



HAMP Application Activity by Servicer¹ As of December 2012

Servicer Name	Activity in December 2012				Program-to-Date			
	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵
Bank of America, NA ⁶	17,355	10,664	1,689	8,975	1,244,614	1,218,994	561,775	657,219
BankUnited	49	83	42	41	8,926	8,806	4,263	4,543
Bayview Loan Servicing, LLC	1,631	1,155	398	757	20,968	19,123	7,340	11,783
Carrington Mortgage Services, LLC	1,033	822	210	612	52,297	50,902	17,607	33,295
CCO Mortgage, a division of RBS Citizens NA	304	423	56	367	21,403	20,879	5,366	15,513
CitiMortgage Inc	1,045	1,316	676	640	517,591	501,364	212,935	288,429
GMAC Mortgage, LLC	12,371	9,853	880	8,973	443,699	434,430	112,884	321,546
Green Tree Servicing LLC	3,139	3,007	2,533	474	67,735	66,220	24,422	41,798
Homeward Residential	5,870	4,291	544	3,747	212,862	209,393	55,681	153,712
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	45,923	13,612	2,400	11,212	1,462,524	1,414,034	417,053	996,981
Midland Mortgage Co.	2,678	2,990	246	2,744	75,675	73,131	5,212	67,919
National City Bank	317	280	42	238	31,883	31,834	26,555	5,279
Nationstar Mortgage LLC	9,859	10,367	827	9,540	283,062	259,940	63,453	196,487
Navy Federal Credit Union	426	216	71	145	6,806	6,042	1,283	4,759
Ocwen Loan Servicing, LLC	14,278	12,041	2,069	9,972	444,042	437,319	112,905	324,414
OneWest Bank	4,193	5,265	197	5,068	344,284	327,101	97,376	229,725
ORNL Federal Credit Union	1	8	2	6	400	397	36	361
PennyMac Loan Services, LLC	257	719	54	665	10,583	9,641	2,496	7,145
PNC Bank, National Association	8	4	-	4	541	485	18	467
Quantum Servicing Corporation	-	-	-	-	692	692	85	607
Residential Credit Solutions, Inc.	453	347	33	314	13,230	11,299	1,244	10,055
Select Portfolio Servicing, Inc.	2,211	2,781	645	2,136	103,172	97,471	75,638	21,833
Specialized Loan Servicing LLC	3,345	600	115	485	27,290	23,000	2,477	20,523
U.S. Bank National Association	2,787	957	90	867	84,457	70,049	34,127	35,922
Wells Fargo Bank, NA	9,674	8,523	2,938	5,585	714,018	697,629	249,582	448,047
Other Servicers ⁷	-	-	-	-	170,118	170,118	106,012	64,106
TOTAL	139,207	90,324	16,757	73,567	6,362,904	6,160,325	2,197,839	3,962,486

¹ This report is sourced from the Monthly Servicer Survey of select servicers participating in MHA under a Servicer Participation Agreement. All data present in this report reflects what is provided by servicers participating in the survey, and cannot be separately reviewed or validated by Treasury.
Beginning in August 2012, this report reflects a change in reporting requirements of the Monthly Servicer Survey; servicers report all HAMP modification requests received and their outcome, including multiple requests made on a loan. Prior to August 2012, servicers counted only one request per loan. As a result of this change, prior months' reporting contained data compiled under the different methodology. This update is reflected in this report on a going forward basis.
From time to time, a servicer's current month's cumulative results may not equal that servicer's prior month's cumulative results and current month's activity; this is due to corrections or updates made to prior reporting methodology. Note that Requests Processed, Requests Approved, and Requests Denied in any given month may be related to Requests Received in prior months.

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

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

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

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

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

⁷ 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).