



HAMP Application Activity by Servicer¹
As of August 2012

Servicer Name	Activity in August 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	18,723	18,310	2,784	15,526	1,076,353	1,034,383	548,134	486,249
BankUnited	137	166	45	121	5,055	4,803	3,462	1,341
Bayview Loan Servicing, LLC	593	496	65	431	16,884	16,169	6,813	9,356
Carrington Mortgage Services, LLC	1,118	867	180	687	29,552	28,399	7,469	20,930
CCO Mortgage, a division of RBS Citizens NA	523	554	36	518	18,888	18,235	3,361	14,874
CitiMortgage Inc	10,476	8,155	979	7,176	683,201	636,793	211,015	425,778
GMAC Mortgage, LLC	18,410	13,051	930	12,121	402,480	388,050	109,331	278,719
Green Tree Servicing LLC	882	983	490	493	62,556	60,990	21,126	39,864
Homeward Residential	2,179	5,539	1,230	4,309	193,802	191,711	53,230	138,481
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	67,048	19,728	4,169	15,559	1,344,599	1,281,573	405,535	876,038
Midland Mortgage Co.	3,404	2,465	216	2,249	63,184	59,858	3,628	56,230
National City Bank	423	88	48	40	30,517	30,145	26,379	3,766
Nationstar Mortgage LLC	14,549	9,040	1,432	7,608	275,693	249,160	57,202	191,958
Navy Federal Credit Union	576	133	27	106	4,841	4,268	1,107	3,161
Ocwen Loan Servicing, LLC	8,296	21,590	2,264	19,326	392,906	383,149	104,087	279,062
OneWest Bank	6,379	6,718	478	6,240	237,228	219,395	95,892	123,503
ORNL Federal Credit Union	-	5	-	5	355	353	32	321
PennyMac Loan Services, LLC	216	25	23	2	5,345	5,133	2,247	2,886
PNC Bank, National Association	6	8	-	8	497	454	17	437
Quantum Servicing Corporation	-	-	-	-	692	692	85	607
Residential Credit Solutions, Inc.	484	113	9	104	15,744	12,896	2,528	10,368
Select Portfolio Servicing, Inc.	2,945	1,559	1,163	396	104,903	100,102	73,614	26,488
Specialized Loan Servicing LLC	1,475	1,450	77	1,373	13,674	9,335	1,590	7,745
U.S. Bank National Association	2,532	988	128	860	72,659	66,309	33,358	32,951
Wells Fargo Bank, NA	17,381	16,460	4,334	12,126	925,888	900,780	352,980	547,800
Other Servicers ⁷	-	-	-	-	170,118	170,118	106,012	64,106
TOTAL	178,755	128,491	21,107	107,384	6,147,646	5,873,285	2,230,248	3,643,037

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).