



**HAMP Application Activity by Servicer<sup>1</sup>  
As of May 2013**

Servicer Name	Activity in May 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>	14,725	16,559	2,224	14,335	1,292,686	1,276,237	576,102	700,135
BankUnited	59	72	43	29	9,274	9,122	4,462	4,660
Bayview Loan Servicing, LLC	1,400	885	183	702	28,184	25,864	9,549	16,315
Carrington Mortgage Services, LLC	1,832	1,967	828	1,139	59,335	57,881	19,937	37,944
CCO Mortgage, a division of RBS Citizens NA	467	423	17	406	23,544	22,897	5,559	17,338
CitiMortgage Inc	992	2,514	2,227	287	522,397	509,412	218,543	290,869
Green Tree Servicing LLC	1,548	1,279	357	922	75,685	72,740	27,501	45,239
JPMorgan Chase Bank, NA	15,902	13,496	2,751	10,745	1,461,865	1,444,043	428,627	1,015,416
Midland Mortgage Co.	2,074	2,444	295	2,149	88,262	86,823	6,700	80,123
Nationstar Mortgage LLC	13,018	4,817	601	4,216	342,861	306,660	67,875	238,785
Navy Federal Credit Union	246	283	59	224	8,728	8,304	1,603	6,701
Ocwen Loan Servicing, LLC <sup>7</sup>	26,573	23,561	5,189	18,372	1,171,323	1,154,592	279,058	875,534
OneWest Bank	3,756	5,723	570	5,153	368,162	354,558	100,009	254,549
ORNL Federal Credit Union	5	5	1	4	445	443	45	398
PennyMac Loan Services, LLC	916	997	406	591	13,821	12,755	3,623	9,132
PNC Bank, National Association	6	11	1	10	582	522	22	500
PNC Mortgage <sup>8</sup>	511	505	61	444	33,987	33,981	26,888	7,093
Residential Credit Solutions, Inc.	332	269	58	211	14,333	10,862	2,058	8,804
Select Portfolio Servicing, Inc.	2,590	3,547	1,748	1,799	116,586	112,103	81,879	30,224
Specialized Loan Servicing LLC	1,515	3,886	631	3,255	37,073	35,040	4,859	30,181
U.S. Bank National Association	2,058	944	113	831	105,050	100,220	42,151	58,069
Wells Fargo Bank, NA	9,564	10,547	3,245	7,302	766,759	750,634	265,077	485,557
Other Servicers <sup>9</sup>	-	-	-	-	170,842	170,842	106,111	64,731
<b>TOTAL</b>	<b>100,089</b>	<b>94,734</b>	<b>21,608</b>	<b>73,126</b>	<b>6,711,784</b>	<b>6,556,535</b>	<b>2,278,238</b>	<b>4,278,297</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> Ocwen Loan Servicing, LLC includes GMAC Mortgage, LLC.

<sup>8</sup> Formerly National City Bank.

<sup>9</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).