



HAMP Application Activity by Servicer¹
As of January 2013

Servicer Name	Activity in January 2013				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	13,369	19,568	4,748	14,820	1,226,824	1,207,403	566,523	640,880
BankUnited	76	66	32	34	9,002	8,838	4,297	4,541
Bayview Loan Servicing, LLC	1,993	1,831	923	908	22,961	20,952	8,261	12,691
Carrington Mortgage Services, LLC	1,251	1,011	288	723	53,548	51,913	17,895	34,018
CCO Mortgage, a division of RBS Citizens NA	483	436	37	399	21,886	21,315	5,403	15,912
CitiMortgage Inc	1,233	1,434	833	601	518,532	503,402	214,047	289,355
GMAC Mortgage, LLC	9,017	10,667	725	9,942	416,789	408,593	90,456	318,137
Green Tree Servicing LLC	1,469	1,586	995	591	69,204	67,806	25,417	42,389
Homeward Residential	6,629	5,331	751	4,580	219,491	214,724	56,432	158,292
iServe Residential Lending, LLC	-	-	-	-	1	1	1	-
iServe Servicing, Inc.	-	-	-	-	31	31	13	18
JPMorgan Chase Bank, NA	37,681	17,254	3,000	14,254	1,423,023	1,389,164	419,870	969,294
Midland Mortgage Co.	3,173	2,889	197	2,692	78,848	76,020	5,409	70,611
National City Bank	320	319	56	263	32,203	32,162	26,611	5,551
Nationstar Mortgage LLC	13,466	9,953	958	8,995	296,528	269,893	64,411	205,482
Navy Federal Credit Union	525	304	54	250	7,331	6,948	1,337	5,611
Ocwen Loan Servicing, LLC	12,152	9,317	2,133	7,184	452,263	446,636	115,038	331,598
OneWest Bank	5,212	5,364	433	4,931	349,496	332,465	97,809	234,656
ORNL Federal Credit Union	8	13	-	13	410	410	36	374
PennyMac Loan Services, LLC	456	331	90	241	11,106	9,994	2,619	7,375
PNC Bank, National Association	12	8	-	8	552	492	17	475
Residential Credit Solutions, Inc.	499	294	28	266	13,696	11,731	1,256	10,475
Select Portfolio Servicing, Inc.	2,657	3,294	827	2,467	105,829	100,732	76,463	24,269
Specialized Loan Servicing LLC	3,133	1,952	355	1,597	30,686	25,891	3,002	22,889
U.S. Bank National Association	3,756	1,545	73	1,472	88,301	71,604	34,200	37,404
Wells Fargo Bank, NA	10,751	9,852	2,827	7,025	724,768	707,313	252,409	454,904
Other Servicers ⁷	-	-	-	-	170,810	170,810	106,097	64,713
TOTAL	129,321	104,619	20,363	84,256	6,344,119	6,157,243	2,195,329	3,961,914

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 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.

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.

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).