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***EXHIBIT 9***

## Report Highlights

### Nearly 700,000 Permanent Modifications Started

- Homeowners receiving permanent modifications have realized aggregate savings in monthly mortgage payments of **more than \$6.3 billion**, program to date.
- Nearly **29,000 new permanent modifications** reported in April, in line with the six-month average.
- Borrowers in active permanent modifications **save a median of \$526**, or 37% of their before-modification monthly housing payment.
- Servicers reported over **29,000 new trial modifications**, in line with the average for the past six months.
- Of trial modifications started since June 2010, **70% have been converted to permanent modifications**.
- Of trial modifications started since June 2010 that became permanent modifications, the **average length of a trial modification was 3.5 months**, down from 5.2 months for trials started before June 2010.

### New This Month: Servicer Assessments

- The Obama Administration sets a new industry benchmark for disclosure on assistance to homeowners with the release of detailed Servicer Assessments. Beginning with this report, Treasury is publishing quarterly assessments of performance by the 10 largest program participants.
- Going forward, Treasury hopes these assessments will also set the standard for transparency about mortgage servicer efforts to assist homeowners.
- For the first quarter of 2011, four servicers have been determined to need substantial improvement. Treasury is withholding financial incentives from three servicers.

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## HAMP Activity: First Lien Modifications

HAMP is designed to lower monthly mortgage payments to help struggling homeowners stay in their homes and prevent avoidable foreclosure.

		Total
<b>HAMP Eligibility</b> (As of Mar. 31, 2011)	Eligible Delinquent Loans <sup>1</sup>	2,684,832
	Eligible Delinquent Borrowers <sup>2</sup>	1,095,151
<b>Trial Modifications</b>	Trial Plan Offers Extended (Cumulative) <sup>3</sup>	1,819,480
	All Trials Started	1,588,034
	Trials Reported Since March 2011 Report <sup>4</sup>	29,011
	Trial Modifications Canceled (Cumulative)	753,041
	Active Trials	135,940
<b>Permanent Modifications</b>	All Permanent Modifications Started	699,053
	Permanent Modifications Reported Since March 2011 Report	28,867
	Permanent Modifications Canceled (Cumulative) <sup>5</sup>	90,438
	Active Permanent Modifications	608,615

<sup>1</sup> Estimated eligible 60+ day delinquent loans as reported by servicers as of March 31, 2011, include conventional loans:

- in foreclosure and bankruptcy.
- with a current unpaid principal balance less than \$729,750 on a one-unit property, \$934,200 on a two-unit property, \$1,129,250 on a three-unit property and \$1,403,400 on a four-unit property.
- on a property that was owner-occupied at origination.
- originated on or before January 1, 2009.

Estimated eligible 60+ day delinquent loans exclude:

- FHA and VA loans.
- loans that are current or less than 60 days delinquent, which may be eligible for HAMP if a borrower is in imminent default.

<sup>2</sup> The estimated eligible 60+ day delinquent borrowers are those in HAMP-eligible loans, minus estimated exclusions of loans on vacant properties, loans with borrower debt-to-income ratio below 31%, loans that fail the NPV test, properties no longer owner-occupied, unemployed borrowers, manufactured housing loans with title/chattel issues that exclude them from HAMP, and loans where the investor pooling and servicing agreements preclude modification. Exclusions for DTI and NPV results are estimated using market analytics. Effective March 2011, estimate excludes borrowers disqualified from active HAMP trial and permanent modifications.

<sup>3</sup> As reported in the weekly servicer survey of large SPA servicers through April 28, 2011. Bank of America has restated number of trial offers extended from previous month.

<sup>4</sup> Servicers may enter new trial modifications into the HAMP system of record at anytime.

<sup>5</sup> A permanent modification is canceled when the borrower has missed three consecutive monthly payments. Includes 1,242 loans paid off.

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

## Second Lien Modification Program (2MP) Activity

The Second Lien Modification Program (2MP) provides assistance to homeowners in a first lien permanent modification who have an eligible second lien with a participating servicer.

All Second Lien Modifications Started	25,478
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Note: Number of modifications is net of cancellations, which are primarily due to servicer data corrections.

## Home Affordable Foreclosure Alternatives (HAFA) Activity

The Home Affordable Foreclosure Alternatives Program (HAFA) offers incentives for homeowners looking to exit their homes through a short sale or deed in lieu of foreclosure.

All HAFA Agreements Started <sup>1</sup>	14,893
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HAFA Transactions Completed	7,113
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<sup>1</sup> Servicer agreement with homeowner for terms of potential short sale, which lasts at least 120 days; or agreement for a deed-in-lieu transaction. A short sale requires a third-party purchaser and cooperation of junior lienholders and mortgage insurers to complete the transaction. All HAFA Agreements Started include HAFA Transactions Completed.

## Treasury FHA-HAMP Modification Activity

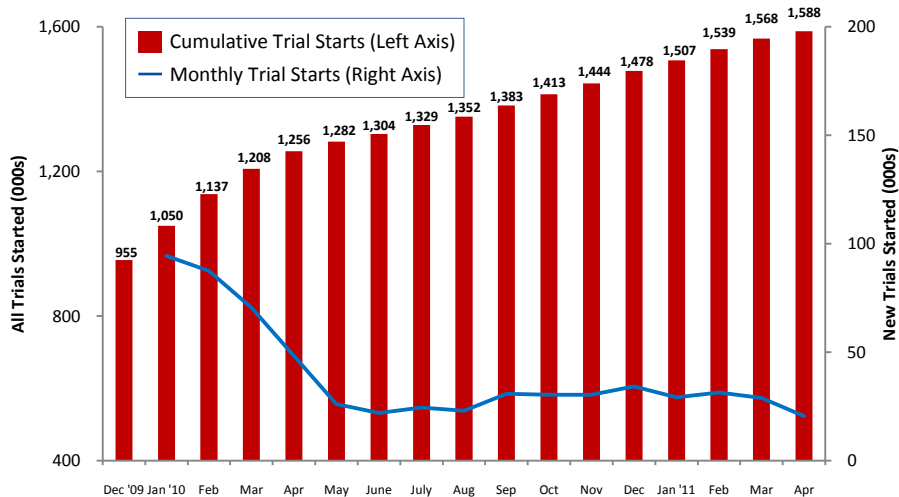
The Treasury FHA-HAMP Program provides assistance to eligible homeowners with FHA-insured mortgages.

All Treasury FHA-HAMP Trial Modifications Started	4,261
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Treasury FHA-HAMP Permanent Modifications Started	2,739
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See Appendix A2 for servicer participants in additional Making Home Affordable programs.

## HAMP Trials Started

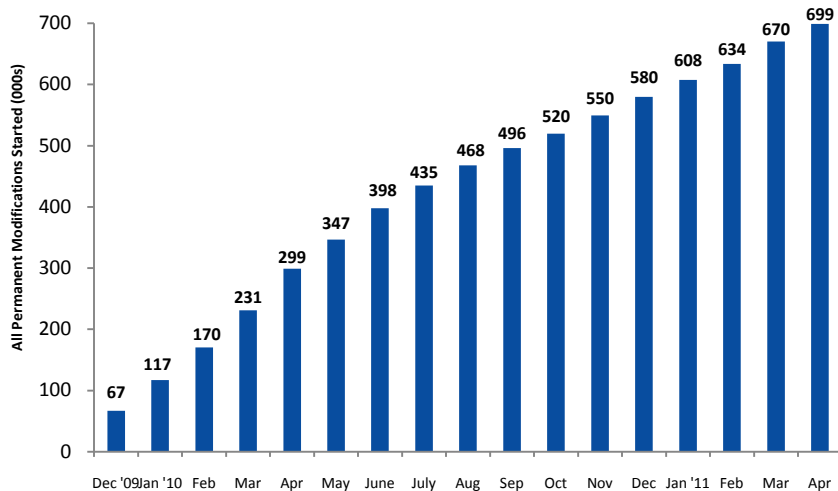


Source: HAMP system of record. Servicers may enter new trial modifications into the HAMP system of record at any time. For example, 29,011 trials have entered the HAMP system of record since the prior report; of those, 20,531 were trials with a first payment recorded in April 2011.

## Homeowner Benefits and Modification Characteristics

- Aggregate savings to homeowners who received HAMP first lien permanent modifications are estimated to total **more than \$6.3 billion**, program to date, compared with unmodified mortgage obligations.
- The median monthly savings for borrowers in active permanent first lien modifications is \$526.06, or **37% of the median monthly payment** before modification.
- Of trial modifications started, **79% of homeowners were at least 60 days delinquent at trial start**. The rest were up to 59 days delinquent or current and in imminent default.
- The **primary hardship reasons** for homeowners in active permanent modifications are:
  - 60.7% experienced loss of income (curtailment of income or unemployment)
  - 11.4% reported excessive obligation
  - 2.8% reported an illness of the principal borrower
- Active permanent modifications feature the following **modification steps**:
  - 100% feature interest rate reductions
  - 59.5% offer term extension
  - 30.5% include principal forbearance

## Permanent Modifications Started (Cumulative)



Source: HAMP system of record.

## Select Median Characteristics of Active Permanent Modifications

Loan Characteristic	Before Modification	After Modification	Median Decrease
Front-End Debt-to-Income Ratio <sup>1</sup>	45.3%	31.0%	-14.3 pct pts
Back-End Debt-to-Income Ratio <sup>2</sup>	78.9%	62.1%	-14.7 pct pts
Median Monthly Housing Payment <sup>3</sup>	\$1,430.35	\$832.98	-\$526.06

<sup>1</sup> Ratio of housing expenses (principal, interest, taxes, insurance and homeowners association and/or condo fees) to monthly gross income.

<sup>2</sup> Ratio of total monthly debt payments (including mortgage principal and interest, taxes, insurance, homeowners association and/or condo fees, plus payments on installment debts, junior liens, alimony, car lease payments and investment property payments) to monthly gross income. Borrowers who have a back-end debt-to-income ratio of greater than 55% are required to seek housing counseling under program guidelines.

<sup>3</sup> Principal and interest payment.

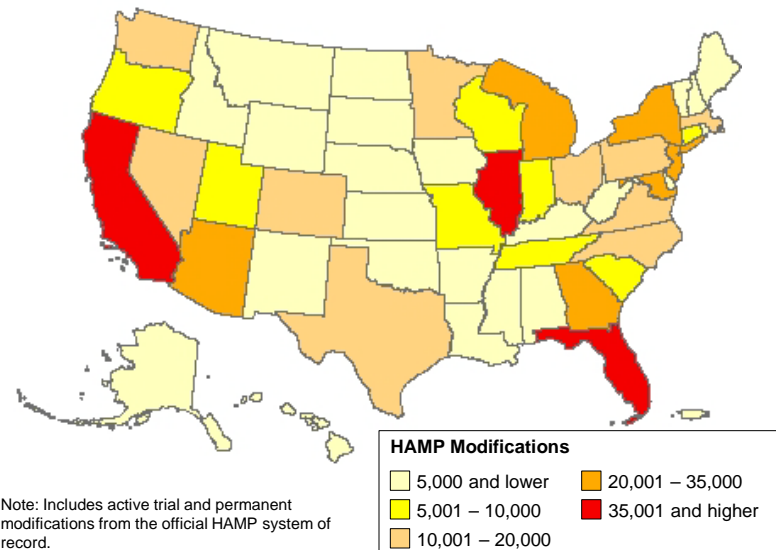
## HAMP Activity by State

State	Active Trials	Permanent Modifications	State Total <sup>1</sup>	% of U.S. HAMP Activity	State	Active Trials	Permanent Modifications	State Total <sup>1</sup>	% of U.S. HAMP Activity
AK	51	261	312	0.0%	MT	172	665	837	0.1%
AL	869	3,496	4,365	0.6%	NC	2,330	11,190	13,520	1.8%
AR	305	1,319	1,624	0.2%	ND	20	104	124	0.0%
AZ	4,947	28,638	33,585	4.5%	NE	208	826	1,034	0.1%
CA	32,860	145,599	178,459	24.0%	NH	585	2,826	3,411	0.5%
CO	1,619	8,464	10,083	1.4%	NJ	4,361	19,591	23,952	3.2%
CT	1,592	7,703	9,295	1.2%	NM	478	1,936	2,414	0.3%
DC	207	1,046	1,253	0.2%	NV	3,411	15,676	19,087	2.6%
DE	434	1,884	2,318	0.3%	NY	6,737	27,513	34,250	4.6%
FL	17,711	71,953	89,664	12.0%	OH	3,080	13,626	16,706	2.2%
GA	5,130	22,155	27,285	3.7%	OK	368	1,395	1,763	0.2%
HI	513	2,335	2,848	0.4%	OR	1,445	6,628	8,073	1.1%
IA	364	1,545	1,909	0.3%	PA	2,826	12,675	15,501	2.1%
ID	528	2,307	2,835	0.4%	RI	673	3,203	3,876	0.5%
IL	7,155	32,779	39,934	5.4%	SC	1,270	5,758	7,028	0.9%
IN	1,346	5,957	7,303	1.0%	SD	43	237	280	0.0%
KS	357	1,438	1,795	0.2%	TN	1,486	6,235	7,721	1.0%
KY	542	2,305	2,847	0.4%	TX	4,080	15,637	19,717	2.6%
LA	919	3,217	4,136	0.6%	UT	1,155	5,750	6,905	0.9%
MA	3,078	15,303	18,381	2.5%	VA	2,908	14,932	17,840	2.4%
MD	4,049	19,674	23,723	3.2%	VT	115	498	613	0.1%
ME	398	1,678	2,076	0.3%	WA	2,852	11,889	14,741	2.0%
MI	4,110	20,217	24,327	3.3%	WI	1,370	5,985	7,355	1.0%
MN	1,966	10,889	12,855	1.7%	WV	172	929	1,101	0.1%
MO	1,445	6,415	7,860	1.1%	WY	54	317	371	0.0%
MS	500	2,368	2,868	0.4%	Other <sup>2</sup>	746	1,649	2,395	0.3%

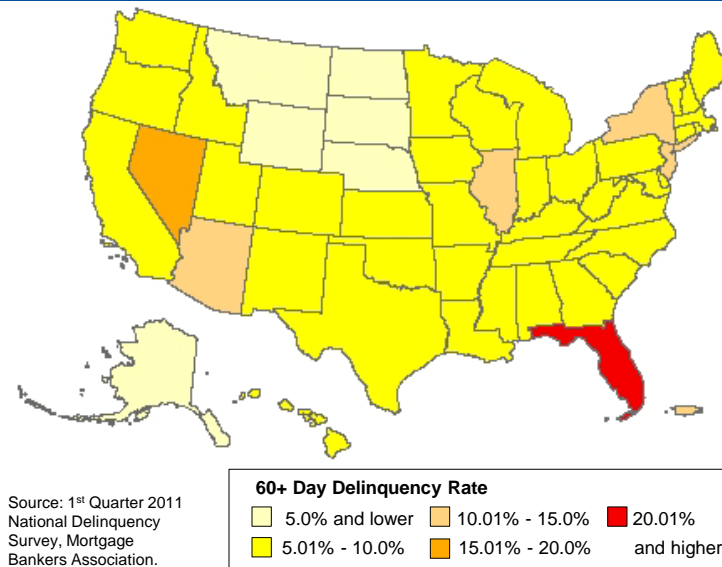
<sup>1</sup> Total reflects active trials and active permanent modifications.

<sup>2</sup> Includes Guam, Puerto Rico and the U.S. Virgin Islands.

## Modification Activity by State



## Mortgage Delinquency Rates by State



## 15 Metropolitan Areas With Highest HAMP Activity

Metropolitan Statistical Area	Active Trials	Permanent Modifications	Total MSA HAMP Activity	% of U.S. HAMP Activity
Los Angeles-Long Beach-Santa Ana, CA	9,838	42,493	52,331	7.0%
New York-Northern New Jersey-Long Island, NY-NJ-PA	8,600	37,374	45,974	6.2%
Riverside-San Bernardino-Ontario, CA	6,619	32,109	38,728	5.2%
Chicago-Joliet-Naperville, IL-IN-WI MSA	6,870	31,724	38,594	5.2%
Miami-Fort Lauderdale-Pompano Beach, FL	7,511	28,766	36,277	4.9%
Phoenix-Mesa-Glendale, AZ MSA	3,879	23,536	27,415	3.7%
Washington-Arlington-Alexandria, DC-VA-MD-WV	3,944	21,125	25,069	3.4%
Atlanta-Sandy Springs-Marietta, GA	4,109	17,891	22,000	3.0%
Las Vegas-Paradise, NV	2,873	12,852	15,725	2.1%
Detroit-Warren-Livonia, MI	2,488	12,244	14,732	2.0%
San Francisco-Oakland-Fremont, CA	2,870	11,390	14,260	1.9%
Orlando-Kissimmee-Sanford, FL MSA	2,601	11,419	14,020	1.9%
Boston-Cambridge-Quincy, MA-NH	2,169	10,963	13,132	1.8%
San Diego-Carlsbad-San Marcos, CA	2,304	10,411	12,715	1.7%
Sacramento-Arden-Arcade-Roseville, CA	2,336	10,336	12,672	1.7%

Note: Total reflects active trials and active permanent modifications.

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

## Call Center Volume

	Program to Date	April
Total Number of Calls Taken at 1-888-995-HOPE	2,204,638	68,217
Borrowers Receiving Free Housing Counseling Assistance Through the Homeowner's HOPE™ Hotline	1,053,685	32,915

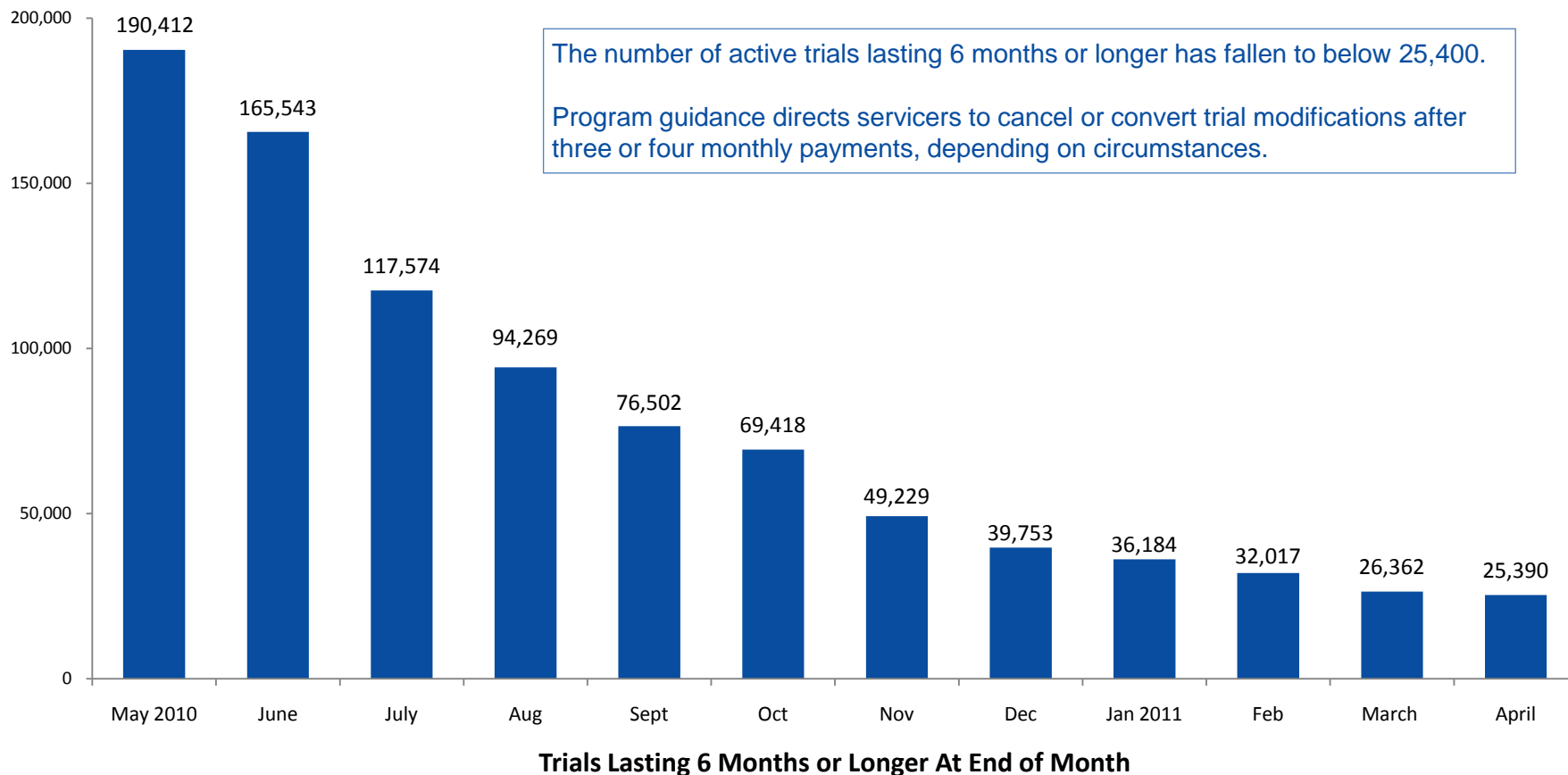
Source: Homeowner's HOPE™ Hotline.

## Selected Homeowner Outreach Measures

Homeowner Outreach Events Hosted Nationally by Treasury and Partners (cumulative)	53
Homeowners Attending Treasury-Sponsored Events (cumulative)	52,817
Servicer Solicitation of Borrowers (cumulative) <sup>1</sup>	7,341,705
Page views on <a href="http://MakingHomeAffordable.gov">MakingHomeAffordable.gov</a> (April 2011)	2,181,472
Page views on <a href="http://MakingHomeAffordable.gov">MakingHomeAffordable.gov</a> (cumulative)	117,607,802

<sup>1</sup> Source: Survey data provided by SPA servicers. Servicers are encouraged by HAMP to solicit information from borrowers 60+ days delinquent, regardless of eligibility for a HAMP modification.  
Note: Bank of America, NA, has restated solicitation numbers from previous month.

**Aged Trials<sup>1</sup>**



<sup>1</sup> Active trials initiated at least six months ago. See page 7 for number of aged trials by servicer. These figures include trial modifications that have been converted to permanent modifications by the servicer and are pending reporting to the HAMP system of record plus some portion which may be canceled.

### HAMP Modification Activity by Servicer

Servicer	As of March 31, 2011	Cumulative			As of April 30, 2011			
	Estimated Eligible 60+ Day Delinquent Borrowers <sup>1</sup>	Trial Plan Offers Extended <sup>2</sup>	All HAMP Trials Started <sup>3</sup>	All HAMP Permanent Modifications Started <sup>3</sup>	Trial Modifications Reported Since March 2011 Report <sup>3</sup>	Active Trial Modifications <sup>3</sup>	Active Trial Modifications Lasting 6 Months or Longer <sup>4</sup>	Active Permanent Modifications <sup>3</sup>
American Home Mortgage Servicing Inc.	42,190	35,443	32,206	24,739	609	3,183	812	21,709
Bank of America, NA <sup>5</sup>	283,445	488,979	386,308	127,554	7,724	45,809	9,695	109,827
CitiMortgage, Inc.	71,845	176,545	130,438	50,980	893	5,811	1,544	45,459
GMAC Mortgage, LLC	30,381	72,901	60,569	43,051	1,092	3,512	82	37,580
J.P. Morgan Chase Bank, NA <sup>6</sup>	160,406	306,693	247,686	95,440	5,843	25,454	2,463	79,516
Litton Loan Servicing LP	36,369	41,701	36,846	11,187	735	2,297	166	9,205
Ocwen Loan Servicing, LLC	36,243	47,219	44,145	33,075	903	4,484	1,016	26,632
OneWest Bank	32,490	68,564	51,501	27,284	968	3,353	254	24,482
Select Portfolio Servicing	8,251	67,381	41,480	21,636	283	1,283	99	18,492
Wells Fargo Bank, NA <sup>7</sup>	137,218	311,911	226,702	96,086	3,650	12,816	1,790	86,235
Other SPA Servicers <sup>8</sup>	102,039	202,143	205,669	97,459	3,376	11,825	2,247	86,383
Other GSE Servicers <sup>9</sup>	154,274	NA	124,484	70,562	2,935	16,113	5,222	63,095
<b>Total</b>	<b>1,095,151</b>	<b>1,819,480</b>	<b>1,588,034</b>	<b>699,053</b>	<b>29,011</b>	<b>135,940</b>	<b>25,390</b>	<b>608,615</b>

<sup>1</sup> Estimated eligible 60+ day delinquent borrowers as reported by servicers as of March 31, 2011, include those in conventional loans:

- in foreclosure and bankruptcy.
- with a current unpaid principal balance less than \$729,750 on a one-unit property, \$934,200 on a two-unit property, \$1,129,250 on a three-unit property and \$1,403,400 on a four-unit property.
- on a property that was owner-occupied at origination.
- originated on or before January 1, 2009.

Estimated eligible 60+ day delinquent borrowers excludes:

- Those in FHA and VA loans.
- Those in loans that are current or less than 60 days delinquent, which may be eligible for HAMP if a borrower is in imminent default.
- Those borrowers with debt-to-income ratios less than 31% or a negative NPV test.

- Owners of vacant properties or properties otherwise excluded.
- HAMP Trials and Permanent Modifications disqualified from HAMP (exclusion effective March 2011).
- Unemployed borrowers.

Exclusions for DTI and NPV are estimated using market analytics.

<sup>2</sup> As reported in the weekly servicer survey of large SPA servicers through April 28, 2011. Bank of America has restated number of trial offers extended from previous month.

<sup>3</sup> As reported into the HAMP system of record by servicers. Excludes FHA-HAMP modifications. Subject to adjustment based on servicer reconciliation of historic loan files. Totals reflect impact of servicing transfers. Servicers may enter new trial modifications into the HAMP system of record at any time.

<sup>4</sup> These figures include trial modifications that have been converted to permanent modifications by the servicer and are pending reporting to

the HAMP system of record.

<sup>5</sup> Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

<sup>6</sup> J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

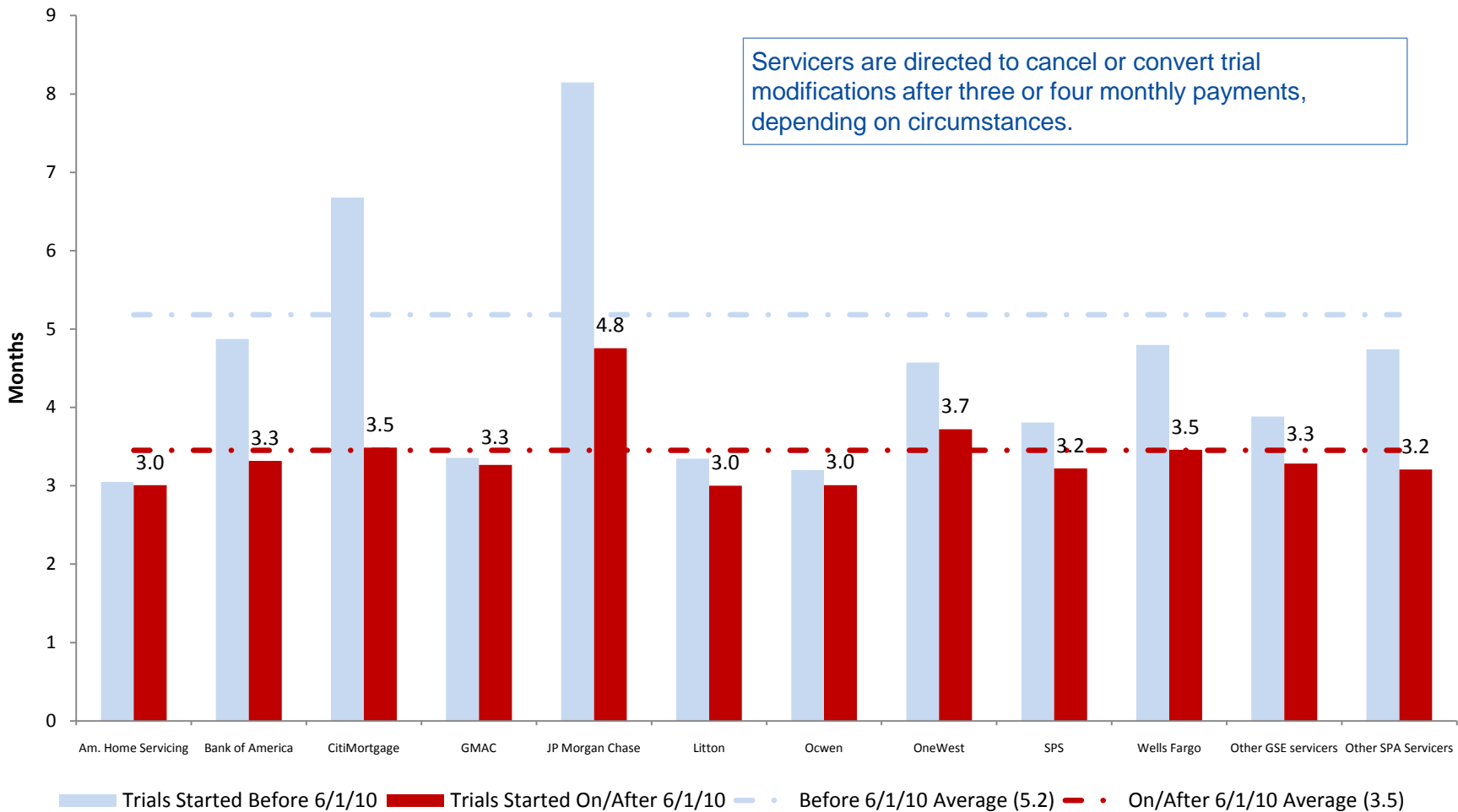
<sup>7</sup> Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

<sup>8</sup> Other SPA servicers are entities excluding the 10 largest servicers, by cap amount, that have signed participation agreements with Treasury and Fannie Mae. A full list of participating servicers is in Appendix A. New trials reported since March includes the impact of consolidating some servicers that were itemized in the March report.

<sup>9</sup> Includes servicers of loans owned or guaranteed by Fannie Mae and Freddie Mac. Includes GSE loans transferred from SPA servicers.



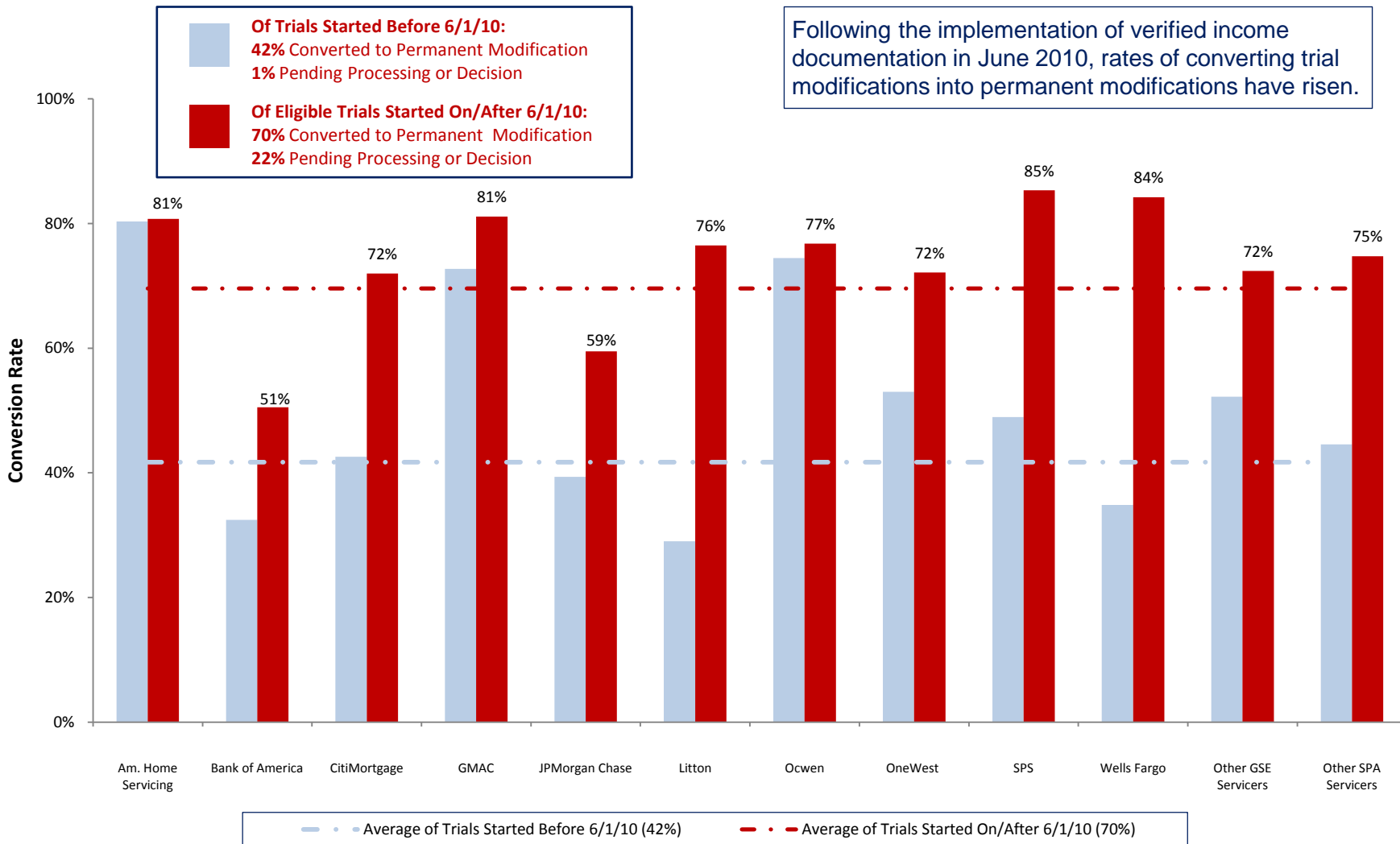
**Length of Trial Upon Conversion<sup>1</sup>**



<sup>1</sup> For all permanent modifications started.

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

### Conversion Rate<sup>1</sup>



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

<sup>1</sup> As measured against trials eligible to convert – those three months in trial, or four months if the borrower was at risk of imminent default at trial modification start. Permanent modifications transferred among servicers are credited to the originating servicer. Trial modifications transferred are reflected in the current servicer’s population.

## Disposition Path Homeowners in Canceled HAMP Trial Modifications Survey Data Through March 2011 (10 Largest Servicers)

Homeowners Whose HAMP Trial Modification Was Canceled Who Are in the Process of:

Servicer	Action Pending <sup>1</sup>	Action Not Allowed – Bankruptcy in Process	Borrower Current	Alternative Modification	Payment Plan <sup>2</sup>	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total (As of March 2011)
American Home Mortgage Servicing Inc.	431	64	165	2,237	31	115	223	546	67	3,879
Bank of America, NA <sup>3</sup>	43,395	6,408	29,114	71,745	475	3,347	14,661	31,844	7,076	208,065
CitiMortgage Inc.	17,140	3,718	5,656	29,450	1,008	1,480	1,767	9,631	2,091	71,941
GMAC Mortgage, LLC	1,640	440	1,113	5,941	217	364	863	1,676	1,326	13,580
JP Morgan Chase Bank NA <sup>4</sup>	8,230	803	4,185	58,227	531	4,475	6,045	22,964	10,529	115,989
Litton Loan Servicing LP	1,853	577	1,869	13,454	273	157	1,211	1,502	804	21,700
Ocwen Loan Servicing, LLC	387	108	377	2,474	383	32	301	1,698	530	6,290
OneWest Bank	612	859	645	10,148	369	26	993	3,998	3,131	20,781
Select Portfolio Servicing	1,428	520	1,485	5,657	414	959	631	2,098	2,551	15,743
Wells Fargo Bank NA <sup>5</sup>	1,823	760	13,481	58,539	983	10,376	4,353	17,222	11,142	118,679
<b>TOTAL (These 10 Largest Servicers)</b>	<b>76,939 12.9%</b>	<b>14,257 2.4%</b>	<b>58,090 9.7%</b>	<b>257,872 43.2%</b>	<b>4,684 0.8%</b>	<b>21,331 3.6%</b>	<b>31,048 5.2%</b>	<b>93,179 15.6%</b>	<b>39,247 6.6%</b>	<b>596,647 100.0%</b>

**The most common causes of trial cancellations from all servicers are:**

- Insufficient documentation
- Trial plan payment default
- Ineligible borrower: first lien housing expense is already below 31% of household income

Note: Data is as reported by servicers for actions completed through March 31, 2011. Survey data is not subject to the same data quality checks as data uploaded into the HAMP system of record.

<sup>1</sup> Trial loans that have been canceled, but no further action has yet been taken.

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

<sup>3</sup> Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

<sup>4</sup> J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

<sup>5</sup> Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

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

## Disposition Path Homeowners Not Accepted for HAMP Trial Modifications Survey Data Through March 2011 (10 Largest Servicers)

**Homeowners Not Accepted for a HAMP Trial Modification Who Are in the Process of:**

Servicer	Action Pending <sup>1</sup>	Action Not Allowed – Bankruptcy in Process	Borrower Current	Alternative Modification	Payment Plan <sup>2</sup>	Loan Payoff	Short Sale/ Deed-in-Lieu	Foreclosure Starts	Foreclosure Completions	Total (As of March 2011)
American Home Mortgage Servicing Inc.	1,319	758	6,136	24,488	680	725	1,337	5,126	830	41,399
Bank of America, NA <sup>3</sup>	37,259	6,919	69,968	66,672	1,460	3,777	29,543	54,897	19,218	289,713
CitiMortgage Inc.	22,016	8,079	23,181	27,441	5,504	13,085	1,859	7,759	5,787	114,711
GMAC Mortgage, LLC	23,436	6,650	36,764	41,115	4,234	3,140	7,422	20,572	12,393	155,726
JP Morgan Chase Bank NA <sup>4</sup>	77,269	4,542	88,997	118,608	1,583	38,996	17,731	51,057	15,017	413,800
Litton Loan Servicing LP	6,312	3,270	9,685	20,051	1,022	650	4,129	5,889	3,727	54,735
Ocwen Loan Servicing, LLC	8,000	1,972	18,551	32,056	7,260	1,547	5,222	16,362	6,156	97,126
OneWest Bank	5,290	3,187	25,228	11,709	2,310	975	3,270	13,569	7,291	72,829
Select Portfolio Servicing	2,405	331	2,676	3,497	371	417	444	1,638	1,095	12,874
Wells Fargo Bank NA <sup>5</sup>	14,320	4,229	44,548	56,702	1,910	13,053	12,038	17,768	13,941	178,509
<b>TOTAL (These 10 Largest Servicers)</b>	<b>197,626 13.8%</b>	<b>39,937 2.8%</b>	<b>325,734 22.8%</b>	<b>402,339 28.1%</b>	<b>26,334 1.8%</b>	<b>76,365 5.3%</b>	<b>82,995 5.8%</b>	<b>194,637 13.6%</b>	<b>85,455 6.0%</b>	<b>1,431,422 100.0%</b>

**The most common causes of trials not accepted from all servicers are:**

- Insufficient documentation
- Ineligible borrower: first lien housing expense is already below 31% of household income
- Ineligible mortgage

Note: Data is as reported by servicers for actions completed through March 31, 2011. Survey data is not subject to the same data quality checks as data uploaded into the HAMP system of record.

<sup>1</sup> Homeowners who were not approved for a HAMP trial modification, but no further action has yet been taken.

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

<sup>3</sup> Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

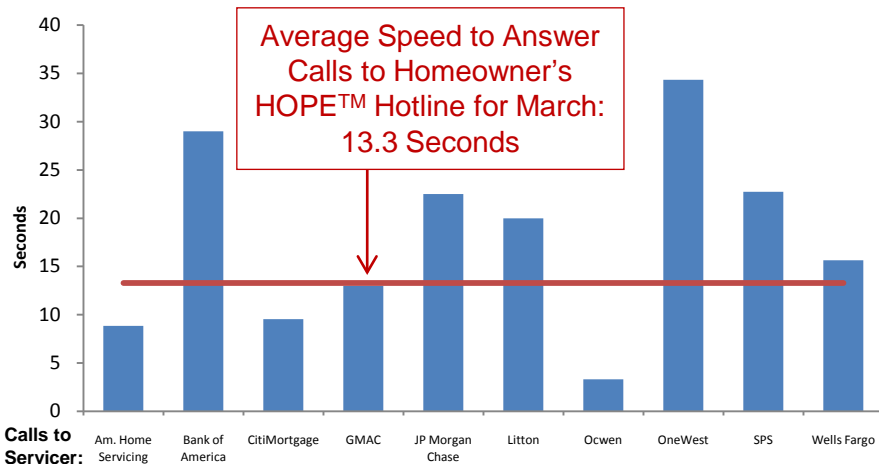
<sup>4</sup> J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

<sup>5</sup> Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

Note: Excludes loans removed from servicing portfolios.

## Homeowner Experience (10 Largest Servicers)

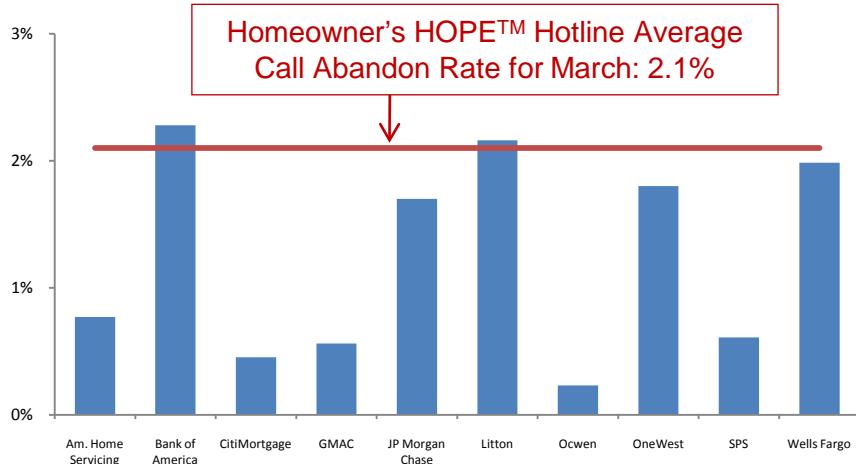
### Average Speed to Answer Homeowner Calls (March)



Calls to Servicer:

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

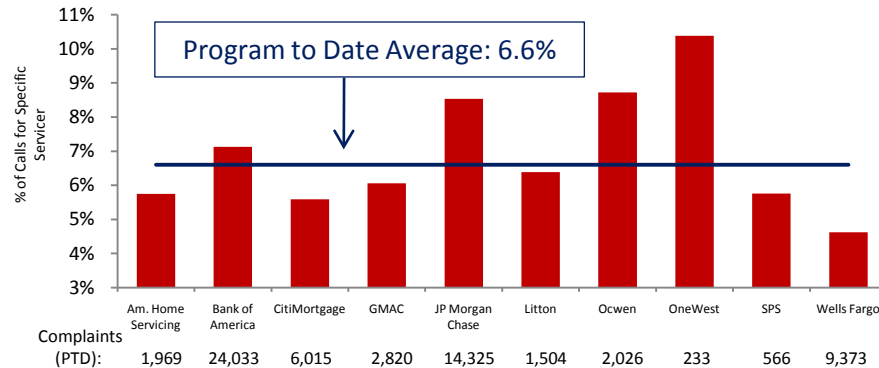
### Call Abandon Rate (March)



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

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

Program to date, there have been 1,084,223 calls to the Homeowner's HOPE™ Hotline regarding a specific SPA servicer, of which 6.6% included complaints. Below shows specific complaint rates.



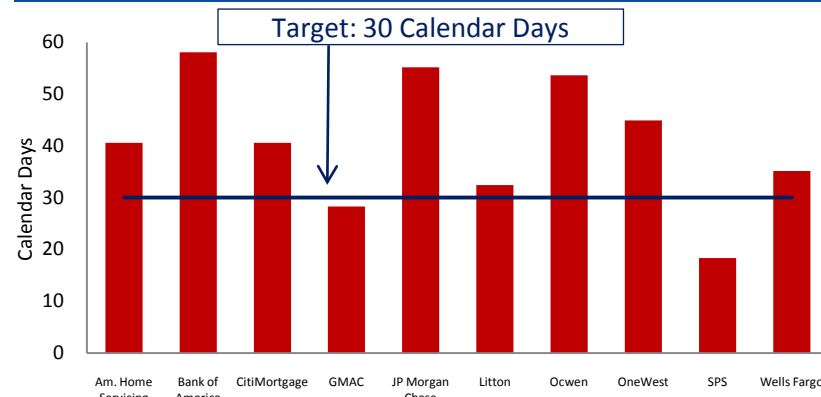
Complaints

(PTD): 1,969 24,033 6,015 2,820 14,325 1,504 2,026 233 566 9,373

Source: Homeowner's HOPE™ Hotline.

Note: Complaint rate is the share of a specific servicer's call volume that are complaints (e.g., for all calls about OneWest, 10.4% included complaints.)

### Servicer Time to Resolve Third-Party Escalations (Program to Date, Through April)



Resolved: 436 5,535 1,118 785 3,259 557 577 791 183 2,836

Cases (PTD)

Source: HAMP Solutions Center. Target of 30 calendar days, effective Feb. 1, 2011, includes an estimated 5 days of processing by HAMP Solutions Center.

**Modifications by Investor Type (Large Servicers)**

Servicer	GSE	Private	Portfolio	Total Active Modifications
American Home Mortgage Servicing Inc.	1,299	23,590	3	24,892
Bank of America, NA <sup>1</sup>	91,283	55,510	8,843	155,636
CitiMortgage, Inc.	30,013	4,517	16,740	51,270
GMAC Mortgage, LLC	23,800	6,042	11,250	41,092
JP Morgan Chase NA <sup>2</sup>	48,123	38,574	18,273	104,970
Litton Loan Servicing LP	87	11,404	11	11,502
Ocwen Loan Servicing, LLC	7,145	23,835	136	31,116
OneWest Bank	13,279	12,423	2,133	27,835
Select Portfolio Servicing	510	16,750	2,515	19,775
Wells Fargo Bank, NA <sup>3</sup>	48,380	14,029	36,642	99,051
Other HAMP Servicers	130,388	32,942	14,086	177,416
<b>Total</b>	<b>394,307</b>	<b>239,616</b>	<b>110,632</b>	<b>744,555</b>

<sup>1</sup> Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

<sup>2</sup> J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

<sup>3</sup> Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

Note: Figures reflect active trials and active permanent modifications.

## Background

Since the Making Home Affordable Program's (MHA) inception in the spring of 2009, Treasury has monitored the performance of participating mortgage servicers. Treasury has been publicly reporting information about servicer performance through two types of data: compliance data, which reflects servicer compliance with specific MHA guidelines; and program results data, which reflects how timely and effectively servicers assist eligible homeowners and report program activity.

When MHA began, most servicers did not have the staff, procedures, or systems in place to respond to the volume of homeowners struggling to pay their mortgages, or to respond to the housing crisis generally. Very few mortgage modifications were even occurring. Treasury sought to get servicers to join MHA and to improve their operations quickly, so as to implement a national mortgage modification program.

Through ongoing compliance reviews, Treasury has required participating servicers to take specific actions to improve their servicing processes. While the servicers have improved their performance, they still have more progress to make. Toward that end, Treasury is publishing servicer assessments for each of the 10 largest servicers participating in MHA. Not only will the assessments provide more transparency to the public about servicer performance in the program, but the assessments are also intended to encourage servicers to correct identified instances of non-compliance.

Servicer participation in MHA is voluntary, based on a contract with Treasury. Although Treasury does not regulate these institutions and does not have the authority to impose fines or penalties, Treasury can, pursuant to the contract, take certain remedial actions against servicers not in compliance with MHA guidelines. Such remedial actions include requiring servicers to correct identified instances of non-compliance, as noted above. In addition, Treasury can implement financial remedies such as withholding incentive payments owed to servicers. Such incentive payments, which are the only payments Treasury makes for the benefit of servicers under the program, include payments for every successful permanent modification under the

Home Affordable Modification Program, and payments for completed short sale/deed-in-lieu pursuant to the Home Affordable Foreclosure Alternative Program.

It is important to note that Treasury's compliance work related to MHA applies only to those servicers that have agreed to participate in MHA for mortgage loans that are not owned or guaranteed by Fannie Mae or Freddie Mac (Government Sponsored Enterprises, or GSEs). Treasury cannot and does not perform compliance reviews of (1) mortgage loans or activities that fall outside of MHA, (2) GSE loans or (3) those loans insured through the Federal Housing Administration. For each servicer, the loans that are eligible for MHA represent only a portion of that servicer's overall mortgage servicing operation.

Treasury's foremost goal is to assist struggling homeowners who may be eligible for MHA. These servicer assessments set a new benchmark for providing detailed information about how mortgage servicers are performing against key metrics. But, in addition to this direct effect, MHA has had an important indirect effect on the market as well. MHA has established standards that have improved mortgage modifications across the industry, and has led to important changes in the way mortgage servicers assist struggling homeowners generally. These changes include standards for how mortgage modifications should be designed so that they are sustainable, standards for communications with homeowners so that the process is as efficient and as understandable as possible, and a variety of standards for protecting homeowners, such as prohibitions on "dual tracking" – simultaneously evaluating a homeowner for a modification while proceeding to foreclose. Going forward, Treasury hopes these assessments will also set the standard for transparency about mortgage servicer efforts to assist homeowners.

Below are general descriptions of the data, the evaluation process, and the consequences for servicers needing improvement.

*(Continued on next page)*

## **The Performance Data: Compliance and Program Results**

Freddie Mac, acting as Treasury’s compliance agent for MHA, has created a separate division known as Making Home Affordable–Compliance (MHA-C) to evaluate servicer performance through audits of program compliance. MHA-C tests and evaluates a range of servicer activities for compliance with MHA guidelines. Once MHA-C’s reviews are complete, MHA-C shares its results with the servicers and identifies areas that need remediation. Each compliance activity tested falls into one of three overall compliance categories – Identifying and Contacting Homeowners, Homeowner Evaluation and Assistance, and Program Management, Reporting and Governance. The compliance results shared with the servicers are then used to generate the servicer assessments.

The assessments highlight particular compliance activities tested by MHA-C that had significant impact on homeowners and include for those highlighted activities a one-star, two-star, or three-star rating for the most recent evaluations. One star means the servicer did not meet Treasury’s benchmark required for that particular activity, and the servicer needs substantial improvement in its performance of that activity. Two stars mean the servicer did not meet Treasury’s benchmark required for that particular activity, and the servicer needs moderate improvement in its performance of that activity. Three stars mean the servicer met Treasury’s benchmark required for that particular activity, but the servicer may nonetheless need minor improvement in its performance of that activity.

Although the compliance reviews emphasize objective measurements and observed facts, compliance reviews still involve a certain level of judgment. Compliance reviews are also retrospective in nature – looking backward, not forward, which means that activities identified as needing improvement in a given quarter may already be under remediation by the servicer. In addition, not every compliance activity is evaluated every quarter, which means that a rating from one quarter might carry forward to the subsequent quarter’s assessment if that activity was not retested in that subsequent quarter. Finally, the compliance reviews use “sampling” as a testing methodology. Sampling, an industry-accepted auditing technique, looks at a subset of a particular population of activity transactions, rather than the entirety of the population of activity transactions, to extrapolate a servicer’s overall performance in that particular activity.

In addition to the ratings for compliance data, the assessments also include

program results metrics. Fannie Mae, acting as Treasury’s program administrator for MHA, collects servicer data used to measure program results. These metrics are key indicators of how timely and effectively servicers assist eligible homeowners under MHA guidelines and report program data. Although the servicers are not given an overall rating for this data, the results metrics nonetheless compare a servicer’s performance for a given quarter against the “best” and “worst” performing servicer of the 10 largest servicers participating in the program. The results metrics provide a snapshot of how each of those servicers compares in specific areas under MHA.

## **The Determination Process: Results of the Data**

Treasury reviews the compliance data and ratings, the program results metrics, and other relevant factors affecting servicer performance in determining whether a servicer needs substantial improvement, moderate improvement, or minor improvement to its performance under MHA guidelines. The assessments summarize the significant factors impacting those decisions. Based on those assessments, Treasury takes remedial action against servicers. Page 16 summarizes the overall level of improvement needed for each servicer.

## **Consequences for Servicers**

For servicers in need of substantial improvement, Treasury will, absent extenuating circumstances, withhold financial incentives owed to those servicers until they make certain identified improvements. In certain cases, particularly where there is a failure to correct identified problems within a reasonable time, Treasury may also permanently reduce the financial incentives. Servicers in need of moderate improvement will be subject to withholding in the future if they fail to make certain identified improvements. All withholdings apply only to incentives owed to servicers for their participation in MHA; these withholdings do not apply to incentives paid to servicers for the benefit of homeowners or investors.

## **Additional Information**

See the “Metrics Description” on page 37 for a description of each of the compliance and results metrics presented in the assessments. For more information on the assessments, please visit: [www.FinancialStability.gov](http://www.FinancialStability.gov).



## Servicer Assessment Results

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

Improvement Needed	Servicer Name
<p style="text-align: center;"><b>Substantial</b></p>	<p style="text-align: center;">Bank of America, NA                      J.P. Morgan Chase Bank, NA                      Ocwen Loan Servicing, LLC                      Wells Fargo Bank, NA</p>
<p style="text-align: center;"><b>Moderate</b></p>	<p style="text-align: center;">American Home Mortgage Servicing, Inc.                      CitiMortgage, Inc.                      GMAC Mortgage, LLC                      Litton Loan Servicing LP                      OneWest Bank                      Select Portfolio Servicing</p>

Beginning this month, Treasury will withhold servicer incentives owed to three of the four servicers requiring **substantial improvement** until those servicers make certain identified improvements.<sup>1</sup>

For those servicers requiring **moderate improvement**, Treasury is not withholding servicer incentives for this quarter. However, those servicers that fail to improve those areas identified will be subject to servicer incentive withholding in the future.

No servicer has been identified as needing only **minor improvement** for this quarter.

Please refer to the following MHA Servicer Assessment pages for further detail on the First Quarter 2011 servicer assessment results.

<sup>1</sup>Treasury will not withhold servicer incentives owed to Ocwen Loan Servicing, LLC for this quarter. Because Ocwen’s compliance results for the first quarter 2011 were substantially and negatively affected by its acquisition of a large servicing portfolio during the compliance testing period, Treasury determined that withholding servicer incentives was not warranted for this quarter. Treasury will withhold servicer incentives from Ocwen if future compliance results do not indicate improvements.

# MHA Servicer Assessment: American Home Mortgage Servicing Inc.

## Compliance Results

### Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		<i>First Quarter 2011</i>		
Performance Category	Metric	Benchmark	Servicer Result	Rating
<b>1</b> <b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ <b>Second Look % Disagree</b> Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	1.0%	***
	■ <b>Second Look % Unable to Determine</b> Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	5.3%	***
	■ <b>Internal Controls for Identifying and Contacting Homeowners</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>
<b>2</b> <b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ <b>Income Calculation Error %</b> Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	14.0%	*
	■ <b>Internal Controls for Homeowner Evaluation and Assistance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>
<b>3</b> <b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ <b>Incentive Payment Data Errors</b> Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	4.0%	***
	■ <b>Internal Controls for Program Management, Reporting, and Governance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>

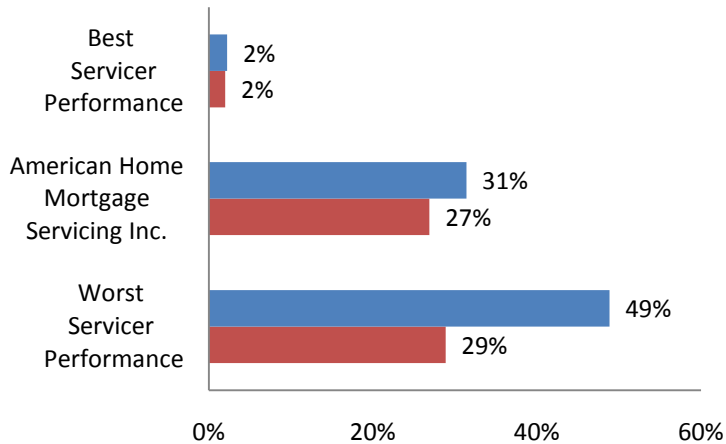
1 - Rating carried forward from prior quarter

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

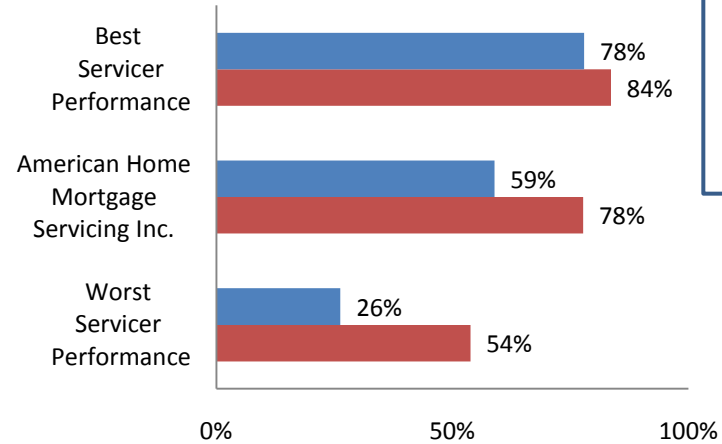
### Result

- ❖ **American Home Mortgage Servicing Inc.** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, American Home Mortgage Servicing Inc. **servicer incentives will not be withheld** at this time.
- ❖ Withholding may commence next quarter if American Home Mortgage Servicing Inc. fails to demonstrate improvement in the next assessment.

### Aged Trials as a Percentage of Active Trials



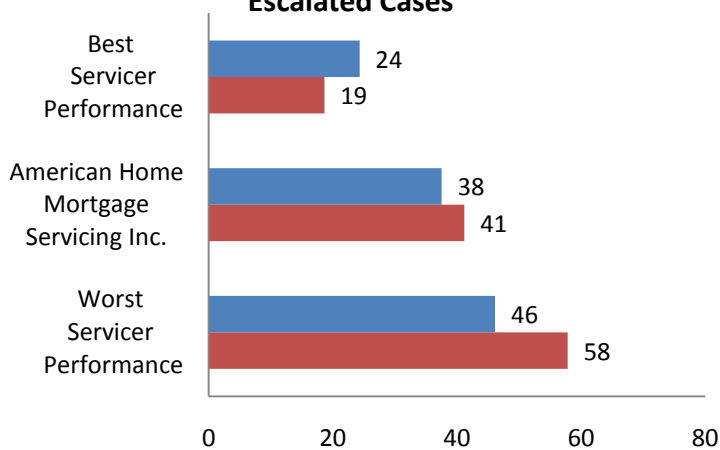
### Conversion Rate for Trials Started On or After 6/1/2010



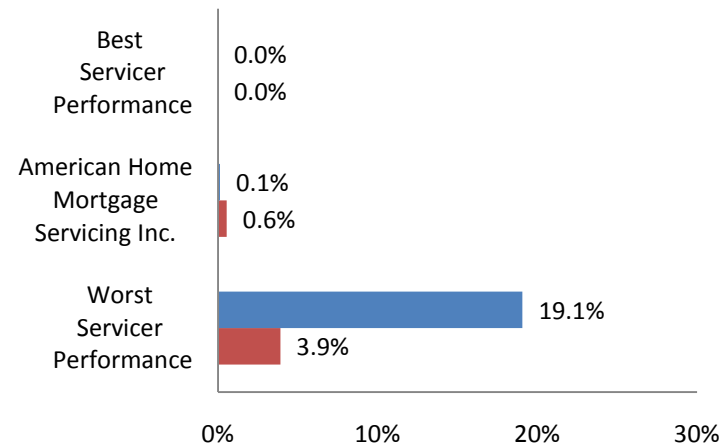
Results as of:



### Average Calendar Days to Resolve Escalated Cases



### Missing Modification Status Reports (%)



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

### Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		<i>First Quarter 2011</i>			
	<i>Performance Category</i>	<i>Metric</i>	<i>Benchmark</i>	<i>Servicer Result</i>	<i>Rating</i>
1	<b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	<ul style="list-style-type: none"> <li>Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination</li> </ul>	< 4%	1.5%	***
		<ul style="list-style-type: none"> <li>Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination</li> </ul>	< 10%	18.8%	*
		<ul style="list-style-type: none"> <li>Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines</li> </ul>	***	-	*
2	<b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	<ul style="list-style-type: none"> <li>Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%</li> </ul>	< 5%	22.0%	* <sup>1</sup>
		<ul style="list-style-type: none"> <li>Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines</li> </ul>	***	-	**
3	<b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	<ul style="list-style-type: none"> <li>Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record</li> </ul>	< 5%	11.5%	* <sup>1</sup>
		<ul style="list-style-type: none"> <li>Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines</li> </ul>	***	-	**

1 - Rating carried forward from prior quarter

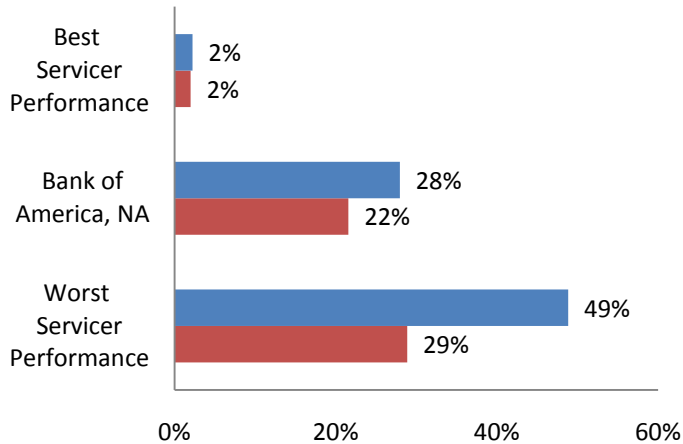
Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

### Result

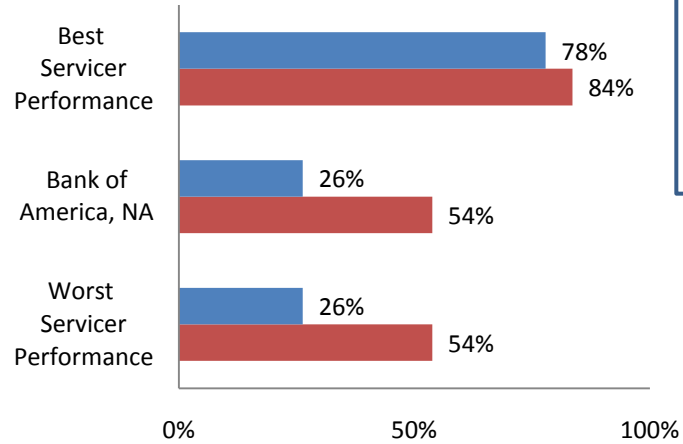
- ❖ **Bank of America, NA** has areas requiring **substantial improvement**.
- ❖ After considering all relevant factors, Bank of America, NA **servicer incentives will be withheld** at this time.
- ❖ Permanent reductions of incentives may commence in subsequent quarters if Bank of America, NA fails to demonstrate improvement.

Program Results

**Aged Trials as a Percentage of Active Trials**



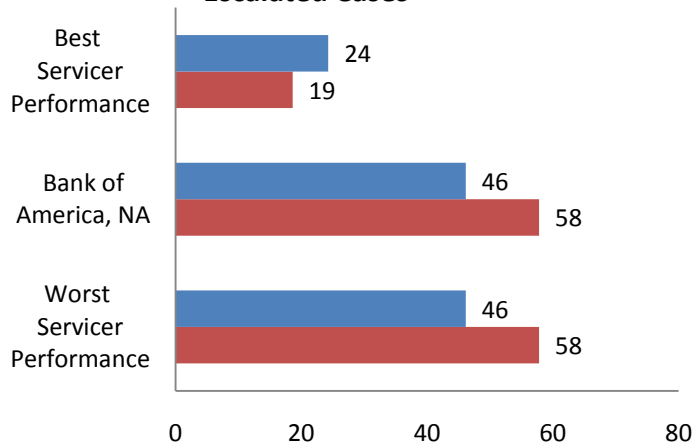
**Conversion Rate for Trials Started On or After 6/1/2010**



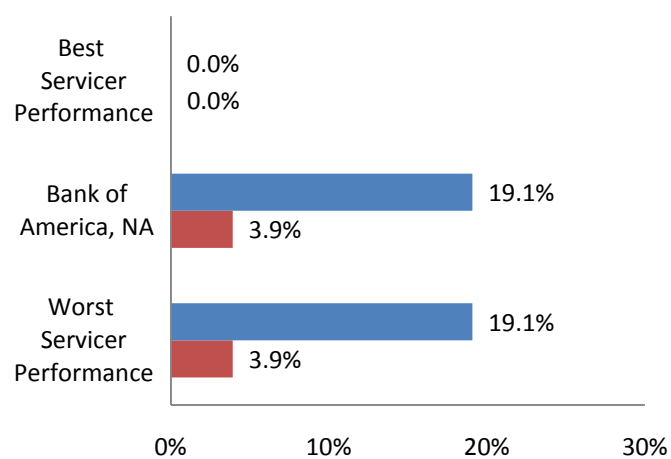
**Results as of:**

- Dec. 2010
- March 2011

**Average Calendar Days to Resolve Escalated Cases**



**Missing Modification Status Reports (%)**



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		First Quarter 2011		
Performance Category	Metric	Benchmark	Servicer Result	Rating
<b>1</b> Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	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	< 10%	13.3%	**
	■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
<b>2</b> Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	10.0%	**
	■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
<b>3</b> Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	9.3%	**
	■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

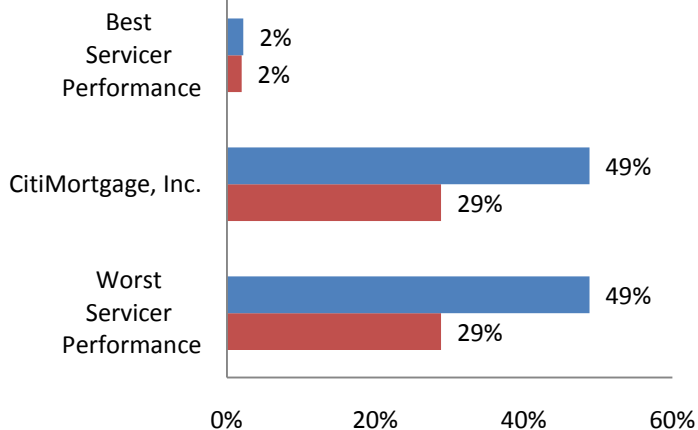
Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

Result

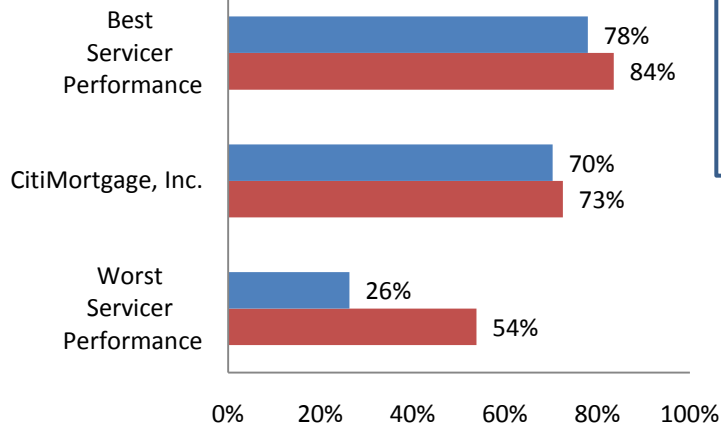
- ❖ **CitiMortgage, Inc.** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, CitiMortgage, Inc. **servicer incentives will not be withheld** at this time.
- ❖ Withholding may commence next quarter if CitiMortgage, Inc. fails to demonstrate improvement in the next assessment.

Program Results

**Aged Trials as a Percentage of Active Trials**



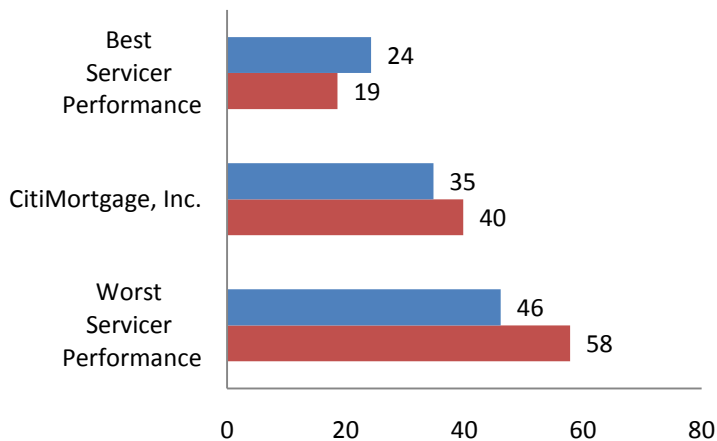
**Conversion Rate for Trials Started On or After 6/1/2010**



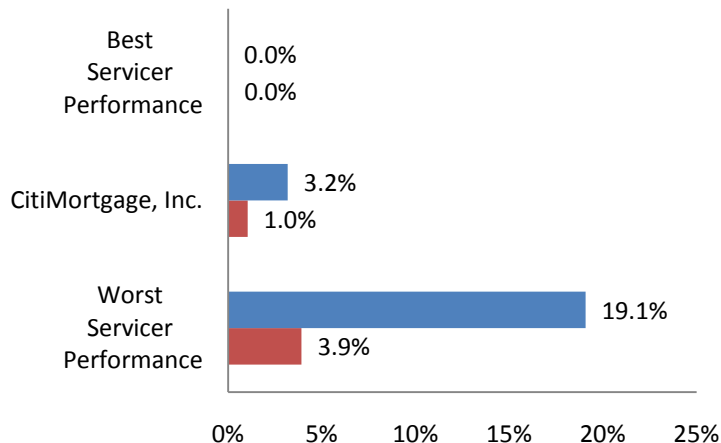
Results as of:



**Average Calendar Days to Resolve Escalated Cases**



**Missing Modification Status Reports (%)**



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

Performance Category		Metric	Benchmark	First Quarter 2011	
				Servicer Result	Rating
1	<b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	4.7%	**
		■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	8.3%	***
		■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>
2	<b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	6.0%	**
		■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>
3	<b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	7.6%	**
		■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>

1 - Rating carried forward from prior quarter

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

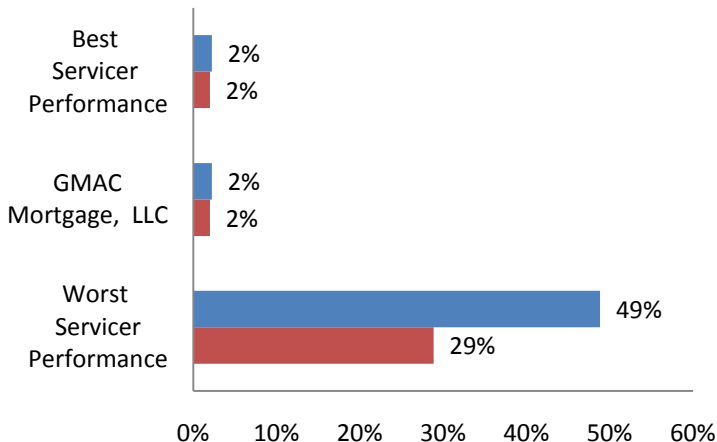
**Result**

- ❖ **GMAC Mortgage, LLC** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, **GMAC Mortgage, LLC servicer incentives will not be withheld** at this time.
- ❖ Withholding may commence next quarter if GMAC Mortgage, LLC fails to demonstrate improvement in the next assessment.

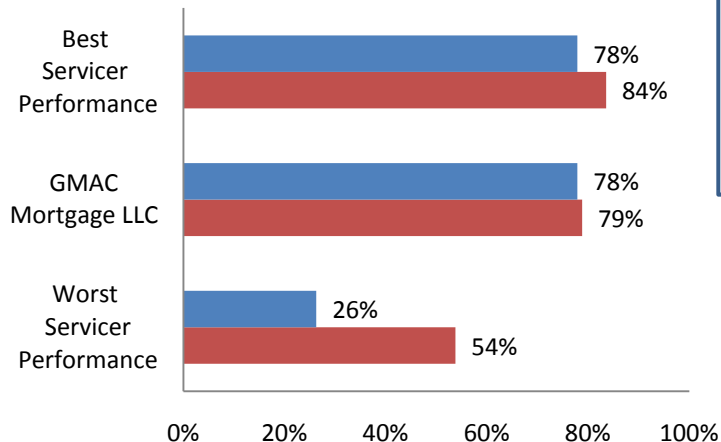


Program Results

**Aged Trials as a Percentage of Active Trials**



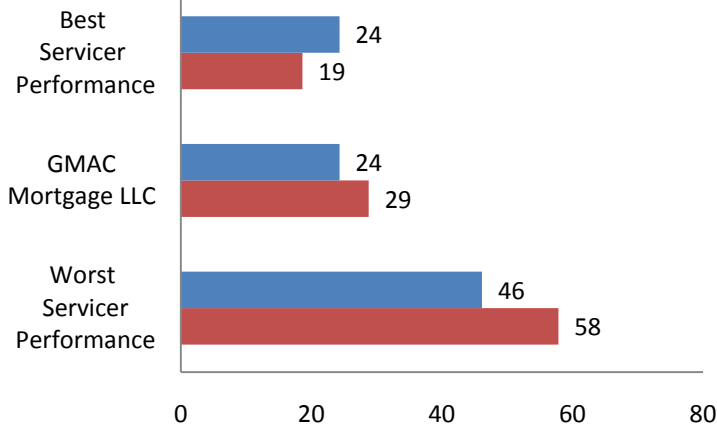
**Conversion Rate for Trials Started On or After 6/1/2010**



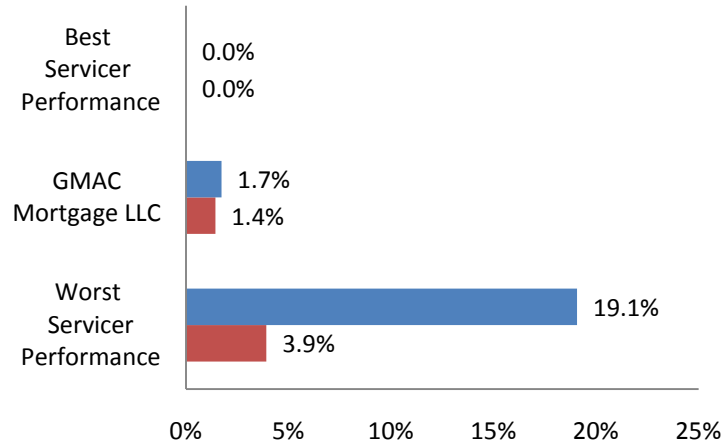
**Results as of:**



**Average Calendar Days to Resolve Escalated Cases**



**Missing Modification Status Reports (%)**



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

### Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		<i>First Quarter 2011</i>			
	<i>Performance Category</i>	<i>Metric</i>	<i>Benchmark</i>	<i>Servicer Result</i>	<i>Rating</i>
1	<b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ <b>Second Look % Disagree</b> Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	1.6%	***
		■ <b>Second Look % Unable to Determine</b> Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	11.3%	**
		■ <b>Internal Controls for Identifying and Contacting Homeowners</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
2	<b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ <b>Income Calculation Error %</b> Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	31.0%	* <sup>1</sup>
		■ <b>Internal Controls for Homeowner Evaluation and Assistance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
3	<b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ <b>Incentive Payment Data Errors</b> Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	5.6%	** <sup>1</sup>
		■ <b>Internal Controls for Program Management, Reporting, and Governance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

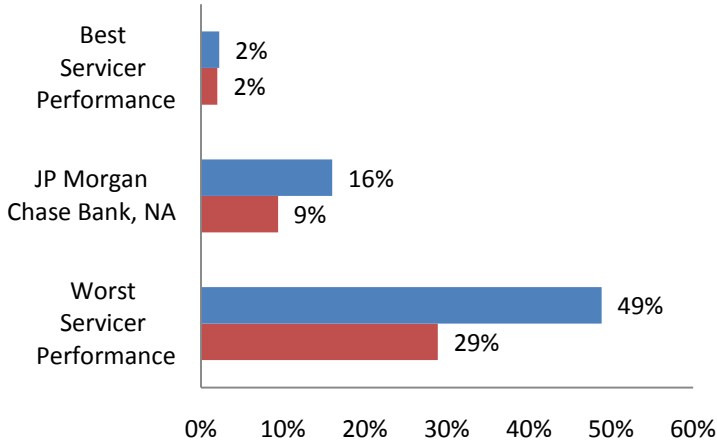
1 - Rating carried forward from prior quarter

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

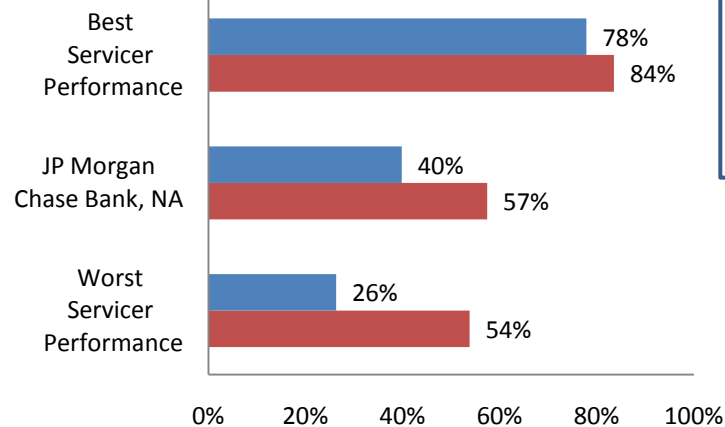
### Result

- ❖ **J.P. Morgan Chase Bank, NA** has areas requiring **substantial improvement**.
- ❖ After considering all relevant factors, J.P. Morgan Chase Bank, NA **servicer incentives will be withheld** at this time.
- ❖ Permanent reductions of incentives may commence in subsequent quarters if J.P. Morgan Chase Bank, NA fails to demonstrate improvement.

### Aged Trials as a Percentage of Active Trials



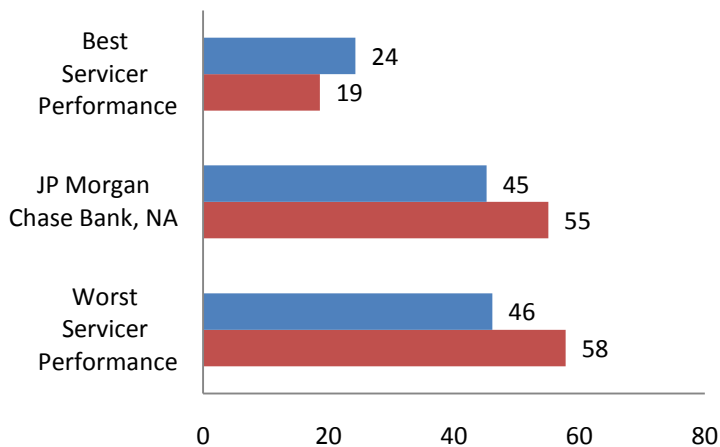
### Conversion Rate for Trials Started On or After 6/1/2010



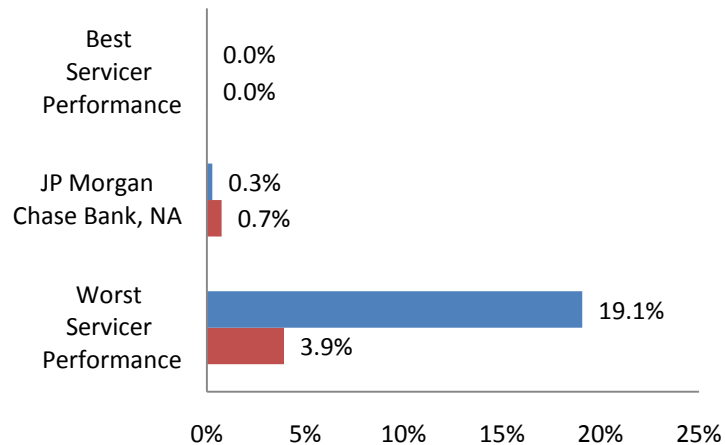
Results as of:



### Average Calendar Days to Resolve Escalated Cases



### Missing Modification Status Reports (%)



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

### Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		<i>First Quarter 2011</i>			
	<i>Performance Category</i>	<i>Metric</i>	<i>Benchmark</i>	<i>Servicer Result</i>	<i>Rating</i>
1	<b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ <b>Second Look % Disagree</b> Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	3.7%	***
		■ <b>Second Look % Unable to Determine</b> Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	6.3%	***
		■ <b>Internal Controls for Identifying and Contacting Homeowners</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*** <sup>1</sup>
2	<b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ <b>Income Calculation Error %</b> Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	6.0%	** <sup>1</sup>
		■ <b>Internal Controls for Homeowner Evaluation and Assistance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	<b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ <b>Incentive Payment Data Errors</b> Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	8.1%	** <sup>1</sup>
		■ <b>Internal Controls for Program Management, Reporting, and Governance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>

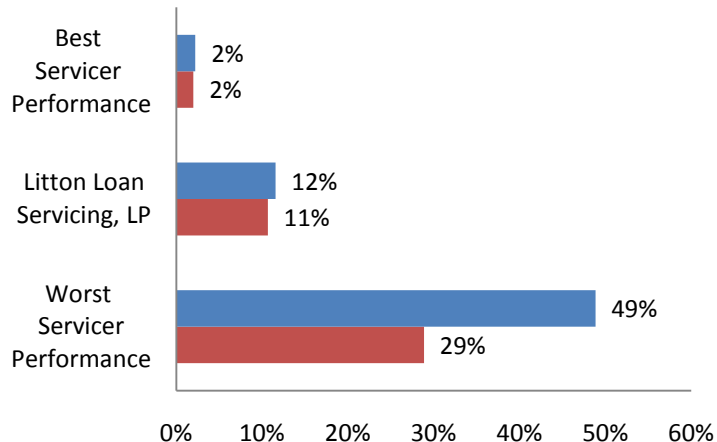
1 - Rating carried forward from prior quarter

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

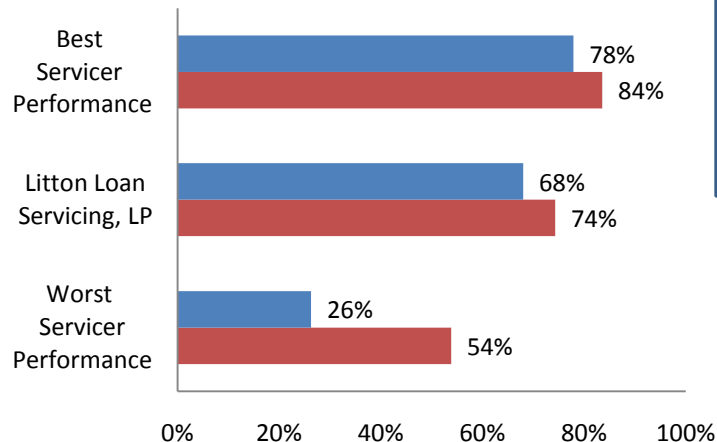
### Result

- ❖ **Litton Loan Servicing LP** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, Litton Loan Servicing LP **servicer incentives will not be withheld** at this time.
- ❖ Withholding may commence next quarter if Litton Loan Servicing LP fails to demonstrate improvement in the next assessment.

### Aged Trials as a Percentage of Active Trials



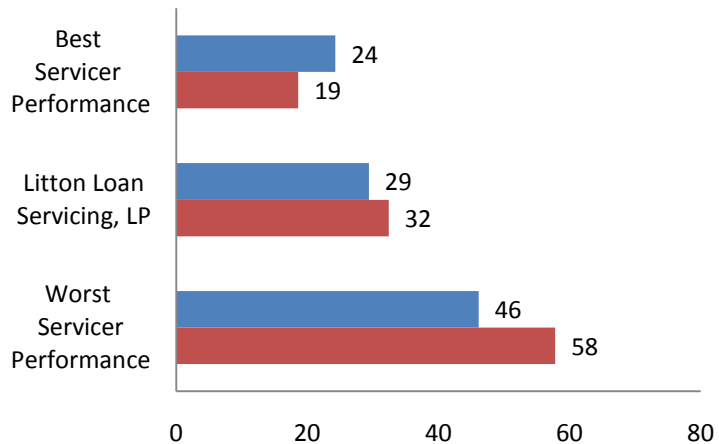
### Conversion Rate for Trials Started On or After 6/1/2010



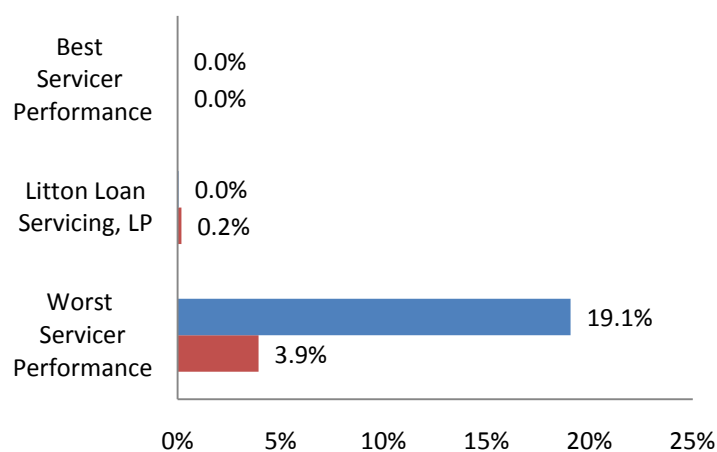
Results as of:



### Average Calendar Days to Resolve Escalated Cases



### Missing Modification Status Reports (%)



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

## Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

First Quarter 2011

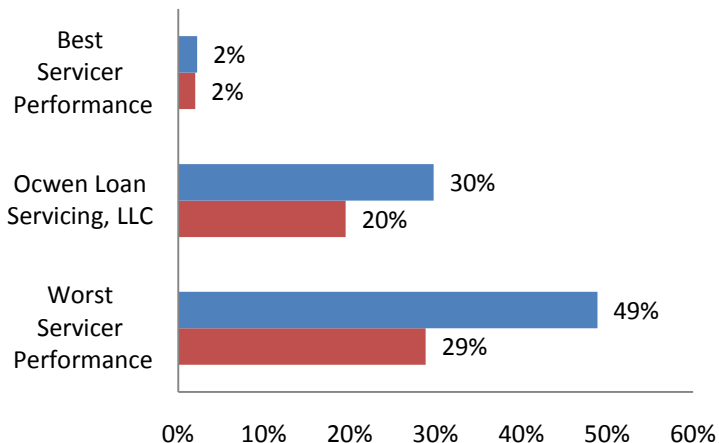
	Performance Category	Metric	Benchmark	Servicer Result	Rating
1	<b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ <b>Second Look % Disagree</b> Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	6.7%	**
		■ <b>Second Look % Unable to Determine</b> Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	10.3%	**
		■ <b>Internal Controls for Identifying and Contacting Homeowners</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**
2	<b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ <b>Income Calculation Error %</b> Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	33.0%	*
		■ <b>Internal Controls for Homeowner Evaluation and Assistance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
3	<b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ <b>Incentive Payment Data Errors</b> Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	11.5%	*
		■ <b>Internal Controls for Program Management, Reporting, and Governance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	**

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

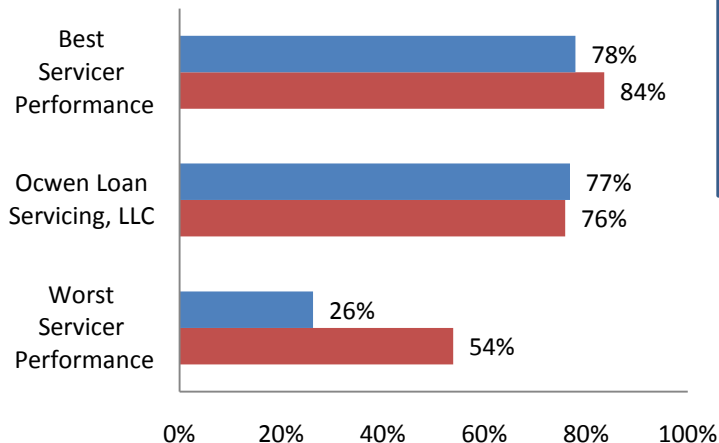
## Result

- ❖ **Ocwen Loan Servicing, LLC** has areas requiring **substantial improvement**.
- ❖ After considering all relevant factors, including the acquisition of a large servicing portfolio during the compliance testing period, Ocwen Loan Servicing, LLC **servicer incentives will not be withheld** at this time.
- ❖ Treasury will withhold servicer incentives from Ocwen Loan Servicing, LLC if future compliance results do not indicate improvement.

### Aged Trials as a Percentage of Active Trials



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

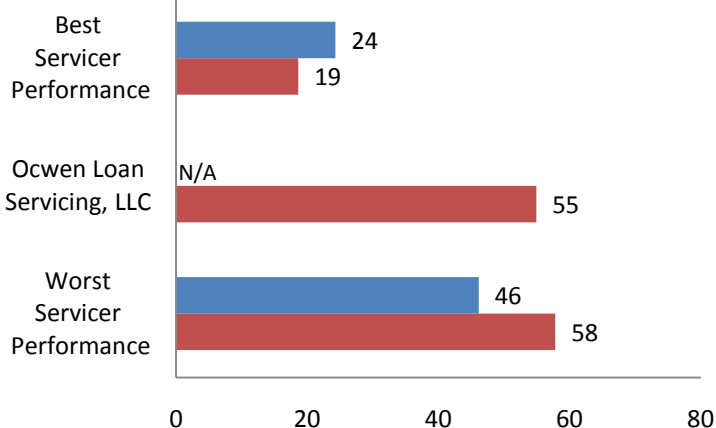


Results as of:

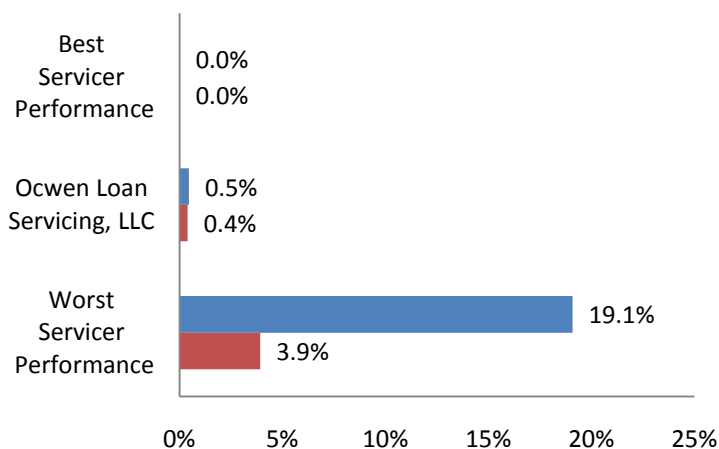


### Average Calendar Days to Resolve Escalated Cases

Note: December 2010 data is unavailable for this servicer.



### Missing Modification Status Reports (%)



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		First Quarter 2011		
Performance Category	Metric	Benchmark	Servicer Result	Rating
<b>1</b> Identifying and Contacting Homeowners Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ Second Look % Disagree Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	6.7%	**
	■ Second Look % Unable to Determine Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	3.7%	***
	■ Internal Controls for Identifying and Contacting Homeowners MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*** <sup>1</sup>
<b>2</b> Homeowner Evaluation and Assistance Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ Income Calculation Error % Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	11.0%	* <sup>1</sup>
	■ Internal Controls for Homeowner Evaluation and Assistance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	***
<b>3</b> Program Management, Reporting, and Governance Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ Incentive Payment Data Errors Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	6.7%	** <sup>1</sup>
	■ Internal Controls for Program Management, Reporting, and Governance MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	** <sup>1</sup>

1 - Rating carried forward from prior quarter

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

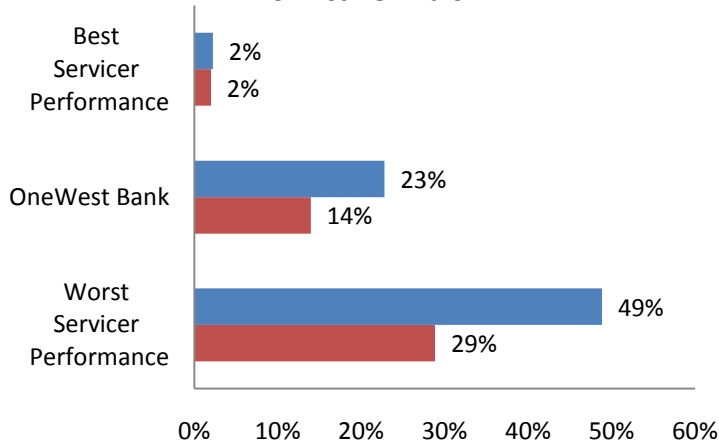
Result

- ❖ **OneWest Bank** has areas requiring moderate improvement.
- ❖ After considering all relevant factors, OneWest Bank **servicer incentives will not be withheld** at this time.
- ❖ Withholding may commence next quarter if OneWest Bank fails to demonstrate improvement in the next assessment.

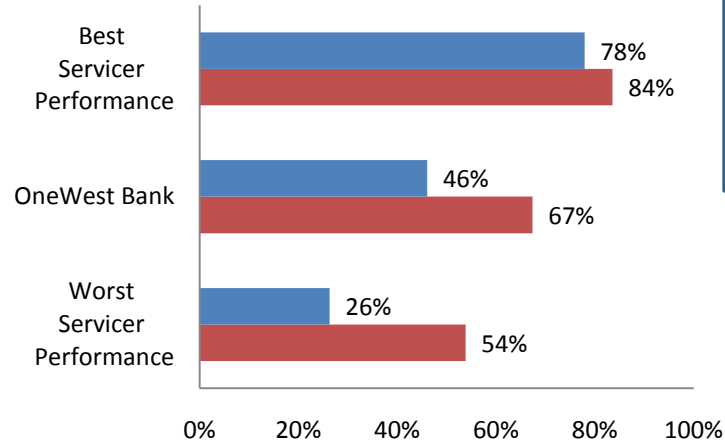


Program Results

**Aged Trials as a Percentage of Active Trials**



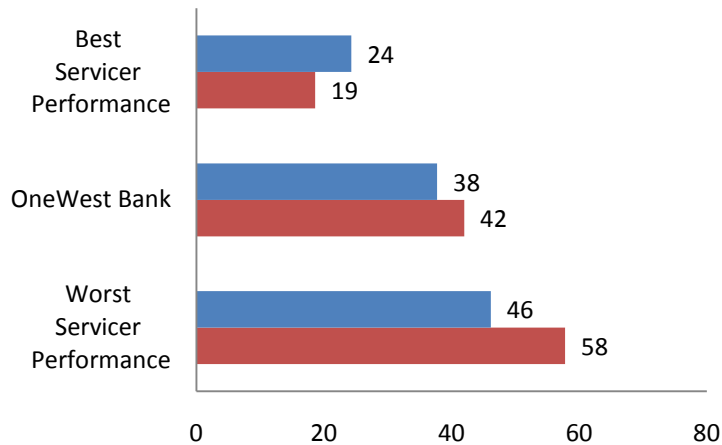
**Conversion Rate for Trials Started On or After 6/1/2010**



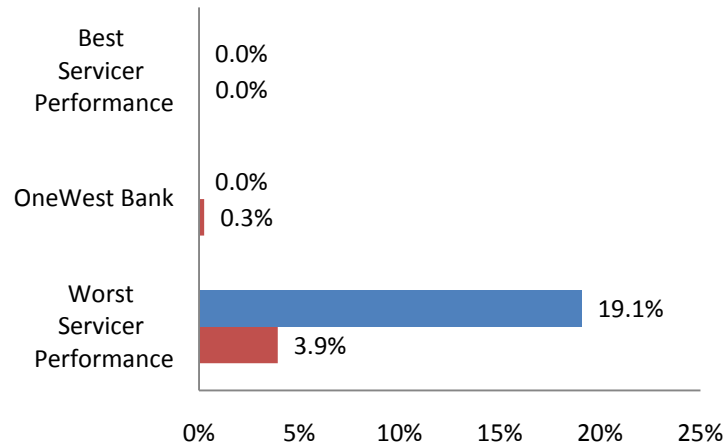
**Results as of:**



**Average Calendar Days to Resolve Escalated Cases**



**Missing Modification Status Reports (%)**



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

### Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

First Quarter 2011

Performance Category	Metric	Benchmark	Servicer Result	Rating
<b>1</b> <b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ <b>Second Look % Disagree</b> Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	0.0%	***
	■ <b>Second Look % Unable to Determine</b> Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	2.3%	***
	■ <b>Internal Controls for Identifying and Contacting Homeowners</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*** <sup>1</sup>
<b>2</b> <b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ <b>Income Calculation Error %</b> Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	15.0%	*
	■ <b>Internal Controls for Homeowner Evaluation and Assistance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*** <sup>1</sup>
<b>3</b> <b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ <b>Incentive Payment Data Errors</b> Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	2.6%	***
	■ <b>Internal Controls for Program Management, Reporting, and Governance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*** <sup>1</sup>

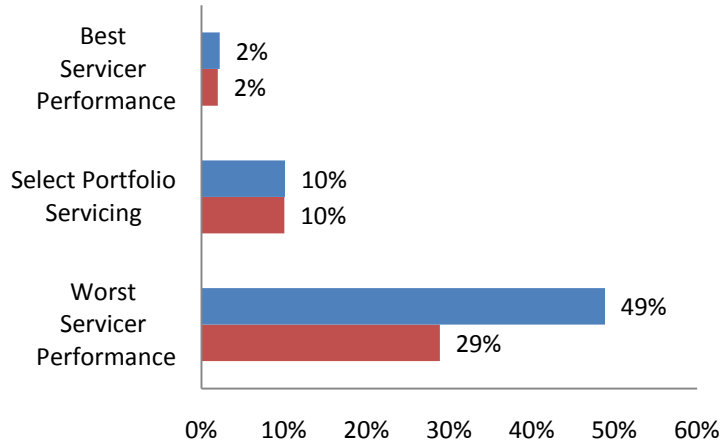
1 - Rating carried forward from prior quarter

Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

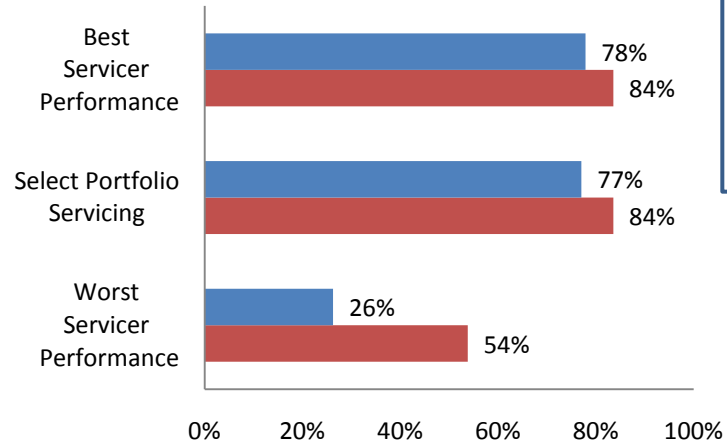
### Result

- ❖ **Select Portfolio Servicing** has areas requiring **moderate improvement**.
- ❖ After considering all relevant factors, **Select Portfolio Servicing servicer incentives will not be withheld** at this time.
- ❖ Withholding may commence next quarter if **Select Portfolio Servicing** fails to demonstrate improvement in the next assessment.

### Aged Trials as a Percentage of Active Trials



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

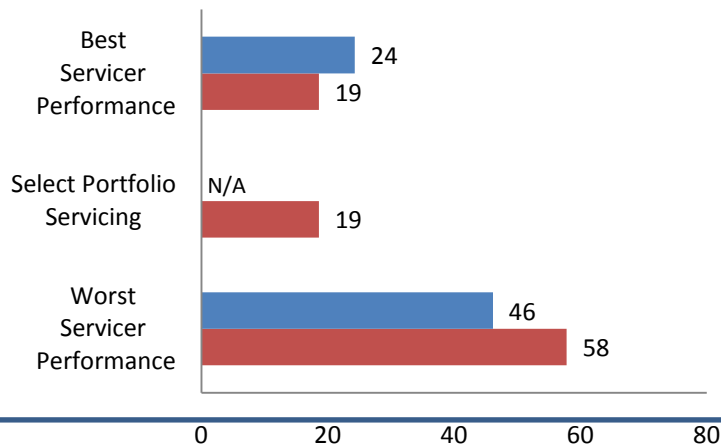


Results as of:

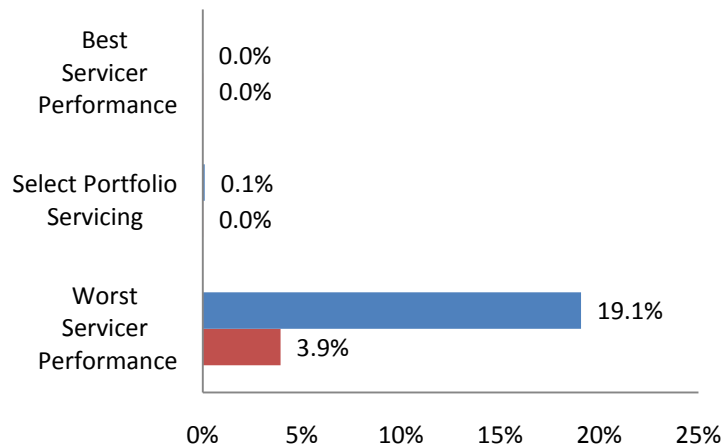


### Average Calendar Days to Resolve Escalated Cases

Note: December 2010 data is unavailable for this servicer.



### Missing Modification Status Reports (%)



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

Overview

- ❖ These metrics reflect the results of compliance reviews of the servicer's adherence to MHA Program Requirements.
- ❖ Quantitative results reflect percentages of tests that did not have a desired outcome.
- ❖ Servicers are rated qualitatively on the effectiveness of their internal controls in the three Performance Categories as well as for each quantitative result.

		First Quarter 2011		
Performance Category	Metric	Benchmark	Servicer Result	Rating
<b>1</b> <b>Identifying and Contacting Homeowners</b> Assesses whether the servicer identifies and communicates appropriately with potentially eligible MHA homeowners.	■ <b>Second Look % Disagree</b> Percentage of loans reviewed where MHA-C did not concur with the servicer's MHA determination	< 4%	1.2%	***
	■ <b>Second Look % Unable to Determine</b> Percentage of loans reviewed where MHA-C was not able to conclude on the servicer's MHA determination	< 10%	6.0%	***
	■ <b>Internal Controls for Identifying and Contacting Homeowners</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	_ 1
<b>2</b> <b>Homeowner Evaluation and Assistance</b> Assesses whether servicer correctly evaluates homeowners' eligibility for MHA programs, communicates decisions in a timely manner, and accurately executes appropriate MHA activities.	■ <b>Income Calculation Error %</b> Percentage of loans for which MHA-C's income calculation differs from the servicer's by more than 5%	< 5%	27.0%	* <sup>2</sup>
	■ <b>Internal Controls for Homeowner Evaluation and Assistance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*
<b>3</b> <b>Program Management, Reporting, and Governance</b> Assesses whether the servicer has effective program management, governance processes, and timely and correct submission of program reports and program information.	■ <b>Incentive Payment Data Errors</b> Average percentage of difference in calculated incentives resulting from data discrepancies between servicer files and the MHA system of record	< 5%	11.1%	* <sup>2</sup>
	■ <b>Internal Controls for Program Management, Reporting, and Governance</b> MHA-C assesses whether servicer business processes are conducted effectively and in accordance with MHA guidelines	***	-	*** <sup>2</sup>

1 - Internal controls testing was not performed for two consecutive quarters due to the cyclical nature of the audit process. To accommodate more consistent reporting in the servicer assessments, MHA-C will adjust the review testing schedule to ensure coverage in each six-month period.

2 - Rating carried forward from prior quarter

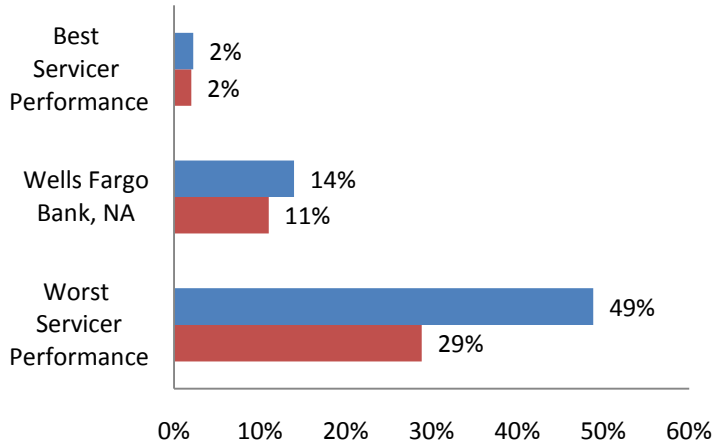
Rating Legend	
***	Met benchmark; minor improvement may be indicated
**	Did not meet benchmark; moderate improvement needed
*	Did not meet benchmark; substantial improvement needed

Result

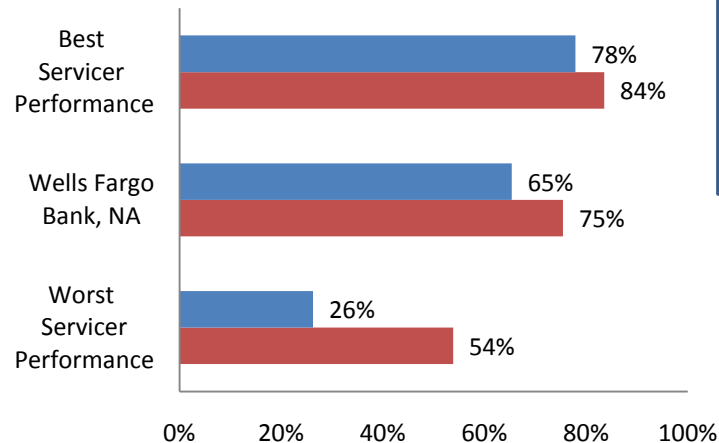
- ❖ **Wells Fargo Bank, NA** has areas requiring **substantial improvement**.
- ❖ After considering all relevant factors, **Wells Fargo Bank, NA servicer incentives will be withheld** at this time.
- ❖ Permanent reductions of incentives may commence in subsequent quarters if Wells Fargo Bank, NA fails to demonstrate improvement.

Program Results

**Aged Trials as a Percentage of Active Trials**



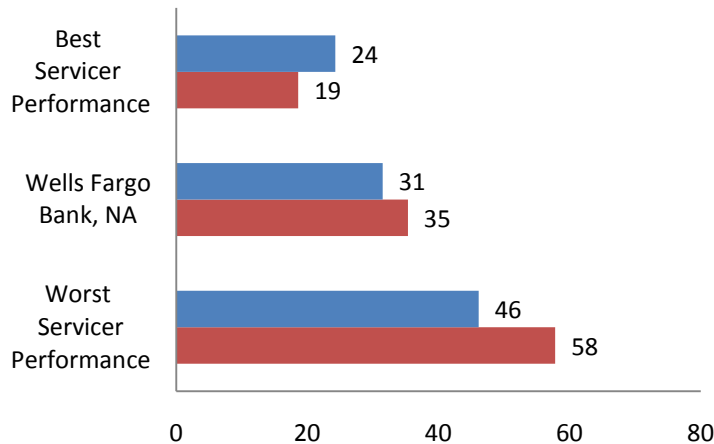
**Conversion Rate for Trials Started On or After 6/1/2010**



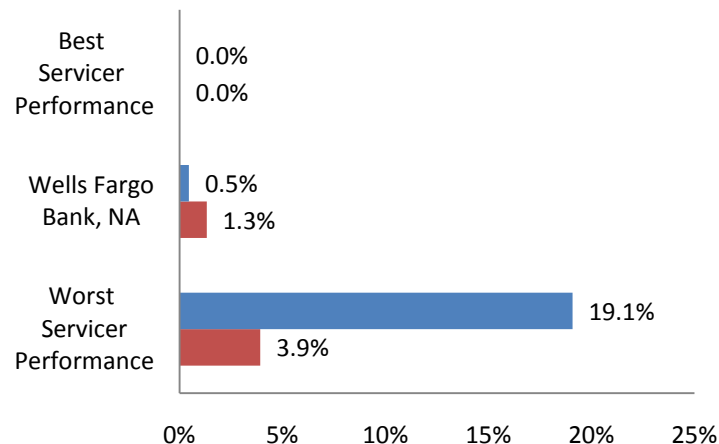
Results as of:



**Average Calendar Days to Resolve Escalated Cases**



**Missing Modification Status Reports (%)**



Note: the best and worst performance reflect the best and worst result of the largest 10 servicers for the period. See appendix for descriptions of the metrics.

## Metrics Descriptions

### Compliance Metrics (quantitative)

Second Look % Disagree: Second Look is a process in which MHA-C reviews loans not in a permanent modification, to assess the accuracy of the servicer's determination of whether the homeowner is eligible for a modification. This metric measures the percentage of loans reviewed in Second Look with which MHA-C disagrees with a servicer's determination.

Second Look % Unable to Determine: This metric measures the percentage of loans reviewed in Second Look for which MHA-C is not able to determine, based on the documentation provided, how the servicer reached its loan-modification decision.

For both Second Look Disagree and Unable to Determine results, remedial actions Treasury requires servicers to take include, but are not limited to: reevaluating loans not offered HAMP modifications, submitting additional documentation to support the initial reason for denial of the modification, clarifying loan status, and engaging in systemic process remediation. For such results, servicers are also reminded of their obligation to suspend foreclosure of the loan until the unresolved items are remediated.

Income Calculation Errors: Correctly calculating homeowner monthly income is a critical component of evaluating eligibility for MHA, as well as establishing an accurate modification payment. This metric measures how often MHA-C disagrees with a servicer's calculation of a borrower's Monthly Gross Income, allowing for up to a 5% differential from MHA-C's calculations. For Income Calculation Error results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting

income errors exceeding the 5% differential, requiring the servicer to review their own income calculation accuracy, enhancing policies and procedures, and conducting staff training on income calculation.

Incentive Payment Data Errors: Treasury pays incentives to servicers, investors, and homeowners for permanent modifications completed under MHA. Although intended for different recipients, all incentives are paid through the servicer. Data that servicers upload to the program system of record is used to calculate the incentives paid to servicers, investors, and homeowners. This metric measures how data anomalies between servicer loan files and the reported information affect incentive payments. For Incentive Payment Data Error results, remedial actions Treasury requires servicers to take include, but are not limited to: correcting the identified errors and correcting system and operational processes such that accurate data is mapped to its appropriate places in the program system of record.

### Compliance Metrics (qualitative)

Servicers establish processes and internal controls to help ensure their compliance with Program guidance. For each of the performance categories, Treasury performs a qualitative assessment of those internal controls based on MHA-C's compliance reviews. That assessment evaluates the nature, scope, and potential or actual impact on homeowners resulting from instances of servicer non-compliance with its own internal controls. For ineffective internal controls, remedial actions Treasury requires servicers to take include, but are not limited to: identifying and reevaluating any affected loans, enhancing the effectiveness of internal controls, and conducting staff training on servicer procedures.

### Program Metrics

Conversion Rate: This cumulative metric looks at the rate of conversion to permanent modification for trials started on or after June 1, 2010, when all servicers were required to verify income documentation at trial start. Conversion rate is measured against all trials eligible to convert – those three months in trial, or four months if the borrower was at risk of imminent default at trial modification start. Permanent modifications transferred among servicers are credited to the originating servicer; trial modifications transferred are reflected in the current servicer's population.

Aged Trials as % of Active Trials: This monthly metric measures trials lasting six months or longer as a share of all active trials. These figures include trial modifications that have been converted to permanent modifications by the servicer and are pending reporting to the program system of record.

Days to Resolve Escalated Cases: This program-to-date metric measures servicer response time for homeowner inquiries escalated to the HAMP Solutions Center. Effective Feb. 1, 2011, a target of 30 calendar days was established for non-GSE escalation cases, including an estimated 5 days processing by HAMP Solutions Center. These figures include both GSE and non-GSE escalation results.

% of Missing Modification Status Reports: This monthly metric measures the servicer's ability to promptly report on modification status. Inconsistent and untimely reporting of modification status reports may impact incentive compensation and loan performance analysis.

For more information on the assessments, please visit: [www.FinancialStability.gov](http://www.FinancialStability.gov).

**Appendix A1: Non-GSE Participants in HAMP**

Servicers participating in the HAMP First Lien Modification Program may also offer additional support for homeowners, including Home Affordable Foreclosure Alternatives (HAFA), a forbearance for unemployed borrowers through the Unemployment Program (UP), and Principal Reduction Alternative (PRA).

Allstate Mortgage Loans & Investments, Inc.	Glass City Federal Credit Union	MorEquity, Inc.	Mexico Technology Credit Union
American Eagle Federal Credit Union	GMAC Mortgage, LLC	Mortgage Center, LLC	The Golden 1 Credit Union
American Home Mortgage Servicing, Inc	Grafton Suburban Credit Union	Nationstar Mortgage LLC	U.S. Bank National Association
AMS Servicing, LLC	Great Lakes Credit Union	Navy Federal Credit Union	United Bank
Aurora Loan Services, LLC	Greater Nevada Mortgage Services	Oakland Municipal Credit Union	United Bank Mortgage Corporation
Bank of America, N.A. <sup>1</sup>	Green Tree Servicing LLC	Ocwen Loan Servicing, LLC	Vantium Capital, Inc.
Bank United	Hartford Savings Bank	OneWest Bank	Vist Financial Corp.
Bay Federal Credit Union	Hillsdale County National Bank	ORNL Federal Credit Union	Wealthbridge Mortgage Corp.
Bayview Loan Servicing, LLC	HomEq Servicing	Park View Federal Savings Bank	Wells Fargo Bank, NA <sup>4</sup>
Bramble Savings Bank	HomeStar Bank & Financial Services	Pathfinder Bank	Wescom Central Credit Union
Carrington Mortgage Services, LLC	Horicon Bank	PennyMac Loan Services, LLC	Yadkin Valley Bank
CCO Mortgage	Horizon Bank, NA	PNC Bank, National Association	
Central Florida Educators Federal Credit Union	Iberiabank	PNC Mortgage <sup>3</sup>	
CitiMortgage, Inc.	IBM Southeast Employees' Federal Credit Union	Purdue Employees Federal Credit Union	
Citizens 1st National Bank	IC Federal Credit Union	QLending, Inc.	
Community Bank & Trust Company	Idaho Housing and Finance Association	Quantum Servicing Corporation	
Community Credit Union of Florida	iServe Residential Lending LLC	Residential Credit Solutions	
CUC Mortgage Corporation	iServe Servicing Inc.	RG Mortgage Corporation	
DuPage Credit Union	J.P.Morgan Chase Bank, NA <sup>2</sup>	RoundPoint Mortgage Servicing Corporation	
Eaton National Bank & Trust Co	Lake City Bank	Saxon Mortgage Services, Inc.	
Farmers State Bank	Lake National Bank	Schools Financial Credit Union	
Fay Servicing, LLC	Liberty Bank and Trust Co.	SEFCU	
Fidelity Homestead Savings Bank	Litton Loan Servicing	Select Portfolio Servicing	
First Bank	Los Alamos National Bank	Servis One Inc., dba BSI Financial Services, Inc.	
First Financial Bank, N.A.	Magna Bank	ShoreBank	
First Keystone Bank	Marix Servicing, LLC	Silver State Schools Credit Union	
Franklin Credit Management Corporation	Midland Mortgage Company	Specialized Loan Servicing, LLC	
Franklin Savings	Midwest Bank & Trust Co.	Sterling Savings Bank	
Fresno County Federal Credit Union	Midwest Community Bank	Suburban Mortgage Company of New	
	Mission Federal Credit Union		

<sup>1</sup> Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

<sup>2</sup> J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

<sup>3</sup> Formerly National City Bank.

<sup>4</sup> Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage, FSB.

**Appendix A2: Participants in Additional Making Home Affordable Programs**

**Second Lien Modification Program (2MP)**

Bank of America, NA<sup>1</sup>  
 Bayview Loan Servicing, LLC  
 CitiMortgage, Inc.  
 Community Credit Union of Florida  
 GMAC Mortgage, LLC  
 Green Tree Servicing LLC  
 iServe Residential Lending, LLC  
 iServe Servicing, Inc.  
 J.P.Morgan Chase Bank, NA<sup>2</sup>  
 Nationstar Mortgage LLC  
 OneWest Bank  
 PennyMac Loan Services, LLC  
 PNC Bank, National Association  
 PNC Mortgage<sup>3</sup>  
 Residential Credit Solutions  
 Servis One Inc., dba BSI Financial Services, Inc.  
 Wells Fargo Bank, NA<sup>4</sup>

**FHA First Lien Program (Treasury FHA-HAMP)**

Amarillo National Bank  
 American Financial Resources Inc.  
 Aurora Financial Group, Inc.  
 Aurora Loan Services, LLC  
 Banco Popular de Puerto Rico  
 Bank of America, NA<sup>1</sup>  
 Capital International Financial, Inc.  
 CitiMortgage, Inc.  
 CU Mortgage Services, Inc.  
 First Federal Bank of Florida  
 First Mortgage Corporation

Franklin Savings  
 Gateway Mortgage Group, LLC  
 GMAC Mortgage, LLC.  
 Green Tree Servicing LLC  
 Guaranty Bank  
 iServe Residential Lending, LLC  
 iServe Servicing, Inc.  
 James B. Nutter & Company  
 J.P.Morgan Chase Bank,NA<sup>2</sup>  
 M&T Bank  
 Marix Servicing, LLC  
 Marsh Associates, Inc.  
 Midland Mortgage Company  
 Nationstar Mortgage LLC  
 Ocwen Loan Servicing, LLC  
 PennyMac Loan Services, LLC  
 PNC Mortgage<sup>3</sup>  
 RBC Bank (USA)  
 Residential Credit Solutions  
 Saxon Mortgage Services, Inc.  
 Schmidt Mortgage Company  
 Select Portfolio Servicing  
 Servis One Inc., dba BSI Financial Services, Inc.  
 Stockman Bank of Montana  
 Wells Fargo Bank, NA<sup>4</sup>  
 Weststar Mortgage, Inc.

**FHA Second Lien Program (FHA 2LP)**

Bank of America, NA<sup>1</sup>  
 Bayview Loan Servicing, LLC  
 CitiMortgage, Inc.  
 Flagstar Capital Markets Corporation  
 GMAC Mortgage, LLC.  
 Green Tree Servicing LLC  
 J.P.Morgan Chase Bank, NA<sup>2</sup>  
 Nationstar Mortgage LLC  
 PNC Bank, National Association  
 PNC Mortgage<sup>3</sup>  
 Residential Credit Solutions  
 Saxon Mortgage Services, Inc.  
 Select Portfolio Servicing  
 Wells Fargo Bank, NA<sup>4</sup>

**Rural Housing Service Modification Program (RD-HAMP)**

Banco Popular de Puerto Rico  
 Bank of America, N.A.<sup>1</sup>  
 Horicon Bank  
 J.P.Morgan Chase Bank, NA<sup>2</sup>  
 Magna Bank  
 Marix Servicing, LLC  
 Midland Mortgage Company  
 Nationstar Mortgage LLC  
 Wells Fargo Bank, NA<sup>4</sup>

<sup>1</sup> Bank of America, NA includes Bank of America, NA, BAC Home Loans Servicing LP, Home Loan Services and Wilshire Credit Corporation.

<sup>2</sup> J.P. Morgan Chase Bank, NA includes EMC Mortgage Corporation.

<sup>3</sup> Formerly National City Bank.

<sup>4</sup> Wells Fargo Bank, NA includes all loans previously reported under Wachovia Mortgage FSB.