



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

Servicer Name	Activity in July 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>	11,331	10,138	1,946	8,192	1,315,638	1,299,398	579,770	719,628
BankUnited	68	55	25	30	9,391	9,210	4,510	4,700
Bayview Loan Servicing, LLC	782	929	249	680	26,323	24,394	8,867	15,527
Carrington Mortgage Services, LLC	1,982	2,184	731	1,453	63,285	61,796	21,313	40,483
CCO Mortgage, a division of RBS Citizens NA	468	473	33	440	24,445	23,776	5,616	18,160
CitiMortgage Inc	1,067	1,208	888	320	524,282	511,846	220,447	291,399
Green Tree Servicing LLC	1,103	1,247	449	798	78,221	74,960	28,562	46,398
JPMorgan Chase Bank, NA	16,711	10,044	1,540	8,504	1,490,507	1,474,597	432,015	1,042,582
Midland Mortgage Co.	2,482	2,319	223	2,096	92,872	91,147	7,254	83,893
Nationstar Mortgage LLC	28,648	10,261	1,724	8,537	341,790	312,575	67,861	244,714
Navy Federal Credit Union	259	276	58	218	9,237	8,803	1,712	7,091
Ocwen Loan Servicing, LLC	28,789	24,540	4,137	20,403	1,217,035	1,196,745	286,783	909,962
OneWest Bank	5,926	7,008	505	6,503	378,771	366,990	101,077	265,913
ORNL Federal Credit Union	11	10	1	9	462	461	47	414
PennyMac Loan Services, LLC	580	591	177	414	14,912	14,047	4,054	9,993
PNC Bank, National Association	10	14	2	12	588	552	26	526
PNC Mortgage <sup>7</sup>	468	448	61	387	34,846	34,805	27,007	7,798
Residential Credit Solutions, Inc.	308	272	30	242	14,930	14,528	1,767	12,761
Select Portfolio Servicing, Inc.	4,086	2,693	864	1,829	123,751	117,532	83,728	33,804
Specialized Loan Servicing LLC	1,760	1,399	364	1,035	41,797	37,801	5,556	32,245
U.S. Bank National Association	1,859	1,314	174	1,140	107,375	103,136	42,451	60,685
Wells Fargo Bank, NA	9,054	9,965	2,970	6,995	784,085	769,745	270,778	498,967
Other Servicers <sup>8</sup>	-	-	-	-	170,842	170,842	106,111	64,731
<b>TOTAL</b>	<b>117,752</b>	<b>87,388</b>	<b>17,151</b>	<b>70,237</b>	<b>6,865,385</b>	<b>6,719,686</b>	<b>2,307,312</b>	<b>4,412,374</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> Formerly National City Bank.

<sup>8</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).