



**HAMP Application Activity by Servicer<sup>1</sup>  
As of April 2012**

Servicer Name	Monthly				Program-to-Date			
	# Requests Received <sup>2</sup>	# Requests Processed <sup>3</sup>	# Requests Approved <sup>4</sup>	# Requests Denied <sup>5</sup>	# Requests Received <sup>2</sup>	# Requests Processed <sup>3</sup>	# Requests Approved <sup>4</sup>	# Requests Denied <sup>5</sup>
American Home Mortgage Servicing, Inc.	2,519	1,608	554	1,054	130,193	76,974	44,935	32,039
Aurora Loan Services LLC	453	502	288	214	76,928	74,889	55,185	19,704
Bank of America, NA <sup>6</sup>	19,339	7,088	2,585	4,503	1,051,206	817,307	539,396	277,911
BankUnited	385	142	118	24	16,275	4,687	3,901	786
Bayview Loan Servicing, LLC	898	610	143	467	13,831	11,562	6,256	5,306
Carrington Mortgage Services, LLC	1,044	550	230	320	34,922	19,005	6,635	12,370
CCO Mortgage, a division of RBS Citizens NA	0	0	0	0	9,880	5,358	2,945	2,413
CitiMortgage Inc	11,679	11,384	3,080	8,304	265,945	265,475	205,146	60,329
GMAC Mortgage, LLC	5,224	4,706	1,087	3,619	256,769	243,575	87,003	156,572
Green Tree Servicing LLC	3,173	3,957	253	3,704	57,706	45,122	19,244	25,878
HomeEq <sup>7</sup>	0	0	0	0	1,339	1,339	1,339	0
iServe Residential Lending, LLC	0	0	0	0	4	3	1	2
iServe Servicing, Inc.	0	0	0	0	70	29	13	16
JPMorgan Chase Bank, NA <sup>8</sup>	16,690	11,108	2,352	8,756	1,007,349	571,419	360,939	210,480
Marix Servicing LLC	7	6	0	6	1,886	1,102	459	643
Midland Mortgage Co.	4,814	2,225	207	2,018	74,919	32,310	3,437	28,873
MorEquity <sup>7</sup>	0	0	0	0	3,473	3,221	1,820	1,401
National City Bank	400	279	101	178	30,347	26,994	25,895	1,099
Nationstar Mortgage LLC	15,819	16,108	511	15,597	127,859	124,168	40,836	83,332
Navy Federal Credit Union	430	192	45	147	4,009	1,930	1,013	917
Ocwen Loan Servicing, LLC <sup>9</sup>	10,691	8,844	424	8,420	314,294	221,588	97,597	123,991
OneWest Bank	2,697	2,048	719	1,329	151,857	108,330	78,857	29,473
ORNL Federal Credit Union	19	7	0	7	468	142	25	117
PennyMac Loan Services, LLC	125	186	65	121	5,036	4,718	2,013	2,705
PNC Bank, National Association	14	3	0	3	1,215	423	22	401
Quantum Servicing Corporation	12	7	0	7	1,439	685	85	600
Residential Credit Solutions, Inc.	201	188	21	167	9,189	7,894	1,841	6,053
RG Mortgage Corporation <sup>7</sup>	0	0	0	0	489	489	489	0
Saxon Mortgage Services, Inc.	1,553	760	110	650	86,699	71,109	45,168	25,941



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Select Portfolio Servicing, Inc.	2,210	927	631	296	101,690	76,455	71,340	5,115
Specialized Loan Servicing LLC	625	196	60	136	12,544	3,634	1,423	2,211
U.S. Bank National Association	1,615	534	250	284	80,370	41,430	18,573	22,857
Wells Fargo Bank, NA <sup>10</sup>	20,236	10,229	4,611	5,618	759,240	433,296	301,179	132,117
Other Servicers <sup>7</sup>	0	0	0	0	1,281	1,281	1,281	0
<b>TOTAL</b>	<b>122,872</b>	<b>84,394</b>	<b>18,445</b>	<b>65,949</b>	<b>4,690,721</b>	<b>3,297,943</b>	<b>2,026,291</b>	<b>1,271,652</b>

<sup>1</sup>This report is sourced from the Monthly Servicer Survey of select servicers participating in MHA under a Servicer Participation Agreement through April 30, 2012. This report only contains data for servicers that provide this survey. This survey is a cumulative survey, therefore, an estimate of monthly activity was calculated by taking the latest monthly survey and subtracting it from the previous month's survey. This calculation may at times result in negative numbers due to servicing transfers or servicer corrections to prior reporting. Note that Requests Processed, Requests Approved, and Requests Denied in any given month may be related to Requests Received in prior months.

<sup>2</sup>"Requests Received" is the total number of HAMP mortgage modification requests received, calculated as the sum of the following from the Monthly Servicer Survey: Initial Packages Received and Being Evaluated; Packages Evaluated, Incomplete and Notice Sent; Packages Evaluated, Complete and Borrower Ineligible; and Packages Evaluated, Complete and Trial Offers Sent.

<sup>3</sup>"Requests Processed" is the total number of the HAMP mortgage modifications approved or denied and communicated to the Borrower by the Servicer, calculated as the sum of the following from the Monthly Servicer Survey: Packages Evaluated, Complete and Borrower Ineligible; and Packages Evaluated, Complete and Trial Offers Sent.

<sup>4</sup>"Requests Approved" is the total number of HAMP mortgage modification requests approved, calculated as Packages Evaluated, Complete, and Trial Offers Sent. Note that all "Requests Approved" do not become Active Trials because some borrowers do not accept the trial or fail to make the first trial payment.

<sup>5</sup>"Requests Denied" is the total number of HAMP mortgage modification requests denied, calculated as Packages Evaluated, Complete and Borrower Ineligible.

<sup>6</sup>Bank of America, NA includes Home Loan Services, Wilshire Credit Corporation and BAC Home Loans Servicing, LP.

<sup>7</sup>Includes servicers that are no longer actively participating in the survey process or whose Servicer Participation Agreement has been terminated. These servicers no longer submit a survey, and their results only reflect previous periods when the survey questions were not as extensive as current surveys (e.g. #Requests Denied was not a component of earlier surveys).

<sup>8</sup>JPMorgan Chase Bank, NA includes EMC Mortgage Company.

<sup>9</sup>Ocwen Loan Servicing, LLC includes Litton Loan Servicing LP.

<sup>10</sup>Wells Fargo Bank, NA includes Wachovia Mortgage FSB.