

Making Home Affordable

Program Performance Report Through April 2013

Report Highlights

Over 1.6 Million Homeowner Assistance Actions Taken through Making Home Affordable

- Nearly 1.2 million homeowners have received a permanent modification through the Home Affordable Modification Program (HAMP). These homeowners have reduced their first lien mortgage payments by a median of approximately \$547 each month – more than one-third of their median before-modification payment – saving a total estimated \$19.7 billion to date in monthly mortgage payments.
- Homeowners currently in HAMP permanent modifications with some form of principal reduction have been granted an estimated \$10.2 billion in principal reduction. Of all non-GSE loans eligible for principal reduction entering HAMP in April, 67% included a principal reduction feature.
- Nearly 111,000 second lien modifications have been completed through the Second Lien Modification Program (2MP).
- Approximately 154,000 homeowners have exited their homes through a short sale or deed-in-lieu of foreclosure with assistance from the Home Affordable Foreclosure Alternatives Program (HAFA).

This Month: Q1 2013 Servicer Assessment Results

- For the first quarter of 2013, four servicers were found to need only minor improvement on the areas reviewed for program performance, while five servicers were found to need moderate improvement. All servicers will need to continue to demonstrate progress in areas identified in subsequent program reviews.
- Servicers continue to focus attention on areas identified in previous program reviews and, as a result, are demonstrating considerable improvement in program implementation:
 - Mortgage servicers continue to appropriately calculate homeowner income, which is used to determine a homeowner's eligibility and modified payment amount under the program. In Q1 2013, the average income calculation error rate for the top servicers was below 2 percent.
 - Servicers are more effectively evaluating homeowners under program eligibility criteria as evidenced in the "second look disagree" category, which reflects the rate at which Treasury's program reviews disagree with the servicer's decision not to assist a homeowner. In Q1 2013, the average second look disagree percentage for the top servicers was less than 1 percent.

Note: For information and quarterly updates about the Hardest Hit Fund, please visit the website for the [Hardest Hit Fund](#) or the [TARP Monthly Report to Congress](#).

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Making Home Affordable Program Activity

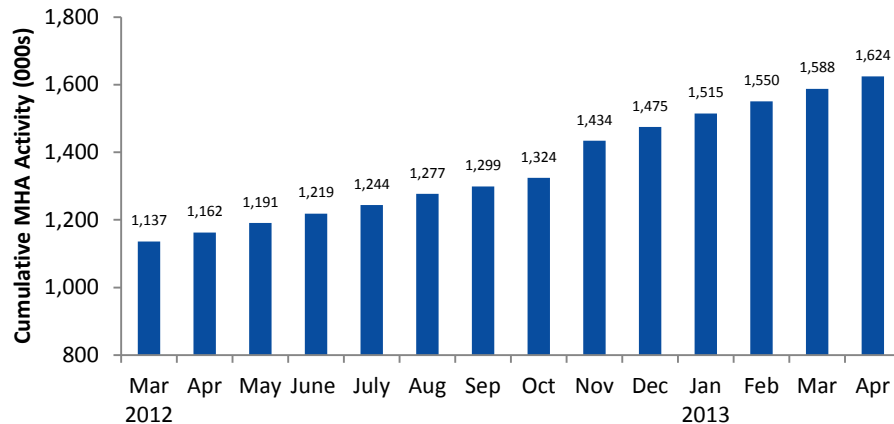
The Making Home Affordable Program was launched in March 2009 with the Home Affordable Modification Program (HAMP) which provides assistance to struggling homeowners by lowering monthly first lien mortgage payments to an affordable level. Additional programs were subsequently rolled out to expand the program reach.

In total, the MHA program has completed more than 1.6 million first and second lien permanent modifications, HAFA transactions, and UP forbearance plans.

	Program-to-Date	Reported Since Prior Period
MHA First Lien Permanent Modifications Started ¹	1,326,834	20,715
2MP Modifications Started	110,722	1,409
HAFA Transactions Completed ²	153,964	13,530
UP Forbearance Plans Started (through March 2013)	32,840	686
Cumulative Activity³	1,624,360	36,340

MHA Program Activity

Cumulative Transactions Completed



Program	Purpose
MHA First Lien Modifications	The Home Affordable Modification Program (HAMP) provides eligible borrowers the opportunity to lower their first lien mortgage payment to affordable and sustainable levels through a uniform loan modification process. Effective June 2012, HAMP's eligibility requirements were expanded to include a "Tier 2" evaluation for non-GSE loans that is modeled after the GSE Standard Modification and includes properties that are currently occupied by a tenant as well as vacant properties the borrower intends to rent. FHA-HAMP and RD-HAMP provide first lien modifications for distressed borrowers in loans guaranteed through the Federal Housing Administration and Rural Housing Service.
Second Lien Modification Program (2MP)	Provides modifications and extinguishments on second liens when there has been a first lien HAMP modification on the same property.
Home Affordable Foreclosure Alternatives (HAFA)	Provides transition alternatives to foreclosure in the form of a short sale or deed-in-lieu of foreclosure. Effective November 2012, the GSEs jointly streamlined their short sale and deed-in-lieu of foreclosure programs. The GSE Standard HAFA program is closely aligned with Treasury's MHA HAFA program.
Unemployment Program (UP)	Provides temporary forbearance of mortgage principal to enable unemployed borrowers to look for a new job without fear of foreclosure.

¹ Includes (a) 1,190,605 GSE and Non-GSE HAMP permanent modifications, (b) 13,792 FHA- and RD-HAMP modifications, and (c) 122,437 GSE Standard Modifications since October 2011 under the GSEs' Servicer Alignment Initiative. The GSEs and other government agencies also undertake other foreclosure prevention activities beyond their participation in MHA which is not reflected in this report. Per the Federal Housing Finance Agency's Foreclosure Prevention Report for the Fourth Quarter of 2012, since 4Q 2008 the GSEs have completed more than 1.3 million permanent modifications and nearly 450,000 short sales and deed-in-lieu of foreclosure actions, which includes their activity under MHA. Please visit www.FHFA.gov for the complete FHFA report. As reported in the May 2013 edition of the Obama Administration's Housing Scorecard, FHA has offered more than 1.8 million loss mitigation and early delinquency interventions through April 30, 2013 since April 1, 2009, which includes their activity under MHA.

² Includes the GSE and Non-GSE activity under the MHA program, in addition to the cumulative GSE Standard HAFA transactions completed since November 2012. Does not include other GSE short sale and deed-in-lieu activity prior to November 2012 outside the GSE Standard HAFA program.

³ This does not include trial modifications that have cancelled or not yet converted to permanent modifications, or HAFA transactions started but not yet completed.

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HAMP (First Lien) Modifications

HAMP Activity Through April 2013		Total
Trial Modifications	All Trials Started	2,033,329
	Tier 1	2,017,588
	Tier 2	15,741
	Trials Reported Since March 2013 Report ¹	16,703
	Trial Modifications Canceled Since June 1, 2010 ²	68,575
	Active Trials	67,855
Permanent Modifications	All Permanent Modifications Started	1,190,605
	Tier 1	1,185,586
	Tier 2	5,019
	Permanent Modifications Reported Since March 2013 Report ³	11,966
	Permanent Modifications Disqualified (Cumulative) ⁴	306,611
	Active Permanent Modifications	870,038

¹ Servicers may enter new trial modifications into the HAMP system of record at any time.

² 774,869 cumulative including 706,294 that had trial start dates prior to June 1, 2010 when Treasury implemented a verified income requirement.

³ Per program guidance, servicers began processing GSE loan repurchase activity. This process requires reverting the impact permanent modifications in the HAMP system of record to an active trial with re-boarding of some of these permanent modifications in subsequent months. As a result, fluctuations are expected in the monthly activity reported in the near term.

⁴ A permanent modification disqualifies when the borrower has missed three consecutive monthly payments. Does not include 13,956 loans paid off.

Estimated Eligible Loans and Borrowers

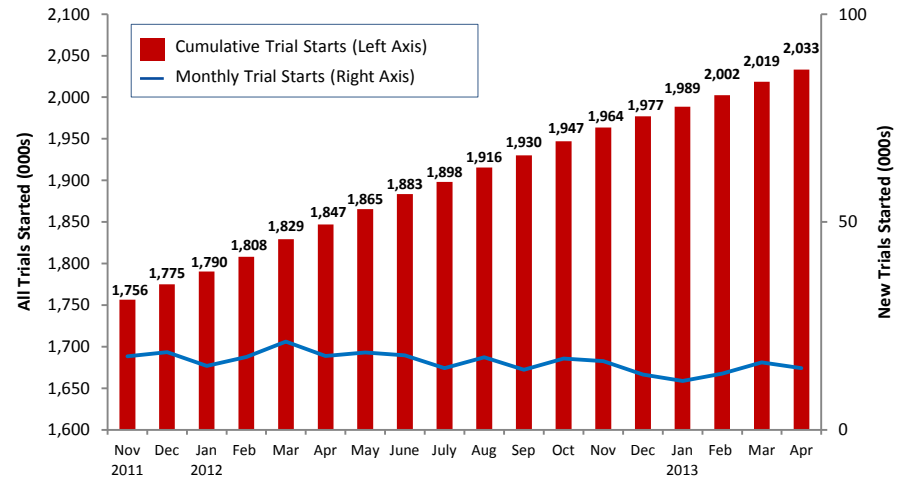
Under the original HAMP program, launched in March 2009, now referred to as "Tier 1," eligible loans include conventional loans more than 60 days delinquent (unless the borrower is in imminent default), that originated on or before January 1, 2009 with a current unpaid principal balance below the maximum conforming loan limit⁵ and were owner-occupied at origination.

Homeowners who have HAMP-eligible loans may qualify for Tier 1 if they meet additional criteria including, but not limited to requiring: a debt-to-income ratio greater than 31%, occupancy, employment, and pooling and servicing agreement eligibility. Based on current estimates, of the 3.8 million homeowners who are currently 60+ days delinquent, an estimated 600,000 homeowners are potentially eligible for HAMP Tier 1.

On January 27, 2012, Treasury announced an expansion of the eligibility for HAMP to reduce additional foreclosures and help stabilize neighborhoods. The eligibility was expanded for non-GSE loans to (1) allow for more flexible debt-to-income criteria and (2) include properties that are currently occupied by a tenant, as well as vacant properties which the borrower intends to rent. This expanded HAMP criteria, referred to as HAMP "Tier 2," became effective on June 1, 2012 (although not all servicers began offering Tier 2 modifications on that date). There is insufficient program data at this time to estimate the number of homeowners who may qualify for HAMP Tier 2.

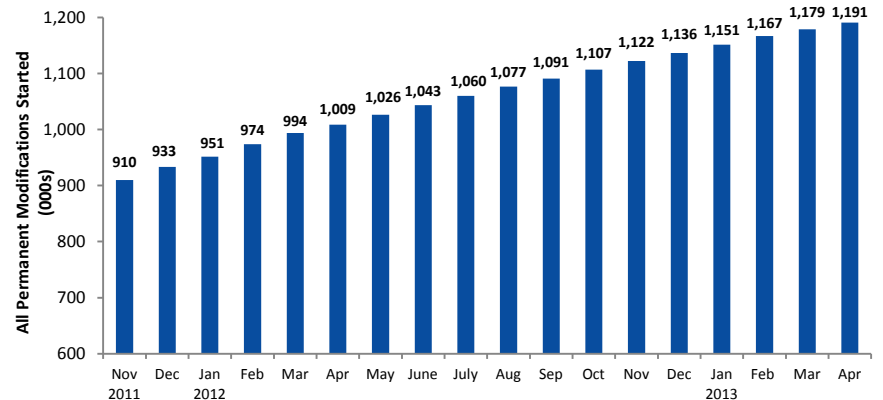
⁵ Current unpaid principal balance must be no greater than: \$729,750 for a single-unit property, 2 units: \$934,200, 3 Units: \$1,129,250, 4 Units: \$1,403,400.

HAMP Trials Started



Servicers may enter new trial modifications into the HAMP system of record at any time. For example, 16,703 trials have entered the HAMP system of record since the prior report; 14,797 were trials with a first payment recorded in April 2013.

HAMP Permanent Modifications Started (Cumulative)



Source: HAMP system of record.

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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 HAMP servicer. This assistance can result in a modification of the second lien and even full or partial extinguishment of the second lien. Second lien modifications follow a series of steps and may include capitalization, interest rate reduction, term extension and principal forbearance or forgiveness.

2MP modifications and partial extinguishments require that the first lien HAMP modification be permanent and active and that the second lien have an unpaid balance of \$5,000 or more and a monthly payment of at least \$100.

All Second Lien Modifications Started (Cumulative) ¹	110,722
Second Lien Modifications Involving Full Lien Extinguishments	27,804
Second Lien Modifications Disqualified ²	10,309
Active Second Lien Modifications ³	72,609
Active Second Lien Modifications Involving Partial Lien Extinguishments	7,816

Second Lien Extinguishment Details

Median Amount of Full Extinguishment	\$61,285
Median Amount of Partial Extinguishment for Active Second Lien Modifications	\$9,666

¹ Includes second lien modifications reported into HAMP system of record through the end of cycle for April 2013 data, though the effective date may occur in May 2013. Number of modifications is net of cancellations, which are primarily due to servicer data corrections.

² Includes 2,905 loans paid off.

³ Includes 5,813 loans in active non-payment status whereby the 1MP has disqualified from HAMP. As a result, the servicer is no longer required to report payment activity on the 2MP modification.

Unemployment Program (UP) Activity

The Treasury MHA 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	32,840
UP Forbearance Plans With Some Payment Required	28,082
UP Forbearance Plans With No Payment Required	4,758

Note: Data is as reported by servicers via survey for UP participation through March 31, 2013.

Home Affordable Foreclosure Alternatives (HAFA) Activity

The Home Affordable Foreclosure Alternatives Program (HAFA) offers incentives and a streamlined process 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. Effective November 2012, the GSEs revised their short sale and deed-in-lieu programs. The GSE Standard HAFA program is closely aligned with Treasury's MHA HAFA program. In HAFA transactions, homeowners:

- Follow a streamlined process for short sales and deed-in-lieu transactions that requires no verification of income (unless as required by investors) and allows for pre-approved short sale terms;
- Receive a waiver of deficiency once the transaction is completed that releases the homeowner from remaining mortgage debt;
- Receive at least \$3,000 in relocation assistance at closing.

	Non-GSE Activity	GSE Activity ¹	Total
Short Sale	108,335	42,207	150,542
Deed-in-Lieu	3,140	282	3,422
Total Transactions Completed	111,475	42,489	153,964

¹ Includes GSE activity under the MHA program in addition to the GSE Standard HAFA program implemented in November 2012. GSE Standard HAFA data provided by Fannie Mae and Freddie Mac as of April 2013. Does not include other GSE short sale and deed-in-lieu activity outside the HAFA program. Per the Federal Housing Finance Agency's Foreclosure Prevention Report for the Fourth Quarter of 2012, since 4Q 2008 the GSEs have completed nearly 450,000 short sales and deed-in-lieu of foreclosure actions, which includes their activity under MHA. Please visit www.FHFA.gov for the complete FHFA report.

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	25,291
All Treasury FHA-HAMP Permanent Modifications Started	13,764

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

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HAMP Principal Reduction

Principal reduction may be offered to any non-GSE HAMP modifications, and servicers are required to evaluate the benefit of principal reduction for non-GSE mortgages with a loan-to-value ratio greater than 115% when evaluating a homeowner for a HAMP first lien modification. While servicers are required to evaluate homeowners for principal reduction, they are not required to reduce principal as part of the modification. The MHA Program allows servicers to provide principal reduction on HAMP modifications in two ways: 1) under HAMP Principal Reduction Alternative (PRA), principal is reduced to lower the LTV, the investor is eligible to receive an incentive on the amount of principal reduced, and the reduction vests over a 3-year period and 2) servicers can also offer principal reduction to homeowners on a HAMP modification outside the requirements of HAMP PRA. If they do, the investor receives no incentive payment for the principal reduction and the principal reduction can be recognized immediately.

To encourage investors to consider or expand the use of HAMP PRA, Treasury issued program guidance on February 16, 2012 tripling financial incentives under HAMP PRA for investors who agree to reduce principal for eligible underwater homeowners. The new program guidance applies to all permanent modifications of non-GSE loans under HAMP that include HAMP PRA and have a trial period plan effective date on or after March 1, 2012. HAMP PRA can be a feature of a HAMP trial or permanent modification.

HAMP Principal Reduction Activity

	HAMP Modifications with Earned Principal Reduction Under PRA ¹	HAMP Modifications with Upfront Principal Reduction Outside of PRA	Total HAMP Modifications with Principal Reduction
All Trial Modifications Started	127,919	41,893	169,812
Trials Reported Since March 2013 Report	4,176	1,350	5,526
Active Trial Modifications	15,029	4,152	19,181
All Permanent Modifications Started	102,456	34,478	136,934
Permanent Modifications Reported Since March 2013 Report	3,239	1,065	4,304
Active Permanent Modifications	87,700	30,011	117,711
Median Principal Amount Reduced for Active Permanent Modifications ²	\$73,370	\$56,512	\$67,644
Median Principal Amount Reduced for Active Permanent Modifications (%) ³	32.1%	18.0%	29.5%
Total Outstanding Principal Balance Reduced on Active Permanent Modifications ²	\$8,138,152,198	\$2,048,408,399	\$10,186,560,597

¹ Includes some modifications with additional principal reduction outside of HAMP PRA.

² Under HAMP PRA, principal reduction vests over a 3-year period. The amounts noted reflect the entire amount that may be forgiven.

³ HAMP PRA amount as a percentage of before-modification UPB, excluding capitalization.

Modification Characteristics

While the population of loan modifications with principal reduction is still relatively small, program data indicates that modifications with principal reduction are comprised of more homeowners seriously delinquent at the time of trial start than the overall population of HAMP homeowners. Overall, homeowners receiving permanent loan modifications with principal reduction also have a higher before-modification LTV ratio than those without it.

	All HAMP Modifications ⁴	Total HAMP Modifications with Principal Reduction
Of trials started, delinquency at trial start:		
- At least 60 days delinquent	80%	84%
- Up to 59 days delinquent or current and in imminent default	20%	16%

Top three States by Activity⁵, Percent of Total Activity:

- California	26%	35%
- Florida	12%	15%
- Illinois	5%	5%
Top Three States' Percent of Total	43%	56%

Active Permanent Modifications – Median Loan-to-Value (LTV) ratio:

- Before Modification	119%	152%
- After Modification ⁶	117%	115%

Active Permanent Modifications – Median before Modification Debt-to-Income (DTI) ratio:

- Front-End DTI	45.5%	46.2%
- Back-End DTI	70.3%	60.5%

⁴ Includes HAMP first lien modifications with and without principal reduction.

⁵ Figures reflect active trials and active permanent modifications.

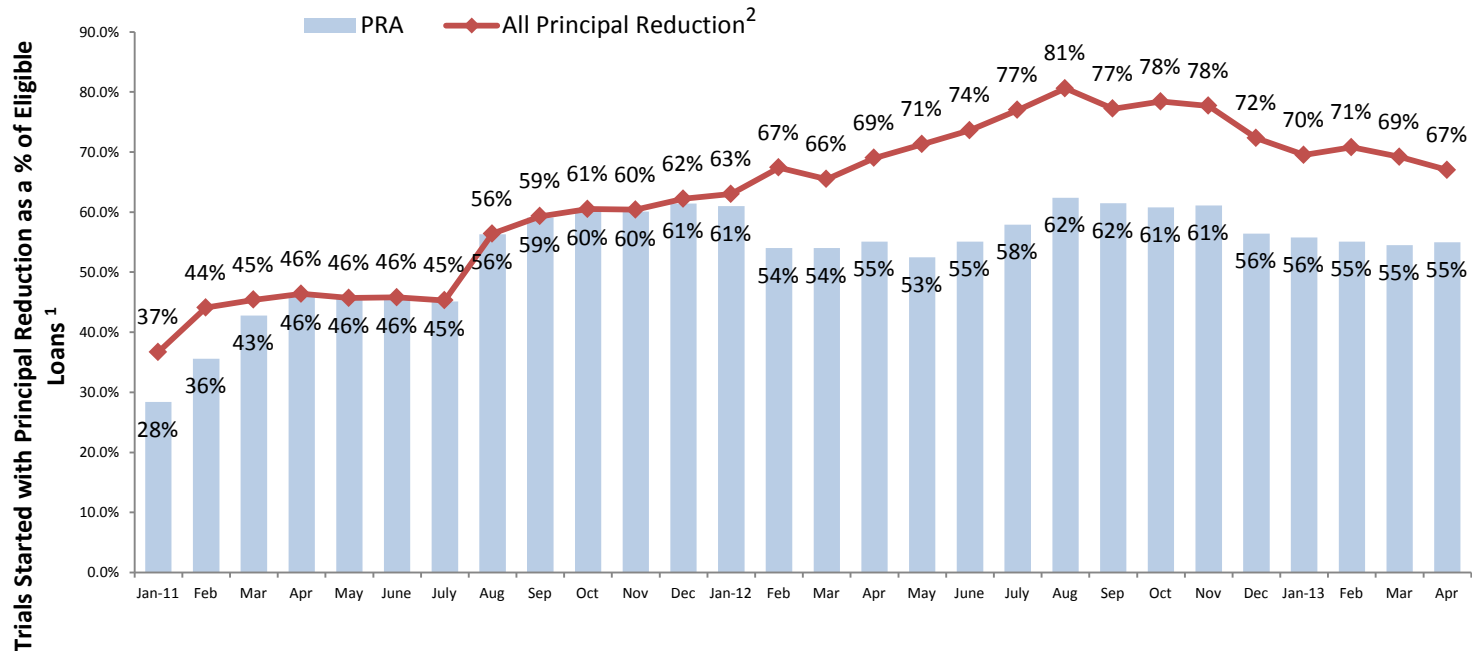
⁶ Because the first step of the standard HAMP waterfall includes the capitalization of accrued interest, out-of-pocket escrow advances to third parties, any escrow advances made to third parties during the trial period plan, and servicing advances that are made for costs and expenses incurred in performing servicing obligations, this can result in an increase in the principal balance after modification. As a result, the loan-to-value ratio can increase in the modification process.

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HAMP Principal Reduction

The terms of the \$25 billion National Mortgage Settlement regarding mortgage servicing deficiencies between the five largest mortgage servicers, the Federal government, and 49 state attorneys general, have caused servicers to increase the use of non-PRA principal reductions. Of non-GSE loans eligible¹ for principal reduction that started a trial in April 2013, 67% included a principal reduction feature. Only 55% offered principal reduction through the HAMP PRA program. The remaining HAMP trial modifications with a principal reduction feature were granted outside the requirements of HAMP PRA, where the investor does not receive a financial incentive for the principal reduction. Principal reductions granted outside of the HAMP PRA program since February 2012 are likely attributable to the National Mortgage Settlement.



¹ Eligible loans include those receiving evaluation under HAMP PRA guidelines plus loans that did not require an evaluation but received principal reduction on their modification.

² All Principal Reduction population consists of trials that have any principal reduction, including those with HAMP PRA.

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Homeowner Benefits and First Lien Modification Characteristics

Aggregate payment savings to homeowners who received HAMP first lien permanent modifications are estimated to total **approximately \$19.7 billion**, program to date, compared with unmodified mortgage obligations. The median monthly savings for homeowners in active permanent first lien modifications is \$546.81, or **39% of the median monthly payment** before modification.

Modification Steps of Active Permanent Modifications

HAMP modifications follow a series of waterfall steps. The modification steps include interest rate adjustment, term extension and principal forbearance.

- Under Tier 1, servicers apply the modification steps in sequence until the homeowner's after modification front-end debt-to-income (DTI) ratio is 31%. The impact of each modification step can vary to achieve the target of 31%.
- Under Tier 2, servicers apply consistent modification terms resulting in the homeowner's post modification DTI falling within an allowable target range.¹

Active permanent modifications reflect the following **modification steps**:

Modification Step	Tier 1	Tier 2
Interest Rate Reduction	96.6%	73.1%
Term Extension	62.1%	82.1%
Principal Forbearance	32.9%	22.0%

¹ Subject to investor restrictions. Effective February 1, 2013, Supplemental Directive 12-09 expands the acceptable DTI range for Tier 2 to 10-55%.

Select Median Characteristics of Active Permanent Modifications

Loan Characteristic	Before Modification	After Modification	Median Decrease
Front-End Debt-to-Income Ratio²			
Tier 1	45.6%	31.0%	-15.0 pct pts
Tier 2	40.6%	30.7%	-8.2 pct pts
Back-End Debt-to-Income Ratio³			
Tier 1	70.4%	52.0%	-15.2 pct pts
Tier 2	55.0%	43.5%	-8.3 pct pts
Median Monthly Housing Payment⁴			
Tier 1	\$1,418.93	\$803.69	(\$548.04)
Tier 2	\$1,269.67	\$849.75	(\$366.97)

² Ratio of housing expenses (principal, interest, taxes, insurance and homeowners association and/or condo fees) to monthly gross income.

³ 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. Homeowners who have a back-end debt-to-income ratio of greater than 55% are required to seek housing counseling under program guidelines.

⁴ Principal and interest payment. Before modification payment is homeowner's current payment at time of evaluation.

Homeowner Characteristics

- Tier 2 provides another modification opportunity for struggling homeowners who did not qualify for Tier 1 or received a Tier 1 trial or permanent modification but lost good standing. Of the Tier 2 trial modifications started:
 - 29% were previously in a Tier 1 trial or permanent modification.
 - 20% were previously evaluated for Tier 1 and did not meet eligibility requirements.

- Of the Tier 2 trial modifications started, **8% were for non owner-occupied properties.**

- The median gross monthly income of homeowners in the program is \$3,837.38.
- The median credit score of homeowners in the program is 575.

- The **primary hardship reasons** for homeowners in active permanent modifications are:
 - 68.1% experienced loss of income (curtailment of income or unemployment)
 - 10.6% reported excessive obligation
 - 3.5% reported an illness of the principal borrower

- Of all HAMP trial modifications started, **80% 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.

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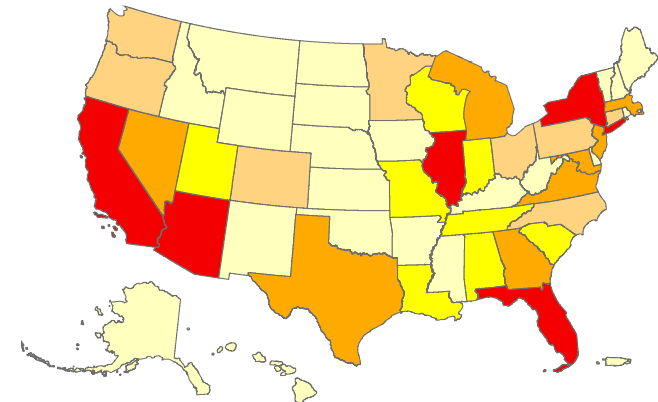
HAMP Activity by State

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	31	409	440	0.0%	MT	68	998	1,066	0.1%
AL	469	4,680	5,149	0.5%	NC	1,383	15,352	16,735	1.8%
AR	195	1,822	2,017	0.2%	ND	6	131	137	0.0%
AZ	1,344	33,833	35,177	3.8%	NE	99	1,139	1,238	0.1%
CA	15,427	226,384	241,811	25.8%	NH	302	3,828	4,130	0.4%
CO	847	12,302	13,149	1.4%	NJ	2,594	27,916	30,510	3.3%
CT	1,055	11,063	12,118	1.3%	NM	311	2,883	3,194	0.3%
DC	104	1,536	1,640	0.2%	NV	1,144	18,997	20,141	2.1%
DE	205	2,549	2,754	0.3%	NY	4,545	43,843	48,388	5.2%
FL	8,430	105,458	113,888	12.1%	OH	1,609	17,965	19,574	2.1%
GA	2,415	30,962	33,377	3.6%	OK	252	1,968	2,220	0.2%
HI	253	3,381	3,634	0.4%	OR	787	9,788	10,575	1.1%
IA	171	2,017	2,188	0.2%	PA	1,887	17,582	19,469	2.1%
ID	213	3,255	3,468	0.4%	RI	308	4,155	4,463	0.5%
IL	3,450	44,874	48,324	5.2%	SC	766	7,721	8,487	0.9%
IN	736	7,991	8,727	0.9%	SD	21	297	318	0.0%
KS	205	2,002	2,207	0.2%	TN	847	8,521	9,368	1.0%
KY	294	3,121	3,415	0.4%	TX	2,414	23,318	25,732	2.7%
LA	481	4,798	5,279	0.6%	UT	424	7,716	8,140	0.9%
MA	1,779	20,742	22,521	2.4%	VA	1,564	20,550	22,114	2.4%
MD	2,355	27,292	29,647	3.2%	VT	93	734	827	0.1%
ME	234	2,386	2,620	0.3%	WA	1,522	18,404	19,926	2.1%
MI	1,461	25,819	27,280	2.9%	WI	709	8,043	8,752	0.9%
MN	746	13,614	14,360	1.5%	WV	83	1,137	1,220	0.1%
MO	738	8,342	9,080	1.0%	WY	32	403	435	0.0%
MS	312	2,891	3,203	0.3%	Other ²	135	3,126	3,261	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

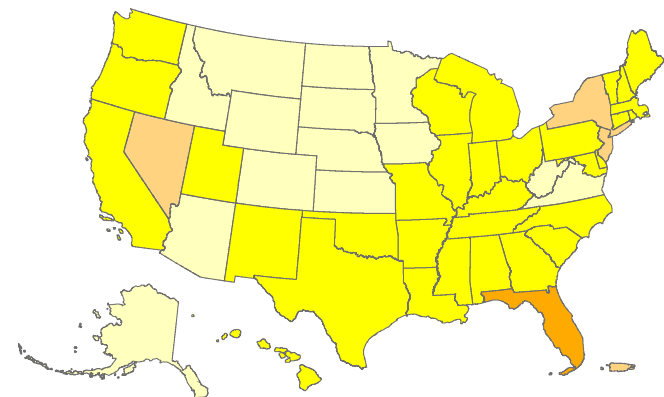


HAMP Modifications

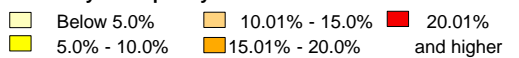


Note: Includes active trial and permanent modifications from the official HAMP system of record.

Mortgage Delinquency Rates by State



60+ Day Delinquency Rate



Source: 1st Quarter 2013 National Delinquency Survey, Mortgage Bankers Association.

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15 Metropolitan Areas With Highest HAMP Activity

Metropolitan Statistical Area	Active Trials	Active Permanent Modifications	Total MSA HAMP Activity ¹	% of U.S. HAMP Activity	Median \$ Payment Reduction	Median % Payment Reduction ²
Los Angeles-Long Beach-Santa Ana, CA	5,451	72,501	77,952	8.3%	\$875.94	41%
New York-Northern New Jersey-Long Island, NY-NJ-PA	5,566	58,180	63,746	6.8%	\$889.71	43%
Miami-Fort Lauderdale-Pompano Beach, FL	3,817	46,565	50,382	5.4%	\$585.97	45%
Chicago-Joliet-Naperville, IL-IN-WI	3,326	43,592	46,918	5.0%	\$571.44	44%
Riverside-San Bernardino-Ontario, CA	2,611	43,502	46,113	4.9%	\$691.21	40%
Washington-Arlington-Alexandria, DC-VA-MD-WV	2,175	29,017	31,192	3.3%	\$697.97	38%
Phoenix-Mesa-Glendale, AZ	971	26,944	27,915	3.0%	\$502.26	41%
Atlanta-Sandy Springs-Marietta, GA	1,856	25,033	26,889	2.9%	\$412.20	40%
San Francisco-Oakland-Fremont, CA	1,469	20,220	21,689	2.3%	\$934.24	40%
San Diego-Carlsbad-San Marcos, CA	1,130	16,573	17,703	1.9%	\$810.71	39%
Las Vegas-Paradise, NV	927	15,498	16,425	1.8%	\$573.00	42%
Orlando-Kissimmee-Sanford, FL	1,060	15,360	16,420	1.8%	\$497.96	42%
Detroit-Warren-Livonia, MI	833	15,554	16,387	1.7%	\$417.85	41%
Boston-Cambridge-Quincy, MA-NH	1,221	14,956	16,177	1.7%	\$683.84	38%
Sacramento-Arden-Arcade-Roseville, CA	925	14,671	15,596	1.7%	\$654.06	39%

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

¹ Total reflects active trials and active permanent modifications.

² Reflects % of the median monthly payment before modification for active permanent modifications.

Making Home Affordable: Summary Results

Program Performance Report Through April 2013

HAMP Modification Activity by Servicer and Investor Type

Servicer	Trial Plan Offers Extended ¹	All HAMP Trials Started ²	All HAMP Permanent Modifications Started ²	Active Trial Modifications ²	Active Trial Modifications Lasting 6 Months or Longer ³	Active Permanent Modifications ²	Total Active Modifications ⁴			
							GSE	Private	Portfolio	Total
Bank of America, N.A.	573,878	329,692	158,652	13,104	6,656	113,524	59,601	55,218	11,809	126,628
CitiMortgage, Inc.	216,379	142,916	69,165	3,263	1,277	52,946	32,874	5,797	17,538	56,209
GMAC Mortgage, LLC ⁵	95,323	67,780	50,410	2,716	86	35,259	16,596	7,157	14,222	37,975
JPMorgan Chase Bank, N.A.	425,876	340,860	196,719	9,917	1,598	147,250	68,512	59,742	28,913	157,167
Ocwen Loan Servicing, LLC ⁵	178,546	221,130	148,177	10,443	1,619	101,667	14,119	96,703	1,288	112,110
OneWest Bank	99,439	67,362	45,221	1,602	55	35,472	15,325	18,684	3,065	37,074
Select Portfolio Servicing	80,133	68,524	39,223	3,136	395	25,918	495	24,965	3,594	29,054
Wells Fargo Bank, N.A.	261,832	293,844	165,141	11,994	2,742	126,729	55,562	24,644	58,517	138,723
Other Servicers	325,311	501,221	317,897	11,680	1,431	231,273	192,613	31,461	18,879	242,953
Total	2,256,717	2,033,329	1,190,605	67,855	15,859	870,038	455,697	324,371	157,825	937,893

1 As reported in the monthly servicer survey of large SPA servicers through April 30, 2013.

2 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. Servicers may enter new trial modifications into the HAMP system of record at any time.

3 These figures include trial modifications that have been converted to permanent modifications, but not reported as such to the HAMP system of record. Per program guidance, servicers recently began processing GSE loan repurchase activity. This process requires reverting the impacted permanent modifications to trials in the HAMP system of record with re-boarding of some of these permanent modifications in subsequent months. Prior to being re-boarded as permanent modifications, these modifications are reported as Active Trials. Many of these loans are 6 months or more beyond their first trial payment due date resulting in their classification as an Aged Trial. As a result, fluctuations over the next few reporting cycles are expected in this population.

4 Total active modifications reflects active trial and active permanent HAMP modifications.

5 Effective February 15, 2013, portions of the assets of GMAC Mortgage, LLC. were acquired by Ocwen Loan Servicing, LLC.. The impact of this acquisition will be reflected in future reports. Effective December 27, 2012, Homeward Residential, Inc. was acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition is reflected in this report.

See Appendix A1 and A2 for additional information on servicer participants in Making Home Affordable programs.

Making Home Affordable: Servicer Results

Program Performance Report Through April 2013

Making Home Affordable Programs by Servicer¹

Servicer	HAMP First Lien Modifications		Principal Reduction Alternative (PRA) ²		Second Lien Modification (2MP)	Home Affordable Foreclosure Alternatives (HAFA) ⁵
	Trials Started ³	Permanent Modifications Started ³	Trials Started ³	Permanent Modifications Started ³	Second Lien Modifications Started ⁴	Transactions Completed
Bank of America, N.A.	329,692	158,652	13,834	11,485	35,400	36,289
CitiMortgage, Inc.	142,916	69,165	2,640	2,114	13,662	814
GMAC Mortgage, LLC ⁶	67,780	50,410	4,284	2,997	4,822	4,677
JPMorgan Chase Bank, N.A.	340,860	196,719	31,122	26,153	32,044	31,996
Ocwen Loan Servicing, LLC ⁶	221,130	148,177	35,902	26,795	N/A	4,915
OneWest Bank	67,362	45,221	6,904	5,984	3,586	4,069
Select Portfolio Servicing	68,524	39,223	2,794	2,495	N/A	3,513
Wells Fargo Bank, N.A.	293,844	165,141	25,197	19,951	16,324	18,049
Other Servicers	501,221	317,897	5,242	4,482	4,884	7,153
Total	2,033,329	1,190,605	127,919	102,456	110,722	111,475

¹ MHA Program Effective Dates:
HAMP First Lien: April 6, 2009
PRA: October 1, 2010
2MP: August 13, 2009
HAFA: April 5, 2010

² While both GSE and non-GSE loans are eligible for HAMP, at the present time due to GSE policy, servicers can only offer PRA on non-GSE modifications under HAMP. Servicer volume can vary based on the investor composition of the servicer's portfolio and respective policy with regards to PRA.

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. Servicers may enter new trial modifications into the HAMP system of record at any time.

⁴ Number of second lien modifications started is net of cancellations, which are primarily due to servicer data corrections.

⁵ 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. Includes Non-GSE activity under the MHA program only. Servicer GSE program data not available.

⁶ Effective February 15, 2013, portions of the assets of GMAC Mortgage, LLC. were acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected in future reports. Effective December 27, 2012, Homeward Residential, Inc. was acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition is reflected in this report.

N/A – Servicer does not participate in the program.

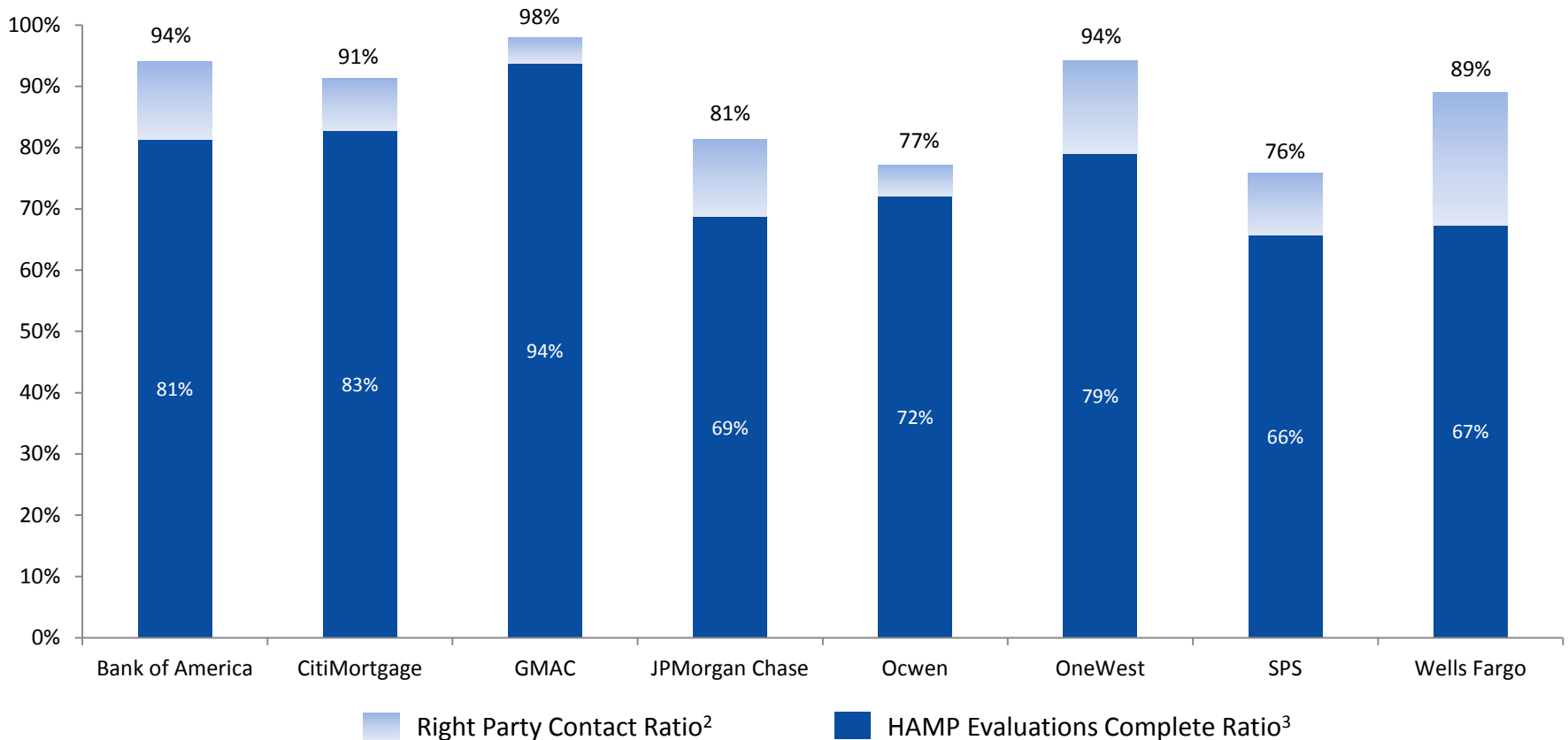
See Appendix A1 and A2 for additional information on servicer participants in Making Home Affordable programs.

Making Home Affordable: Servicer Results

Program Performance Report Through April 2013

Servicer Outreach to 60+ Day Delinquent Homeowners: Cumulative Servicer Results, April 2012 – March 2013

Per program guidance, servicers are directed to establish Right Party Contact (RPC) with homeowners of delinquent HAMP eligible loans¹ and then evaluate the homeowners' eligibility for HAMP. There is a range of performance results across top program servicers with respect to making RPC and completing the evaluations.



¹ Homeowners with HAMP eligible loans, which include conventional loans that were originated on or before Jan. 1, 2009; excludes loans with current unpaid principal balances greater than current conforming loan limits, FHA and VA loans, loans where investor pooling and servicing agreements preclude modification, and manufactured housing loans with title/chattel issues that exclude them from HAMP. Treasury has expanded HAMP's eligibility criteria to include a "Tier 2" evaluation designed to provide help for borrowers with a financial hardship whose debt-to-income ratio is below 31 percent, who have properties occupied by a tenant or who have vacant properties that the borrower intends to rent. Servicers began accepting HAMP Tier 2 modification requests as of 6/1/2012 and are including HAMP Tier 2 eligible loans in the outreach survey data shown here.

² Right Party Contact (RPC) is achieved when a servicer has successfully communicated directly with the homeowner obligated under the mortgage about resolution of their delinquency in accordance with program guidelines. The RPC ratio reflects the share of homeowners with which the servicer has established RPC as a percent of HAMP eligible loans, excluding homeowners where RPC or HAMP evaluation is no longer needed.

³ HAMP evaluations complete ratio reflects the share of homeowners who have been evaluated for HAMP as a percent of HAMP eligible loans, excluding homeowners where RPC or HAMP evaluation is no longer needed. Evaluated homeowners include those offered a trial plan, those that are denied or did not accept a trial plan and homeowners that failed to submit a complete HAMP evaluation package by program-specified timelines.

Making Home Affordable: Servicer Results

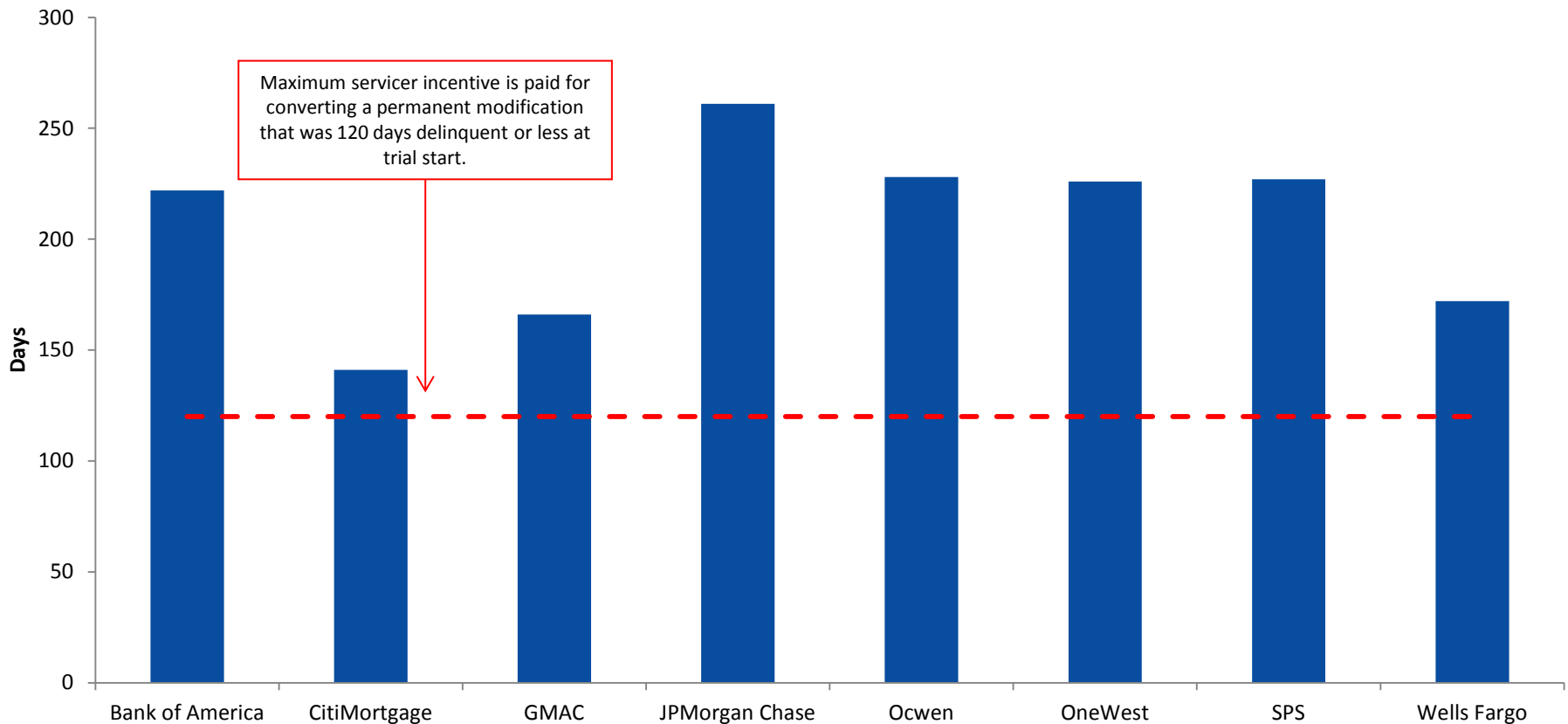
Program Performance Report Through April 2013

Average Homeowner Delinquency at Trial Start¹

Servicers are instructed to follow a series of steps in order to evaluate homeowners for HAMP, including:

- Identifying and soliciting the homeowners in the early stages of delinquency;
- Making reasonable efforts to establish right party contact with the homeowners;
- Gathering required documentation once contact is established in order to evaluate the homeowners for a HAMP trial; and,
- Communicating decisions to the homeowners.

Effective 10/1/11, a new servicer compensation structure exists to encourage servicers to work with struggling homeowners in the early stages of delinquency with the highest incentives paid for permanent modifications completed when the homeowner is 120 days delinquent or less at the trial start.



¹ For all permanent modifications started, the average number of days delinquent as of the trial plan start date. Delinquency is calculated as the number of days between the homeowner's last paid installment before the trial plan and the first payment due date of the trial plan.

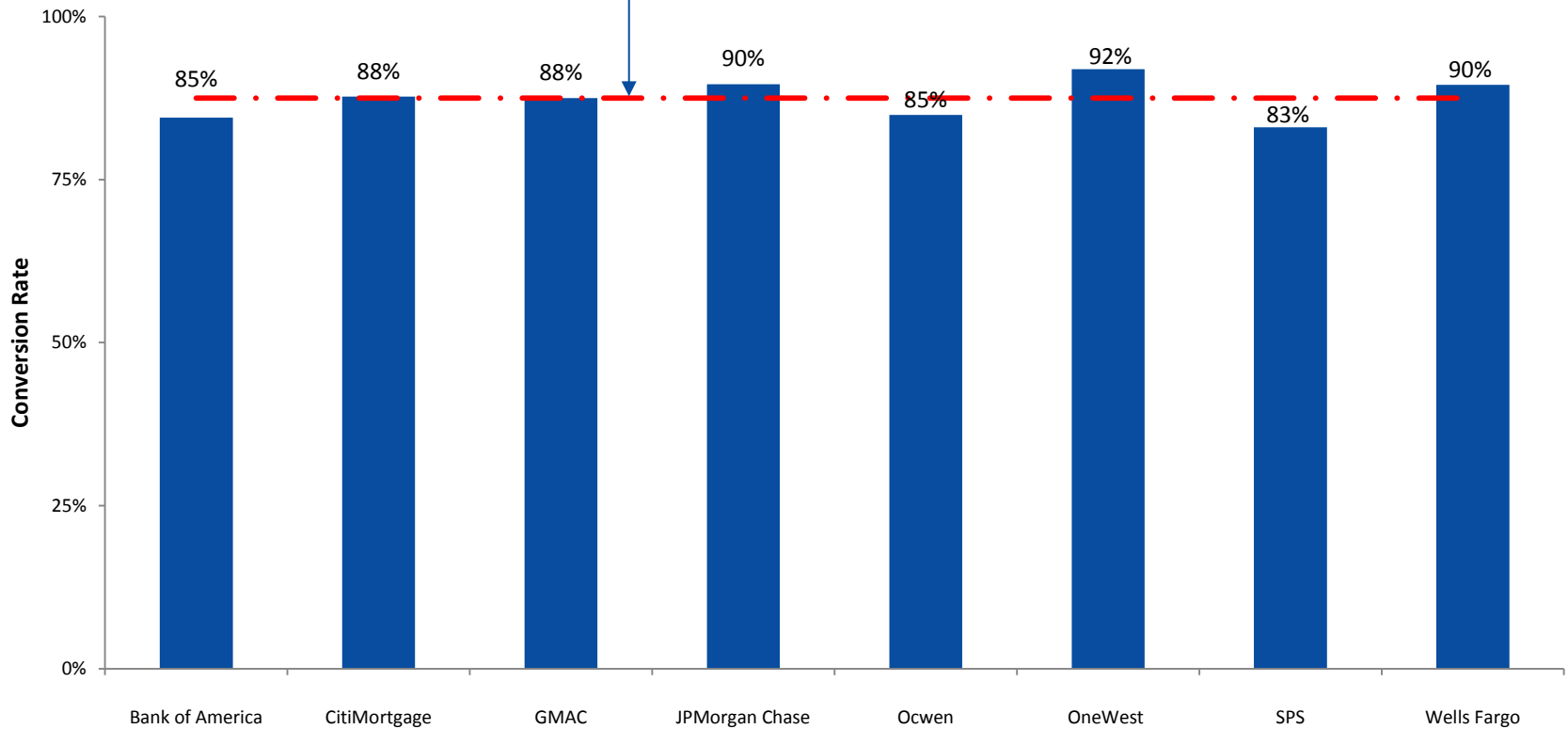
Making Home Affordable: Servicer Results

Program Performance Report Through April 2013

Conversion Rate¹

Per program guidelines, effective June 1, 2010, all trials must be started using verified income documentation. Of eligible trials started on or after June 1, 2010, 88% have converted to permanent modifications with an average trial length of 3.5 months. Prior to June 1, 2010, some servicers initiated trials using stated income information. Of trials started prior to June 1, 2010, 44% have converted to permanent modifications.

Average Of Eligible Trials Started On/After 6/1/10
88% Converted to Permanent Modification
3% Pending Processing or Decision



¹ 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 April 2013

Select Measures of Homeowners' Experience with MHA

Homeowner's HOPE™ Hotline Volume ¹	Program to Date	April	Selected Homeowner Outreach Measures	Program to Date
Total Number of Calls Taken at 1-888-995-HOPE	3,787,284	61,113	Homeowner Outreach Events Hosted Nationally by Treasury and Partners (cumulative)	84
Borrowers Referred for Free Housing Counseling Assistance Through the Homeowner's HOPE™ Hotline ²	2,081,316	32,454	Homeowners Attending Treasury-Sponsored Events (cumulative)	73,454
			Servicer Solicitation of Borrowers (cumulative) ³	9,285,241
			Page views on MakingHomeAffordable.gov (April 2013)	2,442,970
			Page views on MakingHomeAffordable.gov (cumulative)	172,411,291

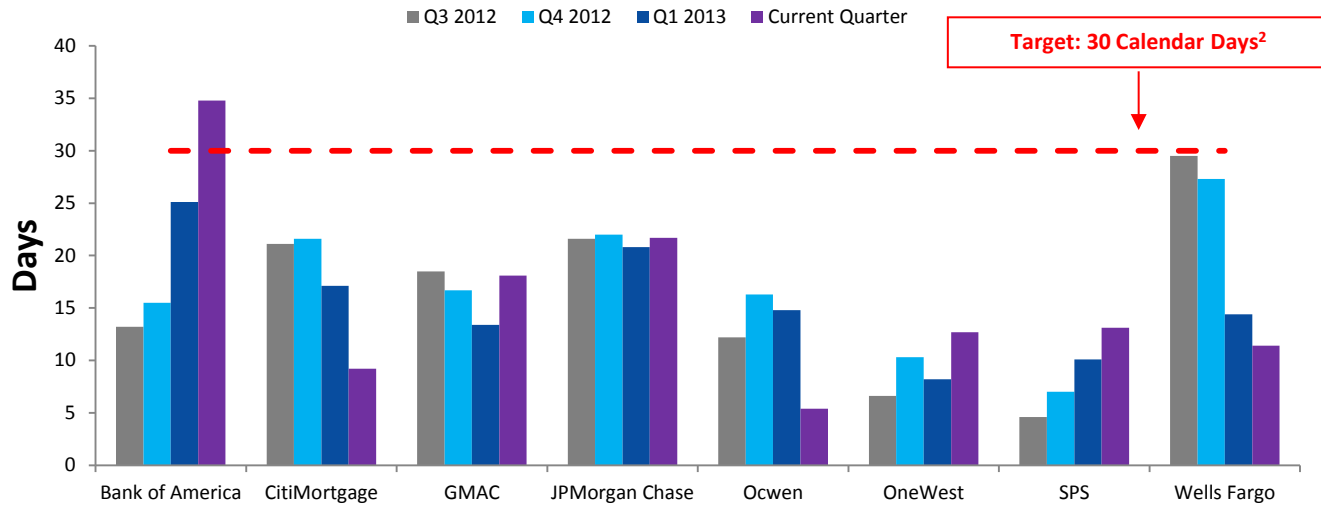
¹Source: Homeowner's HOPE™ Hotline. Numbers reflect calls that resulted in customer records.

²Reflects updates made to include additional call types referred for free housing counseling.

³Source: 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.

Servicer Time to Resolve Non-GSE Escalations: Average Resolution Time by Quarter in Which Escalations were Resolved¹

Servicers are required to resolve borrower inquiries and disputes that are escalated by the MHA Support Centers. Escalated cases include allegations that the servicer did not properly assess the homeowner according to program guidelines, inappropriately denied the homeowner for applicable MHA program(s), or initiated or continued inappropriate foreclosure actions. Effective February 1, 2011, the servicers are directed to review and resolve non-GSE escalated cases within 30 calendar days from receipt of the case by the escalating party. Over the last four quarters, 7 of the 8 largest servicers' non-GSE resolved cases have an average resolution time at or below the 30 day target.



		Bank of America	CitiMortgage	GMAC	JPMorgan Chase	Ocwen	OneWest	SPS	Wells Fargo
Resolved Cases ³	GSE Cases	7,022	1,082	435	2,377	332	573	9	1,865
	Non-GSE Cases	8,856	787	693	3,672	3,433	813	371	3,908
	Total	15,878	1,869	1,128	6,049	3,765	1,386	380	5,773
Active Cases	Total	106	6	0	53	23	14	8	41

¹Non-GSE escalations only; excludes cases escalated to the MHA Support Centers but not yet escalated to servicers. Average resolution time calculation excludes cases referred to servicers prior to February 1, 2011, 'Investor denial' cases referred to servicers between February 1, 2011 and November 1, 2011, cases involving bankruptcy, and cases that did not require servicer actions.

²Target of 30 calendar days includes an estimated 5 days of processing by MHA Support Centers.

³Resolved cases include all escalations resolved on or after February 1, 2011 through April 30, 2013 and exclude those that did not require servicer actions.

Source: MHA Support Centers.

Making Home Affordable: Servicer Results

Program Performance Report Through April 2013

Disposition Path Homeowners in Disqualified HAMP Permanent Modifications Survey Data Through March 2013 (Largest Servicers)

- HAMP guidance requires that a servicer work with a delinquent homeowner in a permanent modification to cure the delinquency.
- In the event the homeowner cannot bring a delinquent HAMP modification current without additional assistance, the servicer is prevented from commencing foreclosure proceedings until the borrower is evaluated for any other loss mitigation action, including other types of modifications or short sales.
- The majority of homeowners who fall out of HAMP receive an alternative to foreclosure, including but not limited to HAMP Tier 2, an unemployment forbearance, assistance through the Hardest Hit Fund, an alternative modification, or a short sale or deed-in-lieu of foreclosure.
- Less than a third of homeowners who have disqualified from HAMP have been referred to foreclosure.

Status of Homeowners Whose HAMP Permanent Modification Disqualified:

Servicer	Action Pending ¹	Action Not Allowed – Bankruptcy in Process	Borrower Became Current	Alternative Modification	Payment Plan ²	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total
Bank of America, N.A.	5,421	2,131	3,886	10,017	2,121	442	7,424	4,834	6,141	42,417
CitiMortgage Inc.	1,754	2,033	1,298	2,411	586	104	1,782	1,115	1,860	12,943
GMAC Mortgage, LLC	2,082	651	1,119	2,126	237	116	2,062	1,957	2,480	12,830
JPMorgan Chase Bank, N.A.	6,155	2,183	3,793	13,183	1,600	221	7,065	8,220	3,492	45,912
Ocwen Loan Servicing, LLC	5,636	1,638	2,311	20,205	4,038	186	921	5,055	1,262	41,252
OneWest Bank	1,010	588	994	1,123	1,017	27	1,315	1,812	1,386	9,272
Select Portfolio Servicing	2,817	567	639	3,303	731	32	1,409	1,359	1,428	12,285
Wells Fargo Bank, N.A.	2,312	2,712	1,042	14,695	1,285	527	3,151	1,838	5,949	33,511
TOTAL	27,187	12,503	15,082	67,063	11,615	1,655	25,129	26,190	23,998	210,422
(These Largest Servicers)	12.9%	5.9%	7.2%	31.9%	5.5%	0.8%	11.9%	12.4%	11.4%	100.0%

Note: Data is as reported by servicers for actions completed through March 31, 2013. This data reflects the status of homeowners as of March 31, 2013; a homeowner's status may change over time. Survey data is not subject to the same data quality checks as data uploaded into the HAMP system of record.

¹ Permanent modifications that have been disqualified, but no further action has yet been taken.

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

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

Making Home Affordable: Servicer Results

Program Performance Report Through April 2013

Disposition Path Homeowners in Canceled HAMP Trial Modifications Survey Data Through March 2013 (Largest Servicers)

Status of Homeowners Whose HAMP Trial Modification Was Canceled:

Servicer	Action Pending ¹	Action Not Allowed – Bankruptcy in Process	Borrower Became Current	Alternative Modification	Payment Plan ²	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total
Bank of America, N.A.	4,968	3,183	10,952	50,187	973	8,410	22,807	10,146	38,972	150,598
CitiMortgage Inc.	2,877	7,033	6,541	23,309	1,483	3,155	6,311	3,228	12,225	66,162
GMAC Mortgage, LLC	212	158	690	6,472	13	851	1,549	1,133	2,630	13,708
JPMorgan Chase Bank, N.A.	3,914	3,214	21,869	36,222	1,396	3,779	16,067	9,903	20,158	116,522
Ocwen Loan Servicing, LLC	2,549	1,936	2,645	27,129	2,770	1,024	1,777	5,922	5,444	51,196
OneWest Bank	682	621	604	6,346	593	209	2,269	3,019	6,069	20,412
Select Portfolio Servicing	2,783	509	1,966	8,408	346	396	2,407	2,062	5,362	24,239
Wells Fargo Bank, N.A.	898	4,652	8,553	44,825	225	11,108	7,750	8,061	29,350	115,422
TOTAL	18,883	21,306	53,820	202,898	7,799	28,932	60,937	43,474	120,210	558,259
(These Largest Servicers)	3.4%	3.8%	9.6%	36.3%	1.4%	5.2%	10.9%	7.8%	21.5%	100%

Note: Data is as reported by servicers for actions completed through March 31, 2013. This data reflects the status of homeowners as of March 31, 2013; a homeowner's status may change over time.

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.

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

See Appendix A1 and A2 for additional information on servicer participants in Making Home Affordable programs.

Making Home Affordable: Servicer Results

Program Performance Report Through April 2013

Disposition Path Homeowners Not Accepted for HAMP Trial Modifications Survey Data Through March 2013 (Largest Servicers)

Status of Homeowners Not Accepted for a HAMP Trial Modification:

Servicer	Action Pending ¹	Action Not Allowed – Bankruptcy in Process	Borrower Became Current	Alternative Modification	Payment Plan ²	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total
Bank of America, N.A.	13,672	10,554	67,369	110,247	4,040	33,051	49,352	28,025	73,299	389,609
CitiMortgage Inc.	8,749	19,967	27,942	45,879	6,450	6,112	20,087	11,414	27,604	174,204
GMAC Mortgage, LLC	5,681	2,887	31,326	48,118	864	15,431	16,928	11,375	20,979	153,589
JPMorgan Chase Bank, N.A.	19,874	16,082	140,132	152,176	8,292	78,908	77,806	44,061	53,858	591,189
Ocwen Loan Servicing, LLC	9,786	6,312	27,297	133,146	11,482	7,467	9,193	18,043	17,301	240,027
OneWest Bank	4,552	3,385	36,201	29,855	5,183	7,171	10,197	11,166	18,223	125,933
Select Portfolio Servicing	9,985	833	6,876	4,958	349	661	3,624	4,421	3,747	35,454
Wells Fargo Bank, N.A.	11,160	12,592	60,392	59,959	1,238	29,126	33,873	26,093	41,144	275,577
TOTAL (These Largest Servicers)	83,459	72,612	397,535	584,338	37,898	177,927	221,060	154,598	256,155	1,985,582
	4.2%	3.7%	20.0%	29.4%	1.9%	9.0%	11.1%	7.8%	12.9%	100.0%

Note: Data is as reported by servicers for actions completed through March 31, 2013. This data reflects the status of homeowners as of March 31, 2013; a homeowner's status may change over time.

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.

Note: Excludes loans removed from servicing portfolios.

See Appendix A1 and A2 for additional information on servicer participants in Making Home Affordable programs.

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 the largest servicers participating in MHA. Not only do 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 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 21 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 may 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 44 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.

1st Quarter 2013 Servicer Assessment Results

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

Improvement Needed	Servicer Name
Substantial	
Moderate	CitiMortgage, Inc. Homeward Residential, Inc. JPMorgan Chase Bank, N.A. Ocwen Loan Servicing, LLC Wells Fargo Bank, N.A.
Minor	Bank of America, N.A. GMAC Mortgage, LLC OneWest Bank Select Portfolio Servicing

For the first quarter of 2013, Bank of America, N.A, GMAC Mortgage, OneWest Bank and Select Portfolio Servicing were determined to need **minor improvement** in their performance under MHA guidelines.

CitiMortgage, Inc. and Ocwen Loan Servicing, LLC were determined to need **moderate improvement** and their compliance results for the first quarter approached the level required for a determination of minor improvement.

Homeward Residential, Inc., JPMorgan Chase Bank, N.A. and Wells Fargo Bank, N.A. were also found to need **moderate improvement**.

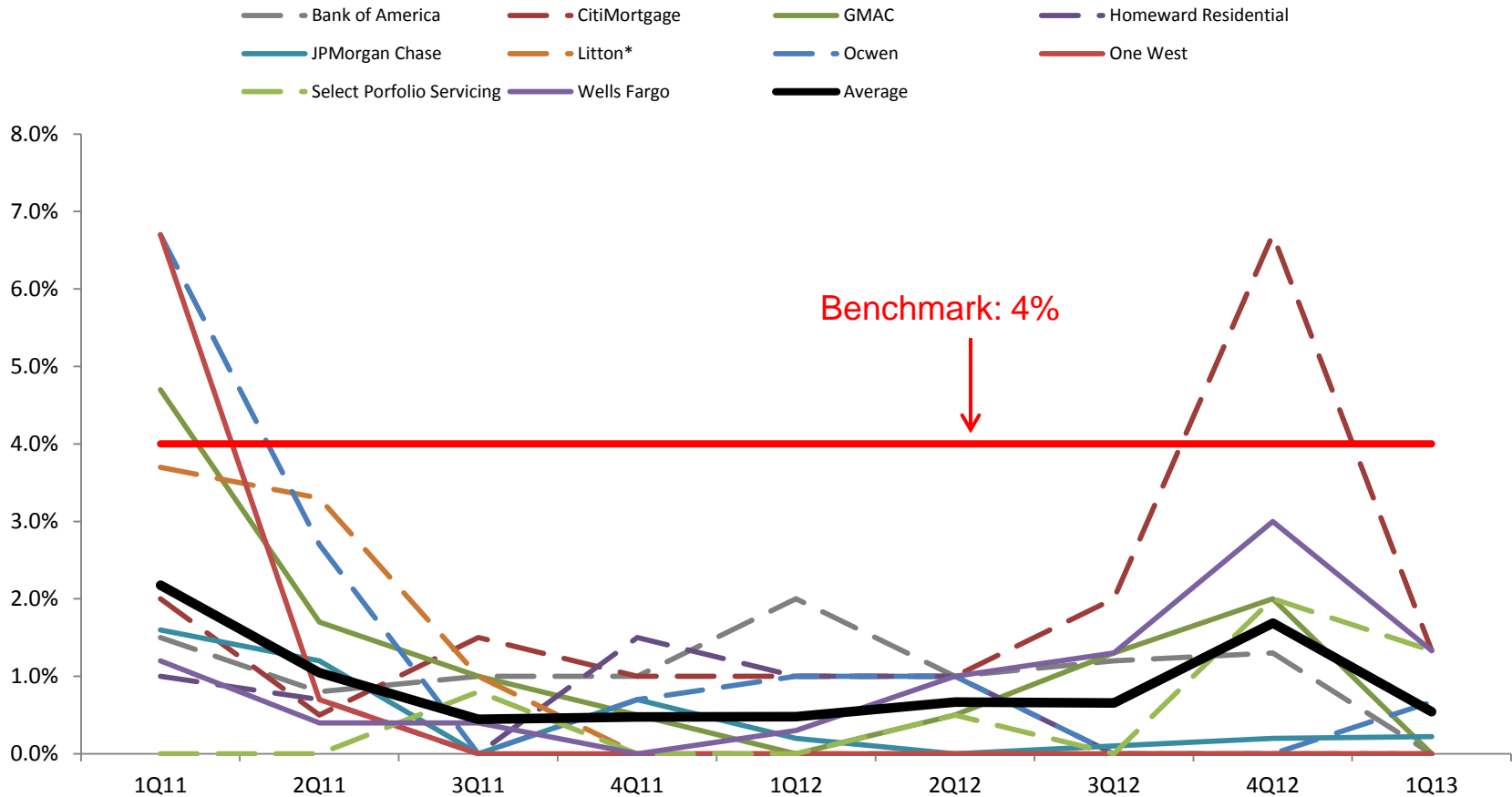
Please refer to the following MHA Servicer Assessment pages for further detail on the First Quarter 2013 servicer assessment results.

MHA Servicer Assessment

Overview

MHA Compliance Results, Loan File Review: Second Look % Disagree, 1st Quarter 2011-1st Quarter 2013

Second Look % Disagree: Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination. Treasury's benchmark is that the second look % disagree must be less than 4%. The first servicer assessment results published by Treasury covered the first quarter of 2011. The chart shows the change in performance from the first published assessments through the most recent assessment.



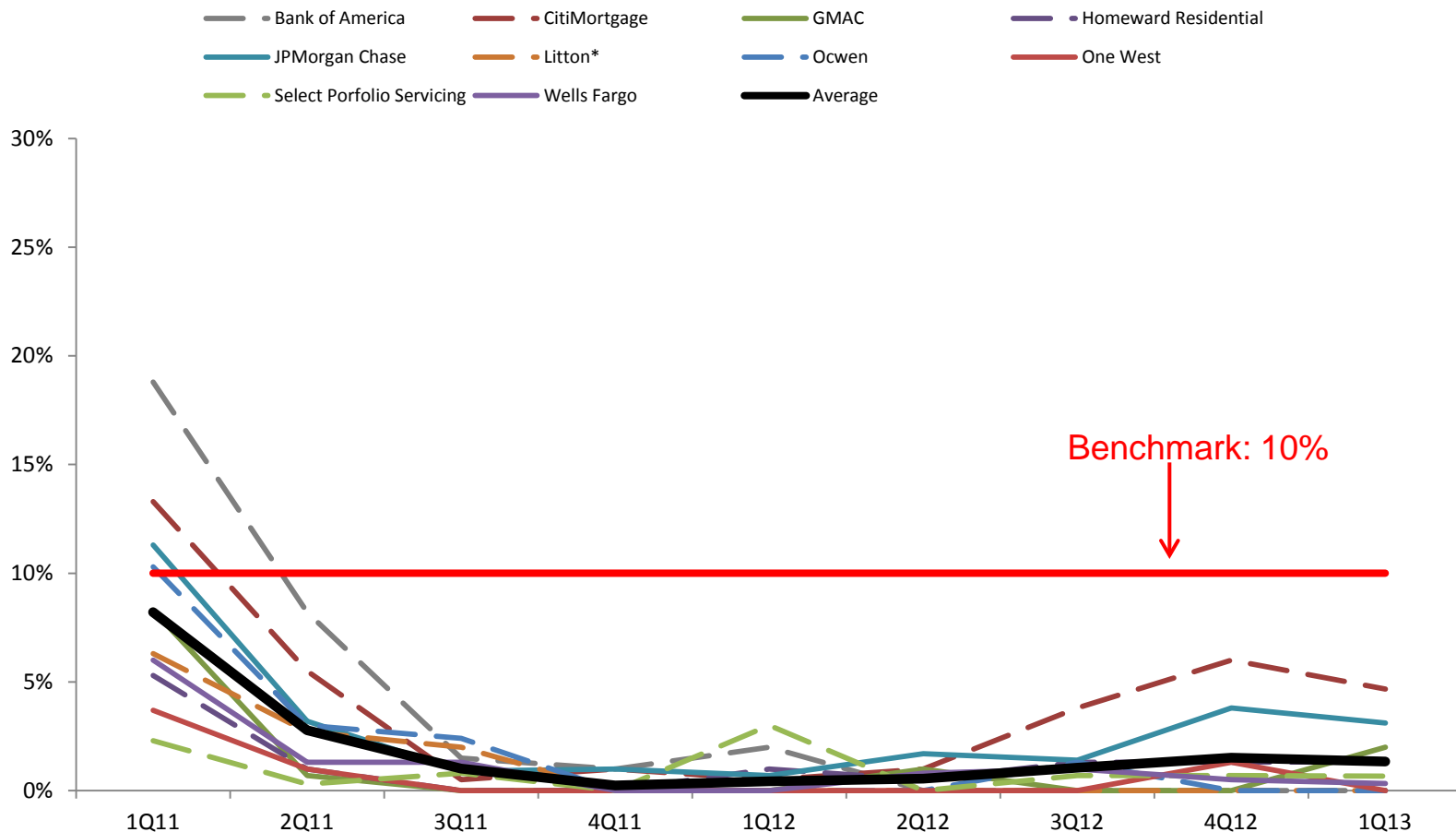
*Effective November 1, 2011 Litton Loan Servicing, LP transferred its loan portfolio to Ocwen Loan Servicing, LLC.

MHA Servicer Assessment

Overview

MHA Compliance Results, Loan File Review: Second Look % Unable to Determine, 1st Quarter 2011-1st Quarter 2013

Second Look % Unable to Determine: Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination. Treasury's benchmark is that the second look % unable to determine must be less than 10%. The first servicer assessment results published by Treasury covered the first quarter of 2011. The chart shows the change in performance from the first published assessments through the most recent assessment.



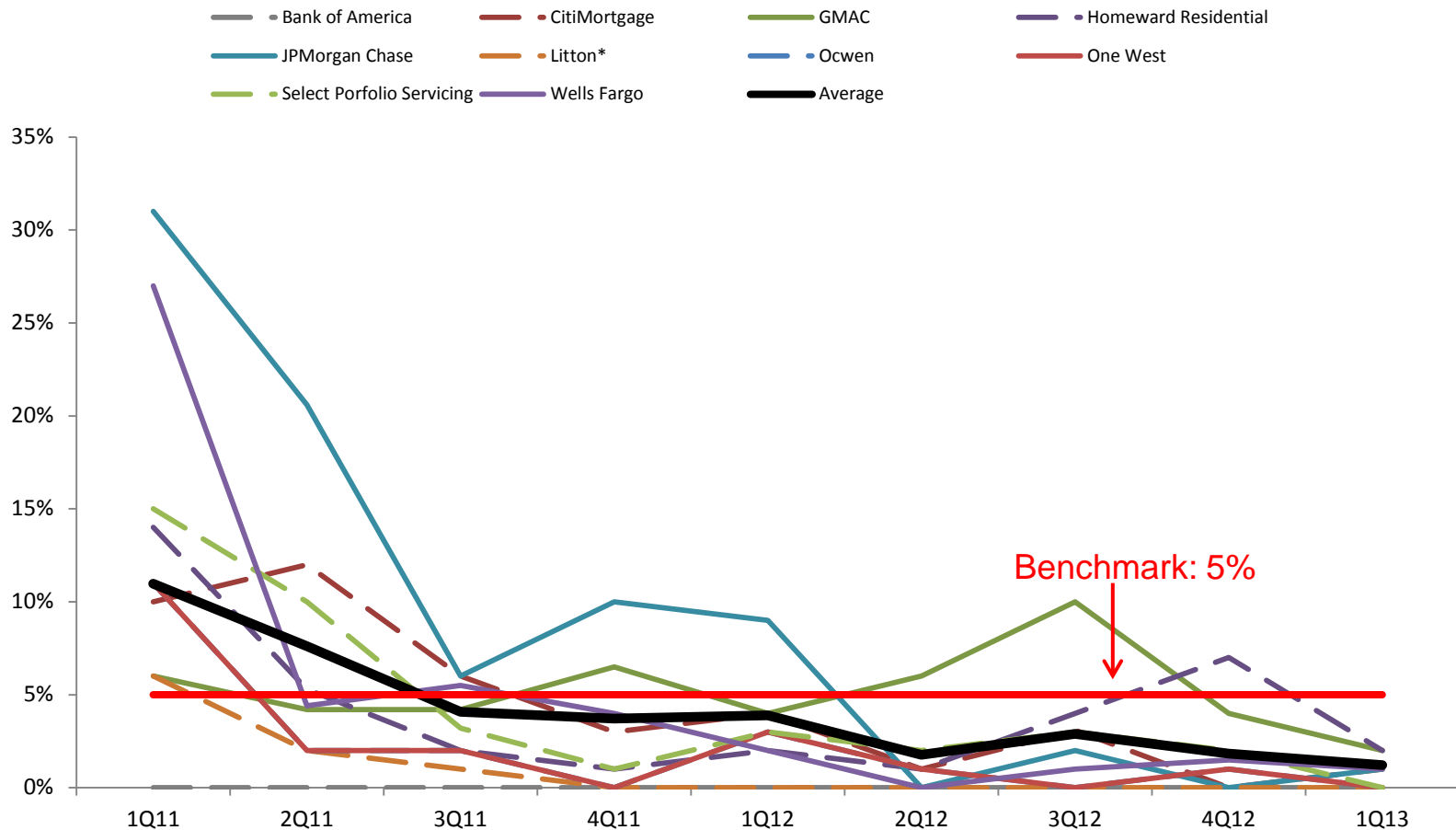
*Effective November 1, 2011 Litton Loan Servicing, LP transferred its loan portfolio to Ocwen Loan Servicing, LLC.

MHA Servicer Assessment

Overview

MHA Compliance Results, Loan File Review: Income Calculation Error %, 1st Quarter 2011-1st Quarter 2013

Income Calculation Error %: Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%. Treasury's benchmark is that the income calculation error % must be less than 5%. Correctly calculating homeowner monthly income is a critical component of evaluating eligibility for MHA, as well as establishing an accurate modification payment. The first servicer assessment results published by Treasury covered the first quarter of 2011. The chart shows the change in performance from the first published assessments through the most recent assessment.



*Effective November 1, 2011 Litton Loan Servicing, LP transferred its loan portfolio to Ocwen Loan Servicing, LLC.

MHA Servicer Assessment

Overview

MHA Compliance Results, Loan File Review: 1st Quarter 2011–1st Quarter 2013

Servicer	Second Look % Disagree ¹									Second Look % Unable to Determine ²									Income Calculation Error Rate ³								
	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013	Q1 2011	Q2 2011	Q3 2011	Q4 2011	Q1 2012	Q2 2012	Q3 2012	Q4 2012	Q1 2013
Bank of America, N.A.	1.5%	0.8%	1.0%	1.0%	2.0%	1.0%	1.2%	1.3%	0.0%	18.8%	8.2%	1.5%	1.0%	1.0%	0.0%	0.0%	0.0%	0.0%	22.0%	13.2%	6.0%	6.0%	5.0%	2.0%	3.0%	1.0%	3.0%
CitiMortgage, Inc.	2.0%	0.5%	1.5%	1.0%	1.0%	1.0%	2.0%	6.7%	1.3%	13.3%	5.5%	0.5%	1.0%	0.5%	1.0%	3.8%	6.0%	4.7%	10.0%	12.0%	6.0%	3.0%	4.0%	1.0%	3.1%	0.0%	1.0%
GMAC Mortgage, LLC	4.7%	1.7%	1.0%	0.5%	0.0%	0.5%	1.3%	2.0%	0.0%	8.3%	0.7%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	2.0%	6.0%	4.2%	4.2%	6.5%	4.0%	6.0%	10.0%	4.0%	2.0%
Homeward Residential, Inc.	1.0%	0.7%	0.0%	1.5%	1.0%	1.0%	0.0%	0.0%	0.0%	5.3%	1.0%	0.0%	0.0%	1.0%	0.5%	1.3%	1.3%	1.3%	14.0%	5.3%	2.0%	1.0%	2.0%	1.0%	4.0%	7.0%	2.0%
JPMorgan Chase Bank, N.A.	1.6%	1.2%	0.0%	0.7%	0.2%	0.0%	0.1%	0.2%	0.2%	11.3%	3.2%	0.9%	1.0%	0.7%	1.7%	1.4%	3.8%	3.1%	31.0%	20.6%	6.0%	10.0%	9.0%	0.0%	2.0%	0.0%	1.0%
Litton Loan Servicing, LP ⁴	3.7%	3.3%	1.0%	N/A	N/A	N/A	N/A	N/A	N/A	6.3%	2.7%	2.0%	N/A	N/A	N/A	N/A	N/A	N/A	6.0%	2.0%	1.0%	N/A	N/A	N/A	N/A	N/A	N/A
Ocwen Loan Servicing, LLC	6.7%	2.7%	0.0%	0.7%	1.0%	1.0%	0.0%	0.0%	0.7%	10.3%	3.0%	2.4%	0.0%	0.0%	0.0%	1.3%	0.0%	0.0%	33.0%	2.0%	2.0%	2.0%	3.0%	3.0%	0.0%	0.0%	1.0%
OneWest Bank	6.7%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	11.0%	2.0%	2.0%	0.0%	3.0%	1.0%	0.0%	1.0%	0.0%
Select Portfolio Servicing	0.0%	0.0%	0.8%	0.0%	0.0%	0.5%	0.0%	2.0%	1.3%	2.3%	0.3%	0.8%	0.0%	3.0%	0.0%	0.7%	0.7%	0.7%	15.0%	10.0%	3.2%	1.0%	3.0%	2.0%	3.0%	2.0%	0.0%
Wells Fargo Bank, N.A.	1.2%	0.4%	0.4%	0.0%	0.3%	1.0%	1.3%	3.0%	1.3%	6.0%	1.3%	1.3%	0.0%	0.0%	0.8%	1.0%	0.5%	0.3%	27.0%	4.4%	5.5%	4.0%	2.0%	0.0%	1.0%	1.5%	1.0%

¹ Second Look % Disagree: Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination.

² Second Look % Unable to Determine: Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination.

³ Income Calculation Error %: Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%.

⁴ Effective November 1, 2011 Litton Loan Servicing, LP transferred its loan portfolio to Ocwen Loan Servicing, LLC.

MHA Servicer Assessment: Bank of America, N.A.

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.

First Quarter 2013

	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%	0.0%	***
		<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%	3.0%	***
		<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%	0.4%	***
		<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

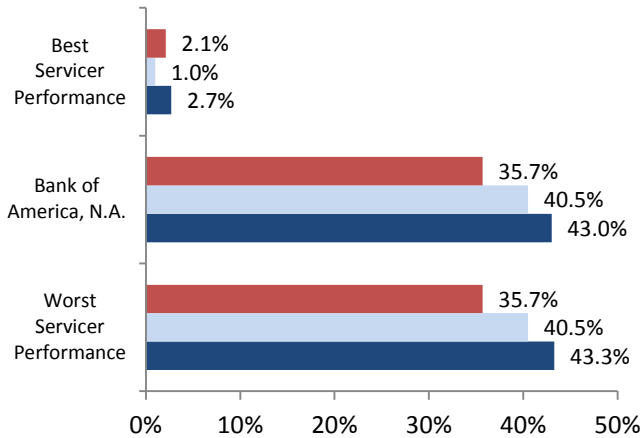
Q1 Results

- ❖ Bank of America, N.A. has areas requiring **minor** improvement.

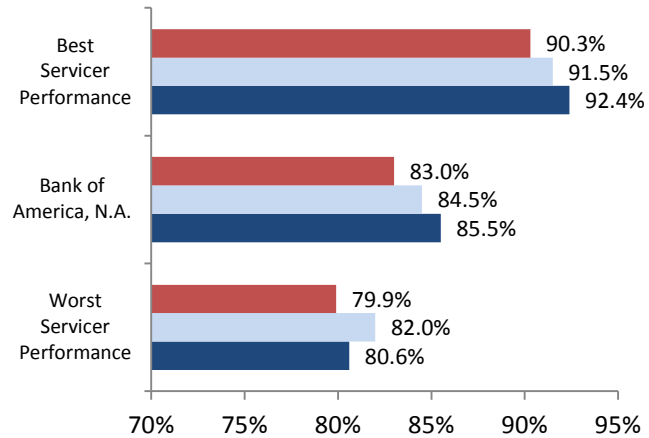
MHA Servicer Assessment: Bank of America, N.A.

Program Results

Aged Trials as a Percentage of Active Trials



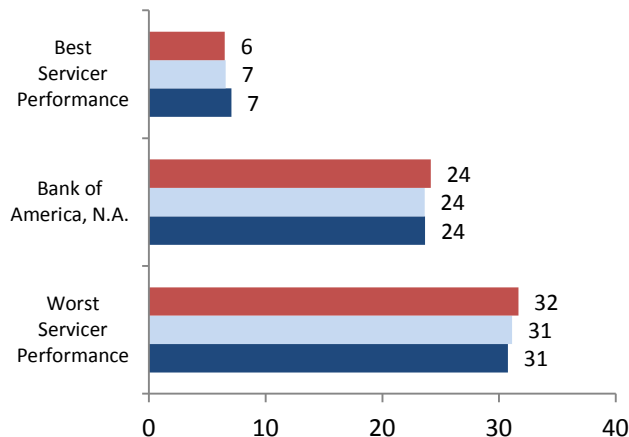
Conversion Rate for Trials Started On or After 6/1/2010



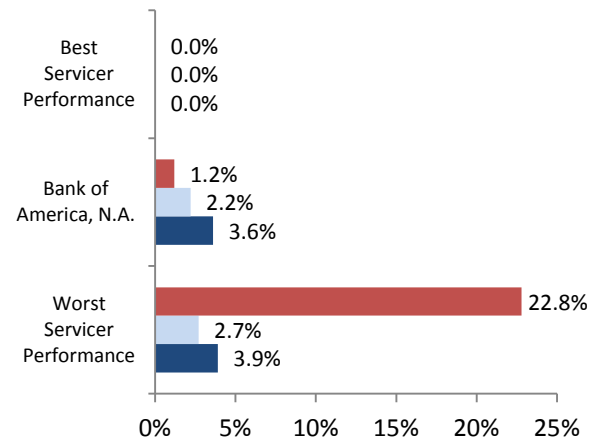
Results as of:

- Sep. 2012
- Dec. 2012
- Mar. 2013

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 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.

First Quarter 2013

	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%	1.3%	***
		<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%	4.7%	***
		<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%	1.0%	***
		<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%	0.5%	***
		<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

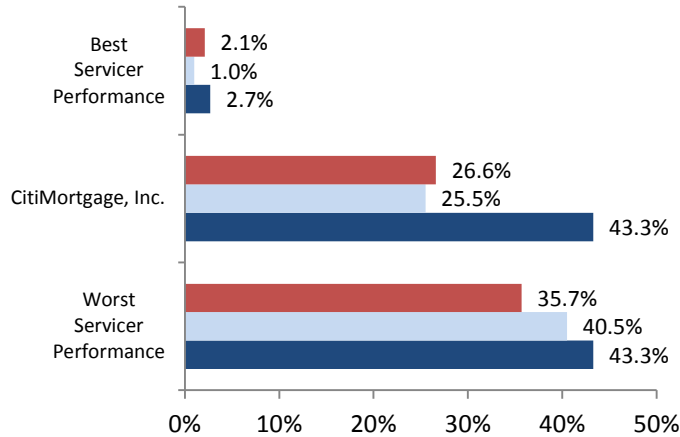
Q1 Results

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

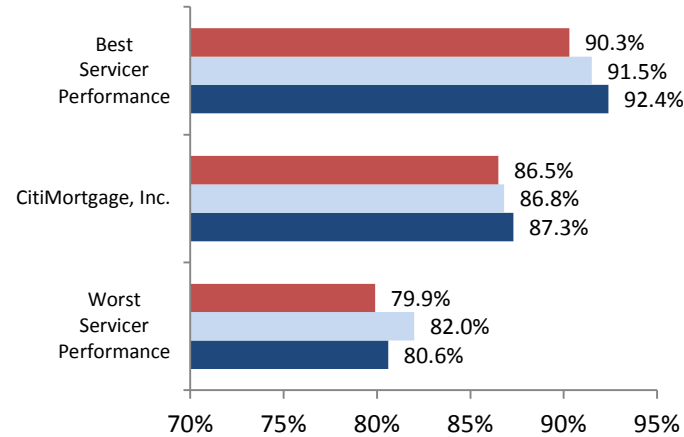
MHA Servicer Assessment: CitiMortgage, Inc.

Program Results

Aged Trials as a Percentage of Active Trials¹



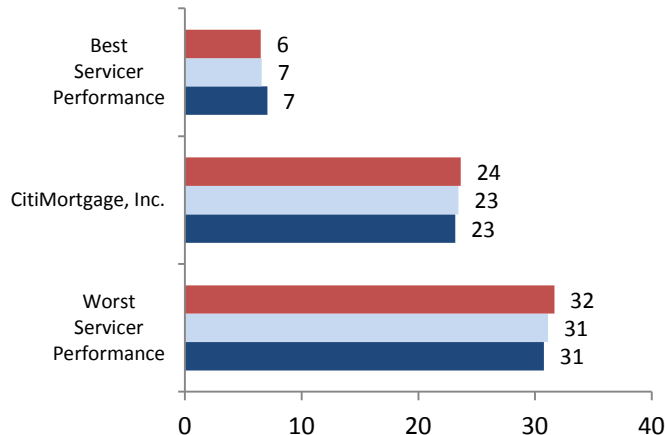
Conversion Rate for Trials Started On or After 6/1/2010



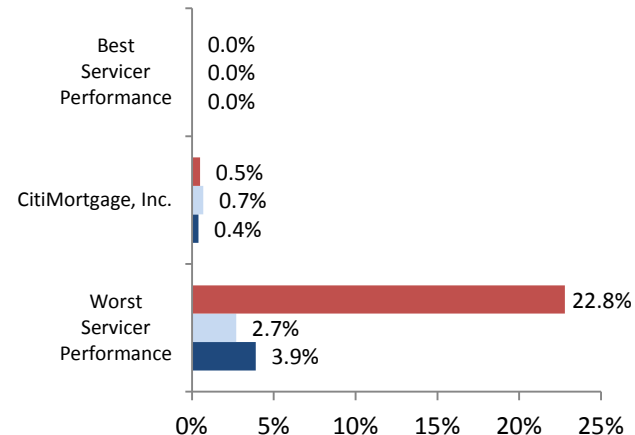
Results as of:



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 servicers for the period. See appendix for descriptions of the metrics.

¹ Per program guidance, CitiMortgage Inc. recently began processing GSE loan repurchase activity. This process requires reverting the impacted permanent modifications to trials in the HAMP system of record with re-boarding of some of these modifications in subsequent months. Prior to being re-boarded as permanent modifications, these modifications are reported as Active Trials. Many of these loans are six months or more beyond their first trial payment due date resulting in their classification as an Aged Trial. Fluctuations over the next few reporting cycles are expected in this population for all servicers as they complete the re-boarding process.

MHA Servicer Assessment: GMAC Mortgage, LLC¹

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.

First Quarter 2013

	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%	2.0%	***
		<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%	2.0%	***
		<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%	1.4%	***
		<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

Q1 Results

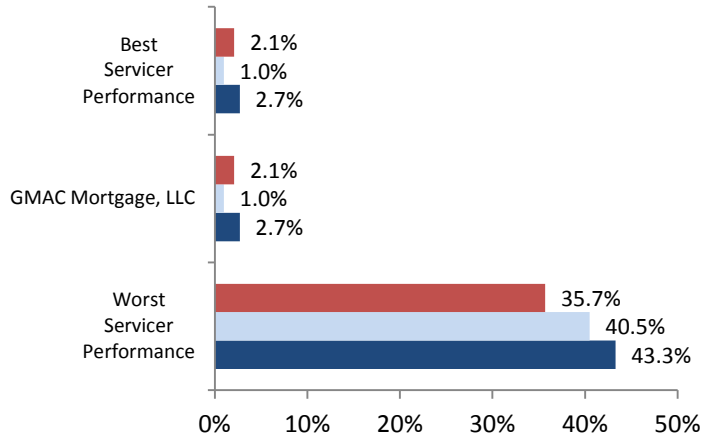
- ❖ GMAC Mortgage, LLC has areas requiring **minor** improvement.

¹ Effective February 15, 2013, portions of the assets of GMAC Mortgage, LLC. were acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected the next quarterly assessment report.

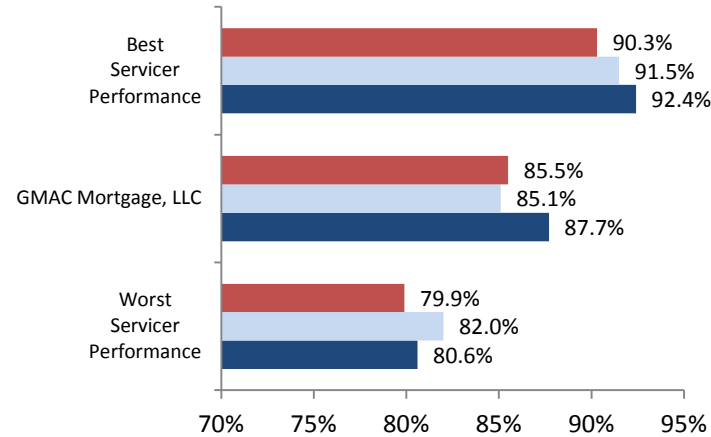
MHA Servicer Assessment: GMAC Mortgage, LLC¹

Program Results

Aged Trials as a Percentage of Active Trials



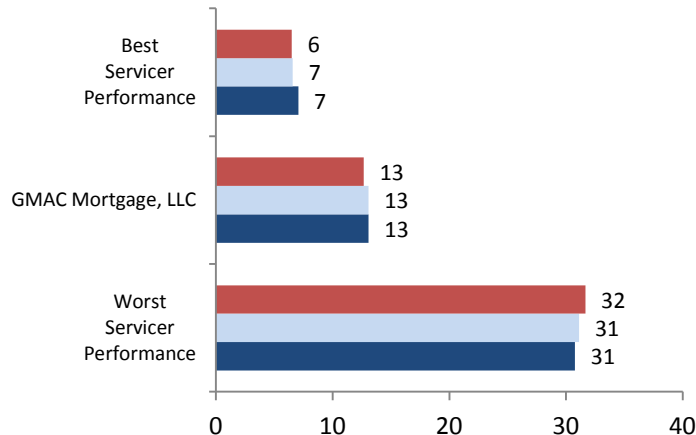
Conversion Rate for Trials Started On or After 6/1/2010



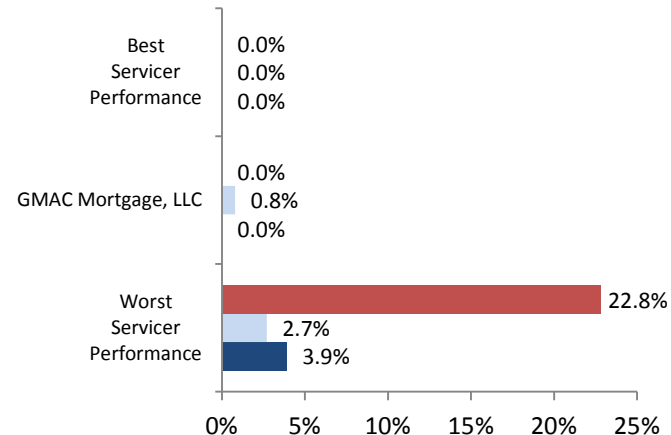
Results as of:



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 servicers for the period. See appendix for descriptions of the metrics.

¹ Effective February 15, 2013, portions of the assets of GMAC Mortgage, LLC. were acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected in the next quarterly assessment report.

MHA Servicer Assessment: Homeward Residential, Inc.¹

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.

First Quarter 2013

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%	1.3%	***
		<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%	2.0%	***
		<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%	0.3%	***
		<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

Q1 Results

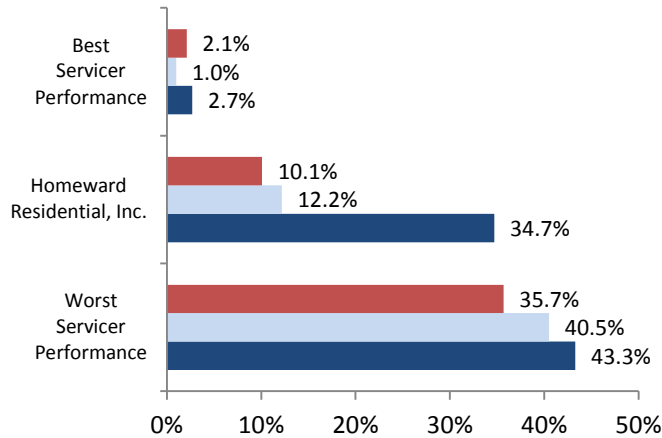
- ❖ Homeward Residential, Inc. has areas requiring **moderate** improvement.
- ❖ After considering all relevant factors, Homeward Residential, Inc. **servicer incentives will not be withheld** at this time.

¹ Effective December 27, 2012, Homeward Residential, Inc. was acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected in the next quarterly assessment report.

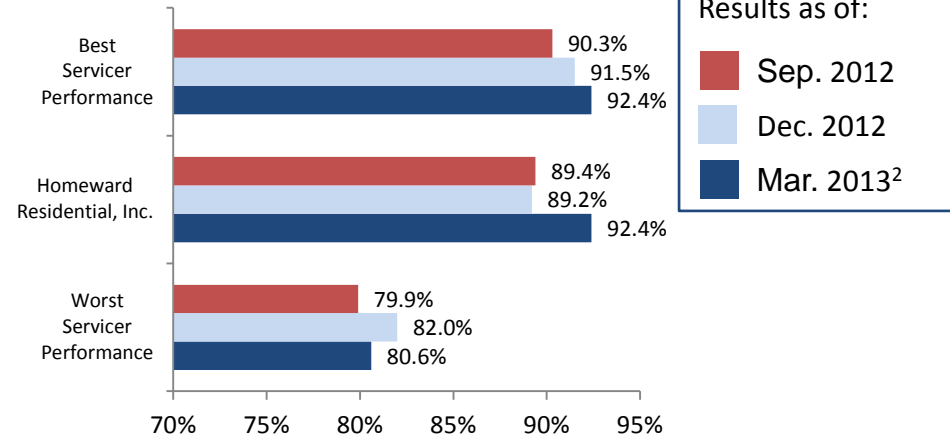
MHA Servicer Assessment: Homeward Residential, Inc.¹

Program Results

Aged Trials as a Percentage of Active Trials



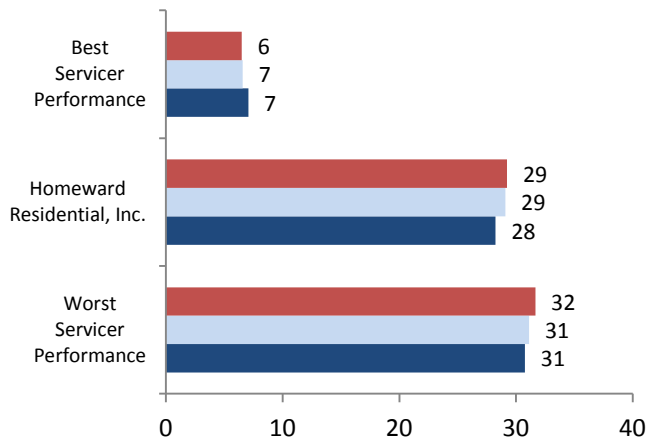
Conversion Rate for Trials Started On or After 6/1/2010



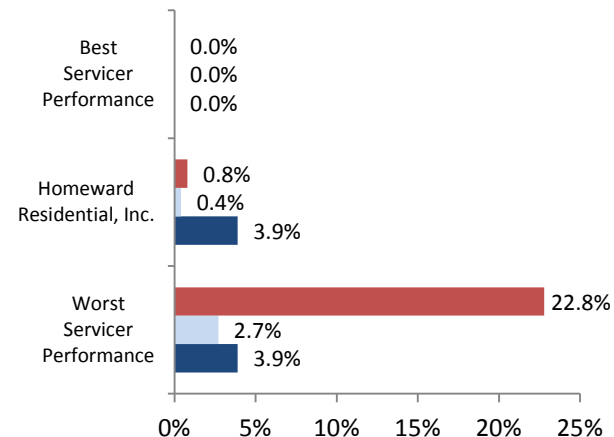
Results as of:

- Sep. 2012
- Dec. 2012
- Mar. 2013²

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 servicers for the period. See appendix for descriptions of the metrics.

¹ Effective December 27, 2012, Homeward Residential, Inc. was acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected in the next quarterly assessment report.

² The metrics for March 2013 reflect the result of the transfer of the majority of the loans in the HAMP system of record from Homeward Residential to Ocwen Loan Servicing.

MHA Servicer Assessment: JPMorgan Chase Bank, N.A.

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.

First Quarter 2013

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%	0.2%	***
		<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%	3.1%	***
		<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%	1.0%	***
		<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%	1.4%	***
		<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

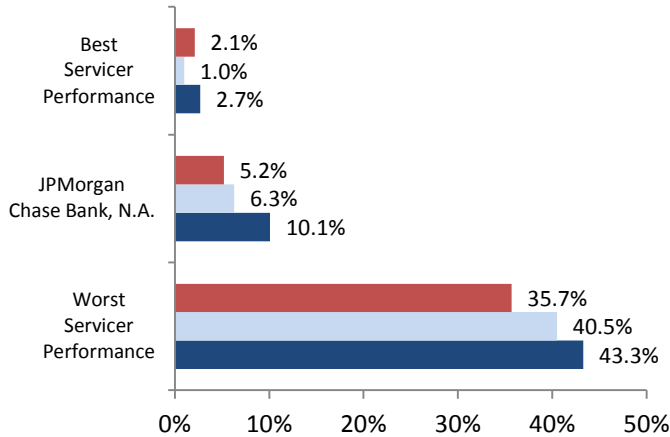
Q1 Results

- ❖ JPMorgan Chase Bank, N.A. has areas requiring **moderate** improvement.
- ❖ After considering all relevant factors, JPMorgan Chase Bank, N.A. **servicer incentives will not be withheld** at this time.

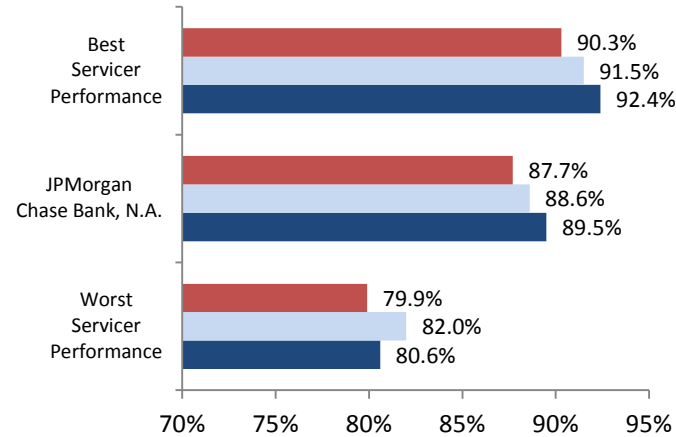
MHA Servicer Assessment: JPMorgan Chase Bank, N.A.

Program Results

Aged Trials as a Percentage of Active Trials



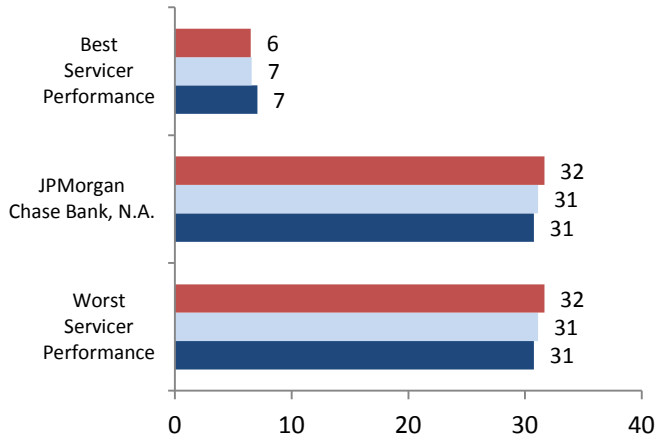
Conversion Rate for Trials Started On or After 6/1/2010



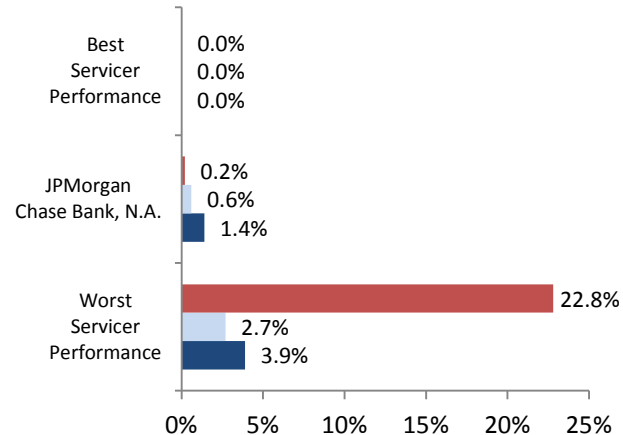
Results as of:

- Sep. 2012
- Dec. 2012
- Mar. 2013

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 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.

First Quarter 2013

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%	0.7%	***
		<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%	0.0%	***
		<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%	1.0%	***
		<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%	0.0%	***
		<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

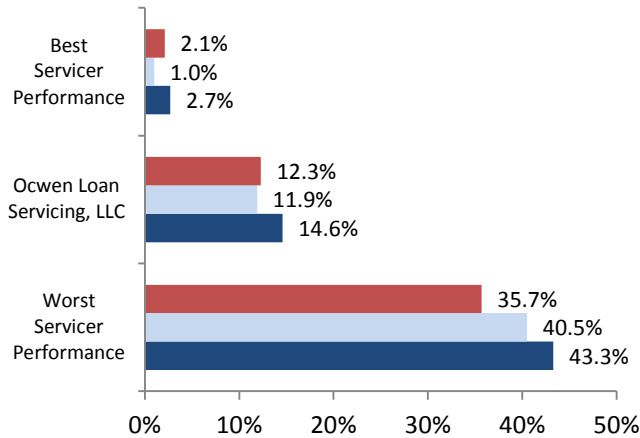
Q1 Results

- ❖ 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.

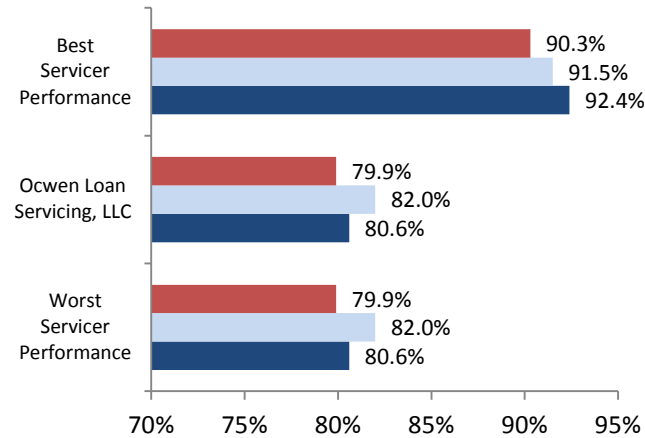
MHA Servicer Assessment: Ocwen Loan Servicing, LLC

Program Results

Aged Trials as a Percentage of Active Trials



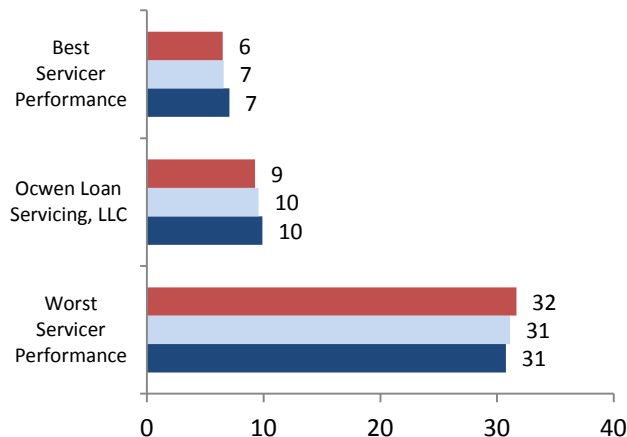
Conversion Rate for Trials Started On or After 6/1/2010



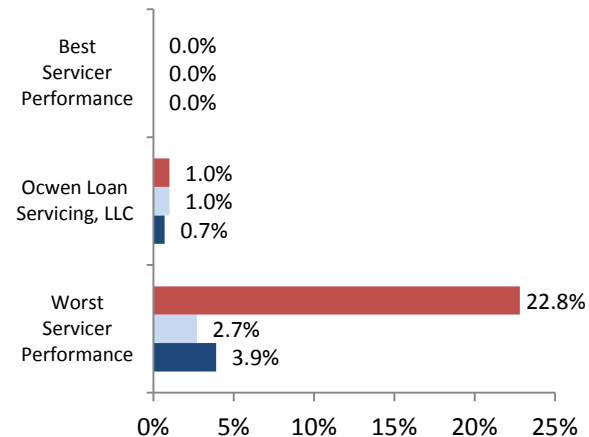
Results as of:

- Sep. 2012
- Dec. 2012
- Mar. 2013

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 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.

First Quarter 2013

	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%	0.0%	***
		<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%	0.0%	***
		<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%	0.0%	***
		<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

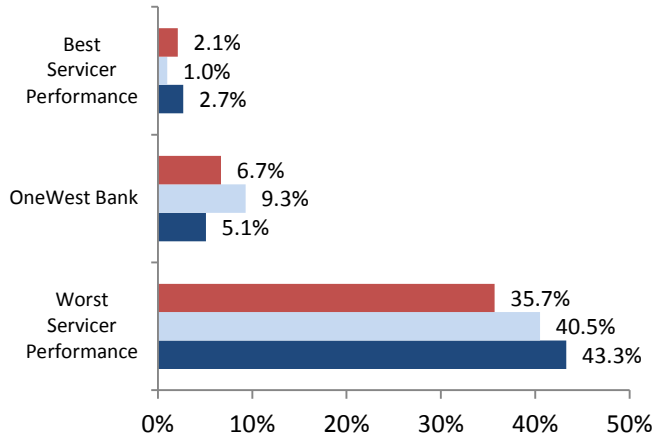
Q1 Results

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

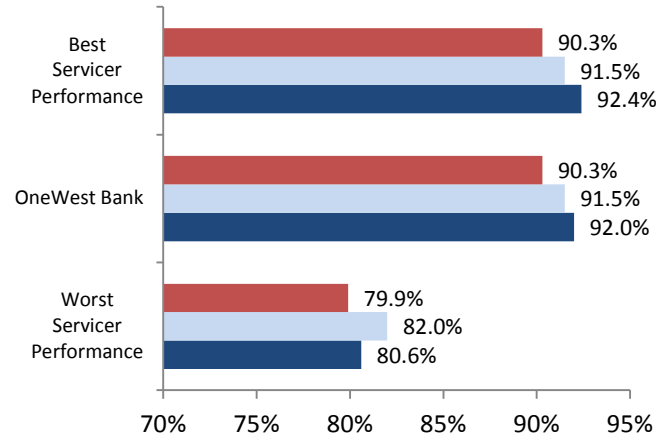
MHA Servicer Assessment: OneWest Bank

Program Results

Aged Trials as a Percentage of Active Trials



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



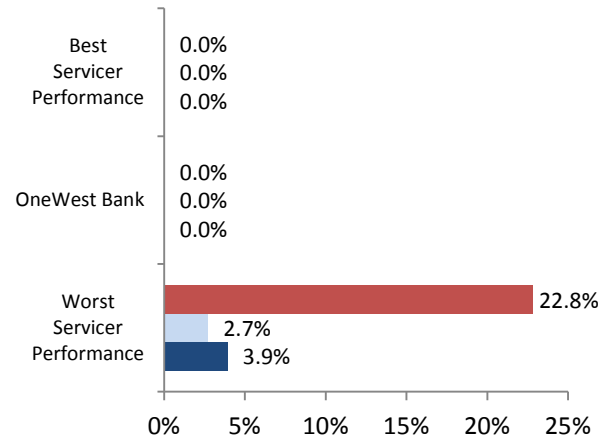
Results as of:

- Sep. 2012
- Dec. 2012
- Mar. 2013

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 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.

First Quarter 2013

	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%	1.3%	***
		<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%	0.7%	***
		<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%	0.0%	***
		<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%	0.0%	***
		<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

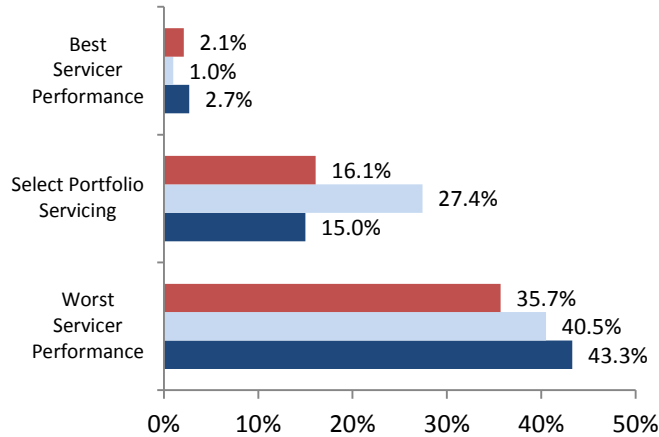
Q1 Results

- ❖ Select Portfolio Servicing has areas requiring **minor** improvement.

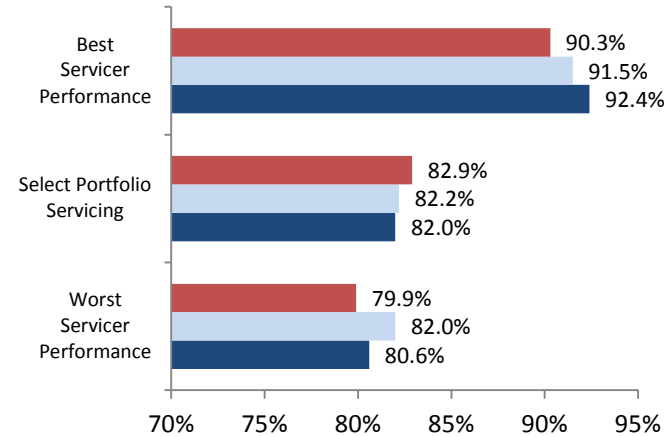
MHA Servicer Assessment: Select Portfolio Servicing

Program Results

Aged Trials as a Percentage of Active Trials



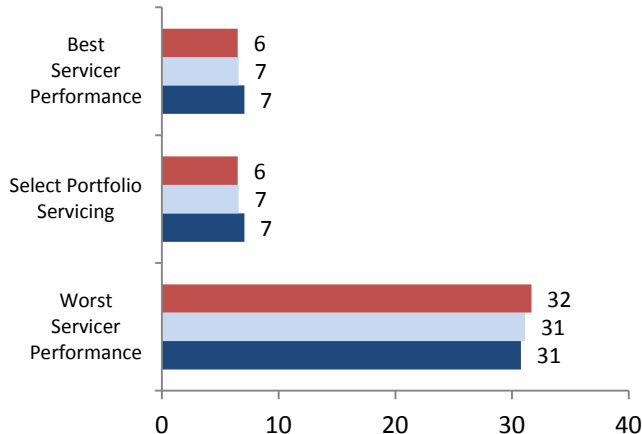
Conversion Rate for Trials Started On or After 6/1/2010



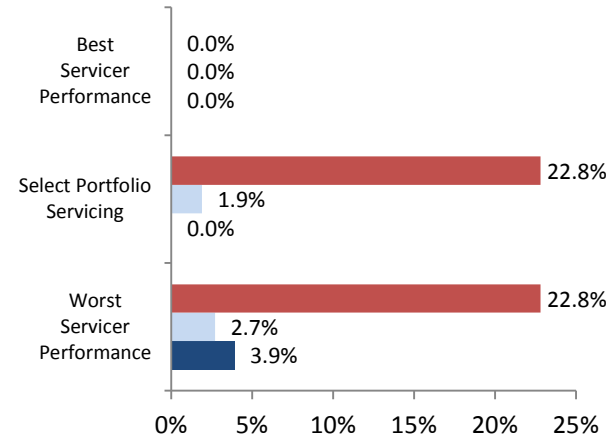
Results as of:

- Sep. 2012¹
- Dec. 2012
- Mar. 2013

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 servicers for the period. See appendix for descriptions of the metrics.

¹Select Portfolio Servicing received transferred loans that impacted its program results. The percent of missing modification status reports for the September 2012 reporting period increased as the result of approximately 5,540 transferred loans. In addition, the transfer of loans resulted in a decrease in the conversion rate and an increase in the aged trials as a percentage of active trials.

MHA Servicer Assessment: Wells Fargo Bank, N.A.

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.

First Quarter 2013

	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%	1.3%	***
		<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%	1.0%	***
		<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%	1.0%	***
		<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

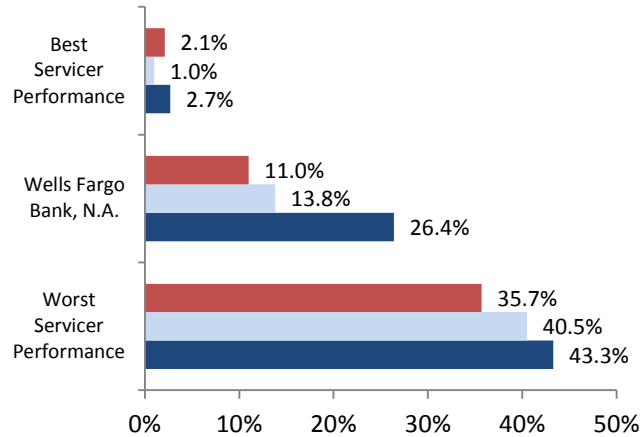
Q1 Results

- ❖ Wells Fargo Bank, N.A. has areas requiring **moderate** improvement.
- ❖ After considering all relevant factors, Wells Fargo Bank, N.A. **servicer incentives will not be withheld** at this time.

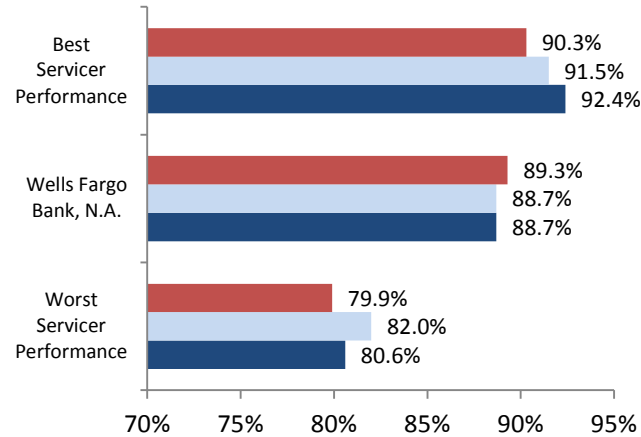
MHA Servicer Assessment: Wells Fargo Bank, N.A.

Program Results

Aged Trials as a Percentage of Active Trials ¹



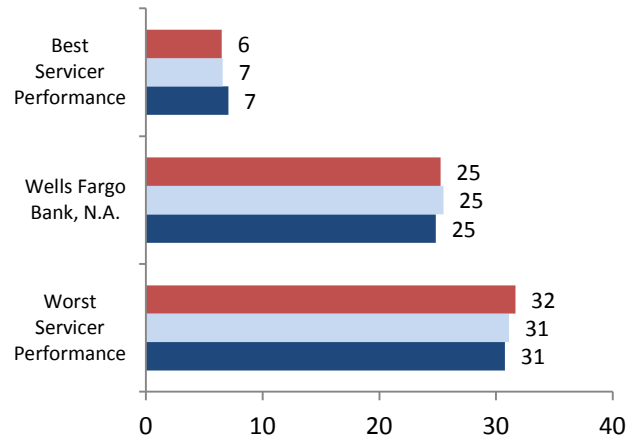
Conversion Rate for Trials Started On or After 6/1/2010



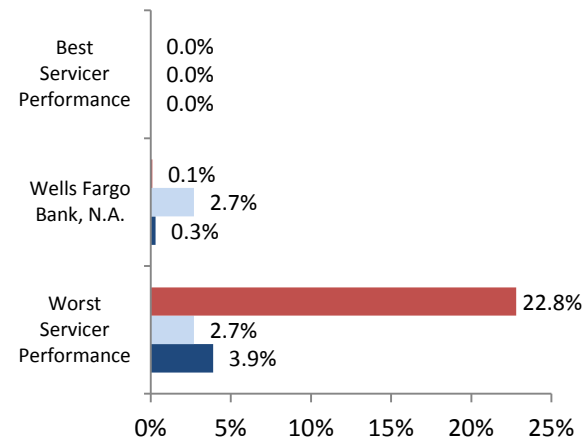
Results as of:



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 servicers for the period. See appendix for descriptions of the metrics.

¹ Per program guidance, Wells Fargo Bank N.A. recently began processing GSE loan repurchase activity. This process requires reverting the impacted permanent modifications to trials in the HAMP system of record with re-boarding of some of these modifications in subsequent months. Prior to being re-boarded as permanent modifications, these modifications are reported as Active Trials. Many of these loans are six months or more beyond their first trial payment due date resulting in their classification as an Aged Trial. Fluctuations over the next few reporting cycles are expected in this population for all servicers as they complete the re-boarding process.

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. However, trial modifications transferred are reflected in the current servicer's population. A servicer's conversion rate can be negatively impacted by the transfer of trial modifications.

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 cumulative metric measures servicer response time for homeowner inquiries escalated to MHA Support Centers. Effective Feb. 1, 2011, a target of 30 calendar days was established for non-GSE escalation cases, including an estimated 5 days processing by the MHA Support Centers. The methodology for calculating average days to respond to escalated cases was updated to only include non-GSE cases escalated on or after 2/1/2011. The figures exclude investor denial cases escalated prior to 11/1/2011. Cases involving bankruptcy and those that did not require servicer actions are not included in the calculation of servicer time to resolve escalations.

% 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.

Treasury revised its Federally Declared Disaster (FDD) guidance, allowing servicers to suspend OMR reporting for loans where the homeowner was impacted by Hurricane Sandy or any other FDD. This guidance may impact missing OMR reporting.

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

Making Home Affordable

Program Performance Report Through April 2013

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.	Great Lakes Credit Union	ORNL Federal Credit Union	Vantium Capital, Inc.
AMS Servicing, LLC	Greater Nevada Mortgage Services	Pathfinder Bank	Vist Financial Corp.
Aurora Loan Services, LLC	Green Tree Servicing LLC	PennyMac Loan Services, LLC	Wealthbridge Mortgage Corp.
Bank of America, N.A. ¹	Hartford Savings Bank	PNC Bank, National Association	Wells Fargo Bank, N.A. ⁶
Bank United	Hillsdale County National Bank	PNC Mortgage ⁵	Yadkin Valley Bank
Bayview Loan Servicing, LLC	HomEq Servicing	Purdue Employees Federal Credit Union	
Carrington Mortgage Services, LLC	Horicon Bank	QLending, Inc.	
CCO Mortgage	IC Federal Credit Union	Quantum Servicing Corporation	
Central Florida Educators Federal Credit Union	Idaho Housing and Finance Association	Residential Credit Solutions	
CitiMortgage, Inc.	iServe Residential Lending LLC	RG Mortgage Corporation	
Citizens 1st National Bank	iServe Servicing Inc.	RoundPoint Mortgage Servicing Corporation	
Community Bank & Trust Company	JPMorgan Chase Bank, N.A. ³	Schools Financial Credit Union	
CUC Mortgage Corporation	Lake City Bank	Select Portfolio Servicing	
DuPage Credit Union	Liberty Bank and Trust Co.	Servis One Inc., dba BSI Financial Services, Inc.	
Fay Servicing, LLC	Los Alamos National Bank	Silver State Schools Credit Union	
Fidelity Homestead Savings Bank	Magna Bank	Specialized Loan Servicing, LLC	
First Bank	Marix Servicing, LLC	Sterling Savings Bank	
First Financial Bank, N.A.	Midland Mortgage Company	Technology Credit Union	
Franklin Credit Management Corporation	Midwest Community Bank	The Golden 1 Credit Union	
Franklin Savings	Mission Federal Credit Union	U.S. Bank National Association	
Glass City Federal Credit Union	Mortgage Center, LLC	United Bank	
GMAC Mortgage, LLC ²	Nationstar Mortgage, LLC	United Bank Mortgage Corporation	
	Navy Federal Credit Union		
	Ocwen Loan Servicing, LLC ⁴		
	OneWest Bank		

¹ Bank of America, N.A. includes all loans previously reported under BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

² Effective February 15, 2013, portions of the assets of GMAC Mortgage, LLC. were acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected in future reports.

³ JPMorgan Chase Bank, N.A. includes all loans previously reported under EMC Mortgage Corporation.

⁴ Ocwen Loan Servicing, LLC includes Litton Loan Servicing LP. Effective December 27, 2012, Homeward Residential, Inc. was acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition is reflected in this report, except for the servicer assessment portion.

⁵ Formerly National City Bank.

⁶ Wells Fargo Bank, N.A. includes all loans previously reported under Wachovia Mortgage, FSB.

Making Home Affordable

Program Performance Report Through April 2013

Appendix A2: Participants in Additional Making Home Affordable Programs

Second Lien Modification Program (2MP)

Bank of America, N.A.¹
Bayview Loan Servicing, LLC
CitiMortgage, Inc.
GMAC Mortgage, LLC²
Green Tree Servicing LLC
iServe Residential Lending, LLC
iServe Servicing, Inc.
JPMorgan Chase Bank, N.A.³
Nationstar Mortgage LLC
OneWest Bank
PennyMac Loan Services, LLC
PNC Bank, National Association
PNC Mortgage⁴
Residential Credit Solutions
Servis One Inc., dba BSI Financial Services, Inc.
Wells Fargo Bank, N.A.⁵

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, N.A.¹
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, LLC²
Green Tree Servicing, LLC
Guaranty Bank
iServe Residential Lending, LLC
iServe Servicing, Inc.
James B. Nutter & Company
JPMorgan Chase Bank, N.A.³
M&T Bank
Marix Servicing, LLC
Marsh Associates, Inc.
Midland Mortgage Company
Nationstar Mortgage, LLC
Ocwen Loan Servicing, LLC⁶
PennyMac Loan Services, LLC
PNC Mortgage⁴
Residential Credit Solutions
Schmidt Mortgage Company
Select Portfolio Servicing
Servis One Inc., dba BSI Financial Services, Inc.
Stockman Bank of Montana
Wells Fargo Bank, N.A.⁵
Weststar Mortgage, Inc.

FHA Second Lien Program (FHA 2LP)

Bank of America, N.A.¹
Bayview Loan Servicing, LLC
CitiMortgage, Inc.
Flagstar Capital Markets Corporation
GMAC Mortgage, LLC²
Green Tree Servicing, LLC

JPMorgan Chase Bank, N.A.³
Nationstar Mortgage LLC
PNC Bank, National Association
PNC Mortgage⁴
Residential Credit Solutions
Select Portfolio Servicing
Wells Fargo Bank, N.A.⁵

Rural Housing Service Modification Program (RD-HAMP)

Banco Popular de Puerto Rico
Bank of America, N.A.¹
Horicon Bank
JPMorgan Chase Bank, N.A.³
Magna Bank
Marix Servicing, LLC
Midland Mortgage Company
Nationstar Mortgage LLC
Wells Fargo Bank, N.A.⁵

¹ Bank of America, N.A. includes all loans previously reported under BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

² Effective February 15, 2013, portions of the assets of GMAC Mortgage, LLC. were acquired by Ocwen Loan Servicing, LLC. The impact of this acquisition will be reflected in future reports.

³ JPMorgan Chase Bank, N.A. includes all loans previously reported under EMC Mortgage Corporation.

⁴ Formerly National City Bank.

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

⁶ Ocwen Loan Servicing, LLC includes Litton Loan Servicing LP.