



HAMP Application Activity by Servicer¹ As of November 2012

Servicer Name	Activity in November 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	10,056	8,532	2,334	6,198	1,071,877	1,059,086	554,701	504,385
BankUnited	70	104	45	59	8,877	8,725	4,223	4,502
Bayview Loan Servicing, LLC	1,312	748	75	673	19,339	17,970	6,944	11,026
Carrington Mortgage Services, LLC	1,169	1,081	401	680	51,264	50,080	17,397	32,683
CCO Mortgage, a division of RBS Citizens NA	400	509	35	474	20,748	19,964	3,471	16,493
CitiMortgage Inc	1,989	1,316	672	644	516,254	500,652	212,538	288,114
GMAC Mortgage, LLC	14,554	11,275	735	10,540	434,844	424,577	112,004	312,573
Green Tree Servicing LLC	726	683	239	444	64,596	63,213	21,889	41,324
Homeward Residential	3,084	3,935	468	3,467	206,992	205,102	55,137	149,965
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	51,473	13,340	2,562	10,778	1,443,678	1,400,569	414,653	985,916
Midland Mortgage Co.	3,158	3,610	152	3,458	72,997	70,141	4,966	65,175
National City Bank	327	315	40	275	31,566	31,548	26,513	5,035
Nationstar Mortgage LLC	12,092	18,002	674	17,328	274,255	250,666	62,658	188,008
Navy Federal Credit Union	470	199	63	136	6,380	5,652	1,212	4,440
Ocwen Loan Servicing, LLC	13,394	10,669	1,843	8,826	433,494	425,278	110,836	314,442
OneWest Bank	5,207	5,358	225	5,133	340,091	321,836	97,179	224,657
ORNL Federal Credit Union	4	8	-	8	399	389	34	355
PennyMac Loan Services, LLC	403	89	68	21	5,905	5,459	2,442	3,017
PNC Bank, National Association	8	6	-	6	526	477	17	460
Quantum Servicing Corporation	-	-	-	-	692	692	85	607
Residential Credit Solutions, Inc.	408	232	53	179	17,571	13,702	2,165	11,537
Select Portfolio Servicing, Inc.	1,721	1,443	590	853	112,347	105,425	74,997	30,428
Specialized Loan Servicing LLC	2,667	442	76	366	25,031	20,166	2,164	18,002
U.S. Bank National Association	3,194	2,211	432	1,779	81,661	69,092	34,037	35,055
Wells Fargo Bank, NA	10,501	9,502	3,180	6,322	704,346	689,210	246,644	442,566
Other Servicers ⁷	-	-	-	-	170,118	170,118	106,012	64,106
TOTAL	138,387	93,609	14,962	78,647	6,115,880	5,929,821	2,174,932	3,754,889

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).