Metropolitan Statistical Area | 658 | \$263.52 | 34% |
| Jefferson City, MO Metropolitan Statistical Area | 177 | \$204.49 | 29% |
| Johnson City, TN Metropolitan Statistical Area | 317 | \$253.54 | 34% |
| Johnstown, PA Metropolitan Statistical Area | 145 | \$233.63 | 35% |
| Jonesboro, AR Metropolitan Statistical Area | 111 | \$224.98 | 34% |
| Joplin, MO Metropolitan Statistical Area | 273 | \$203.90 | 33% |
| Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area | 1,313 | \$968.27 | 36% |
| Kalamazoo-Portage, MI Metropolitan Statistical Area | 998 | \$302.39 | 38% |
| Kankakee, IL Metropolitan Statistical Area | 496 | \$337.55 | 38% |
| Kansas City, MO-KS Metropolitan Statistical Area | 6,718 | \$310.91 | 35% |
| Kennewick-Richland, WA Metropolitan Statistical Area | 450 | \$273.16 | 32% |
| Killeen-Temple, TX Metropolitan Statistical Area | 366 | \$231.74 | 32% |
| Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area | 453 | \$244.91 | 35% |
| Kingston, NY Metropolitan Statistical Area | 1,172 | \$487.00 | 38% |
| Knoxville, TN Metropolitan Statistical Area | 2,220 | \$256.70 | 31% |
| Kokomo, IN Metropolitan Statistical Area | 244 | \$235.27 | 35% |
| La Crosse-Onalaska, WI-MN Metropolitan Statistical Area | 167 | \$263.54 | 30% |
| Lafayette, LA Metropolitan Statistical Area | 838 | \$239.03 | 32% |
| Lafayette-West Lafayette, IN Metropolitan Statistical Area | 301 | \$263.19 | 35% |
| Lake Charles, LA Metropolitan Statistical Area | 322 | \$230.13 | 33% |
| Lake Havasu City-Kingman, AZ Metropolitan Statistical Area | 1,385 | \$403.91 | 36% |
| Lakeland-Winter Haven, FL Metropolitan Statistical Area | 5,090 | \$359.33 | 37% |
| Lancaster, PA Metropolitan Statistical Area | 1,320 | \$306.45 | 31% |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|---|---------------------------------|----------------------------------|--|
| Lansing-East Lansing, MI Metropolitan Statistical Area | 1,744 | \$315.46 | 36% |
| Laredo, TX Metropolitan Statistical Area | 655 | \$286.94 | 37% |
| Las Cruces, NM Metropolitan Statistical Area | 431 | \$329.24 | 33% |
| Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area | 28,985 | \$520.31 | 38% |
| Lawrence, KS Metropolitan Statistical Area | 187 | \$328.29 | 33% |
| Lawton, OK Metropolitan Statistical Area | 131 | \$216.59 | 36% |
| Lebanon, PA Metropolitan Statistical Area | 319 | \$292.41 | 31% |
| Lewiston, ID-WA Metropolitan Statistical Area | 112 | \$271.11 | 28% |
| Lewiston-Auburn, ME Metropolitan Statistical Area | 387 | \$330.56 | 35% |
| Lexington-Fayette, KY Metropolitan Statistical Area | 958 | \$285.57 | 34% |
| Lima, OH Metropolitan Statistical Area | 267 | \$256.26 | 42% |
| Lincoln, NE Metropolitan Statistical Area | 433 | \$265.84 | 33% |
| Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area | 1,517 | \$245.28 | 33% |
| Logan, UT-ID Metropolitan Statistical Area | 228 | \$309.26 | 28% |
| Longview, TX Metropolitan Statistical Area | 190 | \$224.90 | 33% |
| Longview, WA Metropolitan Statistical Area | 477 | \$367.58 | 32% |
| Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area | 118,483 | \$790.19 | 37% |
| Louisville/Jefferson County, KY-IN Metropolitan Statistical Area | 3,833 | \$267.04 | 34% |
| Lubbock, TX Metropolitan Statistical Area | 228 | \$228.84 | 34% |
| Lynchburg, VA Metropolitan Statistical Area | 550 | \$254.24 | 30% |
| Macon, GA Metropolitan Statistical Area | 1,062 | \$274.14 | 37% |
| Madera, CA Metropolitan Statistical Area | 1,815 | \$503.35 | 38% |
| Madison, WI Metropolitan Statistical Area | 1,355 | \$385.48 | 34% |
| Manchester-Nashua, NH Metropolitan Statistical Area | 2,385 | \$471.71 | 34% |
| Manhattan, KS Metropolitan Statistical Area | 65 | \$324.16 | 32% |
| Mankato-North Mankato, MN Metropolitan Statistical Area | 173 | \$311.31 | 31% |
| Mansfield, OH Metropolitan Statistical Area | 373 | \$243.44 | 35% |
| Mayaguez, PR Metropolitan Statistical Area | 94 | \$184.87 | 31% |
| McAllen-Edinburg-Mission, TX Metropolitan Statistical Area | 1,611 | \$256.37 | 36% |
| Medford, OR Metropolitan Statistical Area | 1,367 | \$458.45 | 35% |
| Memphis, TN-MS-AR Metropolitan Statistical Area | 9,076 | \$291.78 | 37% |
| Merced, CA Metropolitan Statistical Area | 2,642 | \$528.06 | 38% |
| Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area | 87,797 | \$526.99 | 41% |
| Michigan City-La Porte, IN Metropolitan Statistical Area | 434 | \$252.26 | 34% |
| Midland, MI Metropolitan Statistical Area | 178 | \$269.06 | 36% |
| Midland, TX Metropolitan Statistical Area | 97 | \$263.38 | 32% |
| Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area | 6,969 | \$351.93 | 37% |
| Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area | 20,343 | \$445.06 | 36% |
| Missoula, MT Metropolitan Statistical Area | 279 | \$413.33 | 32% |
| Mobile, AL Metropolitan Statistical Area | 1,496 | \$261.73 | 37% |
| Modesto, CA Metropolitan Statistical Area | 7,166 | \$552.61 | 37% |
| Monroe, LA Metropolitan Statistical Area | 276 | \$206.20 | 30% |
| Monroe, MI Metropolitan Statistical Area | 810 | \$353.74 | 35% |
| Montgomery, AL Metropolitan Statistical Area | 1,035 | \$243.17 | 31% |
| Morgantown, WV Metropolitan Statistical Area | 61 | \$384.61 | 40% |
| Morristown, TN Metropolitan Statistical Area | 303 | \$259.20 | 34% |
| Mount Vernon-Anacortes, WA Metropolitan Statistical Area | 545 | \$500.08 | 36% |
| Muncie, IN Metropolitan Statistical Area | 227 | \$211.61 | 34% |
| Muskegon, MI Metropolitan Statistical Area | 688 | \$244.76 | 37% |
| Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area | 2,132 | \$370.92 | 36% |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2017

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Napa, CA Metropolitan Statistical Area | 1,251 | \$801.04 | 34% |
| Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area | 2,678 | \$599.05 | 41% |
| Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area | 6,038 | \$310.08 | 33% |
| New Bern, NC Metropolitan Statistical Area | 211 | \$284.90 | 37% |
| New Haven-Milford, CT Metropolitan Statistical Area | 6,789 | \$467.39 | 37% |
| New Orleans-Metairie, LA Metropolitan Statistical Area | 5,222 | \$323.69 | 36% |
| New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area | 130,825 | \$769.94 | 39% |
| Niles-Benton Harbor, MI Metropolitan Statistical Area | 563 | \$282.67 | 36% |
| North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area | 5,833 | \$463.66 | 39% |
| Norwich-New London, CT Metropolitan Statistical Area | 1,666 | \$471.97 | 37% |
| Ocala, FL Metropolitan Statistical Area | 2,834 | \$351.71 | 37% |
| Ocean City, NJ Metropolitan Statistical Area | 709 | \$461.45 | 33% |
| Odessa, TX Metropolitan Statistical Area | 82 | \$231.15 | 35% |
| Ogden-Clearfield, UT Metropolitan Statistical Area | 2,054 | \$342.69 | 28% |
| Oklahoma City, OK Metropolitan Statistical Area | 2,323 | \$254.65 | 34% |
| Olympia-Tumwater, WA Metropolitan Statistical Area | 1,199 | \$431.04 | 32% |
| Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area | 2,102 | \$271.75 | 34% |
| Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area | 29,583 | \$446.54 | 38% |
| Oshkosh-Neenah, WI Metropolitan Statistical Area | 316 | \$276.56 | 35% |
| Owensboro, KY Metropolitan Statistical Area | 159 | \$195.22 | 35% |
| Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area | 8,307 | \$820.65 | 35% |
| Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area | 5,066 | \$391.54 | 38% |
| Panama City, FL Metropolitan Statistical Area | 751 | \$386.42 | 37% |
| Parkersburg-Vienna, WV Metropolitan Statistical Area | 91 | \$173.97 | 29% |
| Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area | 2,005 | \$302.80 | 35% |
| Peoria, IL Metropolitan Statistical Area | 582 | \$225.50 | 35% |
| Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area | 34,698 | \$384.52 | 33% |
| Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area | 45,058 | \$453.88 | 37% |
| Pine Bluff, AR Metropolitan Statistical Area | 119 | \$227.21 | 38% |
| Pittsburgh, PA Metropolitan Statistical Area | 5,640 | \$265.00 | 36% |
| Pittsfield, MA Metropolitan Statistical Area | 307 | \$329.27 | 33% |
| Pocatello, ID Metropolitan Statistical Area | 197 | \$260.80 | 32% |
| Ponce, PR Metropolitan Statistical Area | 245 | \$229.18 | 37% |
| Port St. Lucie, FL Metropolitan Statistical Area | 5,669 | \$449.21 | 39% |
| Portland-South Portland, ME Metropolitan Statistical Area | 2,891 | \$436.08 | 35% |
| Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area | 12,593 | \$469.43 | 34% |
| Prescott, AZ Metropolitan Statistical Area | 1,421 | \$437.89 | 36% |
| Providence-Warwick, RI-MA Metropolitan Statistical Area | 12,646 | \$521.82 | 37% |
| Provo-Orem, UT Metropolitan Statistical Area | 2,715 | \$450.95 | 32% |
| Pueblo, CO Metropolitan Statistical Area | 732 | \$261.95 | 35% |
| Punta Gorda, FL Metropolitan Statistical Area | 1,349 | \$438.80 | 41% |
| Racine, WI Metropolitan Statistical Area | 852 | \$357.46 | 37% |
| Raleigh, NC Metropolitan Statistical Area | 4,099 | \$333.15 | 32% |
| Rapid City, SD Metropolitan Statistical Area | 177 | \$311.79 | 34% |
| Reading, PA Metropolitan Statistical Area | 1,671 | \$328.86 | 33% |
| Redding, CA Metropolitan Statistical Area | 1,259 | \$441.79 | 34% |
| Reno, NV Metropolitan Statistical Area | 4,262 | \$521.12 | 35% |
| Richmond, VA Metropolitan Statistical Area | 6,629 | \$362.76 | 32% |
| Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area | 72,775 | \$623.34 | 37% |
| Roanoke, VA Metropolitan Statistical Area | 919 | \$280.09 | 33% |

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|---|---------------------------------|----------------------------------|--|
| Rochester, MN Metropolitan Statistical Area | 480 | \$324.41 | 33% |
| Rochester, NY Metropolitan Statistical Area | 2,148 | \$262.22 | 37% |
| Rockford, IL Metropolitan Statistical Area | 1,659 | \$316.20 | 38% |
| Rocky Mount, NC Metropolitan Statistical Area | 506 | \$246.54 | 36% |
| Rome, GA Metropolitan Statistical Area | 204 | \$237.20 | 32% |
| Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area | 24,449 | \$602.44 | 36% |
| Saginaw, MI Metropolitan Statistical Area | 547 | \$265.65 | 37% |
| Salem, OR Metropolitan Statistical Area | 1,853 | \$379.80 | 34% |
| Salinas, CA Metropolitan Statistical Area | 3,778 | \$859.43 | 40% |
| Salisbury, MD-DE Metropolitan Statistical Area | 2,136 | \$406.08 | 34% |
| Salt Lake City, UT Metropolitan Statistical Area | 6,170 | \$414.88 | 32% |
| San Angelo, TX Metropolitan Statistical Area | 70 | \$217.88 | 33% |
| San Antonio-New Braunfels, TX Metropolitan Statistical Area | 4,257 | \$251.64 | 33% |
| San Diego-Carlsbad, CA Metropolitan Statistical Area | 26,464 | \$747.90 | 35% |
| San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area | 31,998 | \$853.37 | 37% |
| San German, PR Metropolitan Statistical Area | 115 | \$204.95 | 33% |
| San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area | 10,272 | \$943.77 | 37% |
| San Juan-Carolina-Caguas, PR Metropolitan Statistical Area | 4,352 | \$292.50 | 37% |
| San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area | 1,693 | \$755.33 | 36% |
| Sandusky, OH Metropolitan Statistical Area | 2 | \$388.53 | 41% |
| Santa Cruz-Watsonville, CA Metropolitan Statistical Area | 1,674 | \$968.57 | 38% |
| Santa Fe, NM Metropolitan Statistical Area | 699 | \$517.55 | 35% |
| Santa Maria-Santa Barbara, CA Metropolitan Statistical Area | 2,877 | \$724.80 | 38% |
| Santa Rosa, CA Metropolitan Statistical Area | 4,368 | \$795.84 | 36% |
| Savannah, GA Metropolitan Statistical Area | 1,547 | \$314.60 | 34% |
| Scranton--Wilkes-Barre--Hazleton, PA Metropolitan Statistical Area | 1,816 | \$278.37 | 37% |
| Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area | 22,591 | \$548.90 | 34% |
| Sebastian-Vero Beach, FL Metropolitan Statistical Area | 1,248 | \$398.88 | 38% |
| Sebring, FL Metropolitan Statistical Area | 574 | \$363.01 | 40% |
| Sheboygan, WI Metropolitan Statistical Area | 254 | \$279.81 | 32% |
| Sherman-Denison, TX Metropolitan Statistical Area | 196 | \$240.09 | 33% |
| Shreveport-Bossier City, LA Metropolitan Statistical Area | 1,054 | \$243.82 | 34% |
| Sierra Vista-Douglas, AZ Metropolitan Statistical Area | 333 | \$306.91 | 32% |
| Sioux City, IA-NE-SD Metropolitan Statistical Area | 245 | \$230.54 | 36% |
| Sioux Falls, SD Metropolitan Statistical Area | 273 | \$239.48 | 28% |
| South Bend-Mishawaka, IN-MI Metropolitan Statistical Area | 1,185 | \$254.93 | 37% |
| Spartanburg, SC Metropolitan Statistical Area | 1,084 | \$245.18 | 33% |
| Spokane-Spokane Valley, WA Metropolitan Statistical Area | 1,883 | \$317.71 | 32% |
| Springfield, IL Metropolitan Statistical Area | 252 | \$240.56 | 38% |
| Springfield, MA Metropolitan Statistical Area | 3,209 | \$353.51 | 34% |
| Springfield, MO Metropolitan Statistical Area | 867 | \$264.39 | 34% |
| Springfield, OH Metropolitan Statistical Area | 427 | \$265.94 | 39% |
| St. Cloud, MN Metropolitan Statistical Area | 532 | \$329.10 | 32% |
| St. George, UT Metropolitan Statistical Area | 1,122 | \$522.73 | 36% |
| St. Joseph, MO-KS Metropolitan Statistical Area | 231 | \$242.42 | 37% |
| St. Louis, MO-IL Metropolitan Statistical Area | 12,901 | \$298.87 | 36% |
| State College, PA Metropolitan Statistical Area | 190 | \$328.51 | 32% |
| Staunton-Waynesboro, VA Metropolitan Statistical Area | 293 | \$303.20 | 29% |
| Stockton-Lodi, CA Metropolitan Statistical Area | 10,157 | \$634.58 | 37% |
| Sumter, SC Metropolitan Statistical Area | 271 | \$224.13 | 35% |

Appendix 8: All HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Syracuse, NY Metropolitan Statistical Area | 1,029 | \$254.50 | 36% |
| Tallahassee, FL Metropolitan Statistical Area | 1,534 | \$318.00 | 31% |
| Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area | 25,525 | \$396.35 | 38% |
| Terre Haute, IN Metropolitan Statistical Area | 240 | \$213.07 | 39% |
| Texarkana, TX-AR Metropolitan Statistical Area | 137 | \$198.15 | 30% |
| The Villages, FL Metropolitan Statistical Area | 259 | \$327.37 | 34% |
| Toledo, OH Metropolitan Statistical Area | 2,485 | \$265.52 | 37% |
| Topeka, KS Metropolitan Statistical Area | 359 | \$232.89 | 32% |
| Trenton, NJ Metropolitan Statistical Area | 2,100 | \$469.89 | 37% |
| Tucson, AZ Metropolitan Statistical Area | 6,716 | \$359.10 | 35% |
| Tulsa, OK Metropolitan Statistical Area | 1,834 | \$249.76 | 34% |
| Tuscaloosa, AL Metropolitan Statistical Area | 454 | \$280.36 | 32% |
| Tyler, TX Metropolitan Statistical Area | 292 | \$295.84 | 36% |
| Urban Honolulu, HI Metropolitan Statistical Area | 3,299 | \$753.61 | 31% |
| Utica-Rome, NY Metropolitan Statistical Area | 478 | \$246.96 | 37% |
| Valdosta, GA Metropolitan Statistical Area | 240 | \$270.80 | 32% |
| Vallejo-Fairfield, CA Metropolitan Statistical Area | 6,957 | \$713.08 | 36% |
| Victoria, TX Metropolitan Statistical Area | 58 | \$235.09 | 35% |
| Vineland-Bridgeton, NJ Metropolitan Statistical Area | 947 | \$355.70 | 36% |
| Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area | 8,484 | \$388.47 | 32% |
| Visalia-Porterville, CA Metropolitan Statistical Area | 4,239 | \$418.27 | 36% |
| Waco, TX Metropolitan Statistical Area | 259 | \$209.93 | 34% |
| Walla Walla, WA Metropolitan Statistical Area | 129 | \$369.45 | 35% |
| Warner Robins, GA Metropolitan Statistical Area | 427 | \$277.69 | 35% |
| Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area | 56,059 | \$629.66 | 35% |
| Waterloo-Cedar Falls, IA Metropolitan Statistical Area | 262 | \$213.05 | 36% |
| Watertown-Fort Drum, NY Metropolitan Statistical Area | 93 | \$223.64 | 31% |
| Wausau, WI Metropolitan Statistical Area | 221 | \$295.25 | 37% |
| Weirton-Steubenville, WV-OH Metropolitan Statistical Area | 187 | \$220.04 | 37% |
| Wenatchee, WA Metropolitan Statistical Area | 340 | \$379.53 | 31% |
| Wheeling, WV-OH Metropolitan Statistical Area | 148 | \$194.45 | 35% |
| Wichita Falls, TX Metropolitan Statistical Area | 101 | \$178.47 | 32% |
| Wichita, KS Metropolitan Statistical Area | 1,014 | \$240.80 | 35% |
| Williamsport, PA Metropolitan Statistical Area | 203 | \$200.02 | 31% |
| Wilmington, NC Metropolitan Statistical Area | 1,141 | \$394.23 | 36% |
| Winchester, VA-WV Metropolitan Statistical Area | 891 | \$453.07 | 32% |
| Winston-Salem, NC Metropolitan Statistical Area | 2,321 | \$271.43 | 33% |
| Worcester, MA-CT Metropolitan Statistical Area | 6,792 | \$487.35 | 36% |
| Yakima, WA Metropolitan Statistical Area | 516 | \$271.49 | 33% |
| York-Hanover, PA Metropolitan Statistical Area | 1,991 | \$353.89 | 32% |
| Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area | 1,642 | \$253.47 | 38% |
| Yuba City, CA Metropolitan Statistical Area | 1,553 | \$496.65 | 36% |
| Yuma, AZ Metropolitan Statistical Area | 1,318 | \$333.10 | 35% |