



## HAMP Application Activity by Servicer<sup>1</sup> As of October 2013

Servicer Name	Activity in October 2013				Program-to-Date			
	# Requests Received <sup>2</sup>	# Requests Processed <sup>3</sup>	# Requests Approved <sup>4</sup>	# Requests Denied <sup>5</sup>	# Requests Received <sup>2</sup>	# Requests Processed <sup>3</sup>	# Requests Approved <sup>4</sup>	# Requests Denied <sup>5</sup>
Bank of America, NA <sup>6</sup>	9,467	9,702	1,486	8,216	1,339,498	1,328,588	583,781	744,807
BankUnited	47	29	24	5	9,537	9,338	4,584	4,754
Bayview Loan Servicing, LLC	910	1,056	328	728	29,223	27,809	9,712	18,097
Carrington Mortgage Services, LLC	1,353	1,405	290	1,115	67,709	66,477	22,425	44,052
CCO Mortgage, a division of RBS Citizens NA	417	478	49	429	25,649	25,085	5,741	19,344
CitiMortgage Inc	540	1,150	800	350	525,877	515,249	222,827	292,422
Green Tree Servicing LLC	3,735	3,559	2,475	1,084	84,372	81,500	32,053	49,447
JPMorgan Chase Bank, NA	10,656	9,504	1,316	8,188	1,512,920	1,501,364	436,026	1,065,338
Midland Mortgage Co.	2,769	2,250	186	2,064	100,696	98,077	7,770	90,307
Nationstar Mortgage LLC	9,011	14,567	2,560	12,007	370,821	341,898	74,325	267,573
Navy Federal Credit Union	236	236	40	196	9,950	9,495	1,841	7,654
Ocwen Loan Servicing, LLC	26,229	20,328	3,388	16,940	1,290,361	1,257,728	296,742	960,986
OneWest Bank	3,000	2,927	293	2,634	395,917	389,983	102,032	287,951
ORNL Federal Credit Union	17	17	2	15	502	502	51	451
PennyMac Loan Services, LLC	731	534	158	376	16,631	15,684	4,514	11,170
PNC Bank, National Association	9	12	1	11	636	583	29	554
PNC Mortgage <sup>7</sup>	462	456	51	405	36,214	36,119	27,170	8,949
Residential Credit Solutions, Inc.	396	452	55	397	15,945	15,608	1,811	13,797
Select Portfolio Servicing, Inc.	4,930	5,163	1,883	3,280	139,085	131,708	88,652	43,056
Specialized Loan Servicing LLC	903	1,002	391	611	44,078	41,444	6,517	34,927
U.S. Bank National Association	1,791	949	58	891	112,780	106,354	42,796	63,558
Wells Fargo Bank, NA	9,277	9,603	2,502	7,101	811,855	797,505	278,429	519,076
Other Servicers <sup>8</sup>	-	-	-	-	170,842	170,842	106,111	64,731
<b>TOTAL</b>	<b>86,886</b>	<b>85,379</b>	<b>18,336</b>	<b>67,043</b>	<b>7,111,098</b>	<b>6,968,940</b>	<b>2,355,939</b>	<b>4,613,001</b>

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

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

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

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

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

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

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

<sup>6</sup> Bank of America, NA includes BAC Home Loans Servicing, LP.

<sup>7</sup> Formerly National City Bank.

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