

Making Home Affordable

Program Performance Report Through August 2011

Report Highlights

More Than 816,000 Homeowners Granted Permanent Modifications

- Program to date, homeowners in permanent modifications have realized aggregate savings in monthly mortgage payments of nearly \$8.3 billion. Homeowners in active first lien permanent modifications save a median of \$525 per month – more than one-third of the median before-modification payment.
- Seventy-six 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.

Outreach to Struggling Homeowners Continues

- Treasury and HUD recently launched a nationwide Foreclosure Prevention Public Service Advertisement (PSA) campaign to increase awareness of the Making Home Affordable program among eligible homeowners.
- This campaign, combined with free outreach events in local communities across the country, aims to connect struggling homeowners with their mortgage servicers and HUD-approved housing counselors to discuss options to avoid foreclosure.

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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 July 31, 2011)	Eligible Delinquent Loans ¹	2,564,766
	Eligible Delinquent Borrowers ²	992,968
Trial Modifications	Trial Plan Offers Extended (Cumulative) ³	1,902,606
	All Trials Started	1,688,038
	Trials Reported Since July 2011 Report ⁴	26,577
	Trial Modifications Canceled (Cumulative)	765,345
	Active Trials	105,860
Permanent Modifications	All Permanent Modifications Started	816,833
	Permanent Modifications Reported Since July 2011 Report	25,434
	Permanent Modifications Canceled (Cumulative) ⁵	125,864
	Active Permanent Modifications	690,969

¹ Estimated eligible 60+ day delinquent loans as reported by servicers as of July 31, 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.

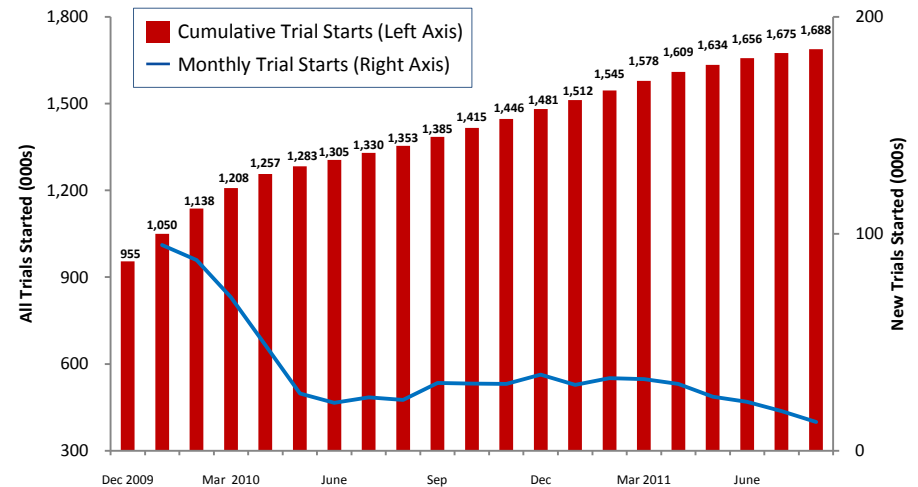
³ As reported in the weekly servicer survey of large SPA servicers through Sept. 1, 2011.

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 1,989 loans paid off.

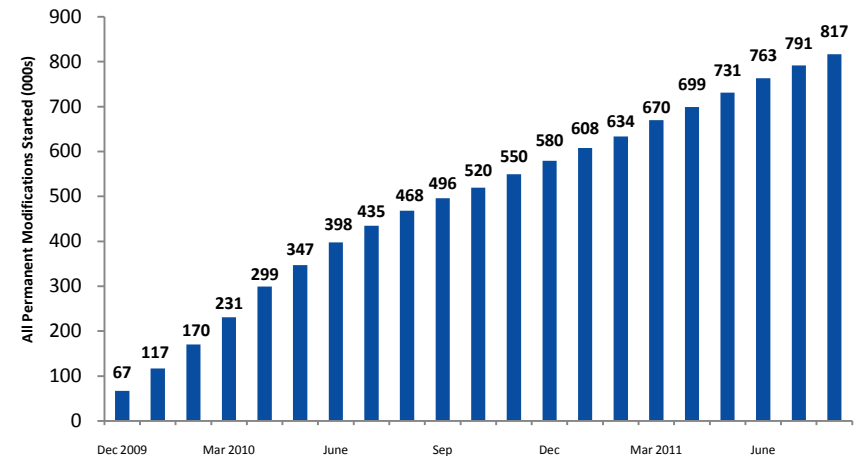
Note: Unless specified, exhibits in this report refer to HAMP first lien modification activity.

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, 26,577 trials have entered the HAMP system of record since the prior report; 13,257 were trials with a first payment recorded in August 2011.

Permanent Modifications Started (Cumulative)



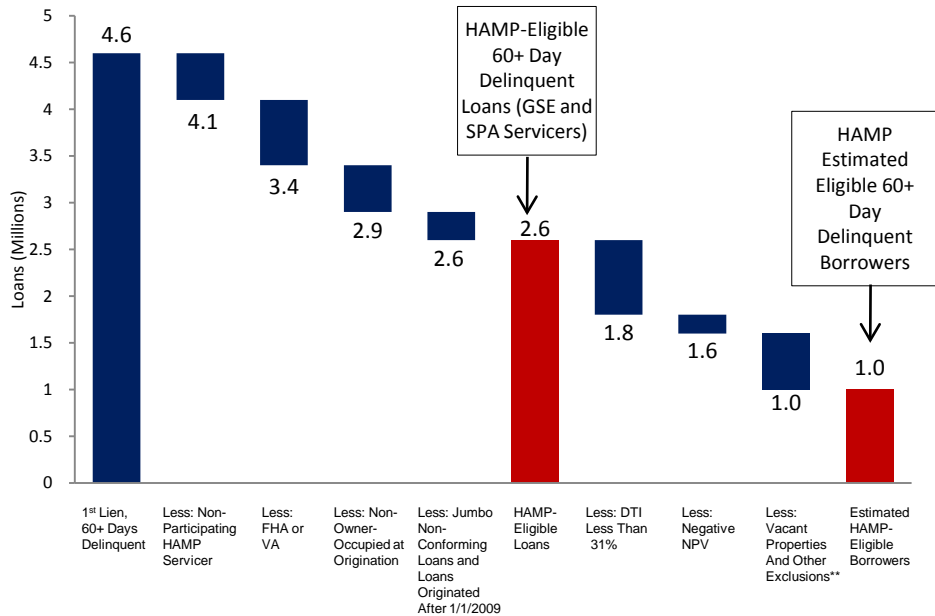
Source: HAMP system of record.

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Waterfall of Estimated Eligible Homeowners For the First Lien Modification Program

Not all 60+ day delinquent loans are eligible for HAMP. Other characteristics may preclude homeowner eligibility. Based on the estimates, of the 4.6 million homeowners who are currently 60+ days delinquent, 1.0 million homeowners are eligible for HAMP. As this represents a point-in-time snapshot of the delinquency population and estimated HAMP eligibility, we expect that as homeowners become seriously delinquent between now and the end of 2012, some of those homeowners will be eligible for HAMP.



** Other exclusions include: no longer owner-occupied; unemployed borrowers; investor's pooling and servicing agreement precludes modification; manufactured housing loans with titling/chattel issues that exclude them from HAMP; and trial and permanent modifications disqualified from HAMP.

Note: Chart refers only to loans eligible for the first lien modification program.

Sources: Fannie Mae; monthly survey of participating servicers for July 31, 2011. Total 60+ day delinquency figure derived from 2nd Quarter 2011 MBA National Delinquency Survey. Excluded loans are as reported by large servicers by survey who have signed a servicer participation agreement for HAMP.

Homeowner Benefits and First Lien Modification Characteristics

- Aggregate savings to homeowners who received HAMP first lien permanent modifications are estimated to total **nearly \$8.3 billion**, program to date, compared with unmodified mortgage obligations.
- The median monthly savings for borrowers in active permanent first lien modifications is \$525.46, 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:
 - 61.5% 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**:
 - 98.9% feature interest rate reductions
 - 59.6% offer term extension
 - 30.9% include principal forbearance

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%	-14.3 pct pts
Back-End Debt-to-Income Ratio ²	78.3%	61.4%	-14.7 pct pts
Median Monthly Housing Payment ³	\$1,427.50	\$831.61	-\$525.46

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.

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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 22% 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	28,953
HAFA Agreements Active	9,958
HAFA Transactions Completed	15,954
Completed Transactions – Short Sale	15,531
Completed Transactions – Deed-in-Lieu	423

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	35,001
PRA Trial Modifications Active	22,149
All PRA Permanent Modifications Started	10,781
PRA Permanent Modifications Active	10,544
Median Principal Amount Reduced for Active Permanent Modifications	\$67,857
Median Principal Amount Reduced for Active Permanent Modifications (%) ²	30.5%

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	2,929	1,978
J.P. Morgan Chase Bank NA ³	11,683	6,454
Litton Loan Servicing LP	1,267	634
Select Portfolio Servicing, Inc.	1,593	764
Wells Fargo Bank, NA ⁴	7,760	4,225
All Other Servicers	3,721	1,899
Total	28,953	15,954

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. Under Treasury guidelines, unemployed homeowners must be considered for a minimum of 12 months' forbearance.

All UP Forbearance Plans Started (Through July 2011)	13,993
UP Forbearance Plans With Some Payment Required	11,364
UP Forbearance Plans With No Payment Required	2,629

Note: Data is as reported by servicers via survey for UP participation through July 31, 2011.

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

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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	40,654
Second Lien Modifications Involving Full Lien Extinguishments	3,642
Second Lien Modifications Disqualified ²	548
Active Second Lien Modifications	36,464

Of the Active Second Lien Modifications:

Second Lien Partially Extinguished	1,433
Second Lien Loan Modifications ³	35,031

Second Lien Extinguishment Details

Average Amount of Full Extinguishment	\$68,042
Average Amount of Partial Extinguishment	\$6,560

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

²Includes 58 loans paid off.

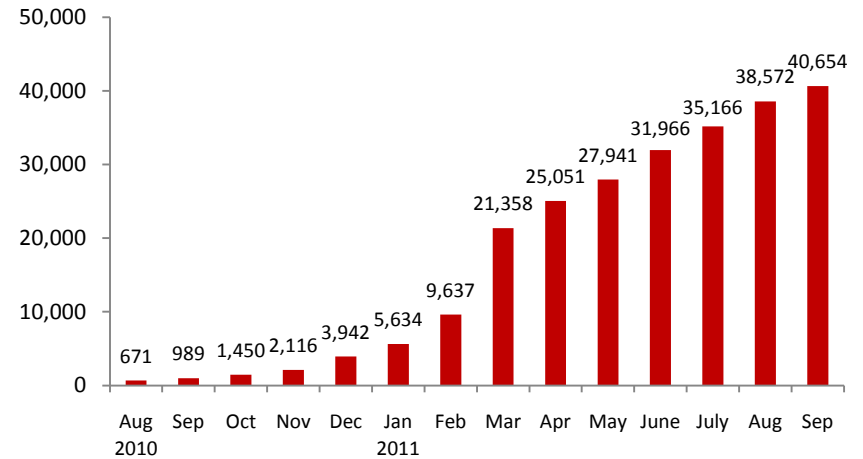
³Second lien modifications follow a series of steps and may include capitalization, interest rate reduction, term extension and principal forbearance or forgiveness.

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	6,148
Treasury FHA-HAMP Permanent Modifications Started	4,254

Second Lien Modifications Started (Cumulative)



Note: Includes second lien modifications reported into HAMP system of record through the end of cycle for August 2011 data, though the effective date may occur in September. 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 Extinguishments	DQ ¹	Active Partial Extinguishment/ Modifications
Bank of America, NA ²	17,009	1,606	268	15,135
CitiMortgage, Inc	5,368	893	50	4,425
GMAC Mortgage, LLC	2,405	434	3	1,968
J.P. Morgan Chase Bank NA ³	5,662	0	95	5,567
Wells Fargo Bank, NA ⁴	8,196	232	119	7,845
Other SPA Servicers	2,014	477	13	1,524
Total	40,654	3,642	548	36,464

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

¹Disqualified loans includes second liens paid off.

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

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

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

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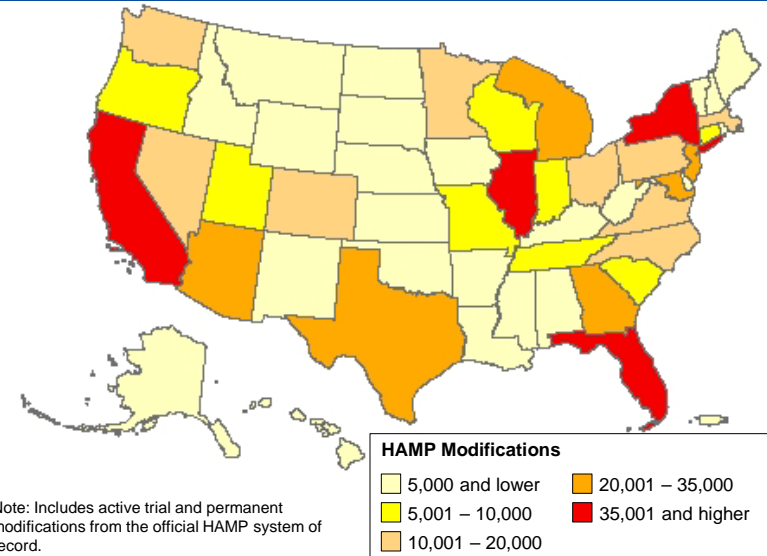
HAMP Activity by State

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	64	292	356	0.0%	MT	120	794	914	0.1%
AL	601	3,930	4,531	0.6%	NC	1,727	12,580	14,307	1.8%
AR	235	1,533	1,768	0.2%	ND	15	115	130	0.0%
AZ	3,505	31,163	34,668	4.4%	NE	121	960	1,081	0.1%
CA	26,533	168,639	195,172	24.5%	NH	447	3,176	3,623	0.5%
CO	1,257	9,581	10,838	1.4%	NJ	3,441	22,231	25,672	3.2%
CT	1,287	8,654	9,941	1.2%	NM	354	2,253	2,607	0.3%
DC	161	1,167	1,328	0.2%	NV	2,489	17,470	19,959	2.5%
DE	320	2,139	2,459	0.3%	NY	5,462	32,018	37,480	4.7%
FL	14,170	81,722	95,892	12.0%	OH	2,485	15,062	17,547	2.2%
GA	3,862	25,049	28,911	3.6%	OK	270	1,594	1,864	0.2%
HI	397	2,638	3,035	0.4%	OR	1,099	7,557	8,656	1.1%
IA	238	1,781	2,019	0.3%	PA	2,121	14,293	16,414	2.1%
ID	395	2,653	3,048	0.4%	RI	478	3,652	4,130	0.5%
IL	5,589	36,899	42,488	5.3%	SC	947	6,505	7,452	0.9%
IN	1,035	6,646	7,681	1.0%	SD	27	265	292	0.0%
KS	259	1,655	1,914	0.2%	TN	1,127	7,101	8,228	1.0%
KY	410	2,616	3,026	0.4%	TX	3,065	18,085	21,150	2.7%
LA	704	3,772	4,476	0.6%	UT	808	6,575	7,383	0.9%
MA	2,368	17,111	19,479	2.4%	VA	2,107	16,773	18,880	2.4%
MD	3,124	22,169	25,293	3.2%	VT	102	583	685	0.1%
ME	336	1,891	2,227	0.3%	WA	2,256	13,776	16,032	2.0%
MI	3,279	22,246	25,525	3.2%	WI	1,017	6,697	7,714	1.0%
MN	1,402	11,902	13,304	1.7%	WV	134	1,009	1,143	0.1%
MO	1,085	7,118	8,203	1.0%	WY	49	356	405	0.1%
MS	394	2,587	2,981	0.4%	Other ²	582	1,936	2,518	0.3%

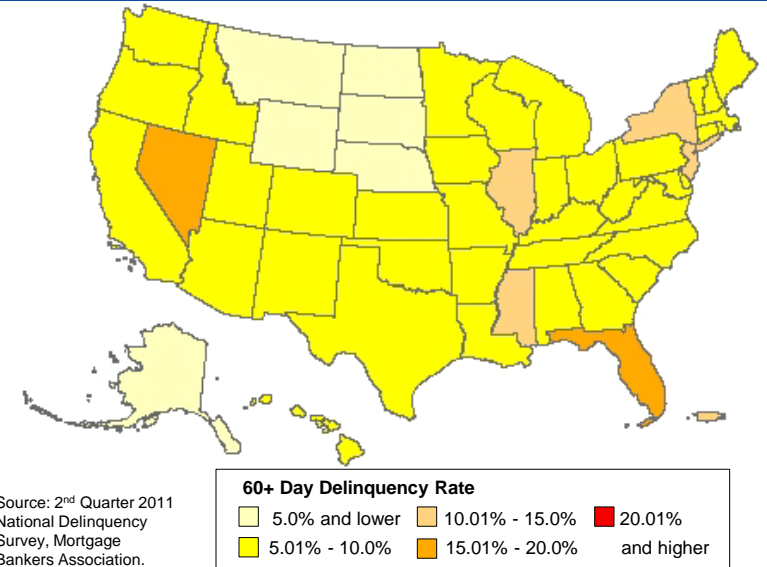
¹ Total reflects active trials and active permanent modifications.

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

Modification Activity by State



Mortgage Delinquency Rates by State



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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	8,253	50,391	58,644	7.4%
New York-Northern New Jersey-Long Island, NY-NJ-PA	6,974	43,180	50,154	6.3%
Chicago-Joliet-Naperville, IL-IN-WI	5,396	35,742	41,138	5.2%
Riverside-San Bernardino-Ontario, CA	5,028	36,079	41,107	5.2%
Miami-Fort Lauderdale-Pompano Beach, FL	6,229	33,330	39,559	5.0%
Phoenix-Mesa-Glendale, AZ	2,720	25,401	28,121	3.5%
Washington-Arlington-Alexandria, DC-VA-MD-WV	3,000	23,688	26,688	3.3%
Atlanta-Sandy Springs-Marietta, GA	3,066	20,220	23,286	2.9%
Las Vegas-Paradise, NV	2,076	14,327	16,403	2.1%
San Francisco-Oakland-Fremont, CA	2,455	13,645	16,100	2.0%
Detroit-Warren-Livonia, MI	2,009	13,466	15,475	1.9%
Orlando-Kissimmee-Sanford, FL MSA	2,060	12,720	14,780	1.9%
San Diego-Carlsbad-San Marcos, CA	1,836	12,129	13,965	1.8%
Boston-Cambridge-Quincy, MA-NH	1,671	12,288	13,959	1.8%
Sacramento-Arden-Arcade-Roseville, CA	1,823	11,738	13,561	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	August
Total Number of Calls Taken at 1-888-995-HOPE	2,469,590	67,579
Borrowers Receiving Free Housing Counseling Assistance Through the Homeowner's HOPE™ Hotline	1,174,326	31,572

Source: Homeowner's HOPE™ Hotline.

Selected Homeowner Outreach Measures

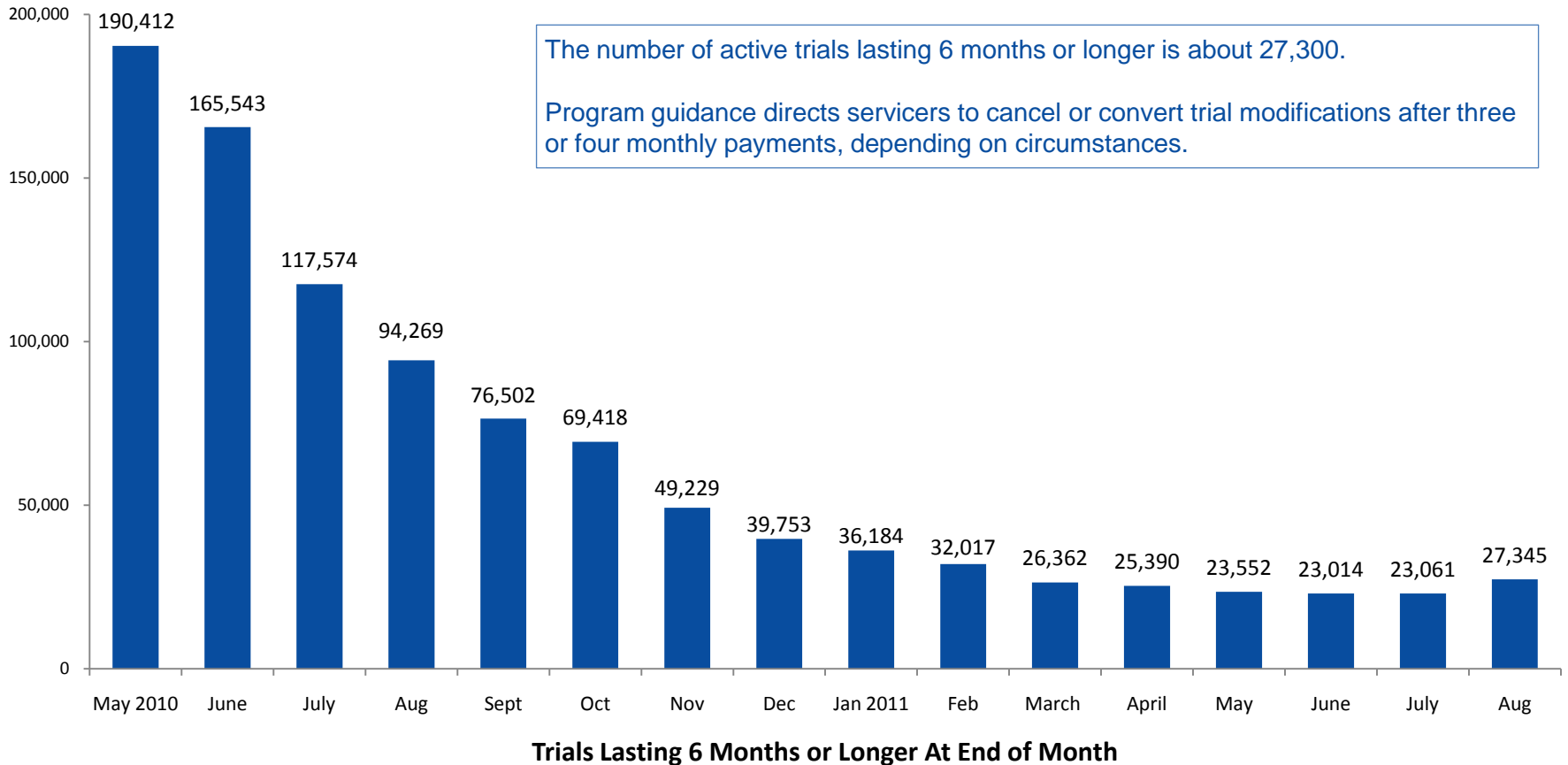
Homeowner Outreach Events Hosted Nationally by Treasury and Partners (cumulative)	58
Homeowners Attending Treasury-Sponsored Events (cumulative)	58,238
Servicer Solicitation of Borrowers (cumulative) ¹	7,771,792
Page views on MakingHomeAffordable.gov (August 2011)	1,951,749
Page views on MakingHomeAffordable.gov (cumulative)	124,865,252

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.

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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

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HAMP Modification Activity by Servicer

Servicer	As of July 31, 2011	Cumulative			As of Aug. 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 July 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.	39,365	39,025	35,128	27,637	832	2,805	353	23,190
Bank of America, NA ⁵	238,376	497,451	409,975	160,660	3,438	28,763	12,049	136,195
CitiMortgage, Inc.	68,815	185,249	131,906	55,057	903	4,910	2,101	47,832
GMAC Mortgage, LLC	27,875	77,361	63,734	46,533	837	2,868	55	39,052
J.P. Morgan Chase Bank, NA ⁶	159,928	326,434	272,122	119,091	10,934	24,530	5,798	97,354
Litton Loan Servicing LP	32,867	43,696	37,926	12,162	58	2,578	417	9,519
Ocwen Loan Servicing, LLC	36,601	50,037	47,302	36,563	763	2,974	518	27,988
OneWest Bank	33,730	72,123	55,317	30,465	790	4,161	235	26,778
Select Portfolio Servicing	3,248	68,366	42,266	23,119	134	680	28	18,948
Wells Fargo Bank, NA ⁷	126,035	327,369	241,039	110,431	4,170	12,574	1,550	96,046
Other SPA Servicers ⁸	93,030	215,495	216,386	110,823	1,961	8,566	1,345	94,907
Other GSE Servicers ⁹	133,098	NA	134,937	84,292	1,757	10,451	2,896	73,160
Total	992,968	1,902,606	1,688,038	816,833	26,577	105,860	27,345	690,969

¹ Estimated eligible 60+ day delinquent borrowers as reported by servicers as of July 31, 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 Sept. 1, 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.

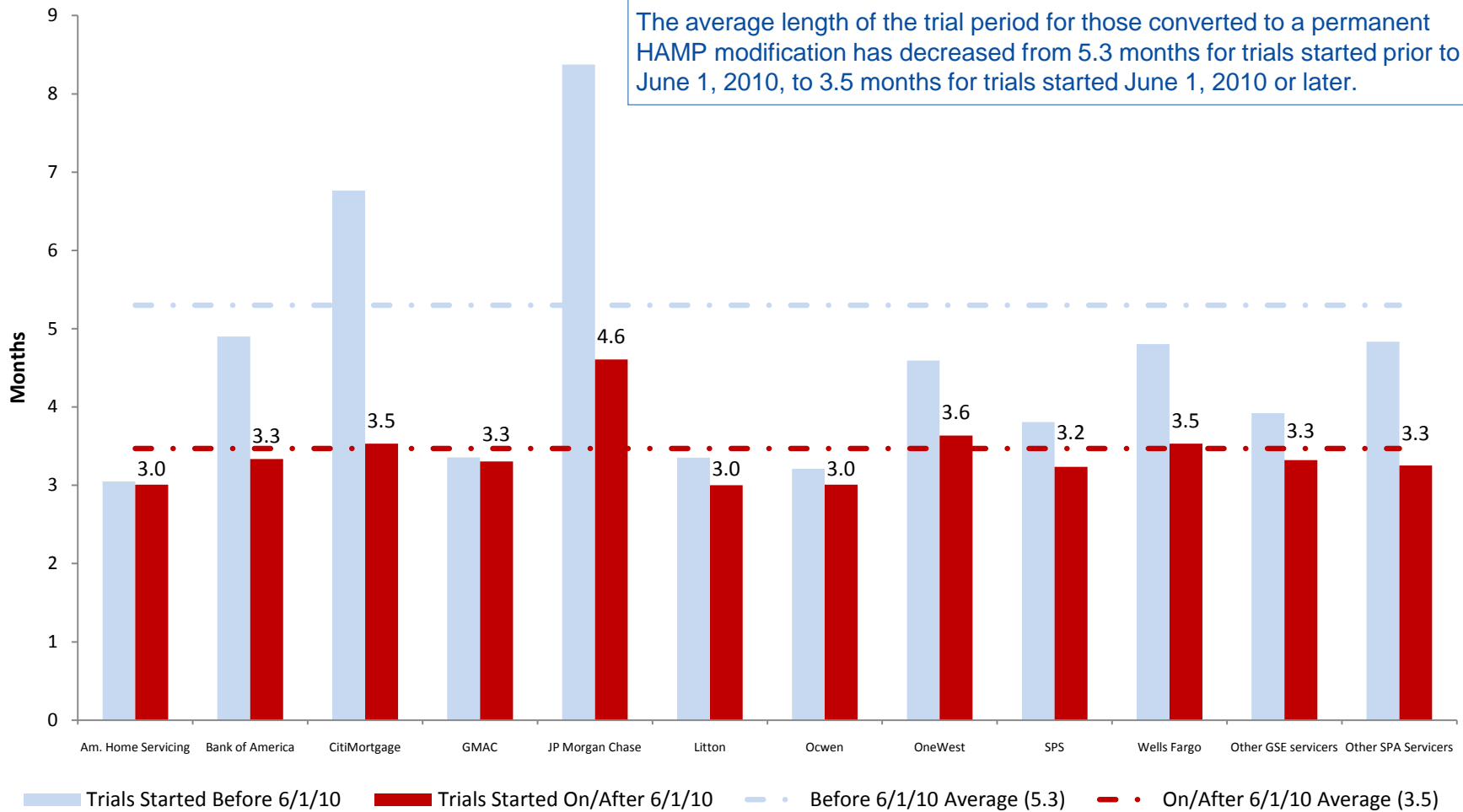
⁸ Other SPA servicers are entities excluding the 10 largest servicers, by cap amount, that have signed participation agreements with Treasury and Fannie Mae. A full list of participating servicers is in Appendix A.

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

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Length of Trial Upon Conversion¹



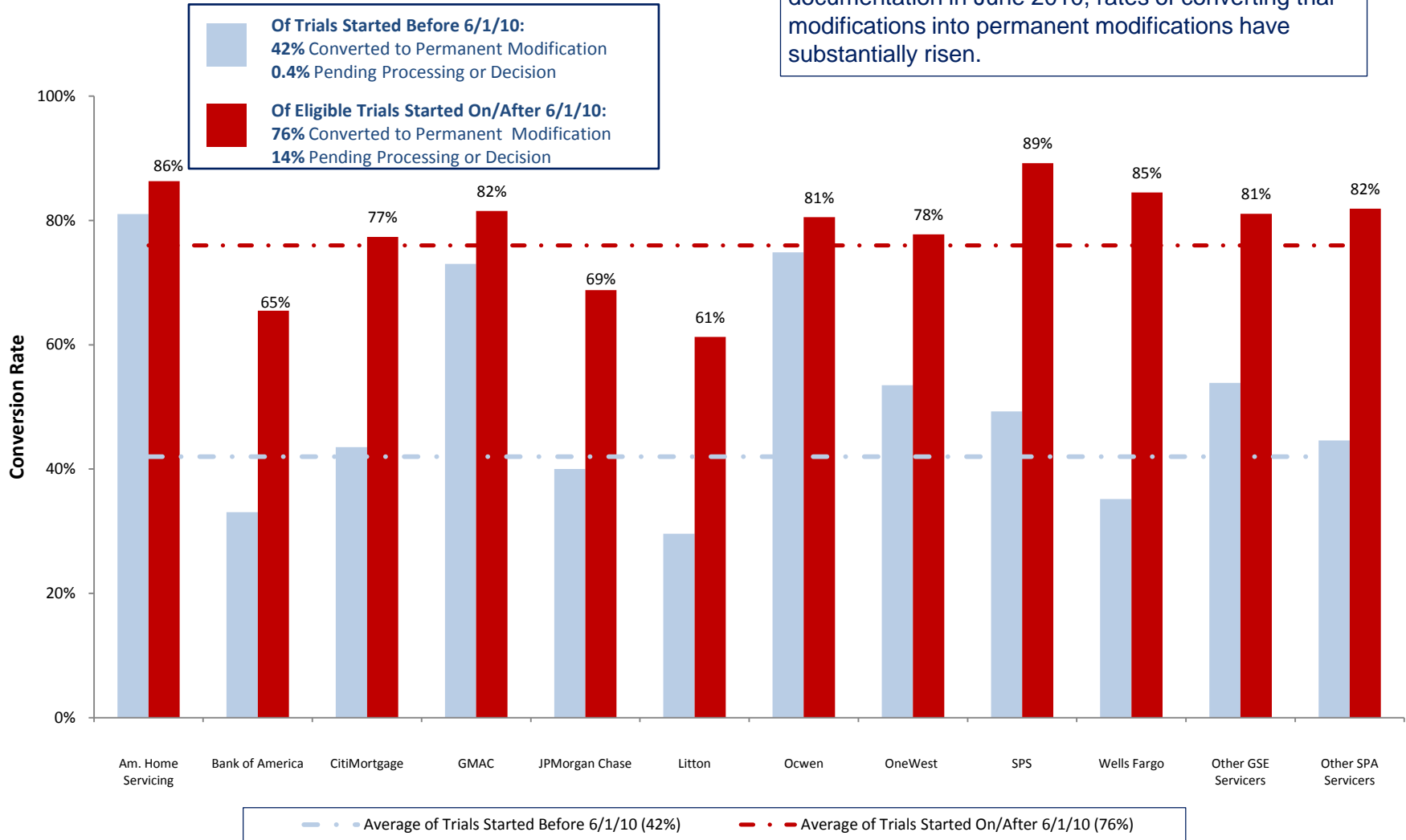
¹ For all permanent modifications started. Note: Per program guidelines, effective June 1, 2010 all trials must be started using verified income. Prior to June 1, 2010, some servicers initiated trials using stated income information.

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Conversion Rate¹

Following the implementation of verified income documentation in June 2010, rates of converting trial modifications into permanent modifications have substantially risen.



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.

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Disposition Path Homeowners in Canceled HAMP Trial Modifications Survey Data Through July 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 July 2011)
American Home Mortgage Servicing Inc.	250	75	195	2,595	40	151	298	685	126	4,415
Bank of America, NA ³	36,319	8,121	29,821	73,289	2,140	3,941	15,770	31,168	14,490	215,059
CitiMortgage Inc.	16,779	3,640	5,536	28,830	987	1,449	1,729	9,428	2,047	70,425
GMAC Mortgage, LLC	1,763	403	1,051	5,688	193	443	1,003	1,735	1,620	13,899
JP Morgan Chase Bank NA ⁴	6,851	813	4,362	55,162	498	6,150	7,036	23,879	12,179	116,930
Litton Loan Servicing LP	558	587	1,839	13,535	204	184	1,401	618	984	19,910
Ocwen Loan Servicing, LLC	626	131	452	2,964	459	38	362	2,027	633	7,692
OneWest Bank	471	644	693	10,396	230	41	1,144	3,332	3,674	20,625
Select Portfolio Servicing	1,337	503	1,347	5,471	339	384	1,311	1,812	3,136	15,640
Wells Fargo Bank NA ⁵	1,549	784	12,651	56,414	1,202	16,470	3,096	16,134	9,968	118,268
TOTAL (These 10 Largest Servicers)	66,503 11.0%	15,701 2.6%	57,947 9.6%	254,344 42.2%	6,292 1.0%	29,251 4.9%	33,150 5.5%	90,818 15.1%	48,857 8.1%	602,863 100.0%

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 July 31, 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.

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Disposition Path Homeowners Not Accepted for HAMP Trial Modifications Survey Data Through July 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 July 2011)
American Home Mortgage Servicing Inc.	1,922	1,222	9,588	34,508	952	1,119	1,991	7,579	1,469	60,350
Bank of America, NA ³	74,975	15,410	124,754	87,834	8,318	7,419	34,810	82,394	32,094	468,008
CitiMortgage Inc.	36,918	9,175	6,407	24,964	4,822	15,956	1,464	7,025	7,184	113,915
GMAC Mortgage, LLC	23,247	5,636	34,248	35,580	2,748	3,926	7,863	16,402	12,912	142,562
JP Morgan Chase Bank NA ⁴	88,399	6,234	84,410	132,712	1,987	57,689	26,166	70,452	21,303	489,352
Litton Loan Servicing LP	2,592	3,088	11,146	20,446	852	818	5,046	2,779	4,336	51,103
Ocwen Loan Servicing, LLC	6,032	1,409	29,052	31,126	4,519	127	402	4,279	2,065	79,011
OneWest Bank	5,068	3,017	24,548	17,344	1,755	1,345	4,188	12,359	9,635	79,259
Select Portfolio Servicing	2,696	429	2,888	4,257	403	255	1,067	1,854	1,564	15,413
Wells Fargo Bank NA ⁵	19,530	4,619	54,683	42,889	1,995	20,590	14,815	23,060	14,161	196,342
TOTAL (These 10 Largest Servicers)	261,379 15.4%	50,239 3.0%	381,724 22.5%	431,660 25.5%	28,351 1.7%	109,244 6.4%	97,812 5.8%	228,183 13.5%	106,723 6.3%	1,695,315 100.0%

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 July 31, 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.

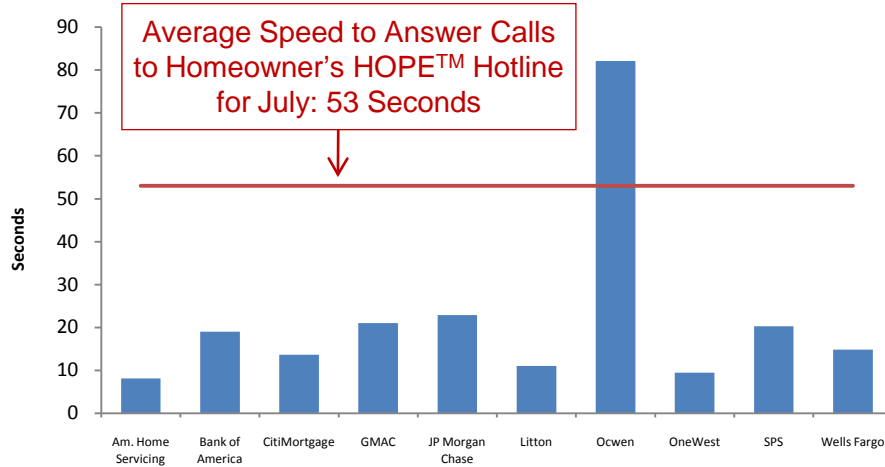
Note: Excludes loans removed from servicing portfolios.

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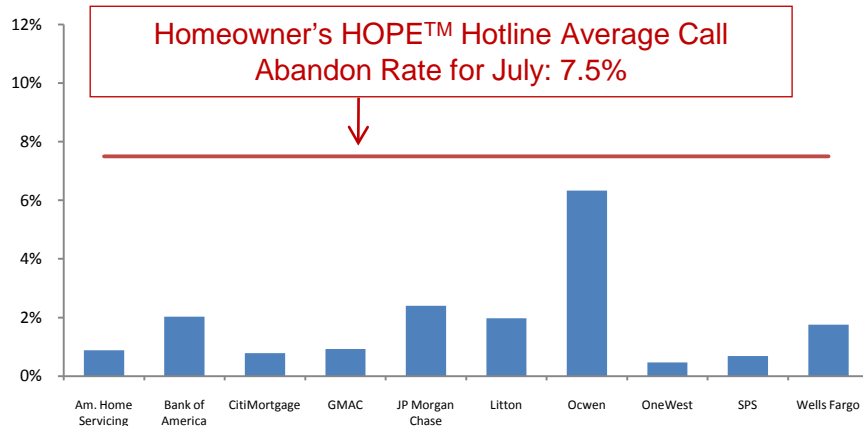
Homeowner Experience (10 Largest Servicers)

Average Speed to Answer Homeowner Calls (July)



Source: Survey data through July 31, 2011, from servicers on call volume to loss mitigation lines; Homeowner's HOPE™ Hotline.

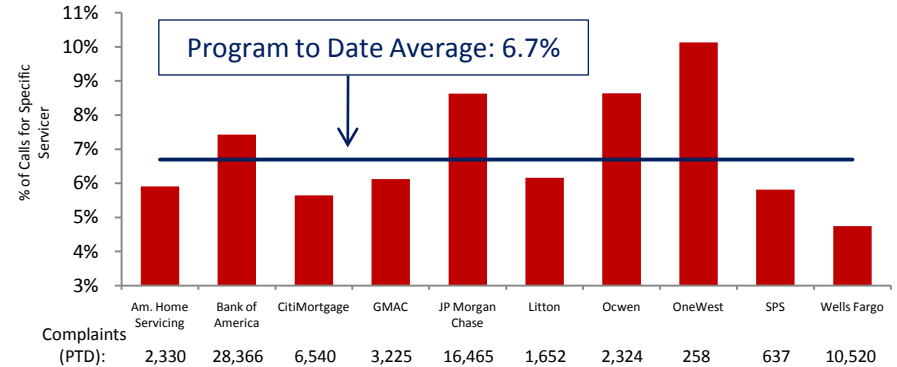
Call Abandon Rate (July)



Source: Survey data through July 31, 2011, from servicers on call volume to loss mitigation lines; Homeowner's HOPE™ Hotline.

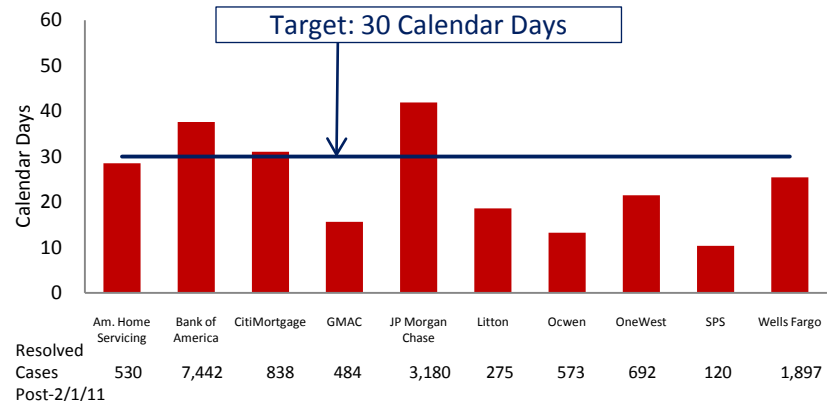
Servicer Complaint Rate to Homeowner's HOPE™ Hotline (Program to Date, Through August)

Program to date, there have been 1,216,117 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): 2,330 28,366 6,540 3,225 16,465 1,652 2,324 258 637 10,520
 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, 10.1% included complaints.)

Servicer Time to Resolve Third-Party Escalations (Cases Reported Feb. 1, 2011 – Aug. 31, 2011)



Source: MHA Support Centers. Escalations resolved on or after Feb. 1, 2011. Investor denial cases, cases involving bankruptcy and those that did not require servicer actions are not included in calculation of servicer time to resolve escalations. Target of 30 calendar days, effective Feb. 1, 2011, includes an estimated 5 days of processing by MHA Support Centers.

Making Home Affordable: Servicer Results

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Modifications by Investor Type (Large Servicers)

Servicer	GSE	Private	Portfolio	Total Active Modifications
American Home Mortgage Servicing Inc.	1,287	24,707	1	25,995
Bank of America, NA ¹	95,933	59,256	9,769	164,958
CitiMortgage, Inc.	31,224	4,711	16,807	52,742
GMAC Mortgage, LLC	24,598	5,807	11,515	41,920
JP Morgan Chase NA ²	55,647	44,812	21,425	121,884
Litton Loan Servicing LP	85	12,003	9	12,097
Ocwen Loan Servicing, LLC	7,157	23,697	108	30,962
OneWest Bank	14,372	14,138	2,429	30,939
Select Portfolio Servicing	518	16,548	2,562	19,628
Wells Fargo Bank, NA ³	50,188	15,670	42,762	108,620
Other HAMP Servicers	137,171	34,110	15,803	187,084
Total	418,180	255,459	123,190	796,829

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.

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

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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.