

Making Home Affordable

Program Performance Report Through July 2011

Report Highlights

Number of Permanent Modifications Exceeds 790,000

- Seventy-five percent of eligible homeowners entering a HAMP trial modification since June 1, 2010 received a permanent modification, with an average trial period of 3.5 months.
- Homeowners in active first lien permanent modifications save a median of \$525 each month, or 37% of the median before-modification payment. Program to date, homeowners in permanent modifications have realized aggregate savings in monthly mortgage payments of nearly \$7.8 billion.

This Month: Servicer Assessment Results

- The Obama Administration continues its commitment to transparency with the release of the second installment of quarterly Servicer Assessments.
- For the second quarter of 2011, two servicers have been determined to need substantial improvement. These servicers were also in need of substantial improvement in the first quarter, and their servicer incentives will continue to be withheld.
- Three servicers met the established benchmarks for program compliance, indicating that they require just minor improvement on the areas reviewed for the second quarter. Five servicers were found to need moderate improvement.

Inside:

SUMMARY RESULTS:

First Lien Modification Activity	2
First Lien Modification Characteristics/ Treasury-FHA HAMP Activity	3
Activity for HAFA, PRA and UP	4
Second Lien Modification Activity	5
HAMP Activity by State	6
HAMP Activity by MSA/ Homeowner Outreach	7
Aged Trials	8

SERVICER RESULTS:

Modification Activity by Servicer	9
Trial Length	10
Conversion Rate	11
Disposition of Homeowners Not in HAMP	12-13
Homeowner Experience	14
Modifications by Investor Type	15

SERVICER ASSESSMENT RESULTS:

Overview	16-18
Servicer Results	19-38
Description of Metrics	39

APPENDICES:

Participants in MHA Programs	40-41
------------------------------	-------

Making Home Affordable: Summary Results

Program Performance Report Through July 2011

HAMP Activity: First Lien Modifications

HAMP is designed to lower monthly mortgage payments to help struggling homeowners stay in their homes and prevent avoidable foreclosure.

		Total
HAMP Eligibility (As of June 30, 2011)	Eligible Delinquent Loans ¹	2,566,583
	Eligible Delinquent Borrowers ²	1,023,106
Trial Modifications	Trial Plan Offers Extended (Cumulative) ³	1,892,006
	All Trials Started	1,661,461
	Trials Reported Since June 2011 Report ⁴	22,079
	Trial Modifications Canceled (Cumulative)	763,984
	Active Trials	106,078
Permanent Modifications	All Permanent Modifications Started	791,399
	Permanent Modifications Reported Since June 2011 Report	28,328
	Permanent Modifications Canceled (Cumulative) ⁵	115,952
	Active Permanent Modifications	675,447

- ¹ Estimated eligible 60+ day delinquent loans as reported by servicers as of June 30, 2011, include conventional loans:
- in foreclosure and bankruptcy.
 - with a current unpaid principal balance less than \$729,750 on a one-unit property, \$934,200 on a two-unit property, \$1,129,250 on a three-unit property and \$1,403,400 on a four-unit property.
 - on a property that was owner-occupied at origination.
 - originated on or before January 1, 2009.

Estimated eligible 60+ day delinquent loans exclude:

- FHA and VA loans.
- loans that are current or less than 60 days delinquent, which may be eligible for HAMP if a borrower is in imminent default.

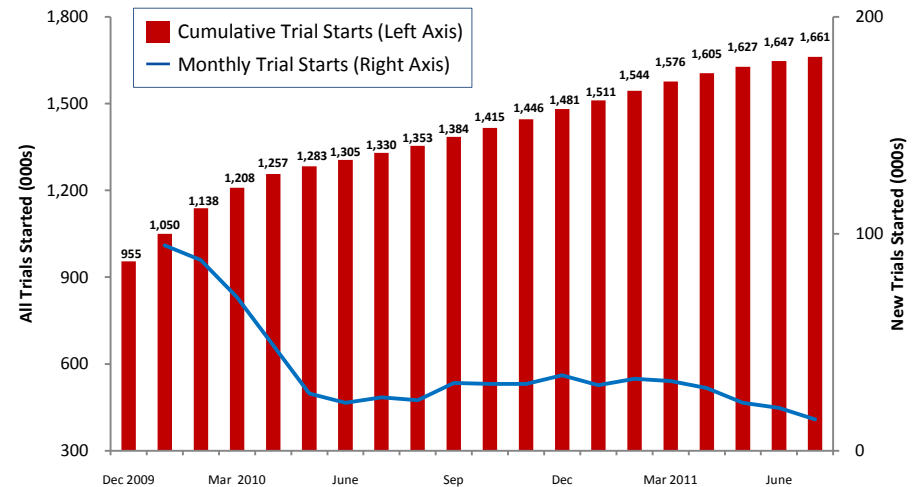
² The estimated eligible 60+ day delinquent borrowers are those in HAMP-eligible loans, minus estimated exclusions of loans on vacant properties, loans with borrower debt-to-income ratio below 31%, loans that fail the NPV test, properties no longer owner-occupied, unemployed borrowers, manufactured housing loans with title/chattel issues that exclude them from HAMP, loans where the investor pooling and servicing agreements preclude modification, and trial and permanent modifications disqualified from HAMP. Exclusions for DTI and NPV results are estimated using market analytics.

³ As reported in the weekly servicer survey of large SPA servicers through July 28, 2011.

⁴ Servicers may enter new trial modifications into the HAMP system of record at anytime.

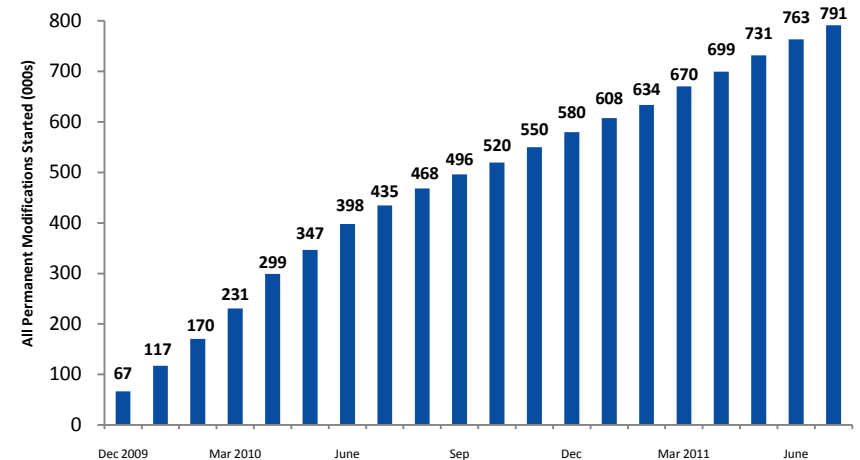
⁵ A permanent modification is canceled when the borrower has missed three consecutive monthly payments. Includes 1,796 loans paid off.

HAMP Trials Started



Source: HAMP system of record. Servicers may enter new trial modifications into the HAMP system of record at any time. For example, 22,079 trials have entered the HAMP system of record since the prior report; of those, 14,419 were trials with a first payment recorded in July 2011.

Permanent Modifications Started (Cumulative)



Source: HAMP system of record.

Note: Unless specified, exhibits in this report refer to HAMP first lien modification activity.

Making Home Affordable: Summary Results

Program Performance Report Through July 2011

Homeowner Benefits and First Lien Modification Characteristics

- Aggregate savings to homeowners who received HAMP first lien permanent modifications are estimated to total **nearly \$7.8 billion**, program to date, compared with unmodified mortgage obligations.
- The median monthly savings for borrowers in active permanent first lien modifications is \$524.96, or **37% of the median monthly payment** before modification.

- Of trial modifications started, **79% of homeowners were at least 60 days delinquent at trial start**. The rest were up to 59 days delinquent or current and in imminent default.

- The **primary hardship reasons** for homeowners in active permanent modifications are:
 - 61.4% experienced loss of income (curtailment of income or unemployment)
 - 11.2% reported excessive obligation
 - 2.9% reported an illness of the principal borrower

- Active permanent modifications feature the following **modification steps**:
 - 99.0% feature interest rate reductions¹
 - 59.5% offer term extension
 - 30.7% include principal forbearance

¹ Effective July 2011, the methodology for reporting interest rate reduction has been updated.

Select Median Characteristics of Active Permanent Modifications

Loan Characteristic	Before Modification	After Modification	Median Decrease
Front-End Debt-to-Income Ratio ¹	45.2%	31.0%	-14.2 pct pts
Back-End Debt-to-Income Ratio ²	78.4%	61.6%	-14.7 pct pts
Median Monthly Housing Payment ³	\$1,427.90	\$832.24	-\$524.96

¹ Ratio of housing expenses (principal, interest, taxes, insurance and homeowners association and/or condo fees) to monthly gross income.

² Ratio of total monthly debt payments (including mortgage principal and interest, taxes, insurance, homeowners association and/or condo fees, plus payments on installment debts, junior liens, alimony, car lease payments and investment property payments) to monthly gross income. Borrowers who have a back-end debt-to-income ratio of greater than 55% are required to seek housing counseling under program guidelines.

³ Principal and interest payment.

Treasury FHA-HAMP Modification Activity

The Treasury FHA-HAMP Program provides assistance to eligible homeowners with FHA-insured mortgages.

All Treasury FHA-HAMP Trial Modifications Started	5,721
Treasury FHA-HAMP Permanent Modifications Started	4,072

Making Home Affordable: Summary Results

Program Performance Report Through July 2011

Home Affordable Foreclosure Alternatives (HAFA) Activity

The Home Affordable Foreclosure Alternatives Program (HAFA) offers incentives for homeowners looking to exit their homes through a short sale or deed-in-lieu of foreclosure. HAFA has established important homeowner protections and an industry standard for streamlined transactions. In 21% of HAFA agreements started, the homeowner began a HAMP trial modification but later requested a HAFA agreement or was disqualified from HAMP.

All HAFA Agreements Started ¹	25,716
HAFA Agreements Active	10,428
HAFA Transactions Completed	12,888
Completed Transactions – Short Sale	12,514
Completed Transactions – Deed-in-Lieu	374

¹ Servicer agreement with homeowner for terms of potential short sale, which lasts at least 120 days; or agreement for a deed-in-lieu transaction. A short sale requires a third-party purchaser and cooperation of junior lienholders and mortgage insurers to complete the transaction. All HAFA Agreements Started include HAFA Agreements Active, HAFA Transactions Completed, and HAFA Transactions Canceled.

Principal Reduction Alternative (PRA) Activity

The Principal Reduction Alternative (PRA) requires servicers of non-GSE loans to evaluate the benefit of principal reduction for mortgages with a loan-to-value ratio of 115% or greater when evaluating a homeowner for a HAMP first lien modification. While servicers are required to evaluate homeowners for PRA, they are not required to reduce principal as part of the modification. PRA may be a feature of a HAMP trial or permanent modification.

All PRA Trial Modifications Started	29,406
PRA Trial Modifications Active	18,404
All PRA Permanent Modifications Started	9,355
PRA Permanent Modifications Active	9,221
Median Principal Amount Reduced for Active Permanent Modifications	\$67,735
Median Principal Amount Reduced for Active Permanent Modifications (%) ²	30.4%

² PRA amount as a percentage of before-modification UPB, excluding capitalization.

HAFA Activity by Servicer

Servicer	Agreements Started ¹	Agreements Completed
Bank of America, NA ²	2,824	1,873
J.P. Morgan Chase Bank NA ³	10,191	4,621
Litton Loan Servicing LP	1,218	581
Select Portfolio Servicing, Inc.	1,417	674
Wells Fargo Bank, NA ⁴	7,002	3,609
All Other Servicers	3,064	1,530
Total	25,716	12,888

¹ Servicer agreement with homeowner for terms of potential short sale, which lasts at least 120 days; or agreement for a deed-in-lieu transaction. A short sale requires a third-party purchaser and cooperation of junior lienholders and mortgage insurers to complete the transaction. All HAFA Agreements Started include HAFA Agreements Active, HAFA Transactions Completed, and HAFA Transactions Canceled.

² Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

³ J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

⁴ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

Unemployment Program (UP) Activity

The Treasury Unemployment Program (UP) provides a temporary forbearance to homeowners who are unemployed. Treasury recently announced that unemployed homeowners must be considered for a minimum of 12 months' forbearance.

All UP Forbearance Plans Started (Through June 2011)	13,521
UP Forbearance Plans With Some Payment Required	10,881
UP Forbearance Plans With No Payment Required	2,640

Note: Data is as reported by servicers via survey for UP participation through June 30, 2011.

Making Home Affordable: Summary Results

Program Performance Report Through July 2011

Second Lien Modification Program (2MP) Activity

The Second Lien Modification Program (2MP) provides assistance to homeowners in a first lien permanent modification who have an eligible second lien with a participating servicer. This assistance can result in a modification of the second lien and even full or partial extinguishment of the second lien. 2MP requires that the first lien modification be permanent and active and that the second lien have an unpaid balance of more than \$5,000 and a monthly payment of \$100 or greater.

All Second Lien Modifications Started (Cumulative) ¹	37,466
Second Lien Modifications Involving Full Lien Extinguishments	3,516
Second Lien Modifications Disqualified ²	422
Active Second Lien Modifications	33,528

Of the Active Second Lien Modifications:

Second Lien Partially Extinguished	1,356
Second Lien Loan Modifications ³	32,172

Second Lien Extinguishment Details

Average Amount of Full Extinguishment	\$67,251
Average Amount of Partial Extinguishment	\$6,362

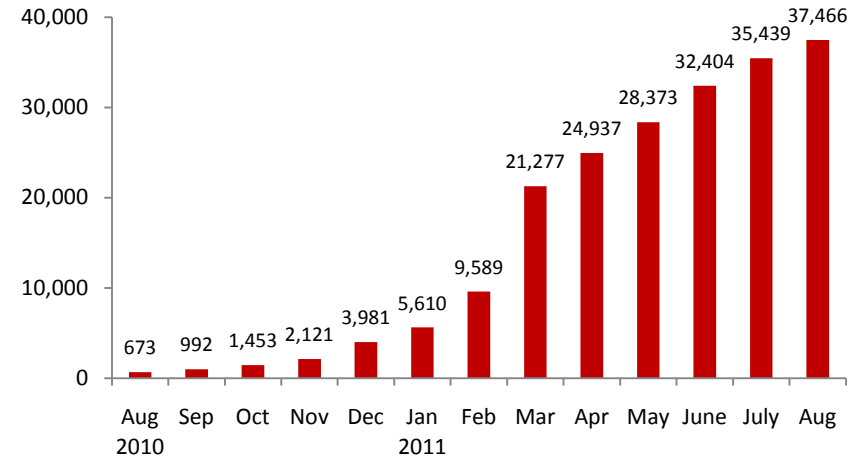
¹ Includes second lien modifications reported into HAMP system of record through the end of cycle for July 2011 data, though the effective date may occur in August. Number of modifications is net of cancellations, which are primarily due to servicer data corrections.

² Includes 54 loans paid off.

³ Second lien modifications follow a series of steps and may include capitalization, interest rate reduction, term extension and principal forbearance or forgiveness.

See Appendix A2 for servicer participants in additional Making Home Affordable programs.

Second Lien Modifications Started (Cumulative)



Note: Includes second lien modifications reported into HAMP system of record through the end of cycle for July 2011 data, though the effective date may occur in August. Number of modifications is net of cancellations, which are primarily due to servicer data corrections.

Second Lien Modification Activity by Servicer

Servicer	Second Lien Modifications Started	Full Ext.	DQ ¹	Active Partial Ext./ Terms Modified
Bank of America, NA ²	15,708	1,377	189	14,142
CitiMortgage, Inc	5,592	1,349	32	4,211
GMAC Mortgage, LLC	1,991	297	1	1,693
J.P. Morgan Chase Bank NA ³	4,751	0	80	4,671
Wells Fargo Bank, NA ⁴	7,882	216	111	7,555
Other SPA Servicers	1,542	277	9	1,256
Total	37,466	3,516	422	33,528

Note: Number of modifications started is net of cancellations, which are primarily due to servicer data corrections.

¹ Includes second liens paid off.

² Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

³ J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

⁴ Wells Fargo Bank, NA includes Wachovia Mortgage, FSB.

Making Home Affordable: Summary Results

Program Performance Report Through July 2011

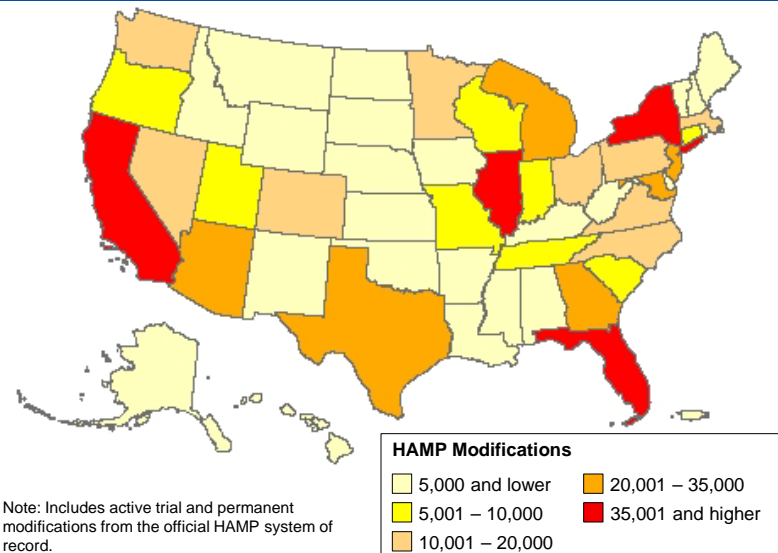
HAMP Activity by State

State	Active Trials	Permanent Modifications	State Total ¹	% of U.S. HAMP Activity	State	Active Trials	Permanent Modifications	State Total ¹	% of U.S. HAMP Activity
AK	62	283	345	0.0%	MT	123	771	894	0.1%
AL	618	3,871	4,489	0.6%	NC	1,841	12,254	14,095	1.8%
AR	243	1,442	1,685	0.2%	ND	18	113	131	0.0%
AZ	3,606	30,692	34,298	4.4%	NE	129	940	1,069	0.1%
CA	25,954	164,051	190,005	24.3%	NH	470	3,120	3,590	0.5%
CO	1,274	9,364	10,638	1.4%	NJ	3,464	21,781	25,245	3.2%
CT	1,299	8,452	9,751	1.2%	NM	394	2,186	2,580	0.3%
DC	163	1,145	1,308	0.2%	NV	2,532	17,180	19,712	2.5%
DE	312	2,096	2,408	0.3%	NY	5,436	31,089	36,525	4.7%
FL	13,994	79,995	93,989	12.0%	OH	2,391	14,873	17,264	2.2%
GA	3,952	24,491	28,443	3.6%	OK	268	1,556	1,824	0.2%
HI	409	2,580	2,989	0.4%	OR	1,112	7,371	8,483	1.1%
IA	265	1,724	1,989	0.3%	PA	2,227	14,014	16,241	2.1%
ID	405	2,585	2,990	0.4%	RI	496	3,568	4,064	0.5%
IL	5,548	36,144	41,692	5.3%	SC	985	6,343	7,328	0.9%
IN	1,059	6,520	7,579	1.0%	SD	27	263	290	0.0%
KS	252	1,623	1,875	0.2%	TN	1,164	6,938	8,102	1.0%
KY	427	2,548	2,975	0.4%	TX	3,058	17,660	20,718	2.7%
LA	698	3,660	4,358	0.6%	UT	893	6,395	7,288	0.9%
MA	2,355	16,894	19,249	2.5%	VA	2,173	16,430	18,603	2.4%
MD	3,162	21,651	24,813	3.2%	VT	103	573	676	0.1%
ME	325	1,853	2,178	0.3%	WA	2,254	13,444	15,698	2.0%
MI	3,330	21,853	25,183	3.2%	WI	1,026	6,573	7,599	1.0%
MN	1,445	11,706	13,151	1.7%	WV	131	993	1,124	0.1%
MO	1,163	6,977	8,140	1.0%	WY	52	348	400	0.1%
MS	390	2,552	2,942	0.4%	Other ²	601	1,919	2,520	0.3%

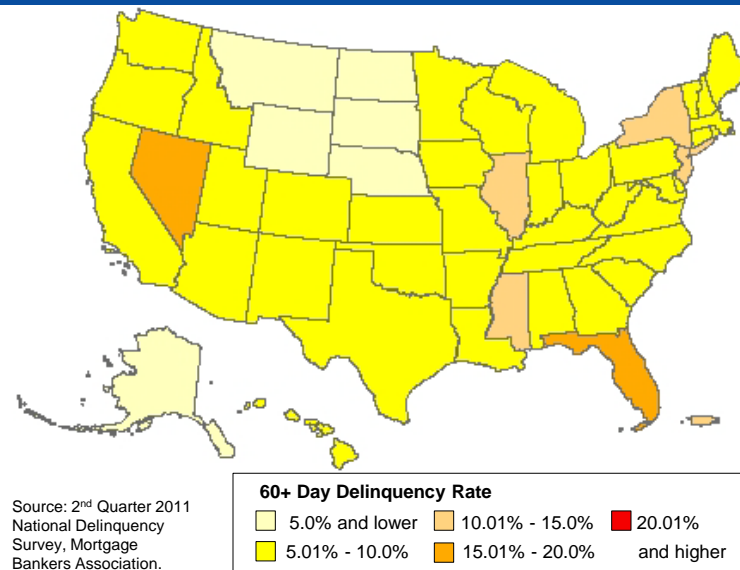
¹ Total reflects active trials and active permanent modifications.

² Includes Guam, Puerto Rico and the U.S. Virgin Islands.

Modification Activity by State



Mortgage Delinquency Rates by State



Making Home Affordable: Summary Results

Program Performance Report Through July 2011

15 Metropolitan Areas With Highest HAMP Activity

Metropolitan Statistical Area	Active Trials	Permanent Modifications	Total MSA HAMP Activity	% of U.S. HAMP Activity
Los Angeles-Long Beach-Santa Ana, CA	7,941	48,711	56,652	7.2%
New York-Northern New Jersey-Long Island, NY-NJ-PA	6,950	42,007	48,957	6.3%
Riverside-San Bernardino-Ontario, CA	5,025	35,355	40,380	5.2%
Chicago-Joliet-Naperville, IL-IN-WI	5,362	35,002	40,364	5.2%
Miami-Fort Lauderdale-Pompano Beach, FL	5,993	32,510	38,503	4.9%
Phoenix-Mesa-Glendale, AZ	2,797	25,059	27,856	3.6%
Washington-Arlington-Alexandria, DC-VA-MD-WV	3,047	23,170	26,217	3.4%
Atlanta-Sandy Springs-Marietta, GA	3,141	19,754	22,895	2.9%
Las Vegas-Paradise, NV	2,105	14,113	16,218	2.1%
San Francisco-Oakland-Fremont, CA	2,394	13,133	15,527	2.0%
Detroit-Warren-Livonia, MI	2,045	13,232	15,277	2.0%
Orlando-Kissimmee-Sanford, FL MSA	2,067	12,485	14,552	1.9%
Boston-Cambridge-Quincy, MA-NH	1,683	12,126	13,809	1.8%
San Diego-Carlsbad-San Marcos, CA	1,796	11,775	13,571	1.7%
Sacramento-Arden-Arcade-Roseville, CA	1,802	11,490	13,292	1.7%

Note: Total reflects active trials and active permanent modifications.

A complete list of HAMP activity for all metropolitan areas is available at <http://www.treasury.gov/initiatives/financial-stability/results/MHA-Reports/>

Call Center Volume

	Program to Date	July
Total Number of Calls Taken at 1-888-995-HOPE	2,402,011	70,835
Borrowers Receiving Free Housing Counseling Assistance Through the Homeowner's HOPE™ Hotline	1,142,754	29,405

Source: Homeowner's HOPE™ Hotline.

Selected Homeowner Outreach Measures

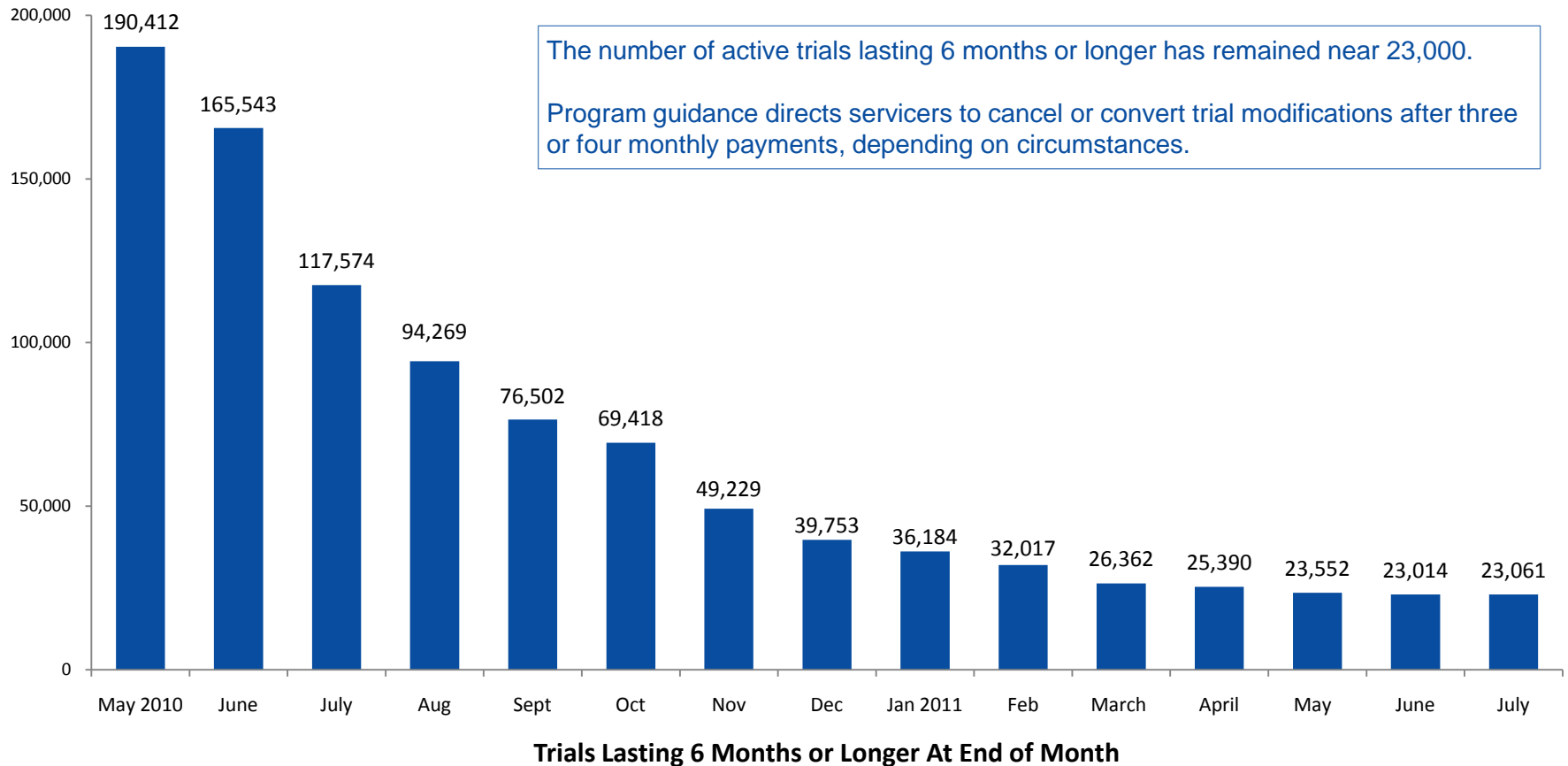
Homeowner Outreach Events Hosted Nationally by Treasury and Partners (cumulative)	57
Homeowners Attending Treasury-Sponsored Events (cumulative)	57,578
Servicer Solicitation of Borrowers (cumulative) ¹	7,700,371
Page views on MakingHomeAffordable.gov (July 2011)	1,727,953
Page views on MakingHomeAffordable.gov (cumulative)	122,913,503

¹ Source: Survey data provided by SPA servicers. Servicers are encouraged by HAMP to solicit information from borrowers 60+ days delinquent, regardless of eligibility for a HAMP modification.

Making Home Affordable: Summary Results

Program Performance Report Through July 2011

Aged Trials¹



¹ Active trials initiated at least six months ago. See page 9 for number of aged trials by servicer. These figures include trial modifications that have been converted to permanent modifications by the servicer and are pending reporting to the HAMP system of record plus some portion which may be canceled.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

HAMP Modification Activity by Servicer

Servicer	As of June 30, 2011	Cumulative			As of July 31, 2011			
	Estimated Eligible 60+ Day Delinquent Borrowers ¹	Trial Plan Offers Extended ²	All HAMP Trials Started ³	All HAMP Permanent Modifications Started ³	Trial Modifications Reported Since June 2011 Report ³	Active Trial Modifications ³	Active Trial Modifications Lasting 6 Months or Longer ⁴	Active Permanent Modifications ³
American Home Mortgage Servicing Inc.	40,035	37,788	34,296	27,040	708	2,597	378	22,984
Bank of America, NA ⁵	251,997	511,184	406,537	155,317	5,286	31,815	9,950	132,763
CitiMortgage, Inc.	74,560	182,010	131,003	53,761	656	5,166	2,053	47,048
GMAC Mortgage, LLC	27,649	76,003	62,897	45,519	778	3,202	56	38,559
J.P. Morgan Chase Bank, NA ⁶	163,514	320,747	261,188	113,125	4,628	19,742	3,974	92,932
Litton Loan Servicing LP	33,689	43,081	37,868	12,040	279	2,539	315	9,582
Ocwen Loan Servicing, LLC	38,198	49,162	46,539	35,818	1,088	3,029	513	27,821
OneWest Bank	33,962	71,129	54,527	29,643	858	4,177	222	26,309
Select Portfolio Servicing	4,750	68,154	42,132	22,796	185	845	45	18,928
Wells Fargo Bank, NA ⁷	127,686	323,086	236,869	107,059	2,203	11,487	1,265	93,917
Other SPA Servicers ⁸	94,515	209,662	214,425	107,818	3,118	9,901	1,351	93,265
Other GSE Servicers ⁹	132,551	NA	133,180	81,463	2,292	11,578	2,939	71,339
Total	1,023,106	1,892,006	1,661,461	791,399	22,079	106,078	23,061	675,447

¹ Estimated eligible 60+ day delinquent borrowers as reported by servicers as of June 30, 2011, include those in conventional loans:

- in foreclosure and bankruptcy.
- with a current unpaid principal balance less than \$729,750 on a one-unit property, \$934,200 on a two-unit property, \$1,129,250 on a three-unit property and \$1,403,400 on a four-unit property.
- on a property that was owner-occupied at origination.
- originated on or before January 1, 2009.

Estimated eligible 60+ day delinquent borrowers exclude:

- Those in FHA and VA loans.
- Those in loans that are current or less than 60 days delinquent, which may be eligible for HAMP if a borrower is in imminent default.
- Those borrowers with debt-to-income ratios less than 31% or a negative NPV test.

- Owners of vacant properties or properties otherwise excluded.
- HAMP Trials and Permanent Modifications disqualified from HAMP.
- Unemployed borrowers.

Exclusions for DTI and NPV are estimated using market analytics.
² As reported in the weekly servicer survey of large SPA servicers through July 28, 2011.

³ As reported into the HAMP system of record by servicers. Excludes FHA-HAMP modifications. Subject to adjustment based on servicer reconciliation of historic loan files. Totals reflect impact of servicing transfers. In cases where servicing transfers exceed new trial modifications reported, negative numbers are not presented. Servicers may enter new trial modifications into the HAMP system of record at any time.

⁴ These figures include trial modifications that have been converted to

permanent modifications by the servicer and are pending reporting to the HAMP system of record plus some portion which may be canceled.

⁵ Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

⁶ J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

⁷ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

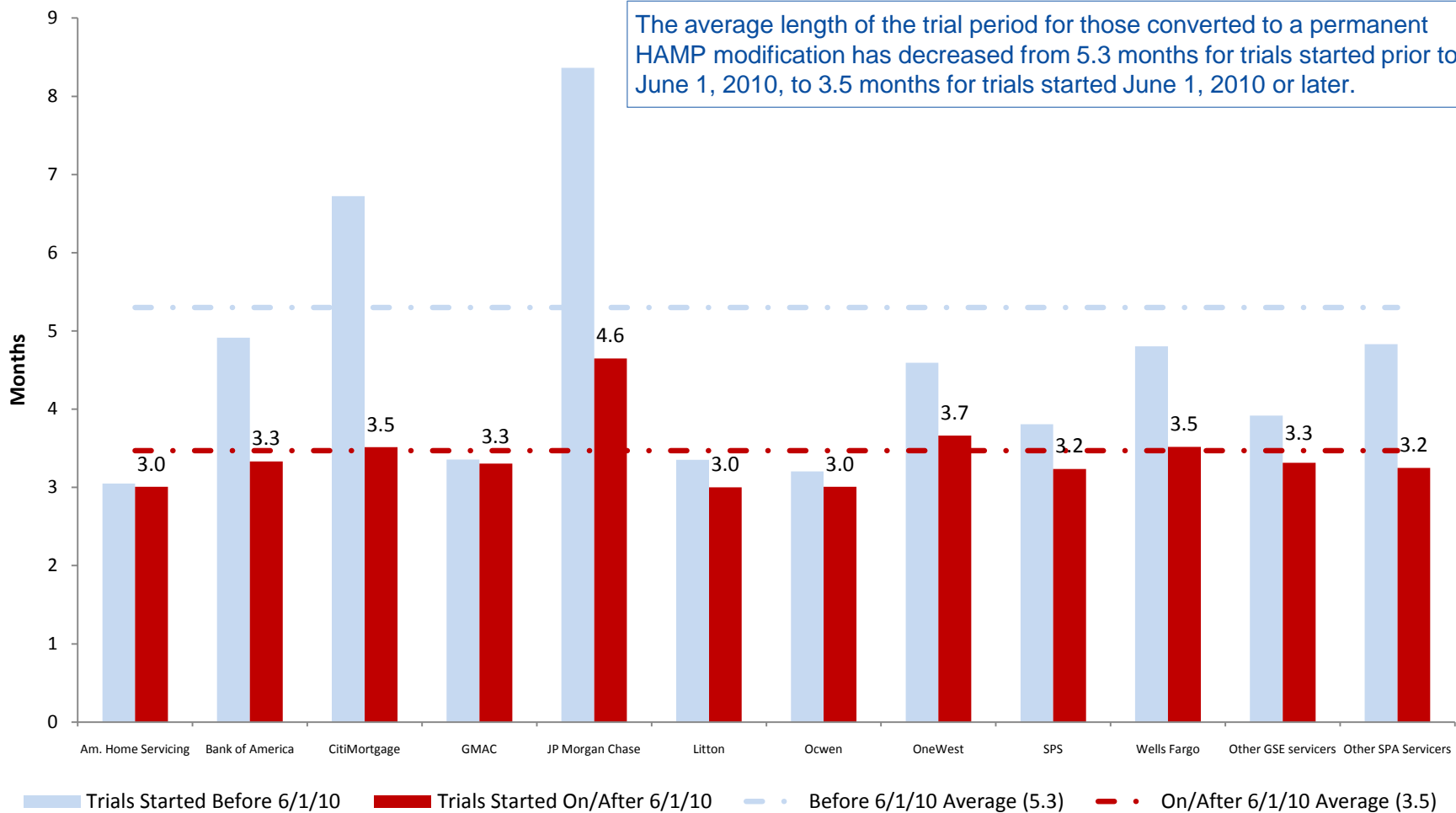
⁸ Other SPA servicers are entities excluding the 10 largest servicers, by cap amount, that have signed participation agreements with Treasury and Fannie Mae. A full list of participating servicers is in Appendix A.

⁹ Includes servicers of loans owned or guaranteed by Fannie Mae and Freddie Mac. Includes GSE loans transferred from SPA servicers.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

Length of Trial Upon Conversion¹

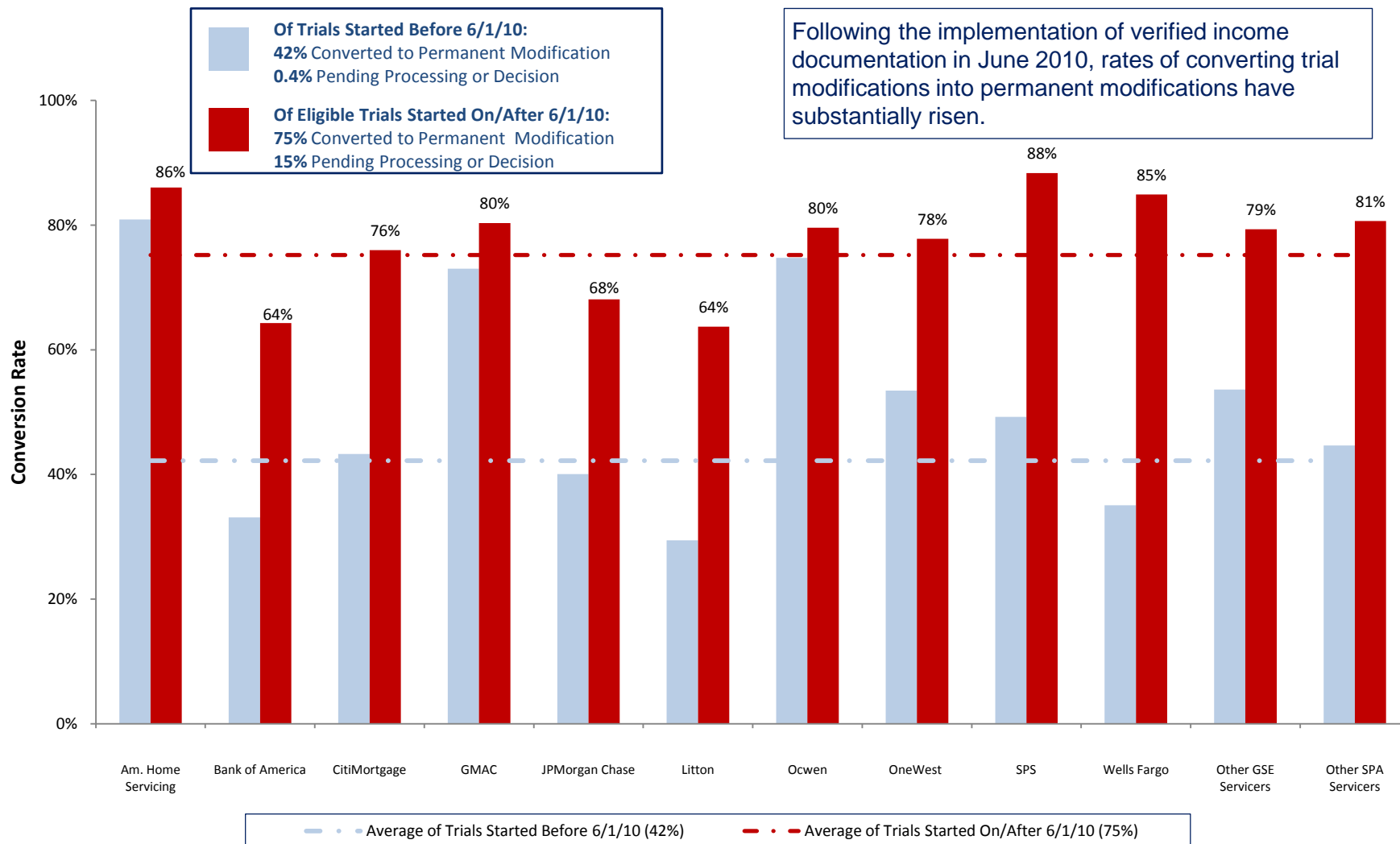


¹ For all permanent modifications started. Note: Per program guidelines, effective June 1, 2010 all trials must be started using verified income. Prior to June 1, 2010, some servicers initiated trials using stated income information.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

Conversion Rate¹



¹ Per program guidelines, effective June 1, 2010 all trials must be started using verified income. Prior to June 1, 2010, some servicers initiated trials using stated income information. Chart depicts conversion rates as measured against trials eligible to convert – those three months in trial, or four months if the borrower was at risk of imminent default at trial modification start. Permanent modifications transferred among servicers are credited to the originating servicer. Trial modifications transferred are reflected in the current servicer's population.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

Disposition Path Homeowners in Canceled HAMP Trial Modifications Survey Data Through June 2011 (10 Largest Servicers)

Homeowners Whose HAMP Trial Modification Was Canceled Who Are in the Process of:

Servicer	Action Pending ¹	Action Not Allowed – Bankruptcy in Process	Borrower Current	Alternative Modification	Payment Plan ²	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total (As of June 2011)
American Home Mortgage Servicing Inc.	289	69	190	2,571	37	163	277	659	105	4,360
Bank of America, NA ³	39,394	7,995	29,621	70,679	2,005	3,791	15,865	30,767	13,078	213,195
CitiMortgage Inc.	16,829	3,651	5,549	28,915	990	1,452	1,736	9,456	2,053	70,631
GMAC Mortgage, LLC	1,689	401	1,077	5,855	178	435	962	1,715	1,551	13,863
JP Morgan Chase Bank NA ⁴	7,181	797	4,405	55,533	477	5,735	7,006	24,067	11,760	116,961
Litton Loan Servicing LP	1,503	588	1,849	13,374	228	173	1,374	1,486	923	21,498
Ocwen Loan Servicing, LLC	441	126	438	2,871	444	37	351	1,963	614	7,285
OneWest Bank	415	694	683	10,322	279	40	1,133	3,575	3,542	20,683
Select Portfolio Servicing	1,345	500	1,407	5,449	358	375	1,340	1,847	3,013	15,634
Wells Fargo Bank NA ⁵	1,483	787	12,953	56,524	1,364	14,659	3,392	16,378	10,669	118,209
TOTAL (These 10 Largest Servicers)	70,569 11.7%	15,608 2.6%	58,172 9.7%	252,093 41.9%	6,360 1.1%	26,860 4.5%	33,436 5.6%	91,913 15.3%	47,308 7.9%	602,319 100.0%

The most common causes of trial cancellations from all servicers are:

- Insufficient documentation
- Trial plan payment default
- Ineligible borrower: first lien housing expense is already below 31% of household income

Note: Data is as reported by servicers for actions completed through June 30, 2011. Survey data is not subject to the same data quality checks as data uploaded into the HAMP system of record.

¹ Trial loans that have been canceled, but no further action has yet been taken.

² An arrangement with the borrower and servicer that does not involve a formal loan modification.

³ Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

⁴ J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

⁵ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

Note: Excludes cancellations pending data corrections and loans otherwise removed from servicing portfolios.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

Disposition Path Homeowners Not Accepted for HAMP Trial Modifications Survey Data Through June 2011 (10 Largest Servicers)

Homeowners Not Accepted for a HAMP Trial Modification Who Are in the Process of:

Servicer	Action Pending ¹	Action Not Allowed – Bankruptcy in Process	Borrower Current	Alternative Modification	Payment Plan ²	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total (As of June 2011)
American Home Mortgage Servicing Inc.	1,876	1,135	9,270	33,174	950	1,206	1,859	7,313	1,184	57,967
Bank of America, NA ³	72,245	13,184	121,456	75,627	6,638	6,375	31,003	67,197	26,255	419,980
CitiMortgage Inc.	22,704	8,771	21,087	25,839	5,003	14,663	1,679	7,020	6,780	113,546
GMAC Mortgage, LLC	22,516	5,648	34,467	35,739	2,726	3,629	7,534	15,984	12,299	140,542
JP Morgan Chase Bank NA ⁴	86,982	5,998	86,448	128,320	1,962	54,068	24,763	68,627	19,948	477,116
Litton Loan Servicing LP	7,271	3,120	10,959	19,928	907	775	4,861	6,528	4,157	58,506
Ocwen Loan Servicing, LLC	5,753	1,345	27,726	29,705	4,313	121	384	4,084	1,971	75,402
OneWest Bank	5,056	3,193	24,737	15,554	1,870	1,269	4,050	12,930	9,159	77,818
Select Portfolio Servicing	2,647	413	2,915	4,059	404	242	982	1,856	1,453	14,971
Wells Fargo Bank NA ⁵	16,787	4,166	54,385	42,908	2,404	18,378	14,601	23,319	14,251	191,199
TOTAL (These 10 Largest Servicers)	243,837 15.0%	46,973 2.9%	393,450 24.2%	410,853 25.3%	27,177 1.7%	100,726 6.2%	91,716 5.6%	214,858 13.2%	97,457 6.0%	1,627,047 100.0%

The most common causes of trials not accepted from all servicers are:

- Insufficient documentation
- Ineligible borrower: first lien housing expense is already below 31% of household income
- Ineligible mortgage

Note: Data is as reported by servicers for actions completed through June 30, 2011. Survey data is not subject to the same data quality checks as data uploaded into the HAMP system of record.

¹ Homeowners who were not approved for a HAMP trial modification, but no further action has yet been taken.

² An arrangement with the borrower and servicer that does not involve a formal loan modification.

³ Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

⁴ J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

⁵ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

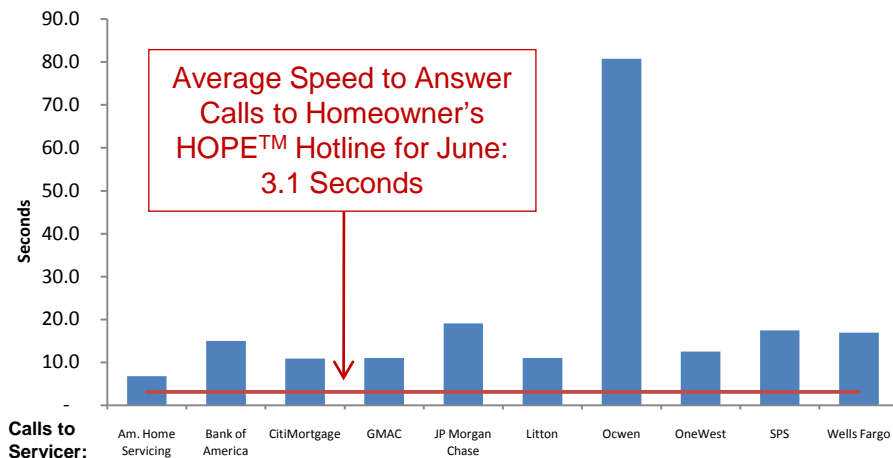
Note: Excludes loans removed from servicing portfolios.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

Homeowner Experience (10 Largest Servicers)

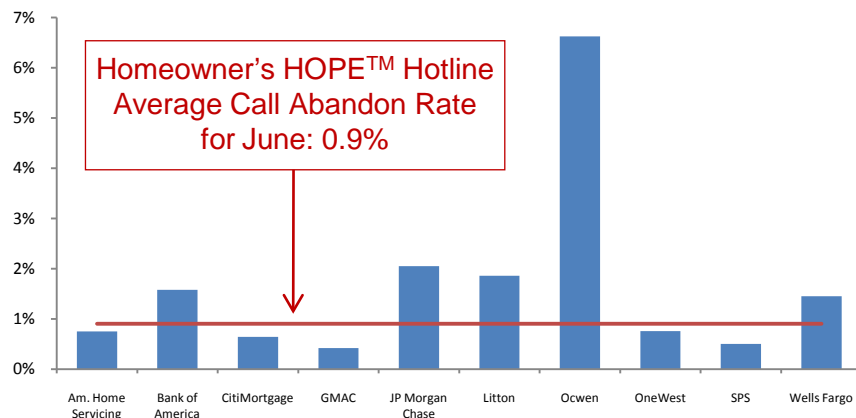
Average Speed to Answer Homeowner Calls (June)



Calls to Servicer:

Source: Survey data through June 30, 2011, from servicers on call volume to loss mitigation lines; Homeowner's HOPE™ Hotline.

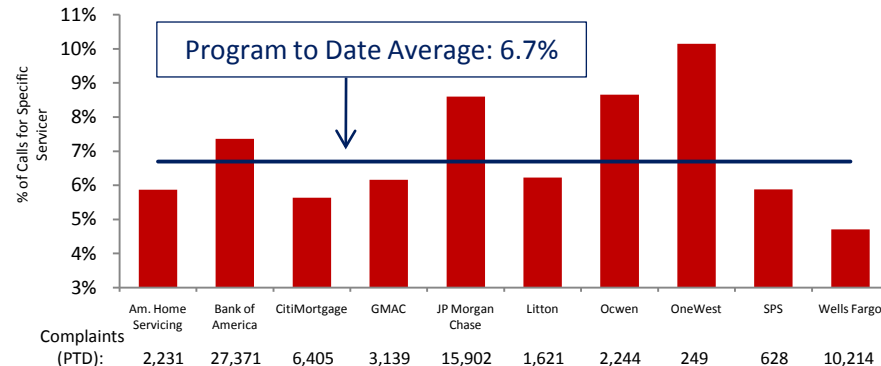
Call Abandon Rate (June)



Source: Survey data through June 30, 2011, from servicers on call volume to loss mitigation lines; Homeowner's HOPE™ Hotline.

Servicer Complaint Rate to Homeowner's HOPE™ Hotline (Program to Date, Through July)

Program to date, there have been 1,182,753 calls to the Homeowner's HOPE™ Hotline regarding a specific SPA servicer, of which 6.7% included complaints. Below shows specific complaint rates.



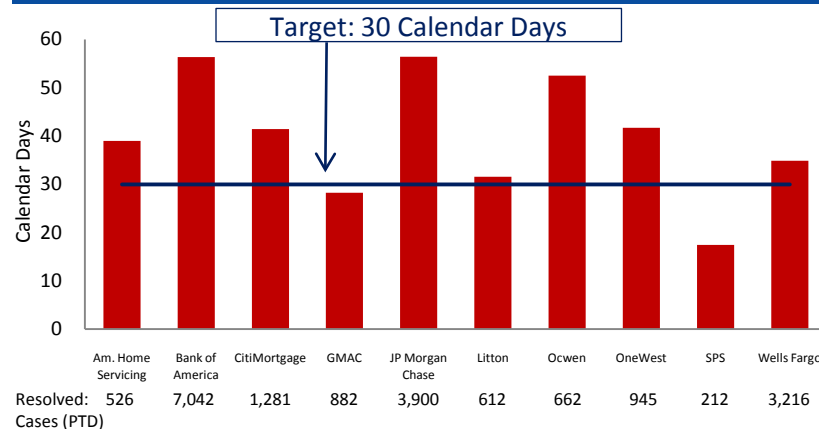
Complaints

(PTD): 2,231 27,371 6,405 3,139 15,902 1,621 2,244 249 628 10,214

Source: Homeowner's HOPE™ Hotline.

Note: Complaint rate is the share of a specific servicer's call volume that are complaints (e.g., for all calls about OneWest, 10.2% included complaints.)

Servicer Time to Resolve Third-Party Escalations (Program to Date, Through July)



Source: HAMP Solutions Center. Target of 30 calendar days, effective Feb. 1, 2011, includes an estimated 5 days of processing by HAMP Solutions Center.

Making Home Affordable: Servicer Results

Program Performance Report Through July 2011

Modifications by Investor Type (Large Servicers)

Servicer	GSE	Private	Portfolio	Total Active Modifications
American Home Mortgage Servicing Inc.	1,288	24,292	1	25,581
Bank of America, NA ¹	96,093	58,803	9,682	164,578
CitiMortgage, Inc.	30,885	4,657	16,672	52,214
GMAC Mortgage, LLC	24,488	5,787	11,486	41,761
JP Morgan Chase NA ²	52,586	40,520	19,568	112,674
Litton Loan Servicing LP	86	12,025	10	12,121
Ocwen Loan Servicing, LLC	7,162	23,574	114	30,850
OneWest Bank	14,260	13,838	2,388	30,486
Select Portfolio Servicing	523	16,682	2,568	19,773
Wells Fargo Bank, NA ³	49,421	15,020	40,963	105,404
Other HAMP Servicers	136,331	34,027	15,725	186,083
Total	413,123	249,225	119,177	781,525

¹ Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

² J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

³ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

Note: Figures reflect active trials and active permanent modifications.

Background

Since the Making Home Affordable Program's (MHA) inception in the spring of 2009, Treasury has monitored the performance of participating mortgage servicers. Treasury has been publicly reporting information about servicer performance through two types of data: compliance data, which reflects servicer compliance with specific MHA guidelines; and program results data, which reflects how timely and effectively servicers assist eligible homeowners and report program activity.

When MHA began, most servicers did not have the staff, procedures, or systems in place to respond to the volume of homeowners struggling to pay their mortgages, or to respond to the housing crisis generally. Very few mortgage modifications were even occurring. Treasury sought to get servicers to join MHA and to improve their operations quickly, so as to implement a national mortgage modification program.

Through ongoing compliance reviews, Treasury has required participating servicers to take specific actions to improve their servicing processes. While the servicers have improved their performance, they still have more progress to make. Toward that end, Treasury is publishing servicer assessments for each of the 10 largest servicers participating in MHA. Not only will the assessments provide more transparency to the public about servicer performance in the program, but the assessments are also intended to encourage servicers to correct identified instances of non-compliance.

Servicer participation in MHA is voluntary, based on a contract with Fannie Mae as financial agent on behalf of Treasury. Although Treasury does not regulate these institutions and does not have the authority to impose fines or penalties, Treasury can, pursuant to the contract, take certain remedial actions against servicers not in compliance with MHA guidelines. Such remedial actions include requiring servicers to correct identified instances of non-compliance, as noted above. In addition, Treasury can implement financial remedies such as withholding incentive payments owed to servicers. Such incentive payments, which are the only payments Treasury makes for the benefit of servicers under the program, include payments for

every successful permanent modification under the Home Affordable Modification Program, and payments for completed short sale/deed-in-lieu transactions pursuant to the Home Affordable Foreclosure Alternative Program.

It is important to note that Treasury's compliance work related to MHA applies only to those servicers that have agreed to participate in MHA for mortgage loans that are not owned or guaranteed by Fannie Mae or Freddie Mac (Government Sponsored Enterprises, or GSEs). Treasury cannot and does not perform compliance reviews of (1) mortgage loans or activities that fall outside of MHA, (2) GSE loans or (3) those loans insured through the Federal Housing Administration. For each servicer, the loans that are eligible for MHA represent only a portion of that servicer's overall mortgage servicing operation.

Treasury's foremost goal is to assist struggling homeowners who may be eligible for MHA. These servicer assessments set a new benchmark for providing detailed information about how mortgage servicers are performing against key metrics. But, in addition to this direct effect, MHA has had an important indirect effect on the market as well. MHA has established standards that have improved mortgage modifications across the industry, and has led to important changes in the way mortgage servicers assist struggling homeowners generally. These changes include standards for how mortgage modifications should be designed so that they are sustainable, standards for communications with homeowners so that the process is as efficient and as understandable as possible, and a variety of standards for protecting homeowners, such as prohibitions on "dual tracking" – simultaneously evaluating a homeowner for a modification while proceeding to foreclose. Going forward, Treasury hopes these assessments will also set the standard for transparency about mortgage servicer efforts to assist homeowners.

Below are general descriptions of the data, the evaluation process, and the consequences for servicers needing improvement.

(Continued on next page)

The Performance Data: Compliance and Program Results

Freddie Mac, acting as Treasury's compliance agent for MHA, has created a separate division known as Making Home Affordable–Compliance (MHA-C) to evaluate servicer performance through reviews of program compliance. MHA-C tests and evaluates a range of servicer activities for compliance with MHA guidelines. Once MHA-C's reviews are complete, MHA-C shares its results with the servicers and identifies areas that need remediation. Each compliance activity tested falls into one of three overall compliance categories – Identifying and Contacting Homeowners, Homeowner Evaluation and Assistance, and Program Management, Reporting and Governance. The compliance results shared with the servicers are then used to generate the servicer assessments.

The assessments highlight particular compliance activities tested by MHA-C that had significant impact on homeowners and include for those highlighted activities a one-star, two-star, or three-star rating for the most recent evaluations. One star means the servicer did not meet Treasury's benchmark required for that particular activity, and the servicer needs substantial improvement in its performance of that activity. Two stars mean the servicer did not meet Treasury's benchmark required for that particular activity, and the servicer needs moderate improvement in its performance of that activity. Three stars mean the servicer met Treasury's benchmark required for that particular activity, but the servicer may nonetheless need minor improvement in its performance of that activity.

Although the compliance reviews emphasize objective measurements and observed facts, compliance reviews still involve a certain level of judgment. Compliance reviews are also retrospective in nature – looking backward, not forward, which means that activities identified as needing improvement in a given quarter may already be under remediation by the servicer. In addition, not every compliance activity is evaluated every quarter, which means that a rating from one quarter might carry forward to the subsequent quarter's assessment if that activity was not retested in that subsequent quarter. Finally, the compliance reviews use "sampling" as a testing methodology. Sampling, an industry-accepted auditing technique, looks at a subset of a particular population of activity transactions, rather than the entirety of the population of activity transactions, to extrapolate a servicer's overall performance in that particular activity.

In addition to the ratings for compliance data, the assessments also include

program results metrics. Fannie Mae, acting as Treasury's program administrator for MHA, collects servicer data used to measure program results. These metrics are key indicators of how timely and effectively servicers assist eligible homeowners under MHA guidelines and report program data. Although the servicers are not given an overall rating for this data, the results metrics nonetheless compare a servicer's performance for a given quarter against the "best" and "worst" performing servicer of the 10 largest servicers participating in the program. The results metrics provide a snapshot of how each of those servicers compares in specific areas under MHA.

The Determination Process: Results of the Data

Treasury reviews the compliance data and ratings, the program results metrics, and other relevant factors affecting servicer performance (including, but not limited to, a servicer's progress in implementing previously identified improvements) in determining whether a servicer needs substantial improvement, moderate improvement, or minor improvement to its performance under MHA guidelines. The assessments summarize the significant factors impacting those decisions. Based on those assessments, Treasury may take remedial action against servicers. Page 16 summarizes the overall level of improvement needed for each servicer.

Consequences for Servicers

For servicers in need of substantial improvement, Treasury will, absent extenuating circumstances, withhold financial incentives owed to those servicers until they make certain identified improvements. In certain cases, particularly where there is a failure to correct identified problems within a reasonable time, Treasury may also permanently reduce the financial incentives. Servicers in need of moderate improvement will be subject to withholding in the future if they fail to make certain identified improvements. All withholdings apply only to incentives owed to servicers for their participation in MHA; these withholdings do not apply to incentives paid to servicers for the benefit of homeowners or investors.

Additional Information

See the "Metrics Description" on page 39 for a description of each of the compliance and results metrics presented in the assessments. For more information on the assessments, please visit: www.FinancialStability.gov.

2nd Quarter 2011 Servicer Assessment Results

The following table details the results of the Servicer Assessments, based on compliance and program results:

Improvement Needed	Servicer Name
Substantial	Bank of America, NA J.P. Morgan Chase Bank, NA
Moderate	American Home Mortgage Servicing, Inc. CitiMortgage, Inc. Ocwen Loan Servicing, LLC Select Portfolio Servicing Wells Fargo Bank, NA
Minor	GMAC Mortgage, LLC Litton Loan Servicing, LP OneWest Bank

After evaluating the Second Quarter 2011 MHA Servicer Assessments, Treasury will continue to withhold servicer incentives owed to two servicers requiring **substantial improvement** until those servicers make certain identified improvements.

For those servicers requiring **moderate improvement**, Treasury is not withholding servicer incentives for this quarter. However, those servicers that fail to improve those areas identified may be subject to servicer incentive withholding in the future.

Three servicers have been identified as needing **minor improvement** for this quarter.

Please refer to the following MHA Servicer Assessment pages for further detail on the Second Quarter 2011 servicer assessment results.

MHA Servicer Assessment: American Home Mortgage Servicing Inc.

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category		Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	0.7%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	1.0%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	5.3%	**
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	5.7%	**
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

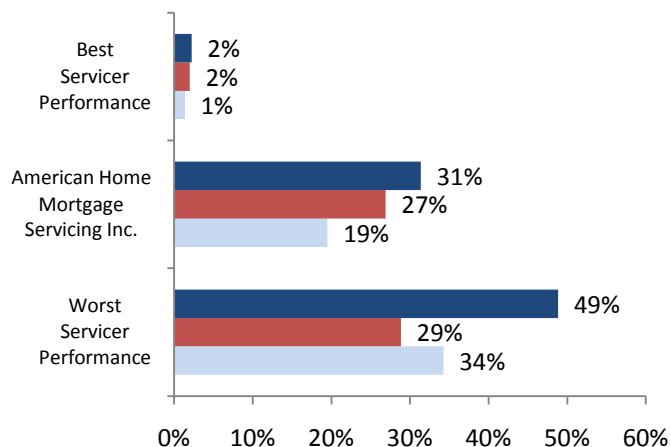
Result

- ❖ **American Home Mortgage Servicing Inc.** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, American Home Mortgage Servicing Inc. **servicer incentives will not be withheld** at this time.

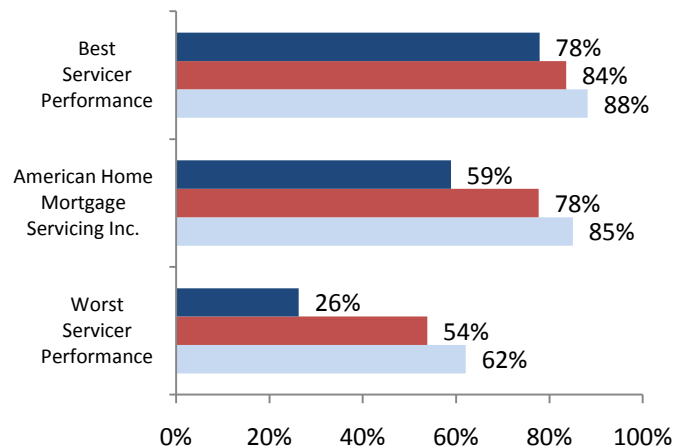
MHA Servicer Assessment: American Home Mortgage Servicing Inc.

Program Results

Aged Trials as a Percentage of Active Trials



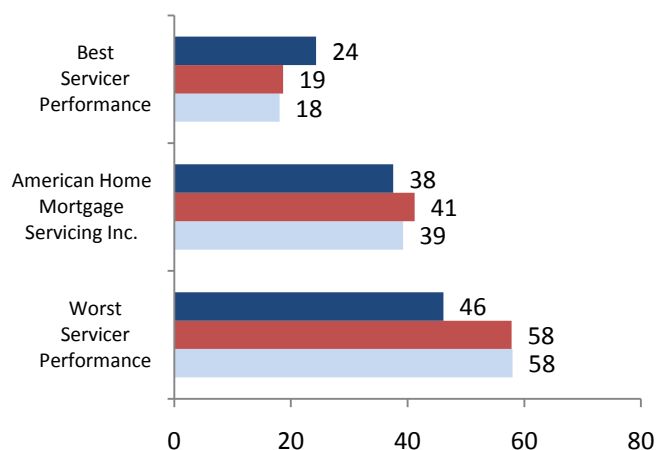
Conversion Rate for Trials Started On or After 6/1/2010



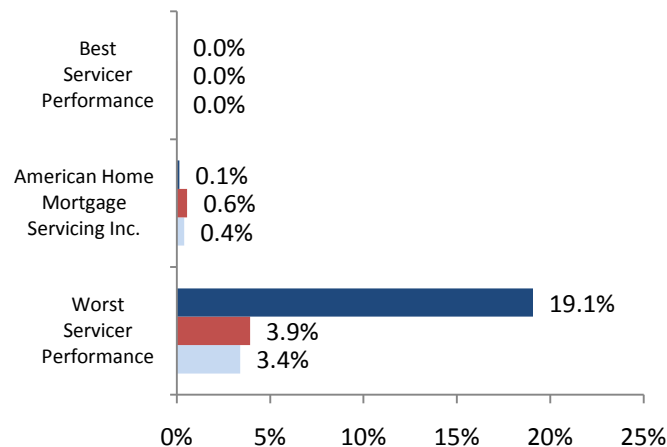
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: Bank of America, NA

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category	Metric	Benchmark	Servicer Result	Rating
1 Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	0.8%	***
	Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	8.2%	***
	Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
2 Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	13.2%	*
	Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
3 Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	7.2%	**
	Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

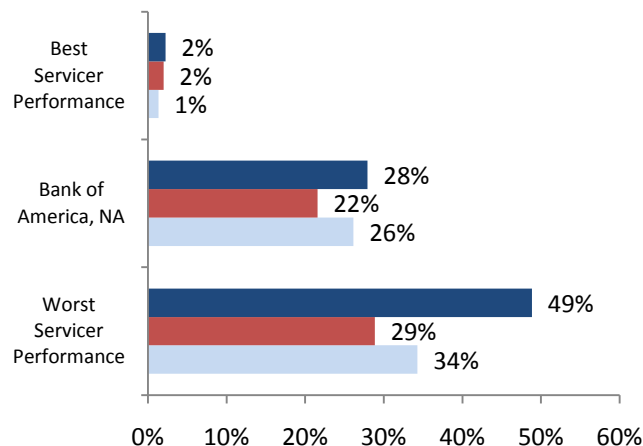
Result

- ❖ **Bank of America, NA** has areas requiring **substantial improvement**.
- ❖ After considering all relevant factors, Bank of America, NA **servicer incentives will continue to be withheld** at this time.

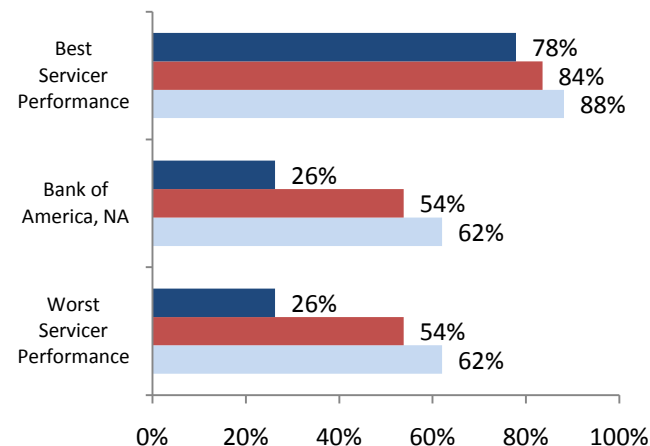
MHA Servicer Assessment: Bank of America, NA

Program Results

Aged Trials as a Percentage of Active Trials



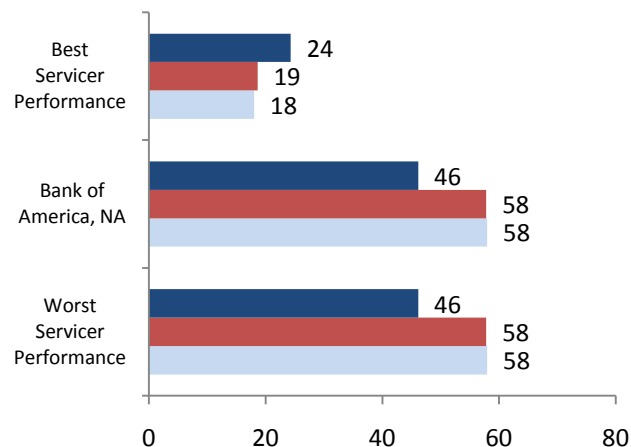
Conversion Rate for Trials Started On or After 6/1/2010



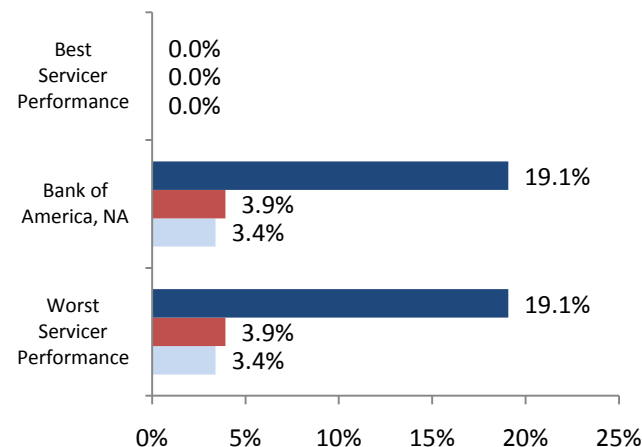
Results as of:

■ Dec. 2010
■ March 2011
■ June 2011

Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: CitiMortgage, Inc.

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

	Performance Category	Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	0.5%	***
		Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	5.5%	***
		Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** ¹
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	12.0%	*
		Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	3.1%	***
		Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*

1 - Rating carried forward from prior quarter.

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

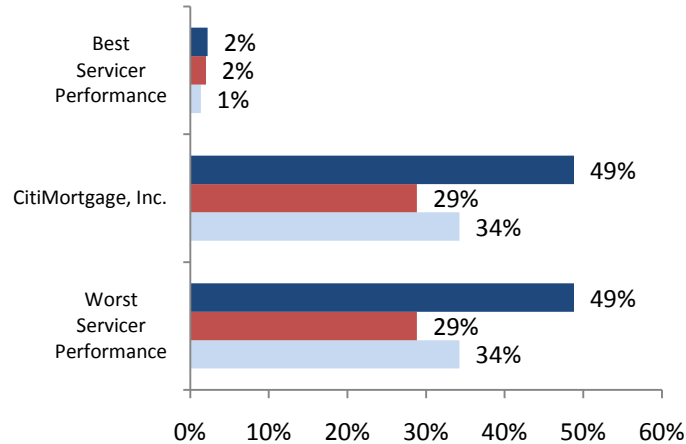
Result

- ❖ CitiMortgage, Inc. has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, CitiMortgage, Inc. **servicer incentives will not be withheld** at this time.

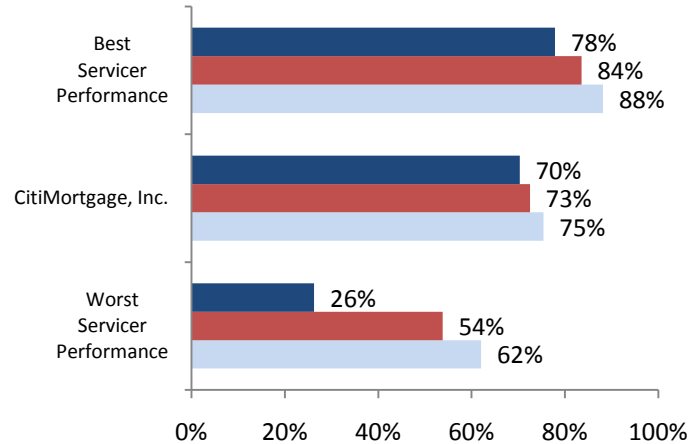
MHA Servicer Assessment: CitiMortgage, Inc.

Program Results

Aged Trials as a Percentage of Active Trials



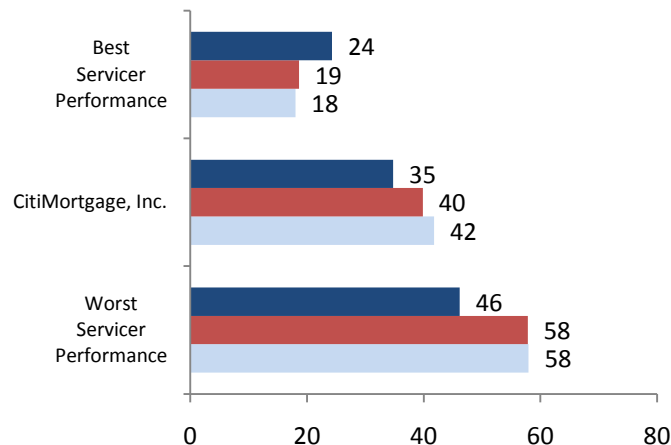
Conversion Rate for Trials Started On or After 6/1/2010



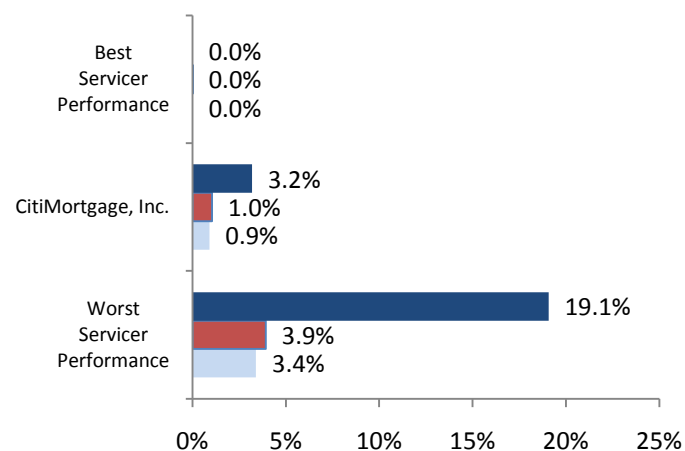
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: GMAC Mortgage, LLC

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category		Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	1.7%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	0.7%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	4.2%	***
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	2.9%	***
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

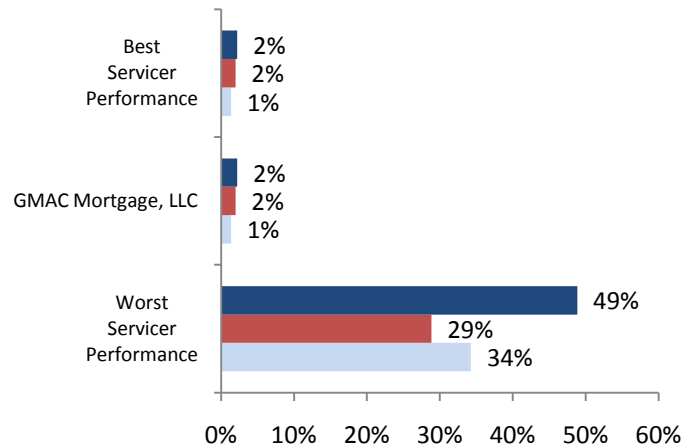
Result

- ❖ GMAC Mortgage, LLC has areas requiring **minor improvement**.

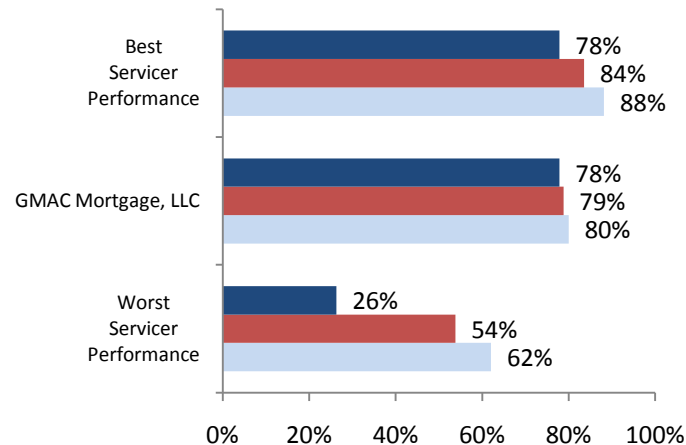
MHA Servicer Assessment: GMAC Mortgage, LLC

Program Results

Aged Trials as a Percentage of Active Trials



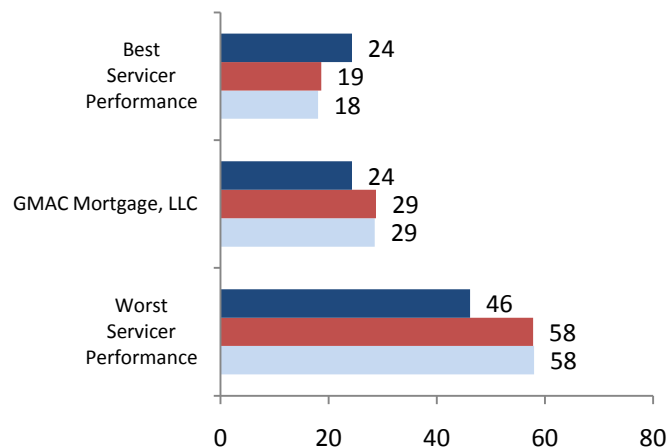
Conversion Rate for Trials Started On or After 6/1/2010



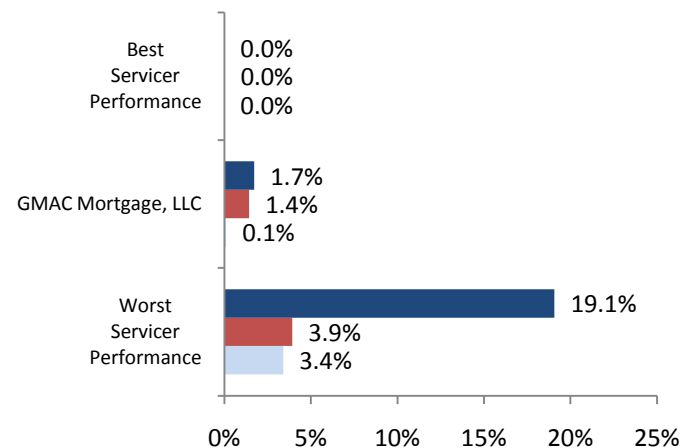
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: J.P. Morgan Chase Bank, NA

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

	Performance Category	Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	1.2%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	3.2%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	20.6%	*
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	12.4%	*
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

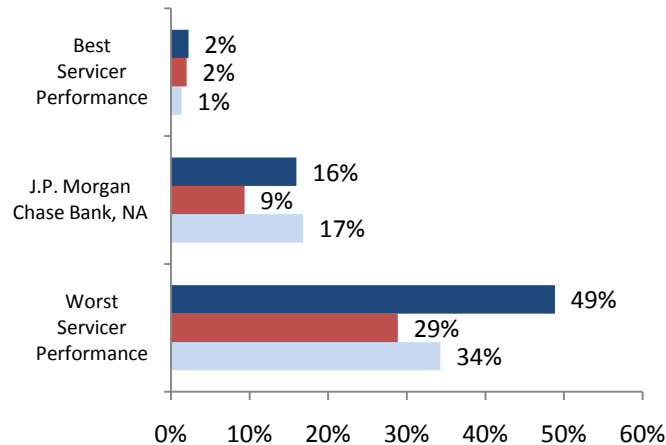
Result

- ❖ **J.P. Morgan Chase Bank, NA** has areas requiring **substantial improvement**.
- ❖ After considering all relevant factors, J.P. Morgan Chase Bank, NA **servicer incentives will continue to be withheld** at this time.

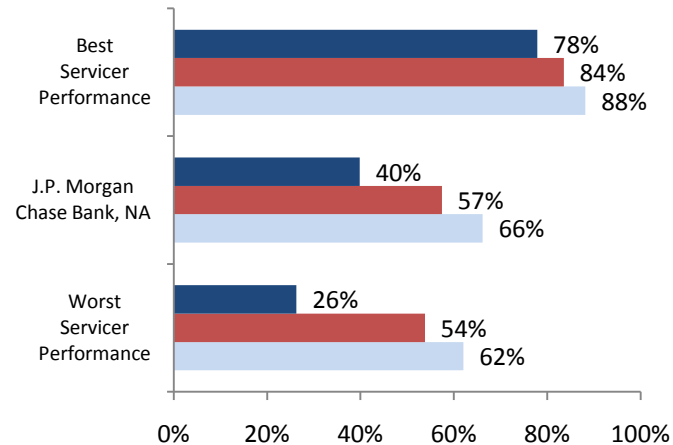
MHA Servicer Assessment: J.P. Morgan Chase Bank, NA

Program Results

Aged Trials as a Percentage of Active Trials



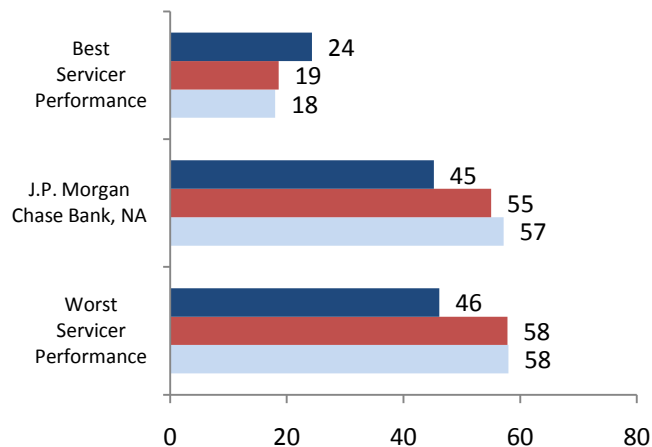
Conversion Rate for Trials Started On or After 6/1/2010



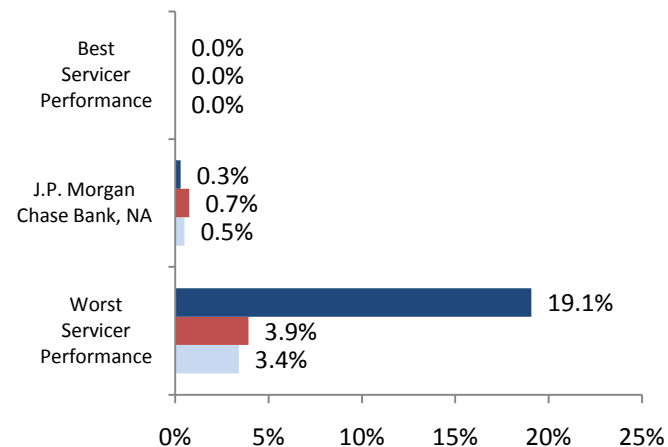
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: Litton Loan Servicing, LP

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category		Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	3.3%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	2.7%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	2.0%	***
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	0.3%	***
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

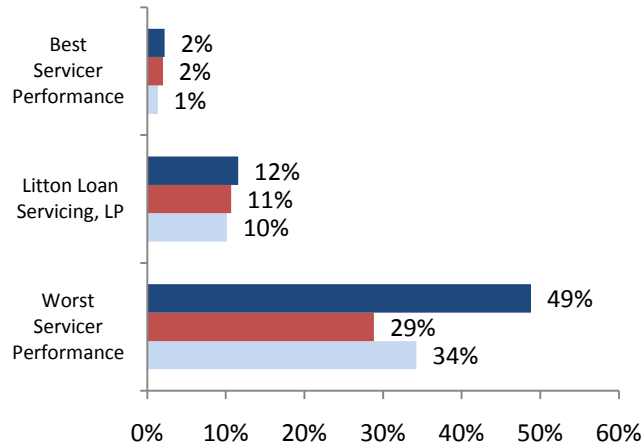
Result

- ❖ Litton Loan Servicing, LP has areas requiring **minor improvement**.

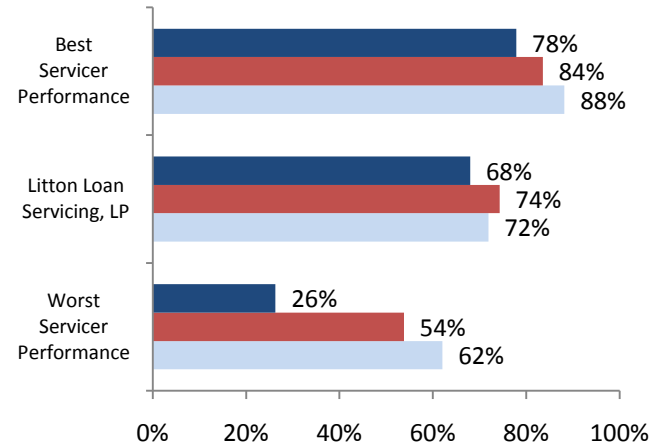
MHA Servicer Assessment: Litton Loan Servicing, LP

Program Results

Aged Trials as a Percentage of Active Trials



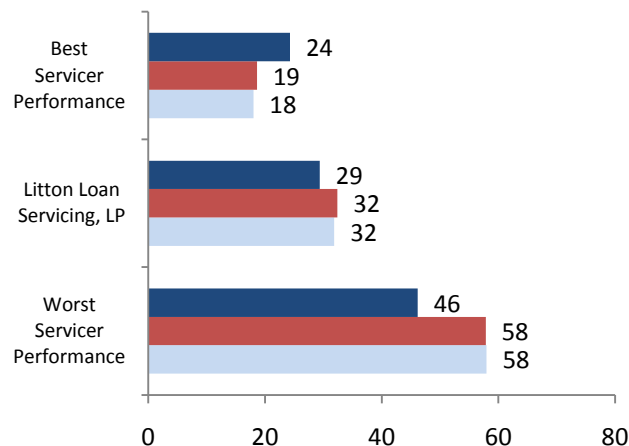
Conversion Rate for Trials Started On or After 6/1/2010



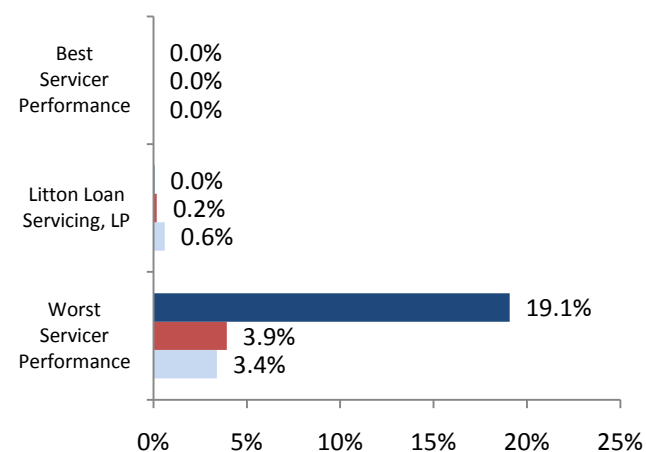
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: Ocwen Loan Servicing, LLC

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category		Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	2.7%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	3.0%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	2.0%	***
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	3.1%	***
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

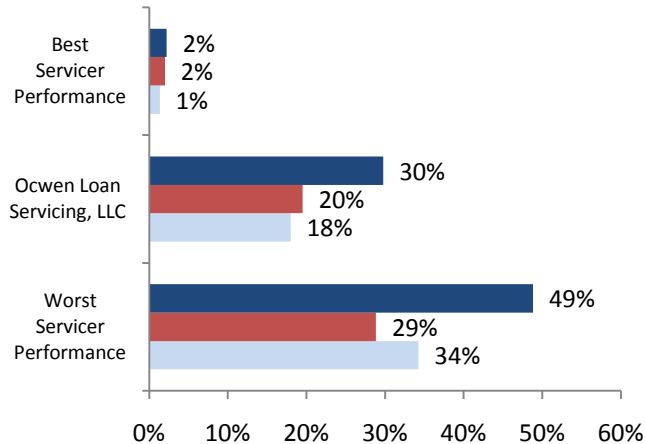
Result

- ❖ **Ocwen Loan Servicing, LLC** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, Ocwen Loan Servicing, LLC **servicer incentives will not be withheld** at this time.

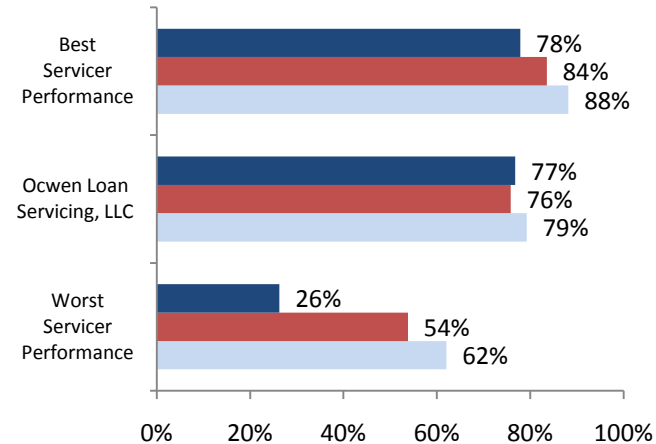
MHA Servicer Assessment: Ocwen Loan Servicing, LLC

Program Results

Aged Trials as a Percentage of Active Trials



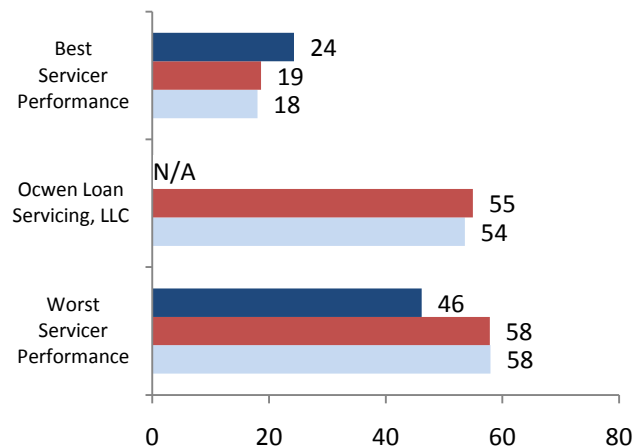
Conversion Rate for Trials Started On or After 6/1/2010



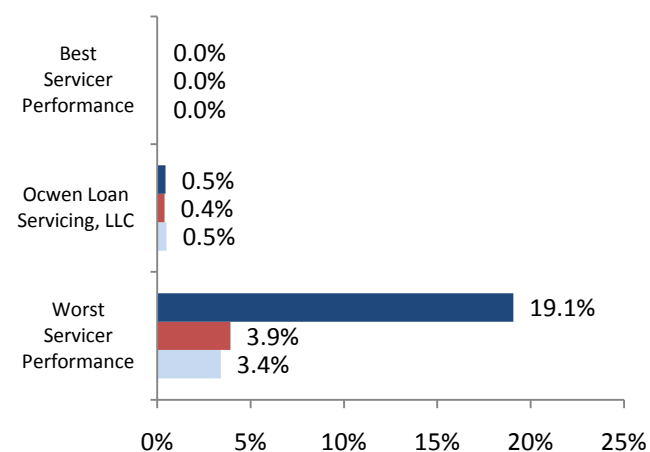
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: OneWest Bank

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category		Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	0.7%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	1.0%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	2.0%	***
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	1.8%	***
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

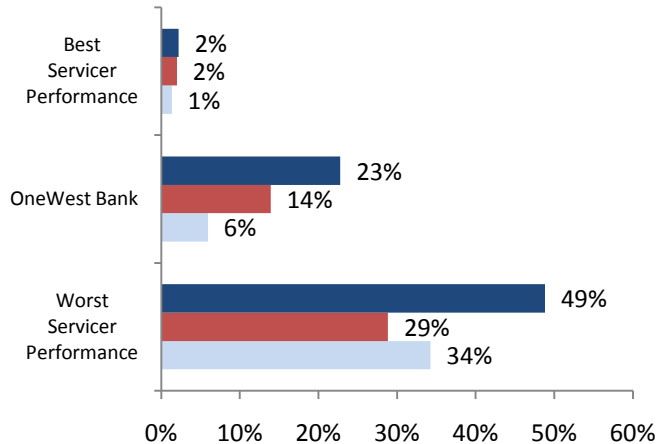
Result

- ❖ **OneWest Bank** has areas requiring **minor improvement**.

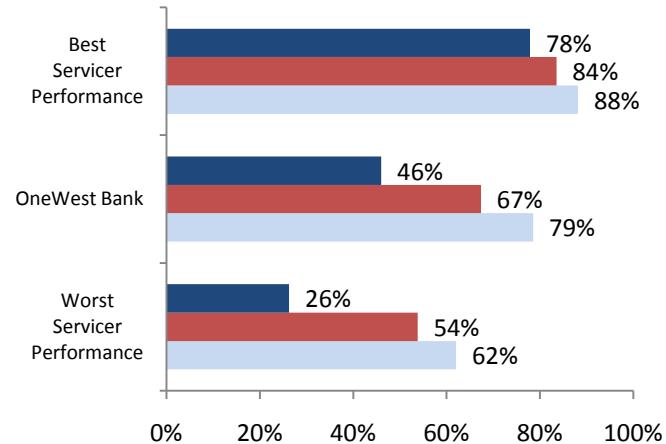
MHA Servicer Assessment: OneWest Bank

Program Results

Aged Trials as a Percentage of Active Trials



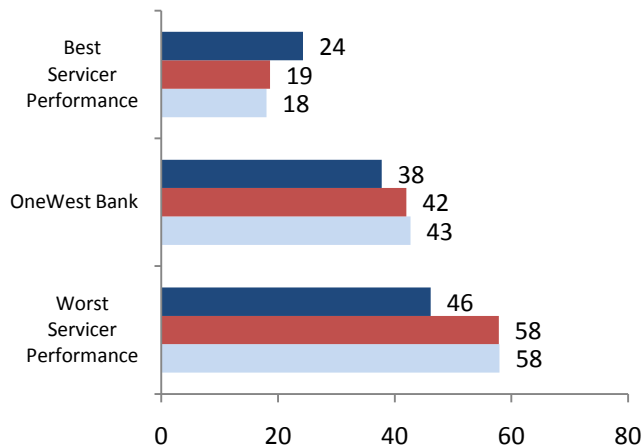
Conversion Rate for Trials Started On or After 6/1/2010



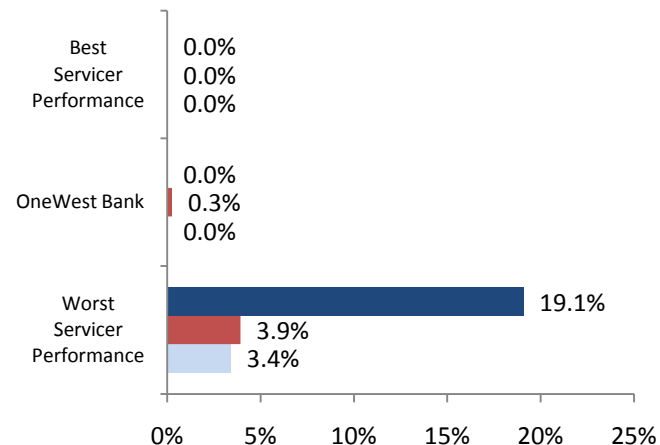
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: Select Portfolio Servicing

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

Performance Category		Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	<ul style="list-style-type: none"> Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination 	< 4%	0.0%	***
		<ul style="list-style-type: none"> Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination 	< 10%	0.3%	***
		<ul style="list-style-type: none"> Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines 	***	-	***
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	<ul style="list-style-type: none"> Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5% 	< 5%	10.0%	**
		<ul style="list-style-type: none"> Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines 	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	<ul style="list-style-type: none"> Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record 	< 5%	1.3%	***
		<ul style="list-style-type: none"> Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines 	***	-	***

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

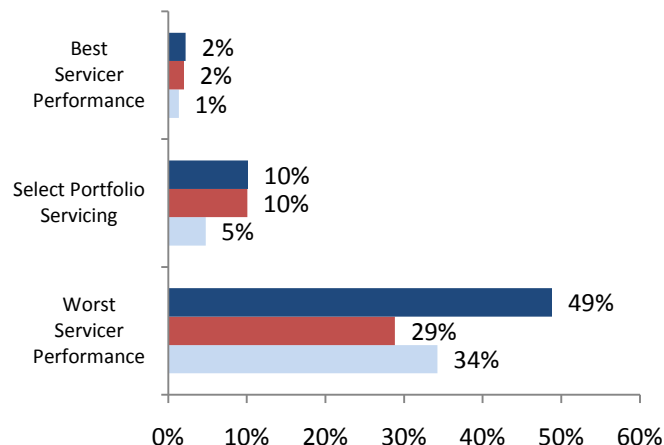
Result

- ❖ **Select Portfolio Servicing** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, Select Portfolio Servicing **servicer incentives will not be withheld** at this time.

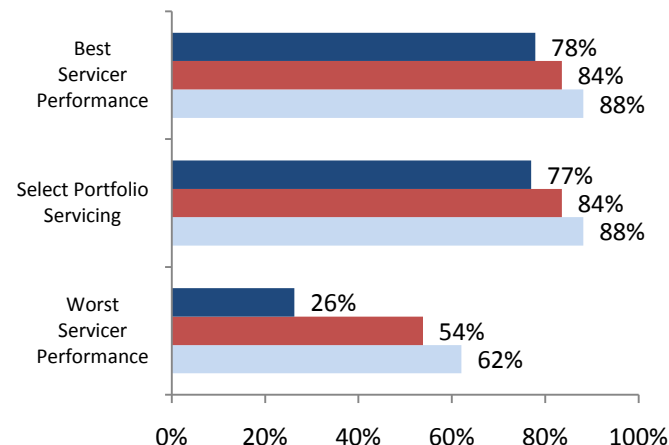
MHA Servicer Assessment: Select Portfolio Servicing

Program Results

Aged Trials as a Percentage of Active Trials



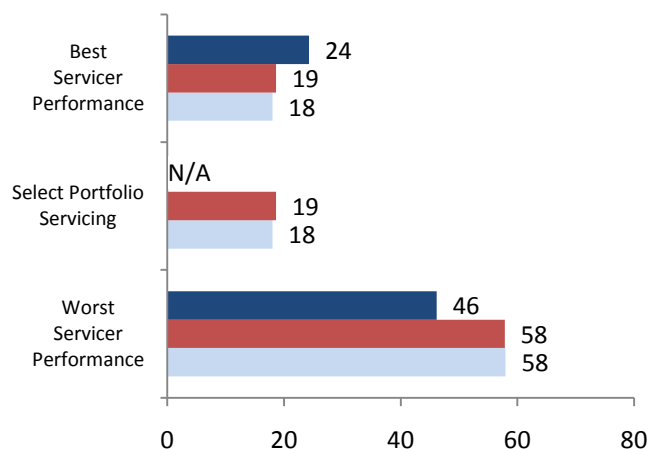
Conversion Rate for Trials Started On or After 6/1/2010



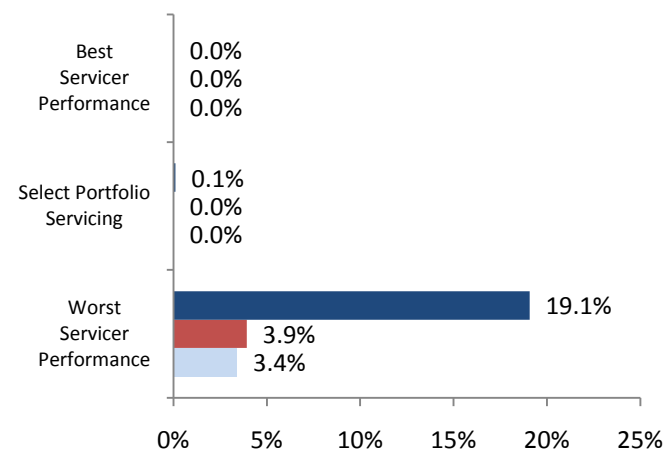
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

MHA Servicer Assessment: Wells Fargo Bank, NA

Compliance Results

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal control in the three Performance Categories as well as for each quantitative result.

Second Quarter 2011

	Performance Category	Metric	Benchmark	Servicer Result	Rating
1	Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	0.4%	***
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	1.3%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
2	Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	4.4%	***
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	8.0%	**
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***

Rating Legend	
*	Did not meet benchmark; substantial improvement needed
**	Did not meet benchmark; moderate improvement needed
***	Met benchmark; minor improvement may be indicated

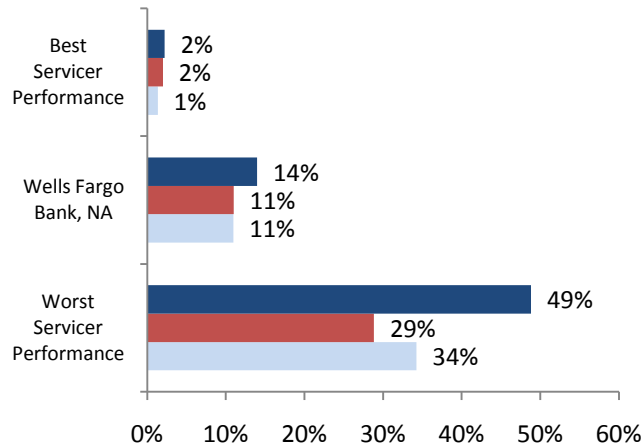
Result

- ❖ Wells Fargo Bank, NA has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, Wells Fargo Bank, NA **servicer incentives will not be withheld** at this time, and previously withheld incentives will be released as areas requiring substantial improvement have been remediated.

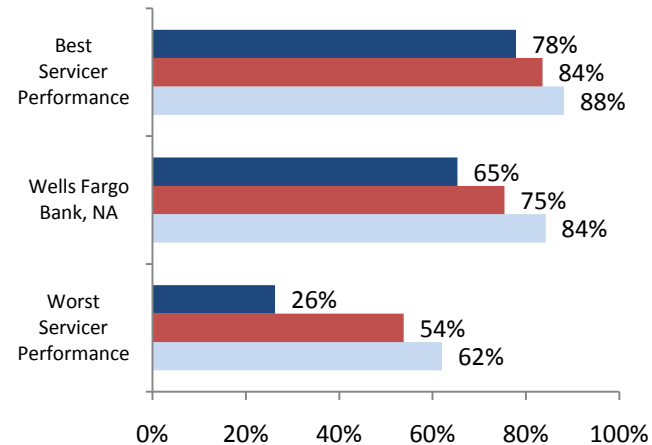
MHA Servicer Assessment: Wells Fargo Bank, NA

Program Results

Aged Trials as a Percentage of Active Trials



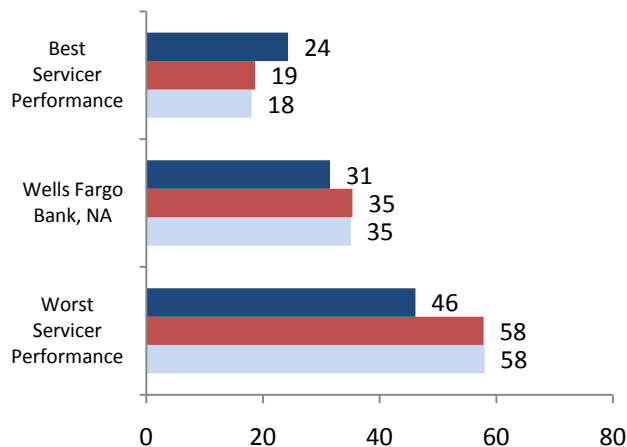
Conversion Rate for Trials Started On or After 6/1/2010



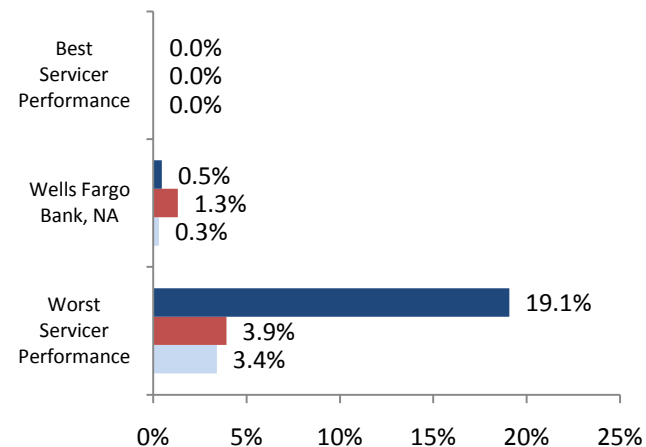
Results as of:



Average Calendar Days to Resolve Escalated Cases



Missing Modification Status Reports (%)



Note: The best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

Metrics Descriptions

Compliance Metrics (quantitative)

Second Look % Disagree: Second Look is a process in which MHA-C reviews loans not in a permanent modification, to assess the accuracy of the servicer's determination of whether the homeowner is eligible for a modification. This metric measures the percentage of loans reviewed in Second Look with which MHA-C disagrees with a servicer's determination.

Second Look % Unable to Determine: This metric measures the percentage of loans reviewed in Second Look for which MHA-C is not able to determine, based on the documentation provided, how the servicer reached its loan-modification decision.

For both Second Look Disagree and Unable to Determine results, remedial actions Treasury requires servicers to take include, but are not limited to: reevaluating loans not offered HAMP modifications, submitting additional documentation to support the initial reason for denial of the modification, clarifying loan status, and engaging in systemic process remediation. For such results, servicers are also reminded of their obligation to suspend foreclosure of the loan until the unresolved items are remediated.

Income Calculation Errors: Correctly calculating homeowner monthly income is a critical component of evaluating eligibility for MHA, as well as establishing an accurate modification payment. This metric measures how often MHA-C disagrees with a servicer's calculation of a borrower's Monthly Gross Income, allowing for up to a 5% differential from MHA-C's calculations. For Income Calculation Error results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting income errors exceeding the 5% differential, requiring the servicer to review their own income calculation

accuracy, enhancing policies and procedures, and conducting staff training on income calculation.

Incentive Payment Data Errors: Treasury pays incentives to servicers, investors, and homeowners for permanent modifications completed under MHA. Although intended for different recipients, all incentives are paid through the servicer. Data that servicers upload to the program system of record is used to calculate the incentives paid to servicers, investors, and homeowners. This metric measures how data anomalies between servicer loan files and the reported information affect incentive payments. For Incentive Payment Data Error results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the identified errors and correcting system and operational processes such that accurate data is mapped to its appropriate places in the program system of record.

Compliance Metrics (qualitative)

Servicers establish processes and internal controls to help ensure their compliance with Program guidance. For each of the performance categories, Treasury performs a qualitative assessment of those internal controls based on MHA-C's compliance reviews. That assessment evaluates the nature, scope, and potential or actual impact on homeowners resulting from instances of servicer non-compliance with its own internal controls. For ineffective internal controls, remedial actions Treasury requires servicers to take include, but are not limited to: identifying and reevaluating any affected loans, enhancing the effectiveness of internal controls, and conducting staff training on servicer procedures.

Program Metrics

Conversion Rate: This cumulative metric looks at the rate of conversion to permanent modification for trials started on or after June 1, 2010, when all

servicers were required to verify income documentation at trial start. Conversion rate is measured against all trials eligible to convert – those three months in trial, or four months if the borrower was at risk of imminent default at trial modification start. Permanent modifications transferred among servicers are credited to the originating servicer; trial modifications transferred are reflected in the current servicer's population.

Aged Trials as % of Active Trials: This monthly metric measures trials lasting six months or longer as a share of all active trials. These figures include trial modifications that have been converted to permanent modifications by the servicer and are pending reporting to the program system of record, plus some portion which may be canceled.

Days to Resolve Escalated Cases: This program-to-date metric measures servicer response time for homeowner inquiries escalated to the HAMP Solution Center. Effective Feb. 1, 2011, a target of 30 calendar days was established for non-GSE escalation cases, including an estimated 5 days processing by HAMP Solution Center. These figures include both GSE and non-GSE escalation results. The methodology for calculating average days to respond to escalated cases was updated in June 2011.

% of Missing Modification Status Reports: This monthly metric measures the servicer's ability to promptly report on modification status. Inconsistent and untimely reporting of modification status reports may impact incentive compensation and loan performance analysis.

For more information on the assessments, please visit: www.FinancialStability.gov.

Making Home Affordable

Program Performance Report Through July 2011

Appendix A1: Non-GSE Participants in HAMP

Servicers participating in the HAMP First Lien Modification Program may also offer additional support for homeowners, including Home Affordable Foreclosure Alternatives (HAFA), a forbearance for unemployed borrowers through the Unemployment Program (UP), and Principal Reduction Alternative (PRA).

Effective October 3, 2010, the ability to make new financial commitments under the Troubled Asset Relief Program (TARP) terminated, and consequently no new Servicer Participation Agreements may be executed. In addition, effective June 25, 2010, no new housing programs may be created under TARP.

Allstate Mortgage Loans & Investments, Inc.	Franklin Credit Management Corporation	Liberty Bank and Trust Co.	RoundPoint Mortgage Servicing Corporation
American Eagle Federal Credit Union	Franklin Savings	Litton Loan Servicing	Saxon Mortgage Services, Inc.
American Home Mortgage Servicing, Inc.	Fresno County Federal Credit Union	Los Alamos National Bank	Schools Financial Credit Union
AMS Servicing, LLC	Glass City Federal Credit Union	Magna Bank	SEFCU
Aurora Loan Services, LLC	GMAC Mortgage, LLC	Marix Servicing, LLC	Select Portfolio Servicing
Bank of America, N.A. ¹	Grafton Suburban Credit Union	Midland Mortgage Company	Servis One Inc., dba BSI Financial Services, Inc.
Bank United	Great Lakes Credit Union	Mission Federal Credit Union	ShoreBank
Bay Federal Credit Union	Greater Nevada Mortgage Services	Mortgage Center, LLC	Silver State Schools Credit Union
Bayview Loan Servicing, LLC	Green Tree Servicing LLC	Nationstar Mortgage LLC	Specialized Loan Servicing, LLC
Bramble Savings Bank	Hartford Savings Bank	Navy Federal Credit Union	Sterling Savings Bank
Carrington Mortgage Services, LLC	Hillsdale County National Bank	Ocwen Loan Servicing, LLC	Suburban Mortgage Company of New Mexico
CCO Mortgage	HomEq Servicing	OneWest Bank	Technology Credit Union
Central Florida Educators Federal Credit Union	HomeStar Bank & Financial Services	ORNL Federal Credit Union	The Golden 1 Credit Union
CitiMortgage, Inc.	Horicon Bank	Park View Federal Savings Bank	U.S. Bank National Association
Citizens 1st National Bank	Horizon Bank, NA	Pathfinder Bank	United Bank
Community Bank & Trust Company	IBM Southeast Employees' Federal Credit Union	PennyMac Loan Services, LLC	United Bank Mortgage Corporation
Community Credit Union of Florida	IC Federal Credit Union	PNC Bank, National Association	Vantium Capital, Inc.
CUC Mortgage Corporation	Idaho Housing and Finance Association	PNC Mortgage ³	Vist Financial Corp.
DuPage Credit Union	iServe Residential Lending LLC	Purdue Employees Federal Credit Union	Wealthbridge Mortgage Corp.
Fay Servicing, LLC	iServe Servicing Inc.	QLending, Inc.	Wells Fargo Bank, NA ⁴
Fidelity Homestead Savings Bank	J.P.Morgan Chase Bank, NA ²	Quantum Servicing Corporation	Yadkin Valley Bank
First Bank	Lake City Bank	Residential Credit Solutions	
First Financial Bank, N.A.	Lake National Bank	RG Mortgage Corporation	

¹ Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

² J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

³ Formerly National City Bank.

⁴ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

Making Home Affordable

Program Performance Report Through July 2011

Appendix A2: Participants in Additional Making Home Affordable Programs

Second Lien Modification Program (2MP)

Bank of America, NA¹
Bayview Loan Servicing, LLC
CitiMortgage, Inc.
Community Credit Union of Florida
GMAC Mortgage, LLC
Green Tree Servicing LLC
iServe Residential Lending, LLC
iServe Servicing, Inc.
J.P.Morgan Chase Bank, NA²
Nationstar Mortgage LLC
OneWest Bank
PennyMac Loan Services, LLC
PNC Bank, National Association
PNC Mortgage³
Residential Credit Solutions
Servis One Inc., dba BSI Financial Services, Inc.
Wells Fargo Bank, NA⁴

FHA First Lien Program (Treasury FHA-HAMP)

Amarillo National Bank
American Financial Resources Inc.
Aurora Financial Group, Inc.
Aurora Loan Services, LLC
Banco Popular de Puerto Rico
Bank of America, NA¹
Capital International Financial, Inc.
CitiMortgage, Inc.
CU Mortgage Services, Inc.
First Federal Bank of Florida
First Mortgage Corporation

Franklin Savings
Gateway Mortgage Group, LLC
GMAC Mortgage, LLC.
Green Tree Servicing LLC
Guaranty Bank
iServe Residential Lending, LLC
iServe Servicing, Inc.
James B. Nutter & Company
J.P.Morgan Chase Bank, NA²
M&T Bank
Marix Servicing, LLC
Marsh Associates, Inc.
Midland Mortgage Company
Nationstar Mortgage LLC
Ocwen Loan Servicing, LLC
PennyMac Loan Services, LLC
PNC Mortgage³
RBC Bank (USA)
Residential Credit Solutions
Saxon Mortgage Services, Inc.
Schmidt Mortgage Company
Select Portfolio Servicing
Servis One Inc., dba BSI Financial Services, Inc.
Stockman Bank of Montana
Wells Fargo Bank, NA⁴
Weststar Mortgage, Inc.

FHA Second Lien Program (FHA 2LP)

Bank of America, NA¹
Bayview Loan Servicing, LLC
CitiMortgage, Inc.
Flagstar Capital Markets Corporation
GMAC Mortgage, LLC.
Green Tree Servicing LLC
J.P.Morgan Chase Bank, NA²
Nationstar Mortgage LLC
PNC Bank, National Association
PNC Mortgage³
Residential Credit Solutions
Saxon Mortgage Services, Inc.
Select Portfolio Servicing
Wells Fargo Bank, NA⁴

Rural Housing Service Modification Program (RD-HAMP)

Banco Popular de Puerto Rico
Bank of America, N.A.¹
Horicon Bank
J.P.Morgan Chase Bank, NA²
Magna Bank
Marix Servicing, LLC
Midland Mortgage Company
Nationstar Mortgage LLC
Wells Fargo Bank, NA⁴

¹ Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

² J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

³ Formerly National City Bank.

⁴ Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage FSB.