



**HAMP Application Activity by Servicer<sup>1</sup>**  
As of May 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>
Aurora Loan Services LLC	450	716	320	396	77,378	75,605	55,505	20,100
Bank of America, NA <sup>6</sup>	5,307	9,943	2,462	7,481	1,034,094	807,546	541,858	265,688
BankUnited	247	97	64	33	10,977	4,784	3,965	819
Bayview Loan Servicing, LLC	769	567	100	467	14,507	12,036	6,263	5,773
Carrington Mortgage Services, LLC	662	562	236	326	21,172	19,567	6,871	12,696
CCO Mortgage, a division of RBS Citizens NA	229	307	49	258	14,943	7,589	2,432	5,157
CitiMortgage Inc	2,734	2,920	909	2,011	268,679	268,395	206,055	62,340
GMAC Mortgage, LLC	5,628	5,098	1,016	4,082	262,397	248,673	88,019	160,654
Green Tree Servicing LLC	2,715	1,544	288	1,256	60,421	46,666	19,532	27,134
Homeward Residential <sup>7</sup>	2,932	2,686	955	1,731	133,125	79,660	45,890	33,770
iServe Residential Lending, LLC	-	-	-	-	4	3	1	2
iServe Servicing, Inc.	-	-	-	-	70	29	13	16
JPMorgan Chase Bank, NA <sup>8</sup>	11,589	11,804	9,292	2,512	796,084	526,198	353,865	172,333
Marix Servicing LLC	7	4	-	4	1,893	1,106	459	647
Midland Mortgage Co.	1,292	1,299	78	1,221	38,297	32,154	3,202	28,952
National City Bank	752	660	252	408	29,470	27,654	26,147	1,507
Nationstar Mortgage LLC	596	395	394	1	128,455	124,563	41,230	83,333
Navy Federal Credit Union	907	101	17	84	5,353	1,972	1,047	925
Ocwen Loan Servicing, LLC <sup>9</sup>	11,502	9,049	634	8,415	325,796	230,637	98,231	132,406
OneWest Bank	3,199	2,302	726	1,576	155,056	110,632	79,583	31,049
ORNL Federal Credit Union	15	11	3	8	324	153	28	125
PennyMac Loan Services, LLC	95	173	68	105	5,131	4,891	2,081	2,810
PNC Bank, National Association	14	2	-	2	486	183	22	161
Quantum Servicing Corporation	9	5	-	5	1,448	690	85	605
Residential Credit Solutions, Inc.	560	163	27	136	9,749	8,057	1,868	6,189
Saxon Mortgage Services, Inc.	338	127	10	117	86,116	70,689	45,101	25,588
Select Portfolio Servicing, Inc.	1,595	791	569	222	97,452	77,298	71,909	5,389
Specialized Loan Servicing LLC	732	416	26	390	13,276	4,050	1,449	2,601
U.S. Bank National Association	1,449	648	329	319	71,133	42,078	18,902	23,176
Wells Fargo Bank, NA <sup>10</sup>	11,177	8,845	3,864	4,981	626,378	437,150	304,887	132,263
Other Servicers <sup>11</sup>	-	-	-	-	6,582	6,330	4,929	1,401
<b>TOTAL</b>	<b>67,501</b>	<b>61,235</b>	<b>22,688</b>	<b>38,547</b>	<b>4,296,246</b>	<b>3,277,038</b>	<b>2,031,429</b>	<b>1,245,609</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 May 31, 2012. All data present in this report reflects what is provided by servicers participating in the survey, and cannot be separately reviewed or validated by Treasury. In June 2012, a number of servicers informed Treasury that they needed to update their reporting methodology to more accurately reflect application activities as presented in this report. As a result, prior months' reporting may contain inaccuracies received from the reporting servicers. The surveyed servicers have since amended their reporting processes to correct any inaccuracies. These updates will be reflected in this report on a going forward basis, beginning with May 2012 reporting.

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 methodology. 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. HAMP mortgage modification requests evaluated and denied due to insufficient documentation (Packages Evaluated, Incomplete and Notice Sent) are excluded.

<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. HAMP mortgage modification requests evaluated and denied due to insufficient documentation (Packages Evaluated, Incomplete and Notice Sent) are excluded.

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

<sup>7</sup> Formerly American Home Mortgage Servicing, Inc.

<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.

<sup>11</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).