



## HAMP Application Activity by Servicer<sup>1</sup> As of October 2012

Servicer Name	Activity in October 2012				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>	10,160	9,599	2,384	7,215	1,067,468	1,053,555	552,599	500,956
BankUnited	89	97	54	43	8,807	8,621	4,178	4,443
Bayview Loan Servicing, LLC	690	615	18	597	18,029	17,224	6,871	10,353
Carrington Mortgage Services, LLC	899	1,173	278	895	30,815	29,719	7,883	21,836
CCO Mortgage, a division of RBS Citizens NA	499	601	43	558	20,188	19,455	3,436	16,019
CitiMortgage Inc	624	1,607	882	725	511,516	499,671	211,962	287,709
GMAC Mortgage, LLC	16,555	12,915	1,005	11,910	424,080	413,302	111,269	302,033
Green Tree Servicing LLC	688	679	238	441	63,870	62,530	21,650	40,880
Homeward Residential	3,344	5,019	715	4,304	203,149	201,104	54,633	146,471
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	66,537	19,201	3,544	15,657	1,431,034	1,387,355	412,026	975,329
Midland Mortgage Co.	3,785	4,385	186	4,199	69,839	67,728	4,814	62,914
National City Bank	428	382	56	326	31,239	31,031	26,473	4,558
Nationstar Mortgage LLC	12,502	12,142	968	11,174	262,962	234,151	62,012	172,139
Navy Federal Credit Union	551	618	24	594	5,910	5,453	1,149	4,304
Ocwen Loan Servicing, LLC	17,277	13,832	2,850	10,982	424,149	414,609	108,993	305,616
OneWest Bank	6,399	6,665	533	6,132	244,086	225,680	96,702	128,978
ORNL Federal Credit Union	15	16	2	14	395	381	34	347
PennyMac Loan Services, LLC	184	66	56	10	5,702	5,418	2,388	3,030
PNC Bank, National Association	8	6	-	6	527	477	17	460
Quantum Servicing Corporation	-	-	-	-	692	692	85	607
Residential Credit Solutions, Inc.	491	323	78	245	17,200	13,438	2,649	10,789
Select Portfolio Servicing, Inc.	3,243	1,535	633	902	110,626	104,026	74,409	29,617
Specialized Loan Servicing LLC	1,913	594	115	479	23,334	19,523	2,008	17,515
U.S. Bank National Association	3,388	884	128	756	78,451	66,883	33,605	33,278
Wells Fargo Bank, NA	11,911	12,290	3,772	8,518	693,847	679,843	243,464	436,379
Other Servicers <sup>7</sup>	-	-	-	-	170,118	170,118	106,012	64,106
<b>TOTAL</b>	<b>162,180</b>	<b>105,244</b>	<b>18,562</b>	<b>86,682</b>	<b>5,918,065</b>	<b>5,732,019</b>	<b>2,151,335</b>	<b>3,580,684</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, 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. Due to system limitations, Bank of America reports one HAMP modification request per loan, rather than multiple requests made on a loan, at this time.

<sup>7</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).