



## HAMP Application Activity by Servicer<sup>1</sup> As of September 2013

Servicer Name	Activity in September 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>	7,097	10,384	1,235	9,149	1,330,031	1,318,886	582,295	736,591
BankUnited	49	56	27	29	9,490	9,309	4,560	4,749
Bayview Loan Servicing, LLC	821	1,244	261	983	28,313	26,753	9,384	17,369
Carrington Mortgage Services, LLC	1,490	1,649	386	1,263	66,356	65,072	22,135	42,937
CCO Mortgage, a division of RBS Citizens NA	371	414	40	374	25,232	24,607	5,692	18,915
CitiMortgage Inc	256	1,042	721	321	525,337	514,099	222,027	292,072
Green Tree Servicing LLC	1,304	1,739	499	1,240	80,637	77,941	29,578	48,363
JPMorgan Chase Bank, NA	10,491	8,287	1,086	7,201	1,505,646	1,491,828	434,710	1,057,118
Midland Mortgage Co.	2,547	2,389	171	2,218	97,927	95,827	7,584	88,243
Nationstar Mortgage LLC	8,322	7,214	2,101	5,113	360,393	327,331	71,765	255,566
Navy Federal Credit Union	228	237	50	187	9,714	9,259	1,801	7,458
Ocwen Loan Servicing, LLC	21,979	18,711	2,826	15,885	1,264,132	1,237,400	293,354	944,046
OneWest Bank	7,728	10,972	202	10,770	392,917	387,056	101,739	285,317
ORNL Federal Credit Union	5	7	2	5	485	485	49	436
PennyMac Loan Services, LLC	471	565	127	438	15,900	15,150	4,356	10,794
PNC Bank, National Association	21	3	1	2	627	571	28	543
PNC Mortgage <sup>7</sup>	455	429	56	373	35,752	35,663	27,119	8,544
Residential Credit Solutions, Inc.	368	333	20	313	15,549	15,156	1,756	13,400
Select Portfolio Servicing, Inc.	4,540	4,363	1,512	2,851	134,155	126,601	86,776	39,825
Specialized Loan Servicing LLC	1,020	679	99	580	43,175	40,442	6,126	34,316
U.S. Bank National Association	1,727	1,055	116	939	110,989	105,405	42,738	62,667
Wells Fargo Bank, NA	9,243	9,153	2,585	6,568	802,578	787,902	275,927	511,975
Other Servicers <sup>8</sup>	-	-	-	-	170,842	170,842	106,111	64,731
<b>TOTAL</b>	<b>80,533</b>	<b>80,925</b>	<b>14,123</b>	<b>66,802</b>	<b>7,026,177</b>	<b>6,883,585</b>	<b>2,337,610</b>	<b>4,545,975</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> Formerly National City Bank.

<sup>8</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).