

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

Servicer Name	Activity in April 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>	12,871	13,748	2,492	11,256	1,277,961	1,259,678	573,878	685,800
BankUnited	59	66	41	25	9,215	9,050	4,419	4,631
Bayview Loan Servicing, LLC	1,691	1,678	609	1,069	26,784	24,979	9,366	15,613
Carrington Mortgage Services, LLC	1,475	1,715	468	1,247	57,503	55,914	19,109	36,805
CCO Mortgage, a division of RBS Citizens NA	382	415	25	390	23,077	22,474	5,542	16,932
CitiMortgage Inc	626	376	63	313	521,405	506,961	216,379	290,582
GMAC <sup>7</sup>	7,362	8,159	483	7,676	447,854	438,795	95,323	343,472
Green Tree Servicing LLC	1,875	1,590	643	947	74,137	71,461	27,144	44,317
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	17,089	12,210	2,246	9,964	1,450,346	1,429,728	425,876	1,003,852
Midland Mortgage Co.	2,407	2,789	223	2,566	86,188	84,379	6,405	77,974
Nationstar Mortgage LLC	11,330	2,987	755	2,232	329,843	301,843	67,274	234,569
Navy Federal Credit Union	293	340	68	272	8,482	8,021	1,544	6,477
Ocwen Loan Servicing, LLC <sup>7</sup>	20,936	16,573	4,173	12,400	729,012	692,236	178,546	513,690
OneWest Bank	4,506	5,027	596	4,431	364,406	348,835	99,439	249,396
ORNL Federal Credit Union	14	14	2	12	439	438	44	394
PennyMac Loan Services, LLC	671	848	270	578	12,905	11,758	3,217	8,541
PNC Bank, National Association	6	6	2	4	576	511	21	490
PNC Mortgage <sup>8</sup>	579	580	93	487	33,522	33,476	26,827	6,649
Residential Credit Solutions, Inc.	398	388	68	320	14,001	10,565	2,022	8,543
Select Portfolio Servicing, Inc.	2,757	2,994	1,366	1,628	114,009	108,595	80,133	28,462
Specialized Loan Servicing LLC	1,160	1,389	523	866	35,558	31,154	4,228	26,926
U.S. Bank National Association	1,786	980	72	908	102,992	100,837	42,038	58,799
Wells Fargo Bank, NA	10,367	11,040	3,306	7,734	757,195	740,087	261,832	478,255
Other Servicers <sup>9</sup>	-	-	-	-	170,810	170,810	106,097	64,713
<b>TOTAL</b>	<b>100,640</b>	<b>85,912</b>	<b>18,587</b>	<b>67,325</b>	<b>6,648,252</b>	<b>6,462,617</b>	<b>2,256,717</b>	<b>4,205,900</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> GMAC and Ocwen Loan Servicing, LLC now include activities previously reported under Homeward Residential

<sup>8</sup> Formerly National City Bank.

<sup>9</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).