



HAMP Application Activity by Servicer¹ As of September 2012

Servicer Name	Activity in September 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	8,845	12,570	2,439	10,131	1,056,824	1,043,268	550,159	493,109
BankUnited	123	147	68	79	8,718	8,523	4,123	4,400
Bayview Loan Servicing, LLC	459	444	44	400	17,341	16,611	6,855	9,756
Carrington Mortgage Services, LLC	735	1,120	197	923	30,134	29,020	7,638	21,382
CCO Mortgage, a division of RBS Citizens NA	499	997	178	819	19,872	19,232	3,539	15,693
CitiMortgage Inc	9,185	7,561	852	6,709	685,712	638,250	211,109	427,141
GMAC Mortgage, LLC	14,699	12,337	933	11,404	412,410	400,387	110,264	290,123
Green Tree Servicing LLC	626	861	286	575	63,182	61,851	21,412	40,439
Homeward Residential	2,486	4,433	737	3,696	198,099	196,062	53,919	142,143
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	56,909	19,833	2,994	16,839	1,411,720	1,355,621	408,530	947,091
Midland Mortgage Co.	2,870	3,485	163	3,322	66,054	63,343	4,628	58,715
National City Bank	294	250	38	212	30,811	30,649	26,417	4,232
Nationstar Mortgage LLC	11,327	10,286	1,021	9,265	251,089	223,503	60,690	162,813
Navy Federal Credit Union	518	151	18	133	5,359	4,835	1,125	3,710
Ocwen Loan Servicing, LLC	16,791	19,343	3,771	15,572	412,064	400,777	106,143	294,634
OneWest Bank	4,505	4,749	337	4,412	240,042	221,880	96,266	125,614
ORNL Federal Credit Union	-	12	-	12	373	365	32	333
PennyMac Loan Services, LLC	165	65	53	12	5,526	5,316	2,308	3,008
PNC Bank, National Association	6	7	-	7	518	471	17	454
Quantum Servicing Corporation	-	-	-	-	692	692	85	607
Residential Credit Solutions, Inc.	443	320	92	228	16,913	13,278	2,602	10,676
Select Portfolio Servicing, Inc.	1,798	519	181	338	108,333	102,611	73,780	28,831
Specialized Loan Servicing LLC	1,873	843	220	623	15,204	9,938	1,733	8,205
U.S. Bank National Association	2,214	742	119	623	74,652	65,701	33,477	32,224
Wells Fargo Bank, NA	11,703	13,825	3,647	10,178	936,071	912,407	356,030	556,377
Other Servicers ⁷	-	-	-	-	170,118	170,118	106,012	64,106
TOTAL	149,073	114,900	18,388	96,512	6,237,863	5,994,741	2,248,907	3,745,834

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, 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. 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.

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).