




MAKING HOME AFFORDABLE

**PROGRAM PERFORMANCE REPORT
THROUGH THE FIRST QUARTER OF 2015**

MHA AT-A-GLANCE

More than 2.3 Million Homeowner Assistance Actions have taken place under Making Home Affordable (MHA) programs

Through March 2015, participating servicers have referred nearly 233,000 homeowners to free financial counseling. Post modification counseling is designed to help the homeowner stay current in the modification by addressing the homeowner’s current overall financial situation, including the financial hardship that caused the homeowner to default on his or her original mortgage loan.

See page 11 for more information.

QUARTERLY PROGRAM VOLUMES FOR THE FIRST QUARTER OF 2015

(Months of January, February and March)

1MP

Q1: **49K**
PTD: **1.8M**

See Page 4

2MP

Q1: **2K**
PTD: **147K**

See Page 12

HAFA

Q1: **16K**
PTD: **357K**

See Page 13

UP

Q1: **.8K**
PTD: **43K**

See Page 13

FIRST QUARTER 2015 SERVICER ASSESSMENT RESULTS

| SERVICER | MINOR IMPROVEMENT NEEDED | MODERATE IMPROVEMENT NEEDED | SUBSTANTIAL IMPROVEMENT NEEDED |
|----------------------------------|--------------------------|-----------------------------|--------------------------------|
| Bank of America, N.A. | ✓ | | |
| CitiMortgage, Inc. | | ✓ | |
| JPMorgan Chase Bank, N.A. | ✓ | | |
| Nationstar Mortgage LLC | | ✓ | |
| Ocwen Loan Servicing, LLC | | ✓ | |
| Select Portfolio Servicing, Inc. | ✓ | | |
| Wells Fargo Bank, N.A. | | ✓ | |

See page 16 for additional information and detailed results for this quarter.

Making Home Affordable

Program Performance Report First Quarter 2015

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Note: For more 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](#). For information and quarterly updates about efforts taken by the Government Sponsored Enterprises (GSEs) beyond their participation in MHA which is not reflected in this report please visit the [Federal Housing Finance Agency's Foreclosure Prevention Report](#). For information on efforts undertaken by the Federal Housing Administration (FHA) please visit [its website](#).

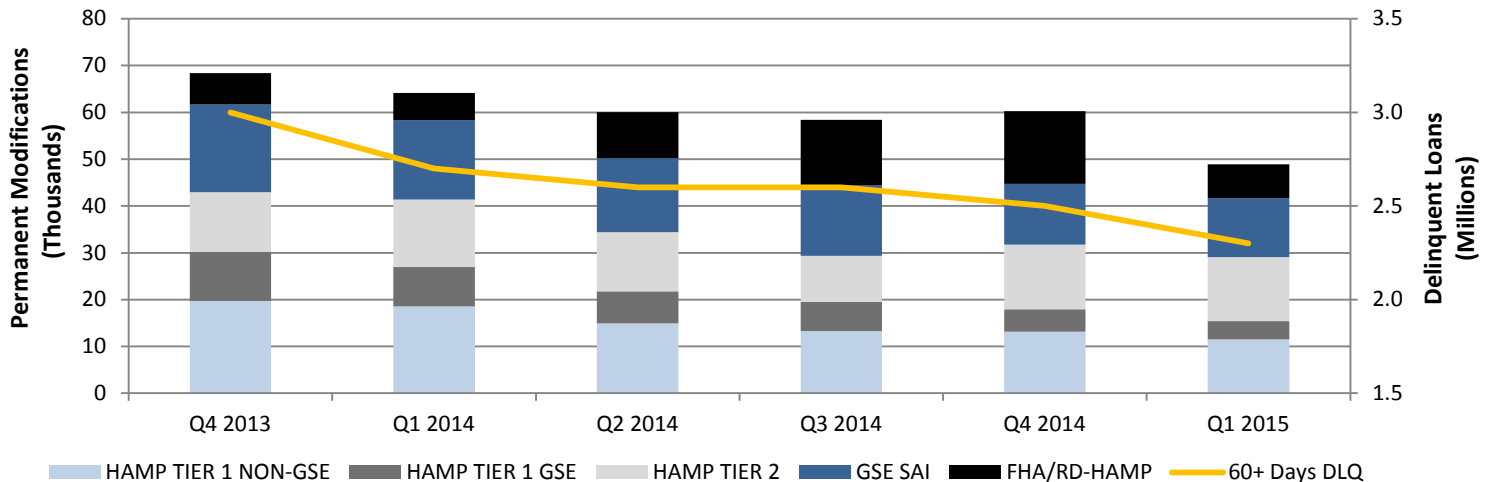
Making Home Affordable

Program Performance Report First Quarter 2015

MHA Program Updates

- Beginning in February of 2015, homeowners became eligible to receive \$10,000 in relocation assistance when they complete a short sale or deed-in-lieu of foreclosure through Treasury's Home Affordable Foreclosure Alternatives® (HAFA) Program.
- For the first quarter of 2015, servicers either sustained or slightly increased performance from the prior quarter, with one servicer moving from the "moderate improvement" category into "minor improvement" category. One servicer earned three stars - the highest rating- for each metric category, but was rated as needing "moderate improvement" due to lack of progress in implementing previously reported improvements identified through regularly scheduled compliance reviews. This quarter's results indicate that some servicers need to continue to focus on income calculation accuracy as well as on appropriate communication with potentially eligible MHA borrowers, as identified in the "second look disagree" testing.

Quarterly Trending of MHA Permanent Modifications Started
& Estimated Number of Loans 60+ Days Delinquent*



*Derived from the Mortgage Bankers Association Quarterly National Delinquency Survey

The following table shows the program-to-date as well as this quarter's activity for the various MHA programs

| | Program-to-Date | Q1 2015 | QoQ % Change |
|--|------------------|---------------|--------------|
| MHA First Lien Permanent Modifications Started | 1,804,468 | 48,896 | -19% |
| HAMP Tier 1 | 1,378,855 | 15,387 | -14% |
| HAMP Tier 2 | 98,702 | 13,714 | -1% |
| GSE Standard Modifications (SAI) | 248,794 | 12,526 | -3% |
| Treasury FHA and RD HAMP | 78,117 | 7,269 | -53% |
| 2MP Modifications Started | 146,925 | 2,251 | -24% |
| HAFA Transactions Completed | 357,388 | 16,234 | -9% |
| UP Forbearance Plans Started | 42,971 | 829 | 24% |
| Cumulative Activity | 2,351,752 | 68,210 | -17% |

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2015

HAMP Summary

| | | |
|-------------------------|--|-----------|
| Trial Modifications | All Trials Started ¹ | 2,312,068 |
| | Tier 1 | 2,184,970 |
| | Tier 2 | 127,098 |
| | Active Trials | 42,629 |
| | Trial Modifications Cancelled Since Verified Income Requirement* | 93,640 |
| Permanent Modifications | All Permanent Modifications Started | 1,477,557 |
| | Permanent Modifications Disqualified (Cumulative)** | 455,964 |
| | Active Permanent Modifications | 974,249 |

* When Treasury launched HAMP in the spring of 2009, the housing crisis was severe. The number of homeowners already in default was high and servicers had not yet built systems to fully implement a national mortgage modification program. In an effort to provide assistance to struggling homeowners as soon as possible, servicers were not required to verify a homeowner's income prior to commencing a trial modification. This resulted in many trials being cancelled if the homeowner could not ultimately provide the requisite documentation. Beginning in June 2010, servicers were required to verify a homeowner's income prior to offering trial modifications, which substantially reduced the number of trial cancellations. Prior to that date, 698,242 trials were cancelled, for a cumulative 791,882 trials cancelled program-to-date.

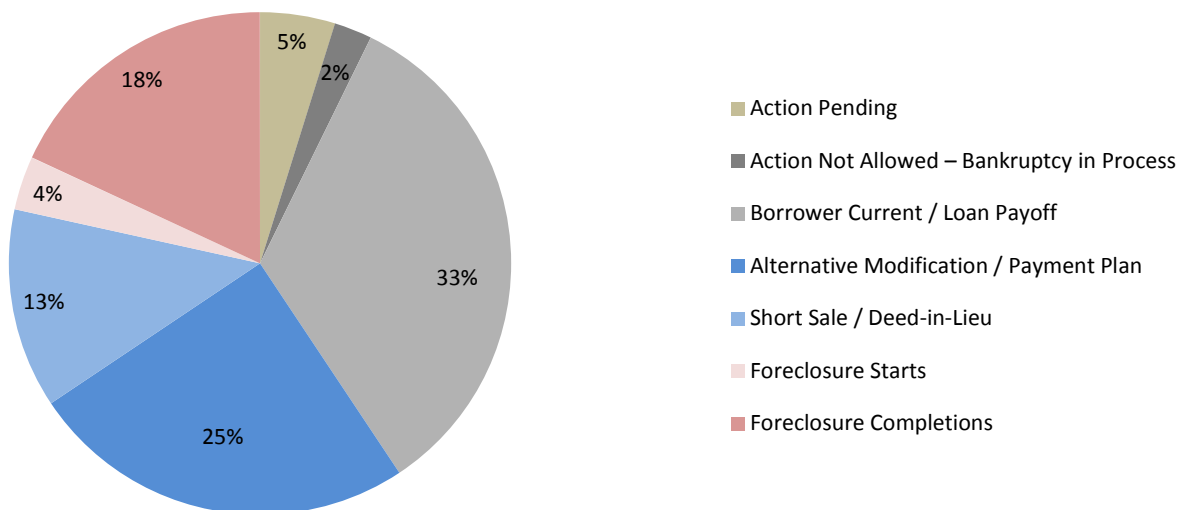
** Does not include 47,088 loans paid off and 256 loans withdrawn.

Outcome for Homeowners Who Do Not Receive a HAMP Modification

While not all homeowners qualify for HAMP, many have found alternative solutions to their delinquency. For homeowners who were not approved for a HAMP trial modification, or for those whose HAMP trial modifications were cancelled:

- 58% received an alternative modification or resolved their delinquency.
- 22% were referred to foreclosure.

Status of Homeowners Not Accepted for a HAMP Trial Modification or Those Whose HAMP Trial Modification was Cancelled



Source: Survey data from large servicers²

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2015

Select HAMP Modification Characteristics

Aggregate payment savings to homeowners who received HAMP first lien permanent modifications are estimated at **approximately \$34.8 billion**, program-to-date, compared with unmodified mortgage obligations.

HAMP modifications follow a series of waterfall steps that include capitalization, interest rate adjustment, term extension, and principal forbearance/forgiveness.

HAMP has two evaluation tiers:

- Under HAMP Tier 1, servicers apply the modification steps in sequence until the homeowner's post-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 HAMP Tier 2, servicers apply the modification steps simultaneously to achieve a post-modification DTI that falls within an allowable range (subject to investor restrictions). HAMP Tier 2 applies to non-GSE mortgages only.

Modification Steps for Permanent Modifications

All permanent modifications reflect some combination of the following modification steps:

| Modification Step | Tier 1 | Tier 2 | All |
|-------------------------|--------|--------|-------|
| Interest Rate Reduction | 95.9% | 72.4% | 94.4% |
| Term Extension | 59.4% | 77.3% | 60.6% |
| Principal Forbearance | 30.6% | 32.1% | 30.7% |

Homeowner Characteristics

| Characteristic | Tier 1 | Tier 2 | All |
|-----------------------------|-----------|-----------|-----------|
| Median Monthly Gross Income | \$3,911 | \$5,085 | \$3,975 |
| Median Credit Score | 565 | 559 | 565 |
| Median Property Value | \$176,800 | \$145,000 | \$175,000 |

Select Median Permanent Modification Characteristics

| Loan Characteristic | Before Modification | After Modification | Median Decrease |
|---------------------------------------|---------------------|--------------------|-----------------|
| Front-End Debt-to-Income Ratio | | | |
| Tier 1 | 43.9% | 31.0% | -13.5 pct pts |
| Tier 2 | 28.0% | 21.0% | -6.4 pct pts |
| All | 43.3% | 31.0% | -12.8 pct pts |
| Back-End Debt-to-Income Ratio | | | |
| Tier 1 | 68.0% | 50.9% | -13.8 pct pts |
| Tier 2 | 43.7% | 36.3% | -6.4 pct pts |
| All | 66.4% | 49.7% | -13.0 pct pts |
| Median Monthly Housing Payment | | | |
| Tier 1 | \$1,389.12 | \$818.42 | (\$501.08) |
| Tier 2 | \$1,050.77 | \$691.76 | (\$326.85) |
| All | \$1,366.34 | \$810.12 | (\$485.38) |

Additional HAMP Tier 2 Characteristics

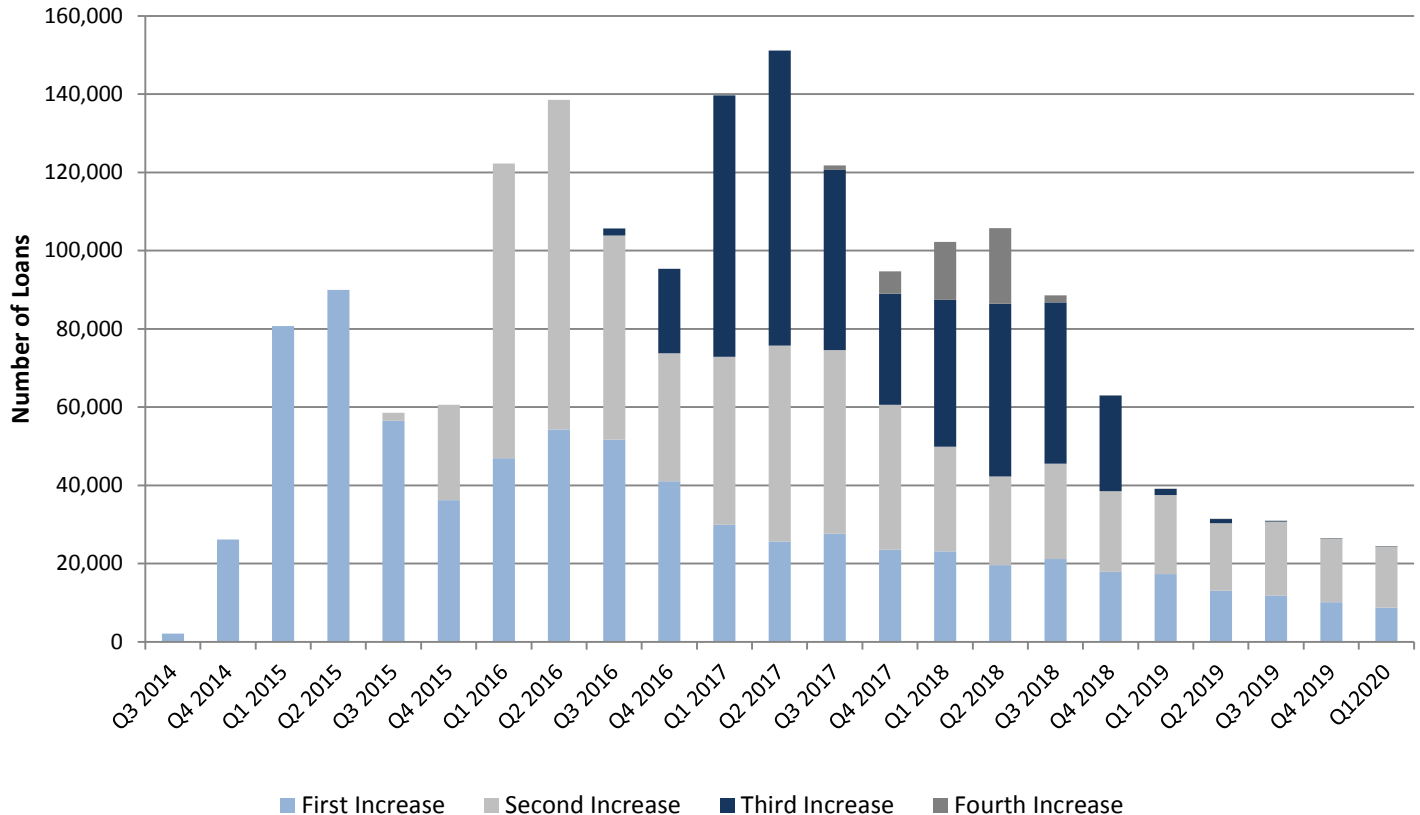
HAMP Tier 2 provides another modification opportunity for struggling homeowners who do not qualify for a HAMP Tier 1 modification, or for those who lose good standing (by missing three payments) on their HAMP Tier 1 modification. Of the HAMP Tier 2 trial modifications started:

- 25% were previously in a HAMP Tier 1 trial or permanent modification.
- 12% were previously evaluated for HAMP Tier 1 and did not meet eligibility requirements.
- 6% were non-owner-occupied properties.

HAMP Tier 1 Payment Adjustment Summary

- The HAMP Tier 1 modification was designed to provide relief to homeowners facing a financial hardship by providing a modification that would reduce their monthly mortgage payment to an affordable level. HAMP Tier 1 has reduced homeowners' first lien mortgage payments by approximately 36% of the median before-modification payment.
- Under HAMP Tier 1, servicers apply a uniform loan modification waterfall to achieve a monthly mortgage payment of 31% DTI: capitalization, principal forgiveness (optional), interest rate reduction, term extension, principal forbearance.
 - The interest rate is reduced in increments to achieve the target 31% DTI with an interest rate floor of 2%.
 - After five years, the interest rate may begin to increase 1% per year (or less) until the Primary Mortgage Market Survey (PMMS) rate at time of modification is reached (PMMS averaged 5.04% in 2009 and 4.17% in 2014), at which time the interest rate will be fixed for the remaining loan term.
- 83% of HAMP Tier 1 homeowners will experience an interest rate increase after five years.
 - The first interest rate increase went into effect in Q3 2014 for the earliest group of HAMP modifications.
 - The majority of HAMP homeowners will experience two to three interest rate increases.
 - Homeowners who received a modification in 2009-2011 are more likely to experience three to four increases than homeowners who received a modification in 2012-2013, most of whom will experience two increases.
 - The median amount of the first monthly payment increase is \$95, and the median monthly payment increase after the final interest rate increase is \$211.

Number of Interest Rate Increases by Quarter*



* As of March 2015. Assumes no re-defaults of active HAMP Tier 1 modifications.

Making Home Affordable: HAMP Program Results

Program Performance Report First Quarter 2015

Performance of HAMP Tier 1 Permanent Modifications

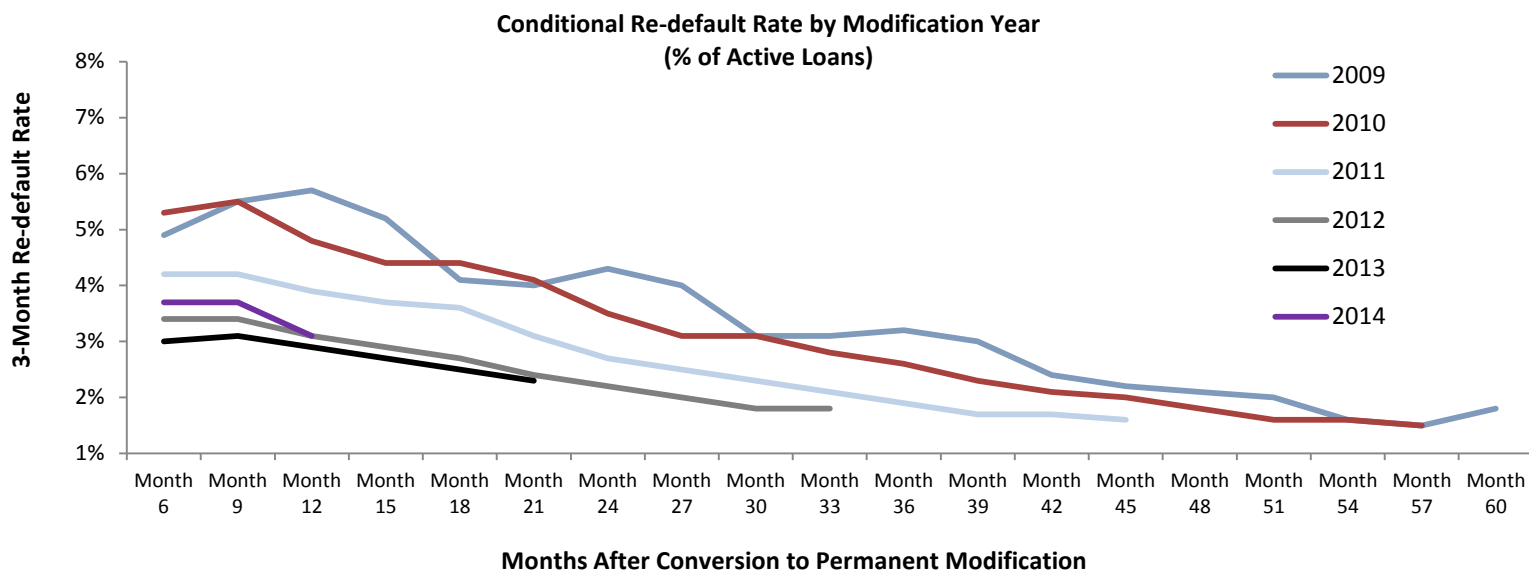
Performance of HAMP modifications has improved over time. For modifications seasoned 24 months, 17.8% of modifications started in 2013 have disqualified, compared to 28.9% of modifications started in 2009. Compared with other non-HAMP modifications, HAMP modifications continue to exhibit lower delinquency and re-default rates than industry modifications, as reported in the [latest report](#) by the Office of the Comptroller of the Currency.

The table below shows the performance of HAMP permanent modifications at various seasoning points for those modifications that have aged to, or past, the number of months noted.

| # Months Post Modification | % of Disqualified Modifications ³ | | | | | | | |
|----------------------------|--|-------|-------|-------|-------|-------|---------|-------|
| | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 | Q1 2015 | ALL |
| 3 | 2.1% | 1.7% | 1.2% | 1.0% | 0.8% | 1.1% | 1.0% | 1.3% |
| 6 | 6.7% | 6.7% | 5.3% | 4.3% | 3.8% | 4.6% | | 5.5% |
| 12 | 16.3% | 15.6% | 12.7% | 10.3% | 9.4% | 10.4% | | 13.2% |
| 18 | 22.9% | 22.7% | 18.9% | 15.3% | 14.0% | | | 19.6% |
| 24 | 28.9% | 28.0% | 23.7% | 19.1% | 17.8% | | | 24.9% |
| 30 | 33.4% | 32.6% | 27.3% | 22.4% | | | | 29.5% |
| 36 | 37.6% | 36.6% | 30.0% | 26.0% | | | | 33.7% |
| 42 | 41.1% | 39.3% | 33.0% | | | | | 37.3% |
| 48 | 43.6% | 41.6% | 36.4% | | | | | 40.9% |
| 54 | 46.0% | 43.8% | | | | | | 44.1% |
| 60 | 48.0% | 47.5% | | | | | | 47.6% |

See Appendix 6 for additional information on HAMP Tier 1 performance by vintage.

The longer homeowners remain in HAMP without defaulting, the less likely they are to default on their mortgage in the future. For example, the percent of loans active in month 12 that disqualified by month 15 is lower than the percent of loans active in month six that disqualified by month nine.

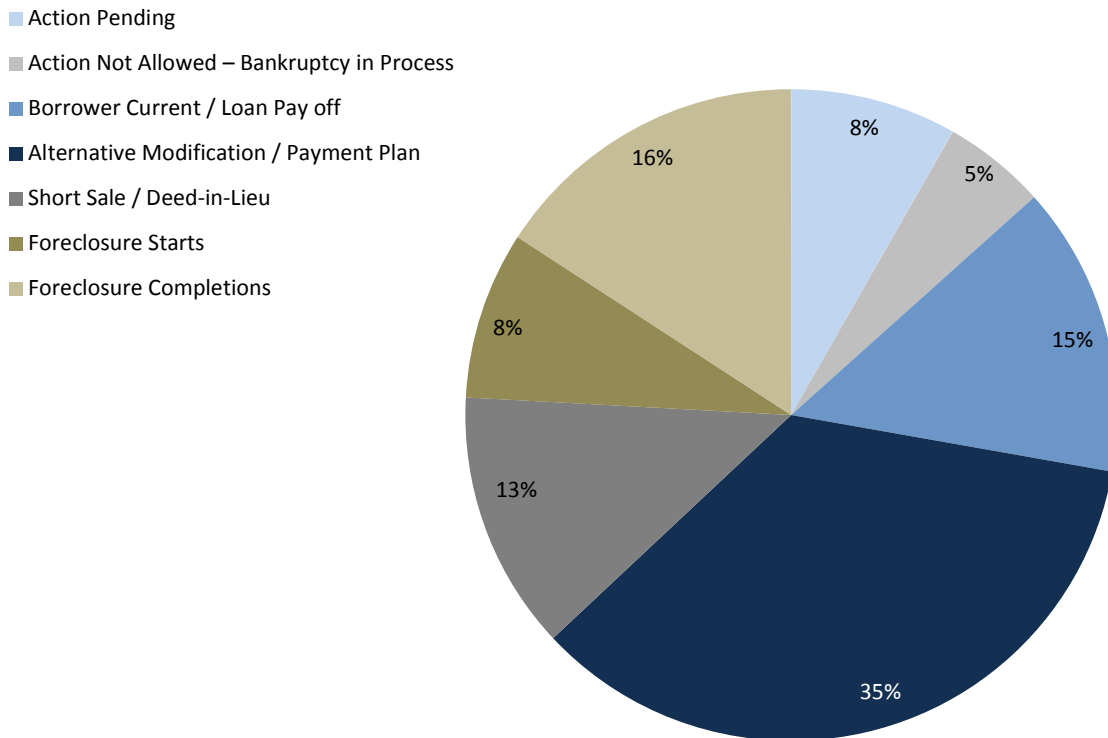


Note: A modification's inclusion in the 3-month re-default rate calculation is conditional on the modification being active at the start of the 3-month period being measured.

Homeowners with Disqualified HAMP Permanent Modifications

Homeowners now have alternatives due to industry-wide changes instituted since the launch of HAMP. In addition, 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 prohibited from commencing foreclosure proceedings until the homeowner is evaluated for other loss mitigation action. The majority of homeowners who disqualify from a HAMP permanent modification receive an alternative to foreclosure or resolve their delinquency. Homeowners can also take advantage of other MHA and/or government sponsored assistance programs. Of the homeowners who have missed three payments, and therefore disqualified from HAMP, approximately 25% have been referred to foreclosure.

Status of Disqualified HAMP Permanent Modifications



Source: Survey data from large servicers²

Making Home Affordable Borrower Outreach and Intake Project

From February 2013 to December 2014, Treasury partnered with NeighborWorks America®, a non-profit corporation established by Congress and the administrator of the National Foreclosure Mitigation Counseling Program (NFMC), to implement the Making Home Affordable Outreach and Borrower Intake Project. Through this partnership, Treasury was able to engage a nationwide network of housing counseling organizations to increase outreach and support to struggling homeowners seeking assistance through MHA. In particular, the project aimed to reach homeowners who were potentially eligible for MHA, but who may not be responsive to traditional outreach methods, such as solicitations from mortgage servicers. Participating counseling agencies conducted local outreach in communities across the country, provided a preliminary assessment of homeowners' eligibility for MHA, and helped homeowners complete and submit applications for assistance under MHA.

Training and Outreach Events

NeighborWorks assisted Treasury at MHA borrower outreach events throughout the duration of the project, and arranged for trained housing counselors to be available at each event. Additionally, NeighborWorks worked with Treasury to design and conduct counselor-led borrower outreach events. These smaller events targeted markets and populations that may not have been sufficiently served through traditional events.

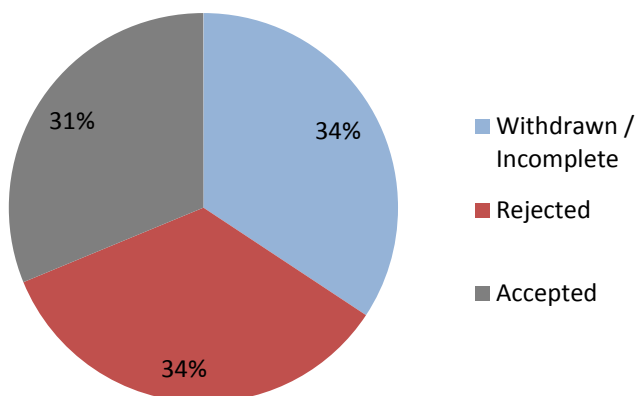
NeighborWorks also offered participating agencies and their counselors a two-day, in-person training course through the NeighborWorks Training Institute on how to help homeowners through MHA, as well as a variety of webinars and place-based training.

| Outreach and Training | Number of Events |
|-----------------------|------------------|
| Outreach | |
| Traditional | 15 |
| Counselor Led | 11 |
| Training | |
| In-Person | 14 |
| Web-Based | 8 |

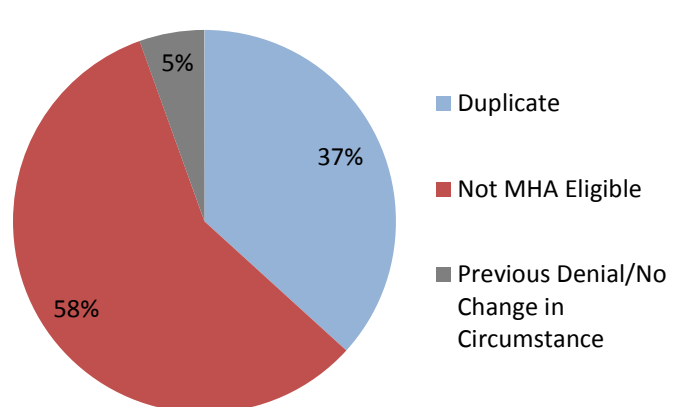
Application Intake Results

Packages were electronically delivered by participating agencies to the applicable servicer for review. Nearly 4,000 packages were accepted as complete for evaluation. The primary reason that servicers rejected complete initial packages was that the borrower was not eligible to participate in the MHA program.

Final Status of Packages Submitted



Reason for Rejection of Package



Post Modification Counseling

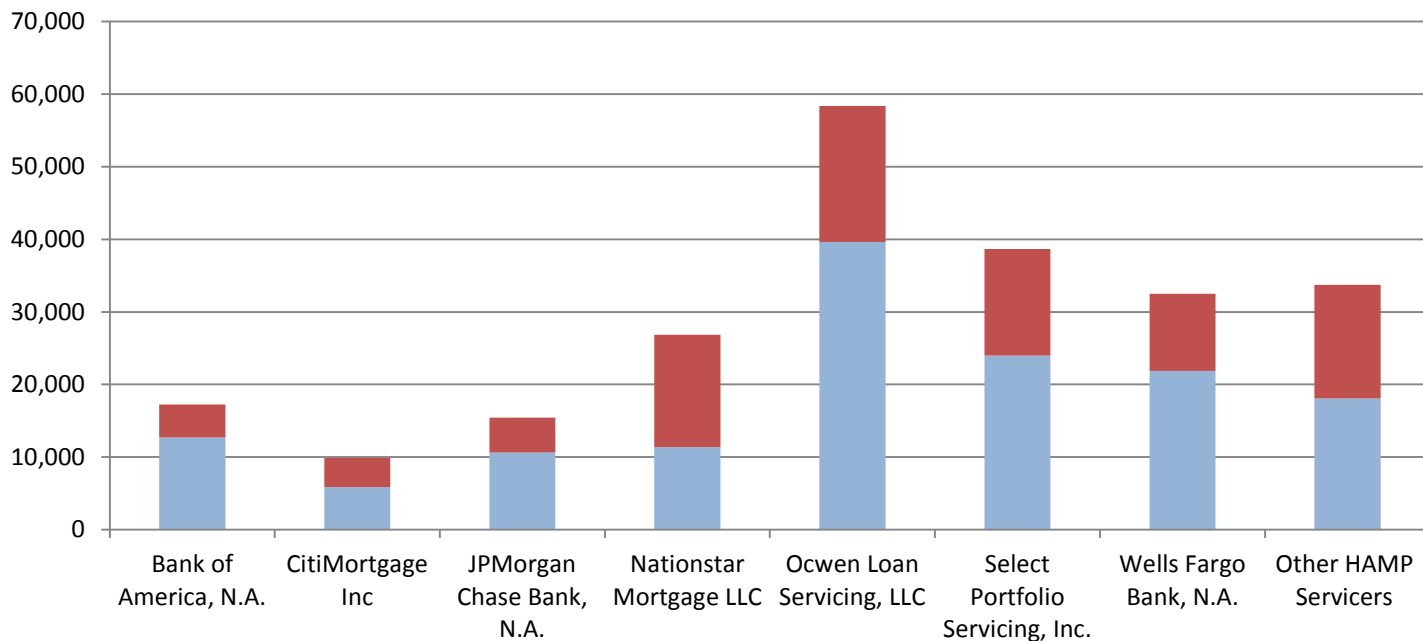
Effective March 2014, Treasury requires certain HAMP participating servicers to offer free financial counseling to homeowners with non-GSE loans who are either entering a HAMP trial modification, or those in a permanent HAMP modification who are at risk of re-default. The counseling is designed to help the homeowner stay current in the modification by addressing the homeowner’s current overall financial situation, and the financial hardship that caused the homeowner to default on his or her mortgage loan.

Through March 2015, participating servicers have referred nearly 233,000 homeowners to financial counseling. Of these referrals:

- 62% are permanent modifications considered by the servicers to be at risk of disqualifying from HAMP, 38% are new trials.
- Nearly 15,000 homeowners started financial counseling, including more than 3,600 who have completed counseling (multiple sessions spanning several months), resulting in an overall take up rate of 6%.

Counseling Referral Activity by Servicer

■ At-Risk ■ Trials



| % of Referrals Who Take Up Counseling | Bank of America, N.A. | CitiMortgage Inc | JPMorgan Chase Bank, N.A. | Nationstar Mortgage LLC | Ocwen Loan Servicing, LLC | Select Portfolio Servicing, Inc. | Wells Fargo Bank, N.A. | Other HAMP Servicers |
|---------------------------------------|-----------------------|------------------|---------------------------|-------------------------|---------------------------|----------------------------------|------------------------|----------------------|
| | 4% | 9% | 14% | 2% | 1% | 10% | 8% | 10% |

Note: Data on Post Modification Counseling is collected from sixteen servicers via survey. Additionally, servicer take-up rates will vary due to timing of referrals and individual servicer program design.

The HAMP Principal Reduction Alternative

The HAMP Principal Reduction Alternative (PRA) broadened the use of principal reduction in mortgage modifications as a tool to help underwater homeowners. Servicers of non-GSE loans are required to evaluate the benefit of principal reduction under HAMP PRA for mortgages with a loan-to-value (LTV) ratio greater than 115% when evaluating a homeowner for a HAMP modification. While servicers are required to evaluate homeowners for principal reduction, they are not required to reduce principal as part of the modification.

Under HAMP, servicers provide principal reduction on HAMP modifications in two ways:

- Under HAMP 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.
- 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.

| | HAMP Modifications with Earned Principal Reduction Under PRA ⁴ | HAMP Modifications with Upfront Principal Reduction Outside of PRA | Total HAMP Modifications with Principal Reduction |
|---|---|--|---|
| All Permanent Modifications Started | 181,977 | 49,943 | 231,920 |
| Active Permanent Modifications | 141,432 | 39,219 | 180,651 |
| Median Principal Amount Reduced for Permanent Modifications ⁵ | \$67,817 | \$54,399 | \$64,151 |
| Median Principal Amount Reduced for Permanent Modifications (%) ⁶ | 32.4% | 18.0% | 30.5% |
| Total Outstanding Principal Balance Reduced on Permanent Modifications ⁵ | \$16,259,121,672 | \$3,313,601,755 | \$19,572,723,427 |

The Second Lien Modification Program⁷

The Second Lien Modification Program (2MP) provides additional assistance to homeowners in a first lien permanent modification who have an eligible second lien with a participating servicer, including second liens with a qualifying first lien modified under the GSEs' Standard Modification program. This assistance can result in a modification of the second lien, as well as a full or partial extinguishment of the second lien.

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

| | |
|---|---------|
| All Second Lien Modifications Started (Cumulative)* | 146,925 |
| Second Lien Modifications Involving Full Lien Extinguishments | 40,197 |
| Active Second Lien Modifications** | 84,813 |
| Active Second Lien Modifications Involving Partial Lien Extinguishments | 10,902 |

* Includes 5,969 loans that have a qualifying first lien GSE Standard Modification.

** Includes 7,684 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.

The Home Affordable Foreclosure Alternatives Program

The Home Affordable Foreclosure Alternatives (HAFA) Program offers incentives and a streamlined process for homeowners looking to exit their homes or sell a rental property through a short sale or deed-in-lieu (DIL) of foreclosure. HAFA has established important homeowner protections and an industry standard for streamlined transactions. Effective November 2012, the GSEs revised their Standard HAFA program to align with Treasury’s HAFA program. In HAFA transactions, homeowners who need to relocate:

- Follow a streamlined process for short sales and DIL transactions that requires no verification of income (unless 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; and
- Receive \$10,000* in relocation assistance at closing.

* Prior to February 1, 2015 homeowners received \$3,000.

HAFA Activity by Investor Type

Participating servicers must consider all homeowners not eligible for HAMP, or who request a short sale or DIL, for HAFA in accordance with their “HAFA Policy” and investor guidelines.

| | Private | Portfolio | GSE | Total |
|-------------------------------------|----------------|---------------|----------------|----------------|
| Short Sale | 128,177 | 46,244 | 141,221 | 315,642 |
| Deed-in-Lieu | 5,943 | 3,440 | 32,363 | 41,746 |
| Total Transactions Completed | 134,120 | 49,684 | 173,584 | 357,388 |

The Home Affordable Unemployment Program

The Home Affordable Unemployment Program (UP) provides assistance to homeowners who are unable to make their mortgage payments as a result of unemployment. Unemployed homeowners can receive up to 12 months of forbearance, during which mortgage payments are reduced or suspended, allowing homeowners to seek employment without fear that they will lose their homes to foreclosure.

| | |
|---|--------|
| All UP Forbearance Plans Started | 42,971 |
| UP Forbearance Plans With Some Payment Required | 36,519 |
| UP Forbearance Plans With No Payment Required | 6,452 |

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2015

Making Home Affordable Program Activity by Servicer

As of March 2015, there are 128 servicers that participate in Treasury's MHA programs, but seven servicers make up nearly 90% of non-GSE HAMP modifications. Program activity for these servicers is provided below.

| Servicer | HAMP Tier 1 Permanent Modifications | HAMP Tier 2 Permanent Modifications | PRA ⁸ Permanent Modifications | 2MP Modifications | HAFA ⁹ non-GSE Transactions Completed |
|----------------------------------|-------------------------------------|-------------------------------------|--|-------------------|--|
| Bank of America, N.A. | 101,910 | 2,801 | 6,017 | 36,780 | 48,305 |
| CitiMortgage, Inc. | 41,414 | 4,280 | 4,514 | 18,990 | 1,668 |
| JPMorgan Chase Bank, N.A. | 174,515 | 1,833 | 25,150 | 41,212 | 36,660 |
| Nationstar Mortgage LLC | 148,304 | 10,109 | 8,772 | 4,968 | 7,051 |
| Ocwen Loan Servicing, LLC | 263,692 | 42,433 | 80,736 | N/A | 20,869 |
| Select Portfolio Servicing, Inc. | 79,017 | 11,874 | 12,671 | N/A | 15,710 |
| Wells Fargo Bank, N.A. | 198,318 | 7,772 | 30,268 | 22,616 | 33,636 |
| Other Servicers | 371,685 | 17,600 | 13,849 | 22,359 | 19,905 |
| Total | 1,378,855 | 98,702 | 181,977 | 146,925 | 183,804 |

HAMP Permanent Modifications by Investor

| Servicer | HAMP Permanent Modifications | | | |
|----------------------------------|------------------------------|----------------|----------------|------------------|
| | GSE | Private | Portfolio | Total |
| Bank of America, N.A. | 40,988 | 45,170 | 18,553 | 104,711 |
| CitiMortgage, Inc. | 18,091 | 8,636 | 18,967 | 45,694 |
| JPMorgan Chase Bank, N.A. | 76,461 | 58,245 | 41,642 | 176,348 |
| Nationstar Mortgage LLC | 93,728 | 60,332 | 4,353 | 158,413 |
| Ocwen Loan Servicing, LLC | 55,902 | 228,029 | 22,194 | 306,125 |
| Select Portfolio Servicing, Inc. | 672 | 83,222 | 6,997 | 90,891 |
| Wells Fargo Bank, N.A. | 80,204 | 43,428 | 82,458 | 206,090 |
| Other Servicers | 276,028 | 53,766 | 59,491 | 389,285 |
| Total | 642,074 | 580,828 | 254,655 | 1,477,557 |

Making Home Affordable Servicer Assessments

Through ongoing compliance reviews performed by MHA-C, a division of Freddie Mac acting as Treasury's compliance agent for MHA, Treasury requires participating servicers to take specific actions to improve their servicing processes, as needed. MHA-C tests and evaluates a range of servicers' activities to determine compliance with MHA guidelines. MHA-C shares the results of each review with the servicer, requires remediation of identified issues, and reports to Treasury on the results of all reviews. The results of reviews are also used to generate the servicer assessments.

Each quarter, MHA-C tests between 400 and 600 loan files at each of the largest servicers in order to evaluate whether the servicer is in compliance with various aspects of the MHA program guidelines. The same test procedures are performed on smaller servicers on a quarterly or semi-annual cycle due to the lower volume of activity. Loan samples are selected for testing from each servicer's population of loan modifications and related activity reported into the MHA system of record, as well as from the servicer's records of non-performing loans with delinquencies from 90 – 120 days. This approach provides comprehensive insight into how each servicer is executing MHA programs with respect to properly identifying, contacting, evaluating and servicing borrowers who are potentially eligible for the MHA program, as well as the accuracy and timeliness of servicer's reporting of program information including incentive payment accuracy.

In June 2011, Treasury began publishing quarterly servicer assessments for the large servicers participating in MHA to drive servicers to improve their performance. The assessments highlight particular compliance activities tested and provide a rating of the results. The assessments not only provide greater transparency to the public about servicer performance in the program, but also prompt servicers to correct identified instances of non-compliance.

While the quarterly assessment scoring and reporting is focused on three major compliance categories and the seven quantitative metrics tested, MHA-C examines as many as 60 compliance criteria (see Appendix 1) and reports the results of all tests to the servicer. For areas of non-compliance or ineffective internal controls, Treasury requires servicers to take remedial actions which include, but are not limited to: performing retroactive analysis when an issue is potentially systemic, identifying and reevaluating any affected loans, enhancing the effectiveness of internal controls, and conducting staff training on servicer procedures and program guidelines.

In addition to compliance data, the assessments include program results based on data reported by servicers into the MHA system of record. These program results are key indicators of how timely and effectively servicers assist eligible homeowners under MHA guidelines and report program data to Treasury. Although the servicers are not given an overall rating for this data, the results nonetheless compare a servicer's performance for a given quarter against the other large servicers participating in the program.

Starting with the third quarter of 2013, the servicer assessments were enhanced to, among other things, present new compliance metrics and related benchmarks. These changes help provide additional insight into the impact of servicer performance on the homeowner's experience, allow for trending analysis of all compliance metrics, and foster further improvement in servicer performance.

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 noncompliance, 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 HAMP, and payments for completed short sale/DIL transactions pursuant to HAFA.

1st Quarter 2015 Servicer Assessment Summary Results

| Improvement Needed | Servicer Name |
|--------------------|---|
| Minor | Bank of America, N.A. JPMorgan Chase Bank, N.A. Select Portfolio Servicing, Inc. |
| Moderate | CitiMortgage, Inc. Nationstar Mortgage LLC Ocwen Loan Servicing, LLC* Wells Fargo Bank, N.A. |
| Substantial | None |

* Ocwen Loan Servicing, LLC was found to need **moderate improvement**, however, their compliance results approached the level required for a determination of minor improvement.

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 overall performance under MHA guidelines. The assessments summarize the significant factors impacting those decisions. Based on those assessments, Treasury may take remedial action against servicers.

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.

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2015

Compliance Metrics Overview

The metrics and benchmarks below reflect compliance areas tested and reported on across the large servicers to determine servicers' adherence to MHA Program Requirements. Servicer results (see overleaf) reflect percentages of tests that did not have a desired outcome.

| | <i>Category</i> | | <i>Metric</i> | <i>Benchmark</i> |
|----------|---|---|--|------------------|
| 1 | Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners. | ■ | Single Point of Contact Assignment % Noncompliance Percentage of loans reviewed where MHA-C did not concur that the servicer had assigned a Single Point of Contact to a homeowner in accordance with MHA guidelines | 5.0% |
| | | ■ | Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with servicer's MHA determination for applicable programs | 2.0% |
| | | ■ | Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination for applicable programs | 2.0% |
| 2 | Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs and accurately communicates decisions. | ■ | Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5% for applicable programs | 2.0% |
| | | ■ | Non-Approval Notice % Noncompliance Percentage of loans reviewed where MHA-C did not concur with completion and accuracy of the notices sent to homeowners communicating reasons for non-approval, in accordance with MHA guidelines | 5.0% |
| 3 | Program Management and Reporting Assesses whether the servicer has effective program management and submits timely and accurate program reports and information. | ■ | Incentive Payment Data Errors Average percentage of differences in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record for applicable programs | 2.0% |
| | | ■ | Disqualified Modification % Noncompliance Percentage of loans reviewed where MHA-C did not concur with servicer's processing of defaulted HAMP modifications, in accordance with MHA guidelines | 5.0% |

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2015

1st Quarter Compliance Results

| Servicer | | Single Point of Contact | Second Look Disagree | Second Look Unable to Determine | Income Calculation Error | Non-Approval Notice Non-compliance | Incentive Payment Data Errors | Disqualified Modification Non-compliance |
|---|-----------------|-------------------------|----------------------|---------------------------------|--------------------------|------------------------------------|-------------------------------|--|
| BENCHMARK | | 5.0% | 2.0% | 2.0% | 2.0% | 5.0% | 2.0% | 5.0% |
| Bank of America, N.A. | Servicer Result | 0.0% | 1.4% | 0.0% | 2.0% | 0.0% | 0.3% | 0.8% |
| | Rating | *** | *** | *** | *** | *** | *** | *** |
| CitiMortgage, Inc. | Servicer Result | 0.0% | 4.4% | 0.5% | 3.0% | 5.0% | 0.5% | 2.3% |
| | Rating | *** | ** | *** | ** | *** | *** | *** |
| JP Morgan Chase Bank, N.A. | Servicer Result | 0.0% | 0.4% | 0.0% | 1.0% | 2.2% | 0.0% | 0.0% |
| | Rating | *** | *** | *** | *** | *** | *** | *** |
| Nationstar Mortgage LLC | Servicer Result | 0.0% | 4.4% | 2.5% | 5.0% | 0.0% | 1.0% | 2.0% |
| | Rating | *** | ** | ** | ** | *** | *** | *** |
| Ocwen Loan Servicing, LLC | Servicer Result | 0.0% | 1.9% | 0.0% | 0.0% | 3.1% | 0.7% | 1.8% |
| | Rating | *** | *** | *** | *** | *** | *** | *** |
| Select Portfolio Servicing, Inc. | Servicer Result | 0.0% | 0.5% | 0.0% | 1.0% | 1.8% | 1.2% | 0.0% |
| | Rating | *** | *** | *** | *** | *** | *** | *** |
| Wells Fargo Bank, N.A. | Servicer Result | 0.0% | 1.4% | 0.0% | 1.0% | 0.0% | 0.3% | 9.3% |
| | Rating | *** | *** | *** | *** | *** | *** | * |

Rating Legend

| | |
|-----|--|
| * | Did not meet benchmark; substantial improvement needed |
| ** | Did not meet benchmark; moderate improvement needed |
| *** | Met benchmark; minor improvement may be indicated |

Making Home Affordable: Results by Servicer

Program Performance Report First Quarter 2015

Compliance Results Trending

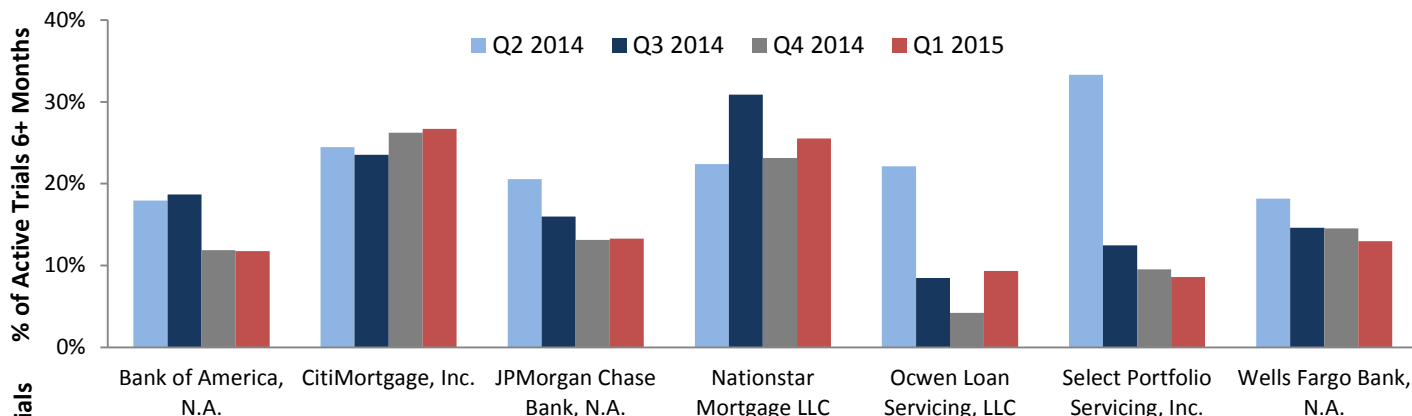
Starting with the third quarter of 2013, the Servicer Assessment has been enhanced to present new compliance metrics and related benchmarks, including a methodology change to the metrics on this page. The coverage of these metrics now includes additional MHA components and programs, such as HAMP Tier 2, and the Second Lien Modification Program. Thus, starting in Q3 2013, the results of these metrics are not entirely comparable to previous quarters.

| Servicer | Q1 2011 | Q2 2011 | Q3 2011 | Q4 2011 | Q1 2012 | Q2 2012 | Q3 2012 | Q4 2012 | Q1 2013 | Q2 2013 | Q3 2013 | Q4 2013 | Q1 2014 | Q2 2014 | Q3 2014 | Q4 2014 | Q1 2015 |
|--|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Second Look % Disagree | | | | | | | | | | | | | | | | | |
| Bank of America | 1.5% | 0.8% | 1.0% | 1.0% | 2.0% | 1.0% | 1.2% | 1.3% | 0.0% | 0.0% | 0.0% | 0.9% | 1.4% | 1.4% | 0.0% | 1.4% | 1.4% |
| CitiMortgage | 2.0% | 0.5% | 1.5% | 1.0% | 1.0% | 1.0% | 2.0% | 6.7% | 1.3% | 4.7% | 5.6% | 4.3% | 1.4% | 15.2% | 4.2% | 3.7% | 4.4% |
| JPMorgan Chase | 1.6% | 1.2% | 0.0% | 0.7% | 0.2% | 0.0% | 0.1% | 0.2% | 0.2% | 0.7% | 1.0% | 1.4% | 1.8% | 0.5% | 0.9% | 0.9% | 0.4% |
| Nationstar | N/A | | | | | | | | | | N/A | 1.7% | 1.6% | 1.4% | 0.0% | 0.0% | 4.4% |
| Ocwen | 6.7% | 2.7% | 0.0% | 0.7% | 1.0% | 1.0% | 0.0% | 0.0% | 0.7% | 3.1% | 2.3% | 3.8% | 3.5% | 0.5% | 3.1% | 0.5% | 1.9% |
| SPS | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.5% | 0.0% | 2.0% | 1.3% | 2.0% | 1.7% | 4.0% | 1.2% | 0.6% | 1.2% | 2.2% | 0.5% |
| Wells Fargo | 1.2% | 0.4% | 0.4% | 0.0% | 0.3% | 1.0% | 1.3% | 3.0% | 1.3% | 3.0% | 4.4% | 3.1% | 2.5% | 2.8% | 1.4% | 1.0% | 1.4% |
| Second Look Unable to Determine % | | | | | | | | | | | | | | | | | |
| Bank of America | 18.8% | 8.2% | 1.5% | 1.0% | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| CitiMortgage | 13.3% | 5.5% | 0.5% | 1.0% | 0.5% | 1.0% | 3.8% | 6.0% | 4.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.5% |
| JPMorgan Chase | 11.3% | 3.2% | 0.9% | 1.0% | 0.7% | 1.7% | 1.4% | 3.8% | 3.1% | 2.7% | 2.0% | 0.0% | 0.5% | 0.0% | 0.0% | 0.5% | 0.0% |
| Nationstar | N/A | | | | | | | | | | N/A | 0.0% | 0.0% | 0.0% | 0.0% | 1.5% | 2.5% |
| Ocwen | 10.3% | 3.0% | 2.4% | 0.0% | 0.0% | 0.0% | 1.3% | 0.0% | 0.0% | 2.0% | 0.0% | 1.0% | 0.0% | 1.1% | 0.0% | 0.5% | 0.0% |
| SPS | 2.3% | 0.3% | 0.8% | 0.0% | 3.0% | 0.0% | 0.7% | 0.7% | 0.7% | 0.0% | 0.0% | 1.7% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% |
| Wells Fargo | 6.0% | 1.3% | 1.3% | 0.0% | 0.0% | 0.8% | 1.0% | 0.5% | 0.3% | 0.0% | 0.0% | 0.0% | 0.1% | 0.0% | 0.0% | 0.5% | 0.0% |
| Income Calculation Error % | | | | | | | | | | | | | | | | | |
| Bank of America | 22.0% | 13.2% | 6.0% | 6.0% | 5.0% | 2.0% | 3.0% | 1.0% | 3.0% | 3.0% | 1.0% | 2.0% | 3.0% | 1.0% | 0.0% | 1.0% | 2.0% |
| CitiMortgage | 10.0% | 12.0% | 6.0% | 3.0% | 4.0% | 1.0% | 3.1% | 0.0% | 1.0% | 2.0% | 0.0% | 2.0% | 2.0% | 6.0% | 1.0% | 3.0% | 3.0% |
| JPMorgan Chase | 31.0% | 20.6% | 6.0% | 10.0% | 9.0% | 0.0% | 2.0% | 0.0% | 1.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.0% |
| Nationstar | N/A | | | | | | | | | | N/A | 3.0% | 3.0% | 5.0% | 4.0% | 3.0% | 5.0% |
| Ocwen | 33.0% | 2.0% | 2.0% | 2.0% | 3.0% | 3.0% | 0.0% | 0.0% | 1.0% | 1.3% | 0.5% | 0.5% | 1.0% | 1.0% | 0.0% | 1.0% | 0.0% |
| SPS | 15.0% | 10.0% | 3.2% | 1.0% | 3.0% | 2.0% | 3.0% | 2.0% | 0.0% | 3.1% | 2.1% | 3.1% | 6.0% | 6.0% | 3.0% | 2.0% | 1.0% |
| Wells Fargo | 27.0% | 4.4% | 5.5% | 4.0% | 2.0% | 0.0% | 1.0% | 1.5% | 1.0% | 0.5% | 1.0% | 1.0% | 1.0% | 1.0% | 0.0% | 1.0% | 1.0% |

Program Results

Trials Aged 6+ Months (% of Active Trials)¹⁰

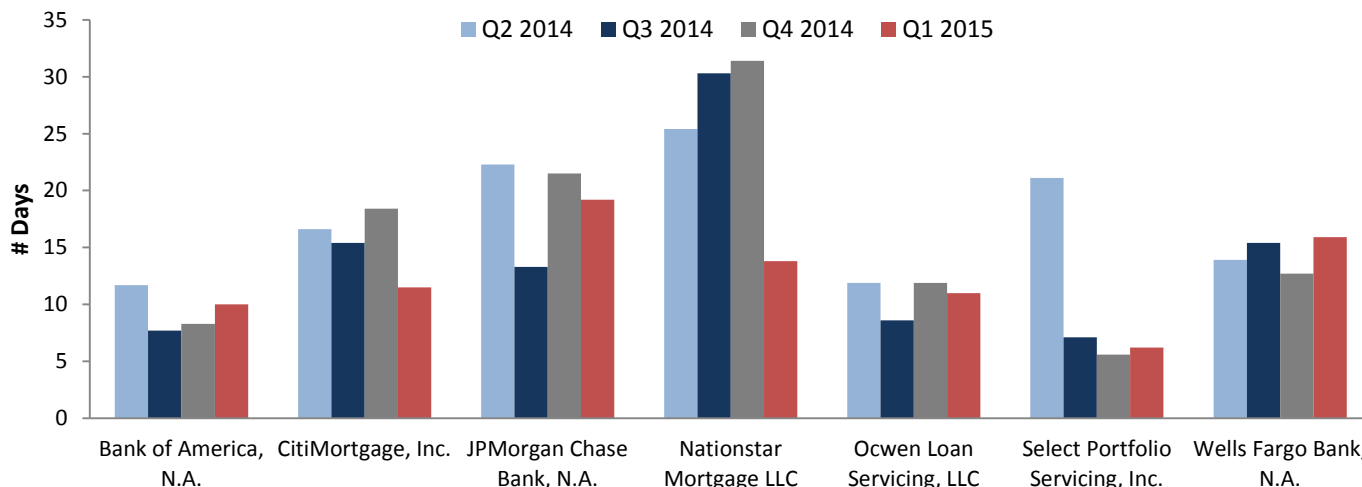
This quarterly metric measures trials lasting six months or longer as a share of all active trials. These figures include trial modifications that have been cancelled or converted to permanent modifications by the servicer and are pending reporting to the program system of record. Additionally, servicers may process cancellations of permanent modifications for various reasons, including, but not limited to, data corrections, loan repurchase agreements, etc. 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 reporting periods.



| Average # Aged Trials | Q2'14 | Q3'14 | Q4'14 | Q1'15 |
|----------------------------------|-------|-------|-------|-------|
| Bank of America, N.A. | 579 | 495 | 214 | 210 |
| CitiMortgage, Inc. | 469 | 411 | 390 | 319 |
| JPMorgan Chase Bank, N.A. | 492 | 351 | 304 | 279 |
| Nationstar Mortgage LLC | 1,226 | 1,378 | 1,149 | 1,640 |
| Ocwen Loan Servicing, LLC | 2,728 | 943 | 548 | 1,123 |
| Select Portfolio Servicing, Inc. | 1,076 | 504 | 362 | 385 |
| Wells Fargo Bank, N.A. | 931 | 672 | 651 | 503 |

Average Calendar Days to Resolve Escalated Cases

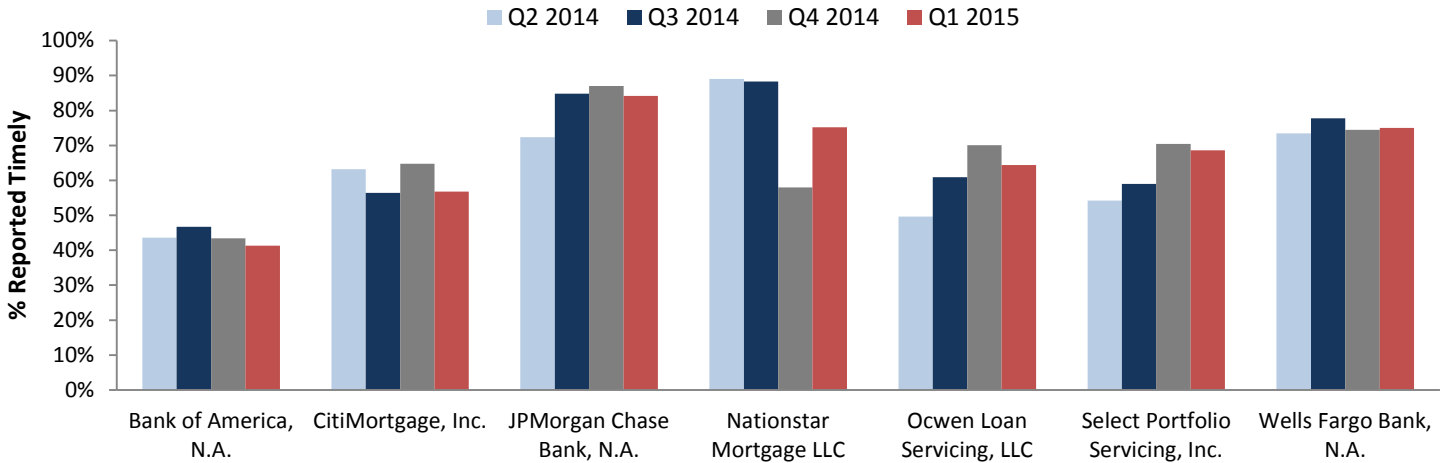
This quarterly metric measures servicer response time for homeowner inquiries escalated to MHA Support Centers. Effective February 1, 2011, a target of 30 calendar days was established for non-GSE escalation cases, including an estimated 5 days processing by the MHA Support Centers. The methodology for calculating average days to respond to escalated cases includes non-GSE cases escalated on or after February 1, 2011. Investor denial cases escalated prior to November 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.



Program Results

Timely Reporting of Permanent Modifications (% Reported within the Month of Conversion)

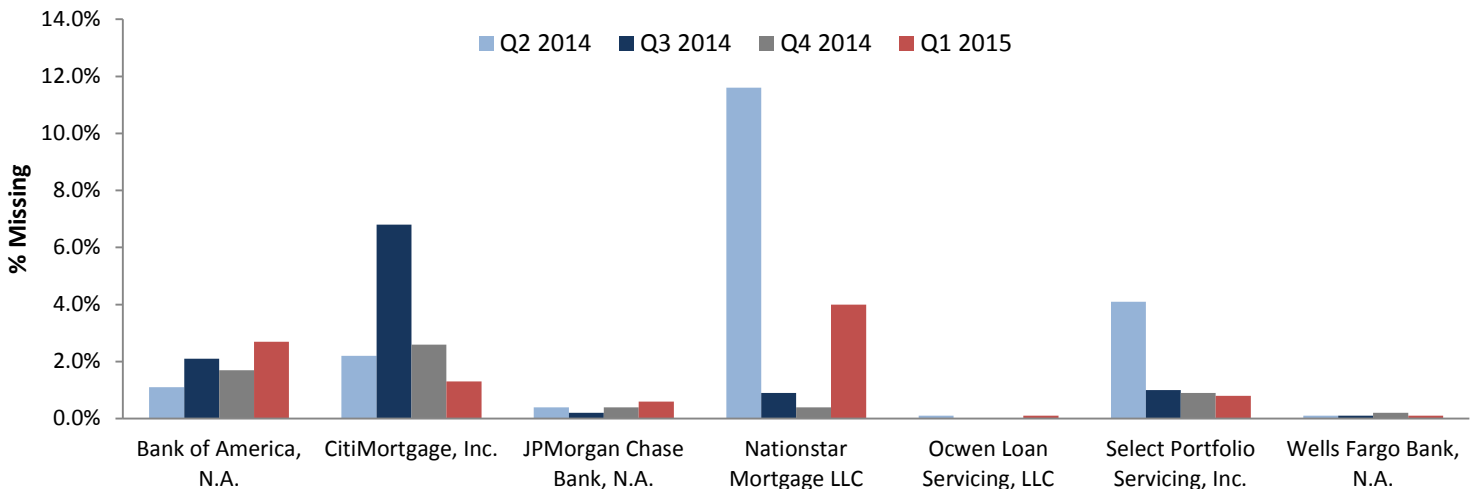
This quarterly metric measures the servicer's ability to promptly report the conversion from a trial to a permanent modification. Untimely reporting of permanent modification conversions impacts incentive compensation, including the possible delay of homeowner incentives. In addition, it hinders the effectiveness of program monitoring and transparency.



Missing Permanent Modification Status Reports (%)

This quarterly metric measures the servicer's ability to promptly report on the current status of permanent modifications. 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 the reporting of permanent modification status for loans where the homeowner was impacted by Hurricane Sandy or any other FDD. This revised guidance may impact missing permanent modification status reporting.



Appendix 1: Program and Servicer Assessment Notes

The **Home Affordable Modification Program (HAMP)** provides eligible homeowners the opportunity to lower their first lien mortgage payment through a loan modification. HAMP includes a Tier 1 modification for Government Sponsored Enterprises (GSEs) and non-GSE homeowners and a Tier 2 for non-GSE homeowners. In October 2011, the GSEs launched the Servicer Alignment Initiative (SAI), creating the **GSE Standard Modification**. Tier 2 is modeled after the GSE Standard Modification and expands HAMP eligibility to include homeowners with properties currently occupied by a tenant as well as vacant properties the homeowner intends to rent.

Treasury **FHA-HAMP** provides first lien modifications for distressed homeowners in loans insured or guaranteed through the Federal Housing Administration. The FHA introduced FHA-HAMP to provide assistance to borrowers with FHA-insured loans who are unable to meet their mortgage payments. Treasury pays incentives to servicers for FHA-insured first lien non-GSE mortgages that are modified under Treasury FHA-HAMP guidelines.

RD-HAMP provides first lien modifications for distressed homeowners in loans guaranteed through the Rural Housing Service.

The **Second Lien Modification Program (2MP)** provides modifications and extinguishments on second liens when there has been an eligible first lien modification on the same property.

The **Home Affordable Foreclosure Alternatives (HAFA) Program** provides transition alternatives to foreclosure in the form of a short sale or deed-in-lieu of foreclosure. The GSE Standard HAFA program is closely aligned with Treasury's MHA HAFA program.

The **Home Affordable Unemployment Program (UP)** provides temporary forbearance of mortgage principal to enable unemployed homeowners to look for a new job without fear of foreclosure.

General MHA Program Notes:

MHA Program Effective Dates:

HAMP First Lien: April 6, 2009

PRA: October 1, 2010

2MP: August 13, 2009

HAFA: April 5, 2010

HAMP, PRA, Treasury FHA-HAMP, RD-HAMP, 2MP, and HAFA program data include activity reported into the HAMP system of record through the end of cycle for the current reporting month, though the effective date may occur in the following month.

MHA First Lien Program Notes:

MHA First Lien Permanent Modifications Started includes: HAMP Tier 1, HAMP Tier 2, GSE Standard Modifications and both Treasury FHA- and RD-HAMP. HAMP Tier 1 includes both GSE and non-GSE modifications. The GSEs do not participate in HAMP Tier 2, however the GSE Standard Modification is similar to HAMP Tier 2. Treasury's FHA-HAMP and RD-HAMP are similar to HAMP Tier 1.

GSE Standard Modification data is provided by Fannie Mae and Freddie Mac as of March 2015. The GSEs undertake other foreclosure prevention activities beyond their participation in MHA that are not reflected in this report. The latest Federal Housing Finance Agency's Foreclosure Prevention Report can be found at: www.FHFA.gov.

Appendix 1: Program and Servicer Assessment Notes

Treasury FHA-HAMP Program Notes:

The FHA undertakes foreclosure prevention activities beyond their participation in MHA that are not reflected in this report. Please refer to the latest edition of the Obama Administration's Housing Scorecard for the total number of loss mitigation and early delinquency interventions FHA has offered since April 1, 2009. Please visit www.hud.gov to view the latest Housing Scorecard.

2MP Program Notes:

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

2MP loans previously reported under top servicers that were transferred to or acquired by non-participating 2MP servicers are reflected in "Other Servicers."

Homeowners with an active first lien permanent modification who have also received a 2MP modification realize a higher monthly payment reduction on their first lien compared to the overall population of first line homeowners as the median first lien unpaid principal balance is higher.

HAFA Program Notes:

Unless otherwise noted, HAFA Transactions Completed 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 March 2015. It does not include other GSE short sale and DIL activity outside the HAFA program. Please refer to the latest Federal Housing Finance Agency's Foreclosure Prevention Report for the total number of short sales and DIL of foreclosure actions the GSEs have completed since 4Q 2008. Please visit www.FHFA.gov for the complete FHFA report.

A short sale requires a third-party purchaser and cooperation of junior lien holders and mortgage insurers to complete the transaction.

The debt relief represents the obligation relieved by the short sale or deed-in-lieu transaction and is calculated as the unpaid principal balance and allowable transactions costs less the property sales price. The allowable transaction costs may include release of any subordinate lien, homeowner relocation assistance, sales commission, and closing costs for taxes, title, and attorney fees.

PRA Program Notes:

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.

Servicer Assessment Notes:

Treasury's foremost goal is to assist struggling homeowners who may be eligible for MHA. The servicer assessments have set a benchmark for providing detailed information about how mortgage servicers are performing against specific 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. Treasury believes these assessments will continue to set the standard for transparency about mortgage servicer efforts to assist homeowners.

Appendix 1: Program and Servicer Assessment Notes

Although the compliance reviews that form the basis for the servicer assessments 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, the compliance reviews use “sampling” as a testing methodology. Sampling, an industry-accepted auditing technique, looks at a subset of a particular population of transactions, rather than the entirety of the population of transactions, to assess a servicer’s overall performance in that particular activity.

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 (the 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.

Compliance Metrics

Single Point of Contact Assignment % Noncompliance:

Servicers are required to assign certain delinquent homeowners to a Single Point of Contact (SPOC). This metric measures the percentage of loans reviewed where MHA-C did not concur that the servicer had assigned a SPOC to a homeowner in a timely fashion and otherwise in accordance with MHA guidelines.

For SPOC Assignment Noncompliance results, remedial actions Treasury requires servicers to take include, but are not limited to: assigning a SPOC to the homeowner, and correcting system and operational processes such that SPOCs are properly assigned to homeowners in a timely fashion.

Second Look % Disagree:

Second Look is a process in which MHA-C reviews loans not in a permanent modification, to assess the timeliness and accuracy of the servicer’s homeowner outreach and eligibility review in order to verify that the homeowner was properly considered, denied or deemed ineligible for receiving a permanent modification. This metric measures the percentage of loans reviewed in Second Look where MHA-C did not concur with a servicer’s solicitation efforts and/or eligibility review.

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, whether the homeowner was properly considered, denied or deemed ineligible for receiving a permanent modification.

For both Second Look Disagree and Unable to Determine results, remedial actions Treasury requires servicers to take include, but are not limited to: reconsidering homeowners for a modification if they were not properly solicited or incorrectly evaluated, retaining documentation to support solicitation efforts and eligibility determination, and, if applicable, engaging in systemic process remediation. All loans categorized as Disagree or Unable to Determine remain on foreclosure hold until the servicer completes the appropriate corrective actions.

Appendix 1: Program and Servicer Assessment Notes

Income Calculation Error %:

Correctly calculating homeowners' 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 homeowner's Monthly Gross Income, allowing for up to a 5% differential from MHA-C's calculations.

For Income Calculation Errors, remedial actions Treasury requires servicers to take include, but are not limited to: correcting income errors, requiring the servicer to review their own income calculation accuracy, enhancing policies and procedures, and conducting staff training on income calculation.

Non-Approval Notice % Noncompliance:

Correctly communicating reasons for non-approval may affect homeowners' awareness of other foreclosure alternatives or the ability to challenge the non-approval. This metric measures the percentage of loans reviewed where MHA-C did not concur with the completion or accuracy of the notices sent to homeowners communicating reasons for non-approval, in accordance with MHA guidelines.

For Non-Approval Notice results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the non-approval letter template, and engaging in systemic process remediation in order to deliver accurate non-approval notices.

Incentive Payment Data Errors:

Treasury provides incentives for servicers, investors, and homeowners for permanent modifications completed under MHA. Although intended for different recipients, all incentives are initially paid to servicers to distribute to the appropriate parties. Data that servicers report to the program system of record is used to calculate the incentives due 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.

Disqualified Modification % Noncompliance:

Permanent modifications on which homeowners lose good standing are subsequently disqualified from the program. This metric measures the percentage of loans reviewed where MHA-C did not concur with a servicer's processing of defaulted HAMP modifications, in accordance with MHA guidelines.

For Disqualified Modification results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the status of improperly disqualified modifications and reporting the corrected data to the program system of record.

Appendix 1: Program and Servicer Assessment Notes

MHA-C Compliance Criteria Tested

Identifying and Contacting Homeowners

| Criteria Tested | Review Type | Objective |
|--|---------------------------------|--|
| HAMP Solicitation | Second Look Directed Actions | Servicers appropriately solicited borrowers for HAMP and that the servicer met the reasonable efforts requirements |
| Second Lien Solicitation | Second Look | Servicers have solicited borrowers with second liens for which a HAMP modification exists on the first lien |
| Initial Packages sent after Right Party Contact (RPC) | Second Look | Servicers sent potentially eligible borrowers HAMP packages following RPC |
| Timely SPOC Assignment | Second Look | Servicers assigned a Single Point of Contact and sent a SPOC assignment letter to potentially eligible borrowers following RPC |
| Content of Borrower Notices | Second Look | Borrower Notices contained required information |
| Timely Acknowledgement Letter sent | Core Eligibility/Incentive | Upon receiving any part of a HAMP package, servicers sent an Acknowledgement Letter to the borrower within the required time frame |
| Accuracy of Incomplete Information Notice (IIN) sent, where applicable | Second Look | Upon receiving part of a HAMP Package but not all required information, servicers sent an Incomplete Information Notice to the borrower listing documentation still needed |
| Timely mailing of IIN, where applicable | Second Look | Servicer sent Incomplete Information Notices within required time frame |
| Validation of Tier 1 Denials | Second Look | Denials of Tier 1 HAMP modifications are valid |
| Validation of Tier 2 Denials | Second Look | Denials of Tier 2 HAMP modifications are valid |
| Second Lien Denials | Second Look | Denials of second lien modifications are valid |
| Non-Approval Notice | Second Look | Servicer included correct denial reason in Non-Approval Notice and sent within 10 days of decision |
| Denial Reporting | Second Look | Servicer reported correct denial reason to the HAMP Program Administrator |

Homeowner Evaluation and Assistance

| Criteria Tested | Review Type | Objective |
|--|---|--|
| Dodd Frank Certification | Core Eligibility/Incentive | Servicer Obtained a signed Dodd-Frank Certification from borrowers receiving a HAMP modification |
| Approval Decision | Core Eligibility/Incentive | Servicer made correct decision to approve the modification |
| Completeness of full Underwriting package | Second Look, Core Eligibility/Incentive | Servicer obtained a completed package to underwrite modification |
| Accuracy of Income calculation | Core Eligibility/Incentive | Servicer correctly calculated borrower income |
| Accurate HAMP Eligibility decision (approvals) | Core Eligibility/Incentive | Servicer made correct decision to approve the modification |
| Accurate HAMP Underwriting | Core Eligibility/Incentive | Servicer correctly underwrote the modification to ensure correct payment terms |
| Accurate Escrow Analysis | Core Eligibility/Incentive | Servicer performed accurate analysis of borrower escrow to use in modification |

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Appendix 1: Program and Servicer Assessment Notes

| | | |
|--|--|--|
| Property Valuation (AVM, BPO) obtained | Core Eligibility/Incentive | Servicer obtained appraisal or broker price opinion for the property |
| Accuracy of Trial Period Plan (TPP) Notice | Core Eligibility/Incentive | Servicers sends accurate TPP Notices to borrowers entering a Trial modification |
| Application of TPP payments | Core Eligibility/Incentive | Servicer accurately applies borrower TPP payments |
| Re-Default and Loss of Good Standing | Directed Actions, Core Eligibility/Incentive | Modifications that are disqualified from HAMP due to Loss of Good Standing or canceled from TPP are done so accurately and in a timely manner |
| NPV model use/re-coding compliance | Net Present Value | Servicer NPV models provide accurate results consistent with the Treasury NPV model |
| Accuracy of NPV inputs | Net Present Value | Servicers input accurate data into the NPV model |
| Accuracy of Permanent Modification Agreement | Core Eligibility/Incentive | Permanent Modification Agreement includes correct terms including payment amount, interest rate, unpaid principal balance, and forbearance amount |
| Waiver of Late Charges & other Fees at conversion from TPP to Perm. Mod. | Core Eligibility/Incentive | At time of conversion to permanent modification, servicer has waived all late charges and other fees related to the delinquency of the original loan |
| Application of Unapplied Funds at end of TPP | Core Eligibility/Incentive | Servicer accurately applies payment amounts held in suspense at end of Trial Plan |
| Accurate 2MP Eligibility Assessment | Second Look, Core Eligibility/Incentive | Servicer accurately evaluated borrower for second lien modification |
| Accurate calculation of 2MP TPP/Modification Terms | Core Eligibility/Incentive | Servicer accurately calculates second lien modification terms |
| Timely mailing and accuracy of 2MP Non-Approval Notice, where applicable | Second Look | Servicer send accurate Non-Approval Notices for denied second lien modifications within specified time frame |
| Accurate HAFA Eligibility Assessment | Second Look, Core Eligibility/Incentive | Servicer reviews HAFA applications and makes appropriate eligibility decision |
| HAFA - Release of Liens | Core Eligibility/Incentive | Servicers obtained release of all liens on properties completing a HAFA short sale or deed-in-lieu |
| Validation of HAFA Denials | Second Look | Servicer properly evaluated borrower and denial is valid |

Program Management and Reporting

| Criteria Tested | Review Type | Objective |
|--|----------------------------|--|
| HAMP Incentive Compensation - Servicer, Borrower & Investor | Core Eligibility/Incentive | Incentive compensation is accurate based on loan file documentation |
| Application of Borrower Incentives | Core Eligibility/Incentive | Servicer accurately applies borrower incentives to unpaid principal balance within 30 days of receipt |
| Timely and accurate 120-Day Notice of Interest Rate Increase | Core Eligibility/Incentive | Servicer sends accurate first notice of Interest Rate Increase between 120 and 240 days prior to rate increase |
| Timely and accurate 60-Day Notice of Interest Rate Increase | Core Eligibility/Incentive | Servicer sends accurate second notice of Interest Rate Increase between 60 and 75 days prior to rate increase |

Appendix 1: Program and Servicer Assessment Notes

| | | |
|--|--|---|
| Accuracy of step rate increases | Core Eligibility/Incentive | Servicer accurately calculates and implements HAMP rate increases |
| Appropriate timing on reporting of denial to IR2 (i.e. at least 30 days after letter sent) | Second Look | Servicer reports HAMP denials to the Program Administrator in accordance with program guidelines |
| Accurate reporting of HAMP Trials/Perm Mods to IR2 | Core Eligibility/Incentive | Servicers accurately report modification information to the Program Administrator including all data used in calculating incentives |
| 2MP Incentive Compensation - Servicer, Borrower & Investor | Core Eligibility/Incentive | Incentive compensation for second lien modifications is accurate |
| Accurate reporting of 2MP Trials/Perm Mods to IR2 | Core Eligibility/Incentive | Servicers report accurate modification data to Program Administrator with respect to second lien modifications |
| HAFAs Incentive Compensation - Servicer, Borrower & Investor | Core Eligibility/Incentive | Incentive compensation for HAFAs transactions is accurate based on loan file documentation |
| Accuracy of reporting of HAFAs activity to IR2 | Core Eligibility/Incentive | Servicers report accurate modification data to Program Administrator with respect to HAFAs short sale and deed-in-lieu transactions |
| Re-default and Loss of Good Standing | Directed Actions, Core Eligibility/Incentive | Modifications that are disqualified from HAMP due to Loss of Good Standing or canceled from TPP are done so accurately and in a timely manner |
| Pre-Foreclosure affirmation provided by Relationship Manager (SPOC) | Directed Actions | SPOC provided affirmation that all available loss mitigation options had been exhausted |
| Accuracy of Foreclosure Referrals | Directed Actions | Foreclosure referrals meet the requirements of the MHA Handbook |
| Certification provided to Foreclosure attorney | Directed Actions | Servicer provided certification that HAMP modification had been explored and all other loss mitigation options had been exhausted |

Appendix 2: Terms and Methodologies

Average Delinquency at Trial Start:

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.

Back-End Debt-to-Income Ratio:

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.

Disqualification:

A permanent modification disqualifies from HAMP when the borrower has missed the equivalent of three full monthly payments. Once disqualified, the borrower is no longer eligible to receive HAMP incentives. However, the terms of the permanent modification remain the same, and the servicer will continue to work with the borrower to cure the delinquency or identify other loss mitigation options.

Servicers are required to report monthly payment information on HAMP modifications in the form of an Official Monthly Report (OMR). If a servicer does not report an OMR for a loan in a given month, the performance of that loan is not included in official Treasury reporting for that month. In addition, reported loan counts may shift from prior reports due to servicer data corrections.

Eligible Loans:

Homeowners with HAMP eligible loans, which include conventional loans that were originated on or before January 1, 2009; excludes loans with current unpaid principal balances greater than current conforming loan limits-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; 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.

Front-End Debt-to-Income Ratio:

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

Median Monthly Housing Payment:

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

Appendix 3: End Notes

| Note # | Section | End Notes |
|--------|--------------------|--|
| 1 | HAMP | As reported into the HAMP system of record by servicers. Excludes Treasury FHA-HAMP modifications. Totals reflect impact of servicing transfers. Servicers may enter new trial modifications into the HAMP system of record at any time. |
| 2 | HAMP | Data is as reported by servicers for actions completed through the end of the month and reflects the status of homeowners as of that date; 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. Excludes cancellations and disqualifications pending data corrections and loans otherwise removed from servicing portfolios. |
| 3 | HAMP | Servicers did not submit 12,904 OMRs for modifications that have aged up to or through 60 months, or 1.5% of the total required OMRs in the current reporting period. In addition, reported loan counts may shift from prior reports due to servicer data corrections. If it was assumed that all unreported OMRs reflect either a current payment status or the maximum number of missed payments based on the most recently submitted OMR, the re-default rate for permanent modifications that have aged 60 months may range between 47.2% and 47.5%. |
| 4 | Other MHA Programs | Includes some modifications with additional principal reduction outside of HAMP PRA. |
| 5 | Other MHA Programs | Under HAMP PRA, principal reduction vests over a 3-year period. The amounts noted reflect the entire amount that may be forgiven. |
| 6 | Other MHA Programs | Principal amount reduced as a percentage of before-modification UPB, excluding capitalization. |
| 7 | Other MHA Programs | Survey data indicates that program to date, 356,535 qualifying first lien modifications have been matched with a second lien. Of these matched second liens, approximately 54% are found to be ineligible for a 2MP modification. The most common reasons for ineligibility are: cancellation or failure of a trial or permanent first lien HAMP modification; extinguishment of the second lien prior to evaluation for 2MP; failure of a 2MP trial modification; and some homeowners with eligible second liens decline to participate in 2MP. |
| 8 | Servicer | 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. |
| 9 | Servicer | Includes non-GSE activity under the MHA program only. Servicer GSE program data not available. |
| 10 | Servicer | These figures include trial modifications that have been converted to permanent modifications, but not reported as such in the HAMP system of record. Additionally, servicers may process cancellations of permanent modifications for reasons, including but not limited to, data corrections, loan repurchase agreements, etc. 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 reporting periods. Prior to being re-boarded as permanent modifications, these modifications are reported as Active Trials. These modifications may be 6 months or more beyond their first trial payment due date resulting in their classification as an Aged Trials. As a result, fluctuations are expected in this population. |

Making Home Affordable: Appendix

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Appendix 4: HAMP Activity by State

| State | Trial Modifications Started | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--------------------|-----------------------------|---------------------------------|----------------------------------|--|
| AK | 1,240 | 697 | \$479.33 | 31% |
| AL | 16,303 | 9,622 | \$261.33 | 31% |
| AR | 6,389 | 3,645 | \$247.48 | 32% |
| AZ | 91,089 | 53,785 | \$441.39 | 37% |
| CA | 495,037 | 337,627 | \$714.64 | 37% |
| CO | 31,082 | 19,564 | \$407.54 | 33% |
| CT | 31,545 | 20,914 | \$528.40 | 37% |
| DC | 4,119 | 2,576 | \$545.88 | 32% |
| DE | 7,618 | 4,914 | \$409.28 | 32% |
| FL | 286,748 | 182,143 | \$470.04 | 40% |
| GA | 88,539 | 54,070 | \$359.68 | 36% |
| HI | 8,381 | 5,516 | \$795.58 | 34% |
| IA | 7,000 | 3,998 | \$248.58 | 32% |
| ID | 8,639 | 5,294 | \$368.41 | 33% |
| IL | 120,306 | 78,443 | \$505.16 | 40% |
| IN | 25,504 | 15,498 | \$259.41 | 33% |
| KS | 6,780 | 3,877 | \$287.51 | 32% |
| KY | 10,448 | 6,299 | \$264.41 | 33% |
| LA | 16,001 | 9,804 | \$281.89 | 32% |
| MA | 52,802 | 35,623 | \$581.27 | 35% |
| MD | 75,194 | 48,934 | \$565.68 | 34% |
| ME | 6,749 | 4,532 | \$387.57 | 35% |
| MI | 69,373 | 42,301 | \$341.95 | 37% |
| MN | 36,292 | 22,372 | \$418.83 | 35% |
| MO | 27,113 | 16,107 | \$292.41 | 34% |
| MS | 9,952 | 6,091 | \$250.73 | 33% |
| MT | 2,795 | 1,620 | \$398.00 | 32% |
| NC | 47,676 | 29,011 | \$302.43 | 33% |
| ND | 473 | 246 | \$271.02 | 30% |
| NE | 3,760 | 2,272 | \$260.34 | 33% |
| NH | 10,198 | 6,763 | \$466.40 | 34% |
| NJ | 80,807 | 52,891 | \$629.88 | 37% |
| NM | 8,330 | 5,127 | \$346.98 | 33% |
| NV | 52,939 | 32,219 | \$526.15 | 38% |
| NY | 116,878 | 77,448 | \$786.01 | 39% |
| OH | 57,290 | 33,300 | \$289.51 | 36% |
| OK | 7,353 | 4,103 | \$244.46 | 32% |
| OR | 25,482 | 16,028 | \$455.45 | 34% |
| PA | 57,162 | 36,159 | \$344.01 | 33% |
| RI | 10,981 | 7,444 | \$536.91 | 39% |
| SC | 24,933 | 14,924 | \$296.53 | 33% |
| SD | 1,016 | 552 | \$257.81 | 29% |
| TN | 28,196 | 17,375 | \$284.78 | 34% |
| TX | 78,732 | 44,720 | \$283.40 | 33% |
| UT | 18,897 | 12,084 | \$430.11 | 32% |
| VA | 54,446 | 34,153 | \$483.72 | 32% |
| VT | 2,008 | 1,403 | \$364.21 | 33% |
| WA | 47,348 | 31,070 | \$503.88 | 33% |
| WI | 23,623 | 15,078 | \$345.26 | 35% |
| WV | 3,581 | 2,089 | \$308.50 | 30% |
| WY | 1,196 | 727 | \$357.56 | 29% |
| PR | 5,681 | 4,478 | \$287.62 | 37% |
| Nationwide* | 2,312,068 | 1,477,557 | \$485.38 | 36% |

* Includes U.S. Territories

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Appendix 5: HAMP Tier 1 Scheduled Interest Rate Increases by State

| Median Values | | | | | | | | | |
|---------------|----------------|-----------------------|---------------------|-------------------------------|---------------|-----------------------|--|--|--|
| State | Before Mod DTI | Pre-Mod Interest Rate | Pre-Mod Monthly P&I | Monthly Income at Time of Mod | After Mod UPB | After Mod Monthly P&I | Monthly P&I Payment Increase at First Interest Rate Increase | Total Monthly P&I Payment Increase after All Increases | Final Monthly P&I Payment Reduction from Pre-Mod P&I |
| AK | 44.94% | 6.8% | \$1,464.01 | \$4,166.84 | \$213,558.13 | \$857.08 | \$93.08 | \$179.77 | -\$410.00 |
| AL | 46.42% | 6.8% | \$873.13 | \$2,285.28 | \$120,523.08 | \$512.80 | \$48.79 | \$99.60 | -\$227.58 |
| AR | 45.56% | 6.6% | \$807.02 | \$2,122.76 | \$114,914.69 | \$468.96 | \$48.81 | \$101.88 | -\$200.94 |
| AZ | 49.27% | 6.4% | \$1,193.98 | \$2,816.67 | \$178,711.12 | \$672.49 | \$79.46 | \$193.64 | -\$290.83 |
| CA | 48.63% | 6.1% | \$1,942.92 | \$4,683.08 | \$306,752.22 | \$1,093.99 | \$138.19 | \$317.63 | -\$437.83 |
| CO | 46.27% | 6.4% | \$1,237.15 | \$3,196.11 | \$189,363.94 | \$754.47 | \$81.54 | \$181.59 | -\$278.11 |
| CT | 45.37% | 6.5% | \$1,458.75 | \$4,333.33 | \$211,071.74 | \$804.83 | \$92.74 | \$204.30 | -\$387.34 |
| DC | 47.88% | 6.4% | \$1,711.11 | \$4,120.63 | \$275,998.59 | \$994.16 | \$122.76 | \$275.12 | -\$368.62 |
| DE | 47.02% | 6.5% | \$1,282.66 | \$3,105.00 | \$196,114.66 | \$761.34 | \$83.80 | \$176.84 | -\$300.05 |
| FL | 47.58% | 6.5% | \$1,192.97 | \$3,276.00 | \$170,694.06 | \$629.40 | \$75.97 | \$172.23 | -\$333.73 |
| GA | 47.37% | 6.5% | \$1,006.22 | \$2,650.00 | \$144,027.35 | \$570.63 | \$62.49 | \$140.82 | -\$270.05 |
| HI | 48.93% | 6.3% | \$2,416.54 | \$5,370.95 | \$392,363.32 | \$1,399.42 | \$175.85 | \$382.47 | -\$490.40 |
| IA | 44.34% | 6.6% | \$780.80 | \$2,306.98 | \$109,000.00 | \$437.34 | \$45.69 | \$95.58 | -\$202.91 |
| ID | 48.46% | 6.5% | \$1,147.62 | \$2,726.36 | \$170,733.94 | \$668.98 | \$74.76 | \$166.80 | -\$275.96 |
| IL | 46.93% | 6.5% | \$1,282.77 | \$3,725.33 | \$179,838.29 | \$662.06 | \$80.10 | \$182.51 | -\$373.13 |
| IN | 45.98% | 6.8% | \$817.68 | \$2,164.92 | \$110,470.20 | \$464.38 | \$45.60 | \$96.64 | -\$215.57 |
| KS | 44.44% | 6.6% | \$899.96 | \$2,729.50 | \$126,575.88 | \$510.18 | \$51.64 | \$111.90 | -\$232.93 |
| KY | 45.49% | 6.8% | \$808.55 | \$2,209.50 | \$111,776.81 | \$467.60 | \$46.72 | \$98.41 | -\$210.02 |
| LA | 45.50% | 6.9% | \$899.99 | \$2,575.10 | \$125,269.10 | \$510.80 | \$51.93 | \$104.85 | -\$247.63 |
| MA | 46.98% | 6.4% | \$1,662.23 | \$4,343.95 | \$250,452.55 | \$939.62 | \$110.34 | \$245.47 | -\$402.99 |
| MD | 46.77% | 6.4% | \$1,669.09 | \$4,333.00 | \$259,287.66 | \$960.18 | \$115.19 | \$257.61 | -\$386.89 |
| ME | 46.52% | 6.5% | \$1,146.74 | \$3,034.50 | \$165,266.72 | \$641.89 | \$71.87 | \$149.77 | -\$293.77 |
| MI | 46.78% | 6.5% | \$958.43 | \$2,681.00 | \$130,378.60 | \$522.87 | \$55.62 | \$126.91 | -\$262.28 |
| MN | 46.02% | 6.3% | \$1,206.59 | \$3,310.67 | \$179,234.95 | \$695.63 | \$77.93 | \$179.63 | -\$293.19 |
| MO | 45.89% | 6.6% | \$884.75 | \$2,494.83 | \$124,385.32 | \$498.65 | \$52.62 | \$111.58 | -\$240.69 |
| MS | 46.18% | 6.9% | \$819.44 | \$2,237.65 | \$112,063.64 | \$458.31 | \$45.60 | \$91.67 | -\$228.55 |
| MT | 46.58% | 6.4% | \$1,262.50 | \$3,260.09 | \$192,089.87 | \$740.97 | \$81.90 | \$173.27 | -\$298.97 |
| NC | 46.23% | 6.5% | \$954.12 | \$2,526.69 | \$135,285.04 | \$554.45 | \$57.40 | \$119.72 | -\$243.68 |
| ND | 41.57% | 6.6% | \$882.50 | \$2,908.74 | \$135,690.93 | \$555.10 | \$56.31 | \$118.03 | -\$185.42 |
| NE | 43.69% | 6.7% | \$787.29 | \$2,503.75 | \$110,033.53 | \$464.13 | \$45.93 | \$93.73 | -\$210.64 |
| NH | 43.96% | 6.4% | \$1,351.63 | \$4,160.32 | \$199,015.18 | \$775.11 | \$85.95 | \$186.15 | -\$332.24 |

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Appendix 5: HAMP Tier 1 Scheduled Interest Rate Increases by State

| Median Values | | | | | | | | | |
|---------------------|----------------|-----------------------|---------------------|-------------------------------|---------------------|-----------------------|--|--|--|
| State | Before Mod DTI | Pre-Mod Interest Rate | Pre-Mod Monthly P&I | Monthly Income at Time of Mod | After Mod UPB | After Mod Monthly P&I | Monthly P&I Payment Increase at First Interest Rate Increase | Total Monthly P&I Payment Increase after All Increases | Final Monthly P&I Payment Reduction from Pre-Mod P&I |
| NJ | 45.27% | 6.4% | \$1,711.70 | \$5,238.00 | \$251,321.42 | \$910.35 | \$112.12 | \$244.89 | -\$449.49 |
| NM | 47.08% | 6.5% | \$1,062.81 | \$2,751.00 | \$156,814.21 | \$628.12 | \$67.95 | \$146.63 | -\$272.79 |
| NV | 50.03% | 6.3% | \$1,370.53 | \$3,133.58 | \$207,818.57 | \$758.71 | \$92.96 | \$222.31 | -\$338.45 |
| NY | 47.17% | 6.4% | \$2,085.57 | \$5,687.50 | \$311,593.88 | \$1,112.69 | \$139.91 | \$305.09 | -\$548.25 |
| OH | 45.31% | 6.6% | \$823.32 | \$2,402.85 | \$111,626.54 | \$460.22 | \$46.48 | \$103.49 | -\$221.70 |
| OK | 44.59% | 6.9% | \$785.70 | \$2,385.72 | \$107,620.00 | \$453.09 | \$43.85 | \$89.40 | -\$214.35 |
| OR | 46.62% | 6.4% | \$1,328.63 | \$3,461.79 | \$207,159.08 | \$786.35 | \$91.68 | \$201.68 | -\$311.43 |
| PA | 45.17% | 6.6% | \$1,093.02 | \$3,211.21 | \$153,279.16 | \$606.62 | \$65.18 | \$134.59 | -\$285.88 |
| RI | 47.57% | 6.4% | \$1,367.68 | \$3,655.89 | \$197,403.12 | \$736.31 | \$87.73 | \$201.89 | -\$376.26 |
| SC | 46.65% | 6.6% | \$967.16 | \$2,513.33 | \$137,769.38 | \$561.63 | \$58.48 | \$123.19 | -\$243.94 |
| SD | 44.16% | 6.4% | \$929.37 | \$2,716.20 | \$136,243.17 | \$528.07 | \$56.77 | \$126.71 | -\$213.35 |
| TN | 46.88% | 6.9% | \$884.80 | \$2,324.35 | \$119,978.09 | \$500.68 | \$49.49 | \$103.71 | -\$248.46 |
| TX | 43.14% | 7.0% | \$864.81 | \$2,971.34 | \$119,614.14 | \$501.94 | \$49.88 | \$102.53 | -\$237.31 |
| UT | 47.36% | 6.5% | \$1,368.97 | \$3,291.17 | \$211,600.04 | \$817.19 | \$93.54 | \$211.04 | -\$306.01 |
| VA | 46.55% | 6.4% | \$1,592.48 | \$4,060.34 | \$248,616.17 | \$926.33 | \$109.04 | \$243.22 | -\$332.59 |
| VT | 45.99% | 6.8% | \$1,132.75 | \$3,120.00 | \$167,344.38 | \$634.16 | \$72.27 | \$157.18 | -\$292.74 |
| WA | 46.41% | 6.4% | \$1,516.96 | \$3,979.40 | \$241,785.98 | \$891.54 | \$107.29 | \$233.62 | -\$335.92 |
| WI | 45.00% | 6.5% | \$988.22 | \$3,000.00 | \$139,000.00 | \$549.52 | \$59.63 | \$128.36 | -\$266.20 |
| WV | 46.50% | 6.6% | \$1,082.19 | \$2,681.34 | \$155,013.29 | \$633.96 | \$63.88 | \$126.95 | -\$253.61 |
| WY | 46.15% | 6.5% | \$1,305.74 | \$3,228.23 | \$188,091.80 | \$800.36 | \$80.57 | \$166.65 | -\$293.64 |
| PR | 50.79% | 6.4% | \$772.75 | \$1,654.43 | \$103,243.90 | \$447.07 | \$44.09 | \$95.60 | -\$212.26 |
| Nation-wide* | 47.24% | 6.4% | \$1,446.21 | \$3,800.77 | \$214,711.17 | \$800.25 | \$94.55 | \$211.08 | -\$347.34 |

* Includes U.S. Territories

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Appendix 6: Performance of HAMP Tier 1 Modifications by Vintage

| Mod. Effective in: | Delinquency: Months After Conversion to Permanent Modification | | | | | | | | | | | |
|--------------------|--|-------------|-------------|------------------|-------------|-------------|------------------|--------------|--------------|------------------|--------------|--------------|
| | 3 | | | 6 | | | 12 | | | 18 | | |
| | # | 60+ Days | 90+ Days | # | 60+ Days | 90+ Days | # | 60+ Days | 90+ Days | # | 60+ Days | 90+ Days |
| 2009Q3 | 3,583 | 10.7% | 4.5% | 4,415 | 15.8% | 10.6% | 4,634 | 25.9% | 21.3% | 4,965 | 32.3% | 29.0% |
| 2009Q4 | 43,655 | 5.7% | 1.9% | 47,492 | 10.2% | 6.3% | 51,389 | 20.4% | 15.8% | 54,574 | 25.4% | 22.4% |
| 2010Q1 | 123,902 | 4.3% | 1.5% | 150,196 | 10.4% | 6.1% | 161,100 | 20.4% | 16.1% | 166,131 | 26.0% | 22.4% |
| 2010Q2 | 147,557 | 5.3% | 1.8% | 157,177 | 12.3% | 7.5% | 173,450 | 19.5% | 16.1% | 170,638 | 27.8% | 24.1% |
| 2010Q3 | 86,207 | 5.1% | 1.9% | 95,904 | 11.1% | 7.1% | 104,183 | 18.2% | 14.5% | 106,149 | 25.3% | 21.9% |
| 2010Q4 | 58,028 | 4.6% | 1.8% | 62,507 | 8.9% | 5.7% | 65,131 | 18.4% | 14.5% | 66,686 | 24.0% | 21.1% |
| 2011Q1 | 70,834 | 2.9% | 1.0% | 75,848 | 8.2% | 5.1% | 79,566 | 17.0% | 13.6% | 81,143 | 22.2% | 19.2% |
| 2011Q2 | 79,818 | 3.7% | 1.3% | 89,074 | 9.4% | 5.8% | 92,553 | 16.2% | 13.2% | 91,826 | 23.1% | 20.1% |
| 2011Q3 | 80,821 | 3.7% | 1.3% | 85,885 | 8.8% | 5.6% | 86,849 | 15.6% | 12.3% | 86,589 | 21.8% | 18.9% |
| 2011Q4 | 64,870 | 3.4% | 1.2% | 67,390 | 6.9% | 4.4% | 67,714 | 14.7% | 11.4% | 67,863 | 19.3% | 16.8% |
| 2012Q1 | 49,351 | 2.5% | 0.9% | 50,795 | 6.8% | 4.1% | 50,821 | 14.1% | 10.9% | 50,214 | 18.5% | 15.8% |
| 2012Q2 | 43,956 | 3.0% | 1.0% | 44,936 | 7.7% | 4.6% | 45,214 | 13.6% | 10.9% | 44,733 | 18.9% | 16.1% |
| 2012Q3 | 47,262 | 3.1% | 1.0% | 48,939 | 7.3% | 4.6% | 49,673 | 13.0% | 10.1% | 50,204 | 17.9% | 15.1% |
| 2012Q4 | 39,267 | 3.2% | 1.0% | 41,182 | 6.3% | 3.9% | 42,400 | 12.3% | 9.4% | 42,668 | 16.3% | 14.0% |
| 2013Q1 | 39,222 | 2.2% | 0.7% | 40,875 | 6.1% | 3.5% | 42,002 | 12.6% | 9.6% | 42,382 | 16.6% | 13.9% |
| 2013Q2 | 31,525 | 2.6% | 0.8% | 32,996 | 6.5% | 3.9% | 33,686 | 11.7% | 9.3% | 33,951 | 16.4% | 14.0% |
| 2013Q3 | 31,935 | 2.9% | 1.0% | 33,406 | 7.0% | 4.2% | 34,802 | 12.1% | 9.2% | 34,602 | 16.4% | 13.9% |
| 2013Q4 | 27,285 | 2.9% | 1.0% | 28,608 | 6.3% | 3.8% | 29,889 | 12.2% | 9.5% | 10,171 | 16.4% | 14.0% |
| 2014Q1 | 23,674 | 2.5% | 0.9% | 25,560 | 6.8% | 3.9% | 26,397 | 13.1% | 10.2% | | | |
| 2014Q2 | 19,018 | 3.7% | 1.1% | 19,830 | 7.8% | 5.1% | 7,469 | 13.4% | 11.0% | | | |
| 2014Q3 | 17,012 | 3.5% | 1.3% | 17,832 | 7.9% | 5.2% | | | | | | |
| 2014Q4 | 15,148 | 3.8% | 1.4% | 5,456 | 7.3% | 4.5% | | | | | | |
| 2015Q1 | 4,796 | 3.1% | 1.0% | | | | | | | | | |
| All | 1,148,726 | 3.9% | 1.3% | 1,226,303 | 9.0% | 5.5% | 1,248,922 | 16.6% | 13.2% | 1,205,489 | 22.7% | 19.6% |

| Mod. Effective in: | Delinquency: Months After Conversion to Permanent Modification | | | | | | | | | | | |
|--------------------|--|--------------|--------------|----------------|--------------|--------------|----------------|--------------|--------------|----------------|--------------|--------------|
| | 24 | | | 36 | | | 48 | | | 60 | | |
| | # | 60+ Days | 90+ Days | # | 60+ Days | 90+ Days | # | 60+ Days | 90+ Days | # | 60+ Days | 90+ Days |
| 2009Q3 | 5,068 | 36.9% | 33.6% | 5,167 | 44.0% | 41.8% | 5,073 | 50.2% | 48.6% | 5,061 | 54.1% | 52.6% |
| 2009Q4 | 55,528 | 31.6% | 28.4% | 56,351 | 39.7% | 37.2% | 56,124 | 44.9% | 43.1% | 55,380 | 48.9% | 47.5% |
| 2010Q1 | 167,926 | 31.9% | 28.7% | 166,208 | 39.7% | 37.5% | 165,997 | 44.6% | 42.9% | 163,605 | 48.4% | 47.2% |
| 2010Q2 | 178,764 | 31.1% | 28.7% | 174,991 | 39.2% | 37.4% | 174,351 | 43.7% | 42.5% | 56,833 | 49.4% | 48.4% |
| 2010Q3 | 106,201 | 29.5% | 26.8% | 104,469 | 37.1% | 35.2% | 105,091 | 41.2% | 39.8% | | | |
| 2010Q4 | 66,447 | 29.6% | 26.5% | 65,951 | 36.3% | 34.2% | 65,980 | 40.4% | 38.8% | | | |
| 2011Q1 | 80,788 | 27.6% | 24.9% | 80,935 | 33.8% | 31.9% | 80,477 | 37.9% | 36.5% | | | |
| 2011Q2 | 91,403 | 27.3% | 25.1% | 91,484 | 33.2% | 31.6% | 33,729 | 37.4% | 36.3% | | | |
| 2011Q3 | 85,066 | 25.8% | 23.4% | 86,816 | 31.0% | 29.2% | | | | | | |
| 2011Q4 | 67,594 | 23.4% | 21.0% | 67,697 | 28.5% | 26.8% | | | | | | |
| 2012Q1 | 50,720 | 22.5% | 20.0% | 50,262 | 27.9% | 25.9% | | | | | | |
| 2012Q2 | 44,939 | 22.0% | 20.0% | 15,543 | 27.7% | 26.1% | | | | | | |
| 2012Q3 | 50,470 | 20.9% | 18.6% | | | | | | | | | |
| 2012Q4 | 42,794 | 19.9% | 17.6% | | | | | | | | | |
| 2013Q1 | 42,160 | 19.9% | 17.7% | | | | | | | | | |
| 2013Q2 | 11,326 | 19.7% | 18.1% | | | | | | | | | |
| 2013Q3 | | | | | | | | | | | | |
| 2013Q4 | | | | | | | | | | | | |
| 2014Q1 | | | | | | | | | | | | |
| 2014Q2 | | | | | | | | | | | | |
| 2014Q3 | | | | | | | | | | | | |
| 2014Q4 | | | | | | | | | | | | |
| 2015Q1 | | | | | | | | | | | | |
| All | 1,147,194 | 27.5% | 24.9% | 965,874 | 35.7% | 33.7% | 686,822 | 42.4% | 40.9% | 280,879 | 48.8% | 47.6% |

Loan payment status is not reported by servicers after program disqualification (90+ days delinquent). Therefore, 90+ days delinquent loans are included in each of the 60+ and 90+ days delinquent metrics for all future reporting periods, even though some loans may have cured or paid off following program disqualification. In addition, once a loan is reported as paid off it is no longer reflected in future periods.

Making Home Affordable: Appendix

Program Performance Report First Quarter 2015

Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|---|---------------------------------|----------------------------------|--|
| Abilene, TX Metropolitan Statistical Area | 68 | \$195.44 | 33% |
| Aguadilla-Isabela, PR Metropolitan Statistical Area | 188 | \$253.80 | 36% |
| Akron, OH Metropolitan Statistical Area | 2,550 | \$299.46 | 36% |
| Albany, GA Metropolitan Statistical Area | 313 | \$242.64 | 30% |
| Albany, OR Metropolitan Statistical Area | 230 | \$352.68 | 34% |
| Albany-Schenectady-Troy, NY Metropolitan Statistical Area | 1,761 | \$359.46 | 34% |
| Albuquerque, NM Metropolitan Statistical Area | 3,360 | \$336.46 | 33% |
| Alexandria, LA Metropolitan Statistical Area | 166 | \$243.54 | 29% |
| Allentown-Bethlehem-Easton, PA-NJ Metropolitan Statistical Area | 4,172 | \$402.46 | 34% |
| Altoona, PA Metropolitan Statistical Area | 144 | \$216.59 | 31% |
| Amarillo, TX Metropolitan Statistical Area | 139 | \$261.93 | 37% |
| Ames, IA Metropolitan Statistical Area | 64 | \$278.51 | 33% |
| Anchorage, AK Metropolitan Statistical Area | 543 | \$514.04 | 33% |
| Anderson, IN Metropolitan Statistical Area | 114 | \$180.26 | 27% |
| Anderson, SC Metropolitan Statistical Area | 208 | \$214.23 | 26% |
| Ann Arbor, MI Metropolitan Statistical Area | 1,187 | \$420.75 | 36% |
| Anniston-Oxford-Jacksonville, AL Metropolitan Statistical Area | 181 | \$207.77 | 28% |
| Appleton, WI Metropolitan Statistical Area | 368 | \$307.75 | 34% |
| Arecibo, PR Metropolitan Statistical Area | 143 | \$268.02 | 37% |
| Asheville, NC Metropolitan Statistical Area | 1,313 | \$351.05 | 33% |
| Athens-Clarke County, GA Metropolitan Statistical Area | 554 | \$307.14 | 33% |
| Atlanta-Sandy Springs-Roswell, GA Metropolitan Statistical Area | 42,984 | \$378.15 | 37% |
| Atlantic City-Hammonton, NJ Metropolitan Statistical Area | 2,422 | \$495.51 | 38% |
| Auburn-Opelika, AL Metropolitan Statistical Area | 255 | \$283.75 | 29% |
| Augusta-Richmond County, GA-SC Metropolitan Statistical Area | 990 | \$260.23 | 33% |
| Austin-Round Rock, TX Metropolitan Statistical Area | 2,816 | \$331.38 | 33% |
| Bakersfield, CA Metropolitan Statistical Area | 8,098 | \$476.54 | 37% |
| Baltimore-Columbia-Towson, MD Metropolitan Statistical Area | 16,322 | \$474.00 | 32% |
| Bangor, ME Metropolitan Statistical Area | 375 | \$309.77 | 34% |
| Barnstable Town, MA Metropolitan Statistical Area | 1,821 | \$613.23 | 36% |
| Baton Rouge, LA Metropolitan Statistical Area | 2,340 | \$261.63 | 31% |
| Battle Creek, MI Metropolitan Statistical Area | 438 | \$266.77 | 38% |
| Bay City, MI Metropolitan Statistical Area | 276 | \$226.46 | 34% |
| Beaumont-Port Arthur, TX Metropolitan Statistical Area | 331 | \$221.94 | 33% |
| Beckley, WV Metropolitan Statistical Area | 62 | \$223.46 | 35% |
| Bellingham, WA Metropolitan Statistical Area | 616 | \$478.62 | 34% |
| Bend-Redmond, OR Metropolitan Statistical Area | 1,252 | \$530.19 | 37% |
| Billings, MT Metropolitan Statistical Area | 155 | \$291.67 | 27% |
| Binghamton, NY Metropolitan Statistical Area | 261 | \$248.32 | 35% |
| Birmingham-Hoover, AL Metropolitan Statistical Area | 3,604 | \$281.04 | 32% |
| Bismarck, ND Metropolitan Statistical Area | 51 | \$339.62 | 34% |
| Blacksburg-Christiansburg-Radford, VA Metropolitan Statistical Area | 174 | \$302.78 | 30% |
| Bloomington, IL Metropolitan Statistical Area | 149 | \$359.43 | 42% |
| Bloomington, IN Metropolitan Statistical Area | 216 | \$266.65 | 31% |
| Bloomington-Normal, IL Metropolitan Statistical Area | 68 | \$202.45 | 24% |
| Bloomsburg-Berwick, PA Metropolitan Statistical Area | 43 | \$246.02 | 38% |
| Boise City, ID Metropolitan Statistical Area | 2,986 | \$382.71 | 34% |
| Boston-Cambridge-Newton, MA-NH Metropolitan Statistical Area | 24,883 | \$627.63 | 36% |
| Boulder, CO Metropolitan Statistical Area | 638 | \$478.40 | 34% |
| Bowling Green, KY Metropolitan Statistical Area | 174 | \$243.98 | 34% |
| Bremerton-Silverdale, WA Metropolitan Statistical Area | 968 | \$471.87 | 31% |
| Bridgeport-Stamford-Norwalk, CT Metropolitan Statistical Area | 6,475 | \$711.03 | 40% |
| Brownsville-Harlingen, TX Metropolitan Statistical Area | 538 | \$234.38 | 35% |
| Brunswick, GA Metropolitan Statistical Area | 257 | \$329.88 | 33% |
| Buffalo-Cheektowaga-Niagara Falls, NY Metropolitan Statistical Area | 1,593 | \$259.23 | 34% |
| Burlington, NC Metropolitan Statistical Area | 418 | \$262.29 | 32% |
| Burlington-South Burlington, VT Metropolitan Statistical Area | 435 | \$419.47 | 35% |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2015

Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| California-Lexington Park, MD Metropolitan Statistical Area | 328 | \$560.15 | 32% |
| Canton-Massillon, OH Metropolitan Statistical Area | 1,269 | \$263.68 | 34% |
| Cape Coral-Fort Myers, FL Metropolitan Statistical Area | 5,115 | \$476.01 | 40% |
| Cape Girardeau, MO-IL Metropolitan Statistical Area | 112 | \$231.56 | 31% |
| Carbondale-Marion, IL Metropolitan Statistical Area | 54 | \$266.90 | 44% |
| Carson City, NV Metropolitan Statistical Area | 403 | \$525.93 | 37% |
| Casper, WY Metropolitan Statistical Area | 130 | \$340.47 | 29% |
| Cedar Rapids, IA Metropolitan Statistical Area | 340 | \$252.35 | 32% |
| Chambersburg-Waynesboro, PA Metropolitan Statistical Area | 248 | \$345.84 | 31% |
| Champaign-Urbana, IL Metropolitan Statistical Area | 206 | \$246.38 | 30% |
| Charleston, WV Metropolitan Statistical Area | 167 | \$221.52 | 32% |
| Charleston-North Charleston, SC Metropolitan Statistical Area | 3,072 | \$353.68 | 33% |
| Charlotte-Concord-Gastonia, NC-SC Metropolitan Statistical Area | 9,841 | \$316.36 | 33% |
| Charlottesville, VA Metropolitan Statistical Area | 618 | \$391.29 | 31% |
| Chattanooga, TN-GA Metropolitan Statistical Area | 1,404 | \$276.66 | 34% |
| Cheyenne, WY Metropolitan Statistical Area | 145 | \$275.18 | 27% |
| Chicago-Naperville-Elgin, IL-IN-WI Metropolitan Statistical Area | 75,704 | \$516.79 | 41% |
| Chico, CA Metropolitan Statistical Area | 1,135 | \$459.66 | 34% |
| Cincinnati, OH-KY-IN Metropolitan Statistical Area | 6,056 | \$308.68 | 35% |
| Clarksville, TN-KY Metropolitan Statistical Area | 258 | \$226.50 | 31% |
| Cleveland, TN Metropolitan Statistical Area | 232 | \$258.52 | 32% |
| Cleveland-Elyria, OH Metropolitan Statistical Area | 8,430 | \$307.02 | 37% |
| Coeur d'Alene, ID Metropolitan Statistical Area | 658 | \$414.03 | 33% |
| College Station-Bryan, TX Metropolitan Statistical Area | 131 | \$220.10 | 27% |
| Colorado Springs, CO Metropolitan Statistical Area | 2,059 | \$391.46 | 33% |
| Columbia, MO Metropolitan Statistical Area | 168 | \$243.79 | 32% |
| Columbia, SC Metropolitan Statistical Area | 2,539 | \$268.23 | 32% |
| Columbus, GA-AL Metropolitan Statistical Area | 732 | \$268.89 | 33% |
| Columbus, IN Metropolitan Statistical Area | 122 | \$219.48 | 31% |
| Columbus, OH Metropolitan Statistical Area | 5,410 | \$321.92 | 36% |
| Corpus Christi, TX Metropolitan Statistical Area | 374 | \$247.71 | 32% |
| Corvallis, OR Metropolitan Statistical Area | 108 | \$347.65 | 26% |
| Crestview-Fort Walton Beach-Destin, FL Metropolitan Statistical Area | 850 | \$421.82 | 36% |
| Cumberland, MD-WV Metropolitan Statistical Area | 140 | \$246.68 | 32% |
| Dallas-Fort Worth-Arlington, TX Metropolitan Statistical Area | 15,036 | \$299.36 | 33% |
| Dalton, GA Metropolitan Statistical Area | 498 | \$262.84 | 35% |
| Danville, IL Metropolitan Statistical Area | 55 | \$200.04 | 38% |
| Danville, VA Metropolitan Statistical Area | 53 | \$172.03 | 23% |
| Daphne-Fairhope-Foley, AL Metropolitan Statistical Area | 387 | \$356.17 | 35% |
| Davenport-Moline-Rock Island, IA-IL Metropolitan Statistical Area | 567 | \$241.73 | 35% |
| Dayton, OH Metropolitan Statistical Area | 2,065 | \$262.92 | 35% |
| Decatur, AL Metropolitan Statistical Area | 183 | \$228.18 | 28% |
| Decatur, IL Metropolitan Statistical Area | 91 | \$206.29 | 35% |
| Deltona-Daytona Beach-Ormond Beach, FL Metropolitan Statistical Area | 5,681 | \$393.73 | 38% |
| Denver-Aurora-Lakewood, CO Metropolitan Statistical Area | 11,969 | \$407.88 | 33% |
| Des Moines-West Des Moines, IA Metropolitan Statistical Area | 1,448 | \$271.98 | 31% |
| Detroit-Warren-Dearborn, MI Metropolitan Statistical Area | 24,998 | \$376.74 | 38% |
| Dothan, AL Metropolitan Statistical Area | 187 | \$214.12 | 30% |
| Dover, DE Metropolitan Statistical Area | 903 | \$401.68 | 30% |
| Dubuque, IA Metropolitan Statistical Area | 108 | \$253.24 | 34% |
| Duluth, MN-WI Metropolitan Statistical Area | 682 | \$283.75 | 33% |
| Durham-Chapel Hill, NC Metropolitan Statistical Area | 1,356 | \$322.94 | 34% |
| East Stroudsburg, PA Metropolitan Statistical Area | 1,169 | \$497.01 | 41% |
| Eau Claire, WI Metropolitan Statistical Area | 242 | \$291.60 | 32% |
| El Centro, CA Metropolitan Statistical Area | 1,489 | \$439.95 | 35% |
| El Paso, TX Metropolitan Statistical Area | 1,311 | \$247.94 | 33% |

Making Home Affordable: Appendix

Program Performance Report First Quarter 2015

Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Elizabethtown-Fort Knox, KY Metropolitan Statistical Area | 137 | \$238.72 | 30% |
| Elkhart-Goshen, IN Metropolitan Statistical Area | 606 | \$255.32 | 33% |
| Elmira, NY Metropolitan Statistical Area | 109 | \$270.88 | 40% |
| Erie, PA Metropolitan Statistical Area | 377 | \$239.67 | 38% |
| Eugene, OR Metropolitan Statistical Area | 1,162 | \$394.06 | 33% |
| Evansville, IN-KY Metropolitan Statistical Area | 430 | \$209.02 | 31% |
| Fairbanks, AK Metropolitan Statistical Area | 65 | \$339.78 | 23% |
| Fajardo, PR Metropolitan Statistical Area | 15 | \$208.03 | 27% |
| Fargo, ND-MN Metropolitan Statistical Area | 181 | \$275.83 | 30% |
| Farmington, NM Metropolitan Statistical Area | 119 | \$289.47 | 26% |
| Fayetteville, NC Metropolitan Statistical Area | 635 | \$237.57 | 33% |
| Fayetteville-Springdale-Rogers, AR-MO Metropolitan Statistical Area | 1,210 | \$287.11 | 34% |
| Flagstaff, AZ Metropolitan Statistical Area | 327 | \$530.03 | 34% |
| Flint, MI Metropolitan Statistical Area | 1,791 | \$324.13 | 37% |
| Florence, SC Metropolitan Statistical Area | 489 | \$222.66 | 31% |
| Florence-Muscle Shoals, AL Metropolitan Statistical Area | 152 | \$212.00 | 33% |
| Fond du Lac, WI Metropolitan Statistical Area | 167 | \$292.57 | 33% |
| Fort Collins, CO Metropolitan Statistical Area | 859 | \$408.09 | 31% |
| Fort Smith, AR-OK Metropolitan Statistical Area | 245 | \$215.61 | 30% |
| Fort Wayne, IN Metropolitan Statistical Area | 867 | \$242.13 | 35% |
| Fresno, CA Metropolitan Statistical Area | 8,734 | \$481.10 | 37% |
| Gadsden, AL Metropolitan Statistical Area | 170 | \$233.42 | 32% |
| Gainesville, FL Metropolitan Statistical Area | 694 | \$335.57 | 35% |
| Gainesville, GA Metropolitan Statistical Area | 1,137 | \$331.28 | 36% |
| Gettysburg, PA Metropolitan Statistical Area | 246 | \$443.17 | 36% |
| Glens Falls, NY Metropolitan Statistical Area | 340 | \$329.53 | 36% |
| Goldsboro, NC Metropolitan Statistical Area | 165 | \$240.86 | 33% |
| Grand Forks, ND-MN Metropolitan Statistical Area | 61 | \$228.97 | 30% |
| Grand Island, NE Metropolitan Statistical Area | 34 | \$230.84 | 32% |
| Grand Junction, CO Metropolitan Statistical Area | 564 | \$417.20 | 33% |
| Grand Rapids-Wyoming, MI Metropolitan Statistical Area | 2,994 | \$286.94 | 34% |
| Grants Pass, OR Metropolitan Statistical Area | 319 | \$537.05 | 40% |
| Great Falls, MT Metropolitan Statistical Area | 77 | \$261.72 | 29% |
| Greeley, CO Metropolitan Statistical Area | 1,098 | \$358.67 | 30% |
| Green Bay, WI Metropolitan Statistical Area | 587 | \$346.76 | 38% |
| Greensboro-High Point, NC Metropolitan Statistical Area | 2,519 | \$284.52 | 33% |
| Greenville, NC Metropolitan Statistical Area | 355 | \$274.11 | 33% |
| Greenville-Anderson-Mauldin, SC Metropolitan Statistical Area | 2,172 | \$265.16 | 32% |
| Guayama, PR Metropolitan Statistical Area | 41 | \$183.65 | 34% |
| Gulfport-Biloxi-Pascagoula, MS Metropolitan Statistical Area | 730 | \$276.77 | 35% |
| Hagerstown-Martinsburg, MD-WV Metropolitan Statistical Area | 1,621 | \$427.52 | 32% |
| Hammond, LA Metropolitan Statistical Area | 212 | \$301.89 | 35% |
| Hanford-Corcoran, CA Metropolitan Statistical Area | 910 | \$425.30 | 34% |
| Harrisburg-Carlisle, PA Metropolitan Statistical Area | 1,099 | \$314.42 | 33% |
| Harrisonburg, VA Metropolitan Statistical Area | 250 | \$406.17 | 34% |
| Hartford-West Hartford-East Hartford, CT Metropolitan Statistical Area | 5,574 | \$453.98 | 36% |
| Hattiesburg, MS Metropolitan Statistical Area | 233 | \$238.40 | 31% |
| Hickory-Lenoir-Morganton, NC Metropolitan Statistical Area | 1,039 | \$243.83 | 31% |
| Hilton Head Island-Bluffton-Beaufort, SC Metropolitan Statistical Area | 577 | \$521.24 | 42% |
| Hinesville, GA Metropolitan Statistical Area | 121 | \$252.85 | 33% |
| Holland-Grand Haven, MI Metropolitan Statistical Area | 238 | \$256.51 | 27% |
| Homosassa Springs, FL Metropolitan Statistical Area | 425 | \$364.45 | 42% |
| Honolulu, HI Metropolitan Statistical Area | 788 | \$640.33 | 26% |
| Hot Springs, AR Metropolitan Statistical Area | 145 | \$317.48 | 35% |
| Houma-Thibodaux, LA Metropolitan Statistical Area | 262 | \$246.28 | 31% |

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Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Houston-The Woodlands-Sugar Land, TX Metropolitan Statistical Area | 16,138 | \$286.48 | 34% |
| Huntington-Ashland, WV-KY-OH Metropolitan Statistical Area | 302 | \$235.12 | 34% |
| Huntsville, AL Metropolitan Statistical Area | 621 | \$235.39 | 30% |
| Idaho Falls, ID Metropolitan Statistical Area | 294 | \$260.89 | 25% |
| Indianapolis-Carmel-Anderson, IN Metropolitan Statistical Area | 5,386 | \$275.49 | 32% |
| Iowa City, IA Metropolitan Statistical Area | 106 | \$312.17 | 32% |
| Ithaca, NY Metropolitan Statistical Area | 51 | \$343.54 | 34% |
| Jackson, MI Metropolitan Statistical Area | 623 | \$285.40 | 35% |
| Jackson, MS Metropolitan Statistical Area | 1,679 | \$250.02 | 32% |
| Jackson, TN Metropolitan Statistical Area | 295 | \$239.79 | 34% |
| Jacksonville, FL Metropolitan Statistical Area | 9,962 | \$371.31 | 35% |
| Jacksonville, NC Metropolitan Statistical Area | 166 | \$256.81 | 27% |
| Janesville-Beloit, WI Metropolitan Statistical Area | 579 | \$264.18 | 34% |
| Jefferson City, MO Metropolitan Statistical Area | 154 | \$212.54 | 30% |
| Johnson City, TN Metropolitan Statistical Area | 253 | \$255.86 | 32% |
| Johnstown, PA Metropolitan Statistical Area | 102 | \$199.81 | 29% |
| Jonesboro, AR Metropolitan Statistical Area | 77 | \$242.10 | 32% |
| Joplin, MO Metropolitan Statistical Area | 231 | \$198.91 | 31% |
| Kahului-Wailuku-Lahaina, HI Metropolitan Statistical Area | 876 | \$1,072.95 | 40% |
| Kalamazoo-Portage, MI Metropolitan Statistical Area | 850 | \$306.93 | 37% |
| Kankakee, IL Metropolitan Statistical Area | 431 | \$352.79 | 37% |
| Kansas City, MO-KS Metropolitan Statistical Area | 5,817 | \$312.08 | 34% |
| Kennewick-Richland, WA Metropolitan Statistical Area | 356 | \$269.23 | 31% |
| Killeen-Temple, TX Metropolitan Statistical Area | 268 | \$219.78 | 30% |
| Kingsport-Bristol-Bristol, TN-VA Metropolitan Statistical Area | 352 | \$239.12 | 33% |
| Kingston, NY Metropolitan Statistical Area | 952 | \$502.11 | 38% |
| Knoxville, TN Metropolitan Statistical Area | 1,753 | \$264.36 | 31% |
| Kokomo, IN Metropolitan Statistical Area | 228 | \$220.55 | 32% |
| La Crosse-Onalaska, WI-MN Metropolitan Statistical Area | 148 | \$263.75 | 29% |
| Lafayette, IN Metropolitan Statistical Area | 81 | \$207.52 | 25% |
| Lafayette, LA Metropolitan Statistical Area | 573 | \$241.73 | 30% |
| Lafayette-West Lafayette, IN Metropolitan Statistical Area | 170 | \$280.30 | 37% |
| Lake Charles, LA Metropolitan Statistical Area | 265 | \$230.23 | 31% |
| Lake Havasu City-Kingman, AZ Metropolitan Statistical Area | 1,274 | \$408.52 | 36% |
| Lakeland-Winter Haven, FL Metropolitan Statistical Area | 4,454 | \$369.12 | 36% |
| Lancaster, PA Metropolitan Statistical Area | 1,085 | \$306.75 | 30% |
| Lansing-East Lansing, MI Metropolitan Statistical Area | 1,521 | \$314.82 | 36% |
| Laredo, TX Metropolitan Statistical Area | 508 | \$287.22 | 36% |
| Las Cruces, NM Metropolitan Statistical Area | 346 | \$326.08 | 30% |
| Las Vegas-Henderson-Paradise, NV Metropolitan Statistical Area | 26,410 | \$528.31 | 38% |
| Lawrence, KS Metropolitan Statistical Area | 157 | \$319.87 | 32% |
| Lawton, OK Metropolitan Statistical Area | 98 | \$214.03 | 33% |
| Lebanon, PA Metropolitan Statistical Area | 259 | \$297.23 | 30% |
| Lewiston, ID-WA Metropolitan Statistical Area | 96 | \$259.64 | 26% |
| Lewiston-Auburn, ME Metropolitan Statistical Area | 328 | \$332.90 | 34% |
| Lexington-Fayette, KY Metropolitan Statistical Area | 808 | \$297.53 | 34% |
| Lima, OH Metropolitan Statistical Area | 203 | \$248.49 | 39% |
| Lincoln, NE Metropolitan Statistical Area | 365 | \$265.02 | 32% |
| Little Rock-North Little Rock-Conway, AR Metropolitan Statistical Area | 1,119 | \$243.52 | 31% |
| Logan, UT-ID Metropolitan Statistical Area | 208 | \$319.71 | 28% |
| Longview, TX Metropolitan Statistical Area | 136 | \$224.90 | 32% |
| Longview, WA Metropolitan Statistical Area | 414 | \$380.38 | 33% |
| Los Angeles-Long Beach-Anaheim, CA Metropolitan Statistical Area | 82,789 | \$850.57 | 40% |
| Los Angeles-Long Beach-Santa Ana, CA Metropolitan Statistical Area | 23,630 | \$677.11 | 31% |
| Louisville/Jefferson County, KY-IN Metropolitan Statistical Area | 3,163 | \$265.13 | 33% |
| Lubbock, TX Metropolitan Statistical Area | 170 | \$228.84 | 31% |
| Lynchburg, VA Metropolitan Statistical Area | 447 | \$250.51 | 28% |

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Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Macon, GA Metropolitan Statistical Area | 850 | \$277.80 | 36% |
| Madera, CA Metropolitan Statistical Area | 1,665 | \$510.56 | 38% |
| Madison, WI Metropolitan Statistical Area | 1,203 | \$396.12 | 34% |
| Manchester-Nashua, NH Metropolitan Statistical Area | 2,133 | \$477.05 | 33% |
| Manhattan, KS Metropolitan Statistical Area | 62 | \$330.37 | 31% |
| Mankato-North Mankato, MN Metropolitan Statistical Area | 151 | \$303.73 | 30% |
| Mansfield, OH Metropolitan Statistical Area | 304 | \$237.93 | 34% |
| Mayaguez, PR Metropolitan Statistical Area | 82 | \$229.26 | 38% |
| McAllen-Edinburg-Mission, TX Metropolitan Statistical Area | 1,185 | \$252.02 | 34% |
| Medford, OR Metropolitan Statistical Area | 1,219 | \$463.84 | 35% |
| Memphis, TN-MS-AR Metropolitan Statistical Area | 7,114 | \$296.40 | 36% |
| Merced, CA Metropolitan Statistical Area | 2,438 | \$531.74 | 38% |
| Miami-Fort Lauderdale-West Palm Beach, FL Metropolitan Statistical Area | 77,425 | \$544.80 | 42% |
| Michigan City-La Porte, IN Metropolitan Statistical Area | 340 | \$252.26 | 33% |
| Midland, MI Metropolitan Statistical Area | 97 | \$296.96 | 41% |
| Midland, TX Metropolitan Statistical Area | 67 | \$255.60 | 29% |
| Milwaukee-Waukesha-West Allis, WI Metropolitan Statistical Area | 5,793 | \$358.14 | 37% |
| Minneapolis-St. Paul-Bloomington, MN-WI Metropolitan Statistical Area | 18,406 | \$450.36 | 36% |
| Missoula, MT Metropolitan Statistical Area | 246 | \$410.55 | 31% |
| Mobile, AL Metropolitan Statistical Area | 1,195 | \$258.48 | 35% |
| Modesto, CA Metropolitan Statistical Area | 6,621 | \$566.70 | 37% |
| Monroe, LA Metropolitan Statistical Area | 217 | \$213.17 | 27% |
| Monroe, MI Metropolitan Statistical Area | 743 | \$355.06 | 35% |
| Montgomery, AL Metropolitan Statistical Area | 817 | \$232.14 | 29% |
| Morgantown, WV Metropolitan Statistical Area | 48 | \$379.46 | 38% |
| Morristown, TN Metropolitan Statistical Area | 264 | \$259.68 | 32% |
| Mount Vernon-Anacortes, WA Metropolitan Statistical Area | 482 | \$506.12 | 36% |
| Muncie, IN Metropolitan Statistical Area | 176 | \$202.82 | 31% |
| Muskegon, MI Metropolitan Statistical Area | 602 | \$243.80 | 36% |
| Myrtle Beach-Conway-North Myrtle Beach, SC-NC Metropolitan Statistical Area | 1,747 | \$389.16 | 37% |
| Napa, CA Metropolitan Statistical Area | 1,118 | \$834.29 | 36% |
| Naples-Immokalee-Marco Island, FL Metropolitan Statistical Area | 2,437 | \$615.75 | 42% |
| Nashville-Davidson--Murfreesboro--Franklin, TN Metropolitan Statistical Area | 5,039 | \$311.58 | 32% |
| New Bern, NC Metropolitan Statistical Area | 114 | \$348.31 | 42% |
| New Haven-Milford, CT Metropolitan Statistical Area | 5,477 | \$476.72 | 36% |
| New Orleans-Metairie, LA Metropolitan Statistical Area | 4,212 | \$333.21 | 35% |
| New York-Newark-Jersey City, NY-NJ-PA Metropolitan Statistical Area | 105,134 | \$809.95 | 40% |
| Niles-Benton Harbor, MI Metropolitan Statistical Area | 477 | \$274.63 | 34% |
| North Port-Sarasota-Bradenton, FL Metropolitan Statistical Area | 5,264 | \$475.41 | 40% |
| Norwich-New London, CT Metropolitan Statistical Area | 1,398 | \$484.61 | 37% |
| Ocala, FL Metropolitan Statistical Area | 2,445 | \$361.74 | 37% |
| Ocean City, NJ Metropolitan Statistical Area | 567 | \$470.40 | 33% |
| Odessa, TX Metropolitan Statistical Area | 53 | \$203.44 | 29% |
| Ogden-Clearfield, UT Metropolitan Statistical Area | 1,797 | \$360.54 | 28% |
| Oklahoma City, OK Metropolitan Statistical Area | 1,798 | \$258.07 | 33% |
| Olympia-Tumwater, WA Metropolitan Statistical Area | 1,033 | \$439.00 | 32% |
| Omaha-Council Bluffs, NE-IA Metropolitan Statistical Area | 1,730 | \$272.75 | 33% |
| Orlando-Kissimmee-Sanford, FL Metropolitan Statistical Area | 26,390 | \$458.60 | 39% |
| Oshkosh-Neenah, WI Metropolitan Statistical Area | 273 | \$278.16 | 35% |
| Owensboro, KY Metropolitan Statistical Area | 115 | \$198.01 | 32% |
| Oxnard-Thousand Oaks-Ventura, CA Metropolitan Statistical Area | 7,414 | \$841.32 | 36% |
| Palm Bay-Melbourne-Titusville, FL Metropolitan Statistical Area | 4,489 | \$400.90 | 38% |
| Palm Coast, FL Metropolitan Statistical Area | 365 | \$335.61 | 28% |
| Panama City, FL Metropolitan Statistical Area | 631 | \$387.33 | 36% |
| Parkersburg-Vienna, WV Metropolitan Statistical Area | 101 | \$185.44 | 30% |
| Pascagoula, MS Metropolitan Statistical Area | 155 | \$215.69 | 26% |

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Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|---|---------------------------------|----------------------------------|--|
| Pensacola-Ferry Pass-Brent, FL Metropolitan Statistical Area | 1,635 | \$307.19 | 34% |
| Peoria, IL Metropolitan Statistical Area | 440 | \$222.57 | 33% |
| Philadelphia-Camden-Wilmington, PA-NJ-DE-MD Metropolitan Statistical Area | 27,620 | \$400.68 | 33% |
| Phoenix-Mesa-Scottsdale, AZ Metropolitan Statistical Area | 42,418 | \$459.52 | 37% |
| Pine Bluff, AR Metropolitan Statistical Area | 78 | \$248.85 | 37% |
| Pittsburgh, PA Metropolitan Statistical Area | 4,150 | \$266.30 | 34% |
| Pittsfield, MA Metropolitan Statistical Area | 235 | \$330.17 | 33% |
| Pocatello, ID Metropolitan Statistical Area | 162 | \$255.23 | 31% |
| Ponce, PR Metropolitan Statistical Area | 182 | \$241.35 | 39% |
| Port St. Lucie, FL Metropolitan Statistical Area | 5,146 | \$461.01 | 39% |
| Portland-South Portland, ME Metropolitan Statistical Area | 2,496 | \$444.82 | 35% |
| Portland-Vancouver-Hillsboro, OR-WA Metropolitan Statistical Area | 11,101 | \$481.00 | 34% |
| Poughkeepsie-Newburgh-Middletown, NY Metropolitan Statistical Area | 1,636 | \$497.21 | 31% |
| Prescott, AZ Metropolitan Statistical Area | 1,330 | \$443.65 | 36% |
| Providence-Warwick, RI-MA Metropolitan Statistical Area | 10,788 | \$537.78 | 38% |
| Provo-Orem, UT Metropolitan Statistical Area | 2,535 | \$461.12 | 32% |
| Pueblo, CO Metropolitan Statistical Area | 590 | \$264.67 | 33% |
| Punta Gorda, FL Metropolitan Statistical Area | 1,230 | \$444.90 | 41% |
| Racine, WI Metropolitan Statistical Area | 739 | \$354.54 | 36% |
| Raleigh, NC Metropolitan Statistical Area | 3,484 | \$340.84 | 32% |
| Rapid City, SD Metropolitan Statistical Area | 149 | \$322.11 | 34% |
| Reading, PA Metropolitan Statistical Area | 1,345 | \$337.49 | 32% |
| Redding, CA Metropolitan Statistical Area | 1,114 | \$447.91 | 34% |
| Reno, NV Metropolitan Statistical Area | 3,939 | \$524.82 | 36% |
| Richmond, VA Metropolitan Statistical Area | 5,642 | \$370.25 | 32% |
| Riverside-San Bernardino-Ontario, CA Metropolitan Statistical Area | 66,710 | \$639.55 | 37% |
| Roanoke, VA Metropolitan Statistical Area | 733 | \$273.47 | 31% |
| Rochester, MN Metropolitan Statistical Area | 409 | \$324.64 | 33% |
| Rochester, NY Metropolitan Statistical Area | 1,635 | \$265.05 | 36% |
| Rockford, IL Metropolitan Statistical Area | 1,395 | \$324.76 | 38% |
| Rocky Mount, NC Metropolitan Statistical Area | 371 | \$247.44 | 34% |
| Rome, GA Metropolitan Statistical Area | 178 | \$237.50 | 31% |
| Sacramento--Roseville--Arden-Arcade, CA Metropolitan Statistical Area | 22,519 | \$611.89 | 36% |
| Saginaw, MI Metropolitan Statistical Area | 449 | \$260.87 | 36% |
| Salem, OR Metropolitan Statistical Area | 1,615 | \$384.61 | 34% |
| Salinas, CA Metropolitan Statistical Area | 3,388 | \$875.40 | 40% |
| Salisbury, MD-DE Metropolitan Statistical Area | 1,379 | \$426.99 | 35% |
| Salt Lake City, UT Metropolitan Statistical Area | 5,700 | \$422.99 | 33% |
| San Angelo, TX Metropolitan Statistical Area | 51 | \$168.26 | 24% |
| San Antonio-New Braunfels, TX Metropolitan Statistical Area | 3,298 | \$254.06 | 32% |
| San Diego-Carlsbad, CA Metropolitan Statistical Area | 23,863 | \$764.84 | 36% |
| San Francisco-Oakland-Hayward, CA Metropolitan Statistical Area | 29,049 | \$875.23 | 38% |
| San German, PR Metropolitan Statistical Area | 79 | \$241.57 | 34% |
| San Jose-Sunnyvale-Santa Clara, CA Metropolitan Statistical Area | 9,282 | \$966.10 | 37% |
| San Juan-Carolina-Caguas, PR Metropolitan Statistical Area | 3,666 | \$301.07 | 38% |
| San Luis Obispo-Paso Robles-Arroyo Grande, CA Metropolitan Statistical Area | 1,538 | \$772.71 | 36% |
| Sandusky, OH Metropolitan Statistical Area | 71 | \$217.31 | 27% |
| Santa Barbara-Santa Maria-Goleta, CA Metropolitan Statistical Area | 564 | \$592.46 | 30% |
| Santa Cruz-Watsonville, CA Metropolitan Statistical Area | 1,489 | \$982.61 | 38% |
| Santa Fe, NM Metropolitan Statistical Area | 611 | \$517.55 | 35% |
| Santa Maria-Santa Barbara, CA Metropolitan Statistical Area | 2,045 | \$775.78 | 40% |
| Santa Rosa, CA Metropolitan Statistical Area | 4,012 | \$808.98 | 37% |
| Savannah, GA Metropolitan Statistical Area | 1,281 | \$323.27 | 34% |
| Scranton--Wilkes-Barre--Hazleton, PA Metropolitan Statistical Area | 1,365 | \$284.21 | 35% |
| Seattle-Tacoma-Bellevue, WA Metropolitan Statistical Area | 19,999 | \$561.91 | 34% |
| Sebastian-Vero Beach, FL Metropolitan Statistical Area | 1,121 | \$405.49 | 38% |

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Appendix 7: HAMP Activity by MSA

| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Sebring, FL Metropolitan Statistical Area | 317 | \$411.23 | 44% |
| Sheboygan, WI Metropolitan Statistical Area | 211 | \$271.74 | 31% |
| Sherman-Denison, TX Metropolitan Statistical Area | 163 | \$229.60 | 31% |
| Shreveport-Bossier City, LA Metropolitan Statistical Area | 771 | \$238.79 | 31% |
| Sierra Vista-Douglas, AZ Metropolitan Statistical Area | 188 | \$327.92 | 34% |
| Sioux City, IA-NE-SD Metropolitan Statistical Area | 187 | \$236.22 | 35% |
| Sioux Falls, SD Metropolitan Statistical Area | 243 | \$223.23 | 25% |
| South Bend-Mishawaka, IN-MI Metropolitan Statistical Area | 978 | \$252.55 | 35% |
| Spartanburg, SC Metropolitan Statistical Area | 859 | \$245.96 | 31% |
| Spokane-Spokane Valley, WA Metropolitan Statistical Area | 1,577 | \$327.41 | 32% |
| Springfield, IL Metropolitan Statistical Area | 187 | \$244.10 | 36% |
| Springfield, MA Metropolitan Statistical Area | 2,677 | \$366.25 | 34% |
| Springfield, MO Metropolitan Statistical Area | 754 | \$263.15 | 33% |
| Springfield, OH Metropolitan Statistical Area | 334 | \$257.65 | 38% |
| St. Cloud, MN Metropolitan Statistical Area | 486 | \$325.46 | 32% |
| St. George, UT Metropolitan Statistical Area | 1,042 | \$538.21 | 37% |
| St. Joseph, MO-KS Metropolitan Statistical Area | 184 | \$252.74 | 36% |
| St. Louis, MO-IL Metropolitan Statistical Area | 10,829 | \$301.91 | 35% |
| State College, PA Metropolitan Statistical Area | 137 | \$367.85 | 35% |
| Staunton-Waynesboro, VA Metropolitan Statistical Area | 165 | \$379.80 | 36% |
| Steubenville-Weirton, OH-WV MSA | 49 | \$136.29 | 22% |
| Stockton-Lodi, CA Metropolitan Statistical Area | 9,372 | \$651.93 | 38% |
| Sumter, SC Metropolitan Statistical Area | 203 | \$244.96 | 35% |
| Syracuse, NY Metropolitan Statistical Area | 771 | \$256.99 | 34% |
| Tallahassee, FL Metropolitan Statistical Area | 1,269 | \$331.55 | 31% |
| Tampa-St. Petersburg-Clearwater, FL Metropolitan Statistical Area | 22,171 | \$407.61 | 38% |
| Terre Haute, IN Metropolitan Statistical Area | 175 | \$222.88 | 37% |
| Texarkana, TX-AR Metropolitan Statistical Area | 92 | \$201.02 | 29% |
| The Villages, FL Metropolitan Statistical Area | 152 | \$421.65 | 42% |
| Toledo, OH Metropolitan Statistical Area | 2,139 | \$258.53 | 35% |
| Topeka, KS Metropolitan Statistical Area | 280 | \$221.76 | 28% |
| Trenton, NJ Metropolitan Statistical Area | 1,635 | \$491.55 | 37% |
| Tucson, AZ Metropolitan Statistical Area | 5,983 | \$366.68 | 35% |
| Tulsa, OK Metropolitan Statistical Area | 1,442 | \$247.78 | 32% |
| Tuscaloosa, AL Metropolitan Statistical Area | 343 | \$286.97 | 31% |
| Tyler, TX Metropolitan Statistical Area | 221 | \$310.60 | 35% |
| Urban Honolulu, HI Metropolitan Statistical Area | 1,953 | \$819.09 | 34% |
| Utica-Rome, NY Metropolitan Statistical Area | 351 | \$250.76 | 35% |
| Valdosta, GA Metropolitan Statistical Area | 196 | \$283.88 | 32% |
| Vallejo-Fairfield, CA Metropolitan Statistical Area | 6,338 | \$732.32 | 36% |
| Victoria, TX Metropolitan Statistical Area | 41 | \$251.86 | 35% |
| Vineland-Bridgeton, NJ Metropolitan Statistical Area | 706 | \$362.49 | 35% |
| Virginia Beach-Norfolk-Newport News, VA-NC Metropolitan Statistical Area | 6,964 | \$393.86 | 32% |
| Visalia-Porterville, CA Metropolitan Statistical Area | 3,803 | \$424.52 | 36% |

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| Metropolitan Statistical Area | Permanent Modifications Started | Median Monthly Payment Reduction | Median Monthly Payment Reduction % of Pre-Modification Payment |
|--|---------------------------------|----------------------------------|--|
| Waco, TX Metropolitan Statistical Area | 183 | \$195.08 | 30% |
| Walla Walla, WA Metropolitan Statistical Area | 76 | \$353.41 | 35% |
| Warner Robins, GA Metropolitan Statistical Area | 314 | \$276.77 | 33% |
| Washington-Arlington-Alexandria, DC-VA-MD-WV Metropolitan Statistical Area | 47,736 | \$641.63 | 35% |
| Waterloo-Cedar Falls, IA Metropolitan Statistical Area | 210 | \$206.75 | 32% |
| Watertown-Fort Drum, NY Metropolitan Statistical Area | 43 | \$256.17 | 36% |
| Wausau, WI Metropolitan Statistical Area | 191 | \$301.80 | 36% |
| Weirton-Steubenville, WV-OH Metropolitan Statistical Area | 90 | \$241.63 | 37% |
| Wenatchee, WA Metropolitan Statistical Area | 291 | \$363.29 | 30% |
| Wheeling, WV-OH Metropolitan Statistical Area | 120 | \$187.44 | 32% |
| Wichita Falls, TX Metropolitan Statistical Area | 62 | \$185.57 | 33% |
| Wichita, KS Metropolitan Statistical Area | 784 | \$238.26 | 33% |
| Williamsport, PA Metropolitan Statistical Area | 153 | \$210.76 | 30% |
| Wilmington, NC Metropolitan Statistical Area | 1,122 | \$379.50 | 34% |
| Winchester, VA-WV Metropolitan Statistical Area | 808 | \$454.81 | 31% |
| Winston-Salem, NC Metropolitan Statistical Area | 1,753 | \$271.65 | 33% |
| Worcester, MA-CT Metropolitan Statistical Area | 5,498 | \$507.60 | 37% |
| Yakima, WA Metropolitan Statistical Area | 411 | \$279.67 | 32% |
| Yauco, PR Metropolitan Statistical Area | 5 | \$188.51 | 29% |
| York-Hanover, PA Metropolitan Statistical Area | 1,660 | \$367.37 | 32% |
| Youngstown-Warren-Boardman, OH-PA Metropolitan Statistical Area | 1,295 | \$255.61 | 36% |
| Yuba City, CA Metropolitan Statistical Area | 1,425 | \$499.94 | 36% |
| Yuma, AZ Metropolitan Statistical Area | 1,186 | \$338.52 | 35% |