



HAMP Application Activity by Servicer¹ As of March 2013

Servicer Name	Activity in March 2013				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	13,402	16,895	2,556	14,339	1,265,090	1,245,930	571,386	674,544
BankUnited	76	82	41	41	9,156	8,984	4,378	4,606
Bayview Loan Servicing, LLC	902	740	46	694	25,093	23,301	8,757	14,544
Carrington Mortgage Services, LLC	1,306	1,229	389	840	56,028	54,199	18,641	35,558
CCO Mortgage, a division of RBS Citizens NA	477	372	42	330	22,695	22,059	5,517	16,542
CitiMortgage Inc	1,306	1,628	1,195	433	520,779	506,585	216,316	290,269
GMAC Mortgage, LLC	7,917	7,491	525	6,966	431,404	423,992	91,450	332,542
Green Tree Servicing LLC	1,916	1,218	682	536	72,262	69,871	26,501	43,370
Homeward Residential	459	383	81	302	223,557	218,460	57,201	161,259
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	42,528	15,218	2,990	12,228	1,441,046	1,417,329	423,446	993,883
Midland Mortgage Co.	2,498	2,711	386	2,325	83,781	81,590	6,182	75,408
National City Bank	400	409	73	336	32,943	32,896	26,734	6,162
Nationstar Mortgage LLC	13,466	9,834	839	8,995	318,513	298,856	66,519	232,337
Navy Federal Credit Union	418	383	76	307	8,189	7,681	1,476	6,205
Ocwen Loan Servicing, LLC	10,220	8,317	2,416	5,901	473,423	463,824	120,549	343,275
OneWest Bank	5,100	5,672	581	5,091	359,900	343,808	98,843	244,965
ORNL Federal Credit Union	9	10	2	8	425	424	42	382
PennyMac Loan Services, LLC	639	601	215	386	12,234	10,910	2,947	7,963
PNC Bank, National Association	10	9	2	7	570	505	19	486
Residential Credit Solutions, Inc.	372	281	60	221	13,603	10,244	2,013	8,231
Select Portfolio Servicing, Inc.	2,736	2,754	1,357	1,397	111,252	105,630	78,766	26,864
Specialized Loan Servicing LLC	817	1,576	355	1,221	34,398	29,765	3,705	26,060
U.S. Bank National Association	1,806	1,025	92	933	100,621	98,857	41,947	56,910
Wells Fargo Bank, NA	10,875	11,070	3,376	7,694	746,828	729,047	258,526	470,521
Other Servicers ⁷	-	-	-	-	170,810	170,810	106,097	64,713
TOTAL	119,655	89,908	18,377	71,531	6,534,632	6,375,589	2,237,972	4,137,617

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).