



HAMP Application Activity by Servicer¹ As of February 2013

Servicer Name	Activity in February 2013			
	# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵
Bank of America, NA ⁶	18,592	21,632	2,307	19,325
BankUnited	78	64	40	24
Bayview Loan Servicing, LLC	1,230	1,197	452	745
Carrington Mortgage Services, LLC	1,174	1,057	357	700
CCO Mortgage, a division of RBS Citizens NA	332	370	70	300
CitiMortgage Inc	941	1,555	1,074	481
GMAC Mortgage, LLC	6,698	7,908	469	7,439
Green Tree Servicing LLC	1,142	938	402	536
Homeward Residential	3,607	3,353	688	2,665
iServe Residential Lending, LLC	-	-	-	-
iServe Servicing, Inc.	-	-	-	-
JPMorgan Chase Bank, NA	38,246	15,765	3,405	12,360
Midland Mortgage Co.	2,435	2,859	387	2,472
National City Bank	340	318	50	268
Nationstar Mortgage LLC	11,798	13,755	1,084	12,671
Navy Federal Credit Union	440	350	63	287
Ocwen Loan Servicing, LLC	10,940	8,871	3,095	5,776
OneWest Bank	5,304	5,671	453	5,218
ORNL Federal Credit Union	12	17	4	13
PennyMac Loan Services, LLC	418	289	87	202
PNC Bank, National Association	7	4	-	4
Residential Credit Solutions, Inc.	658	416	45	371
Select Portfolio Servicing, Inc.	2,702	2,278	954	1,324
Specialized Loan Servicing LLC	2,895	2,298	348	1,950
U.S. Bank National Association	2,071	1,558	129	1,429
Wells Fargo Bank, NA	10,737	10,262	2,747	7,515
Other Servicers ⁷	-	-	-	-
TOTAL	122,797	102,785	18,710	84,075

Program-to-Date			
# Requests Received ²	# Requests Processed ³	# Requests Approved ⁴	# Requests Denied ⁵
1,251,688	1,229,035	568,830	660,205
9,080	8,902	4,337	4,565
24,189	22,147	8,711	13,436
54,722	52,970	18,252	34,718
22,218	21,687	5,475	16,212
519,473	504,957	215,121	289,836
423,487	416,501	90,925	325,576
70,346	68,653	25,819	42,834
223,098	218,077	57,120	160,957
1	1	1	-
31	31	13	18
1,433,054	1,404,927	423,273	981,654
81,283	78,879	5,796	73,083
32,543	32,487	26,661	5,826
305,047	289,022	65,680	223,342
7,771	7,298	1,400	5,898
463,203	455,507	118,133	337,374
354,800	338,136	98,262	239,874
416	414	40	374
11,595	10,309	2,732	7,577
560	496	17	479
14,024	11,971	1,282	10,689
108,517	102,936	77,415	25,521
33,581	28,189	3,350	24,839
90,414	73,296	34,329	38,967
735,953	717,977	255,150	462,827
170,810	170,810	106,097	64,713
6,441,904	6,265,615	2,214,221	4,051,394

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).