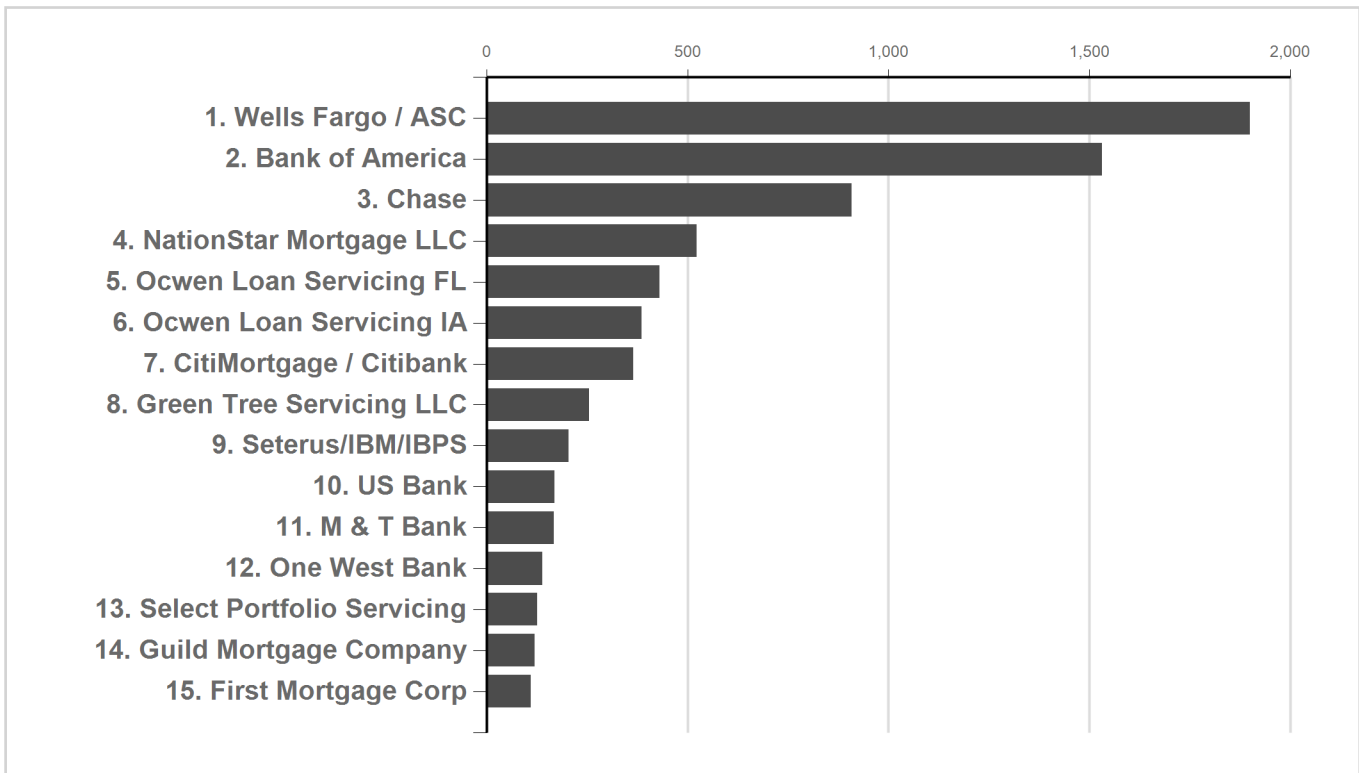


# Keep Your Home California Servicer Scorecard

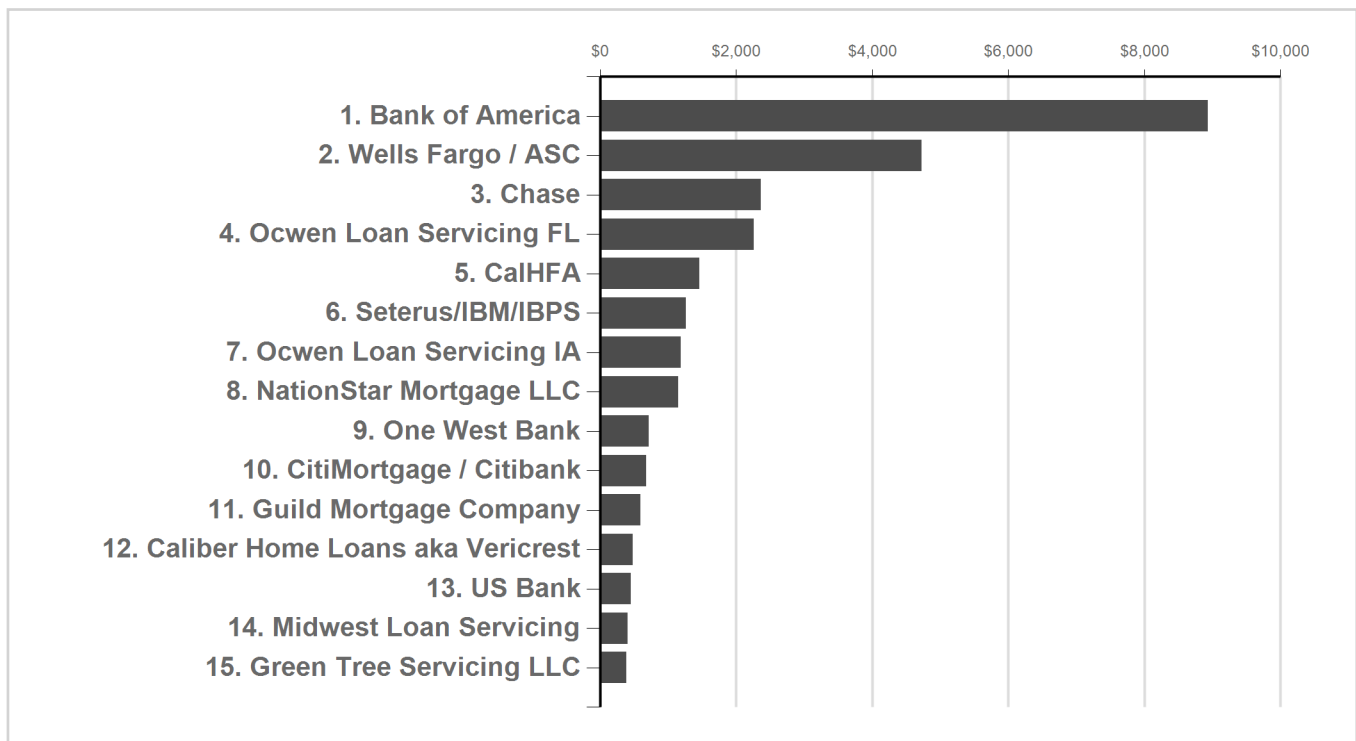
Reporting Period: 9/1/2013 - 9/30/2013

## Servicer Summary for All Programs

### By Funded Transactions for All Programs



### By Funded Dollar Amount for All Programs (Thousands)

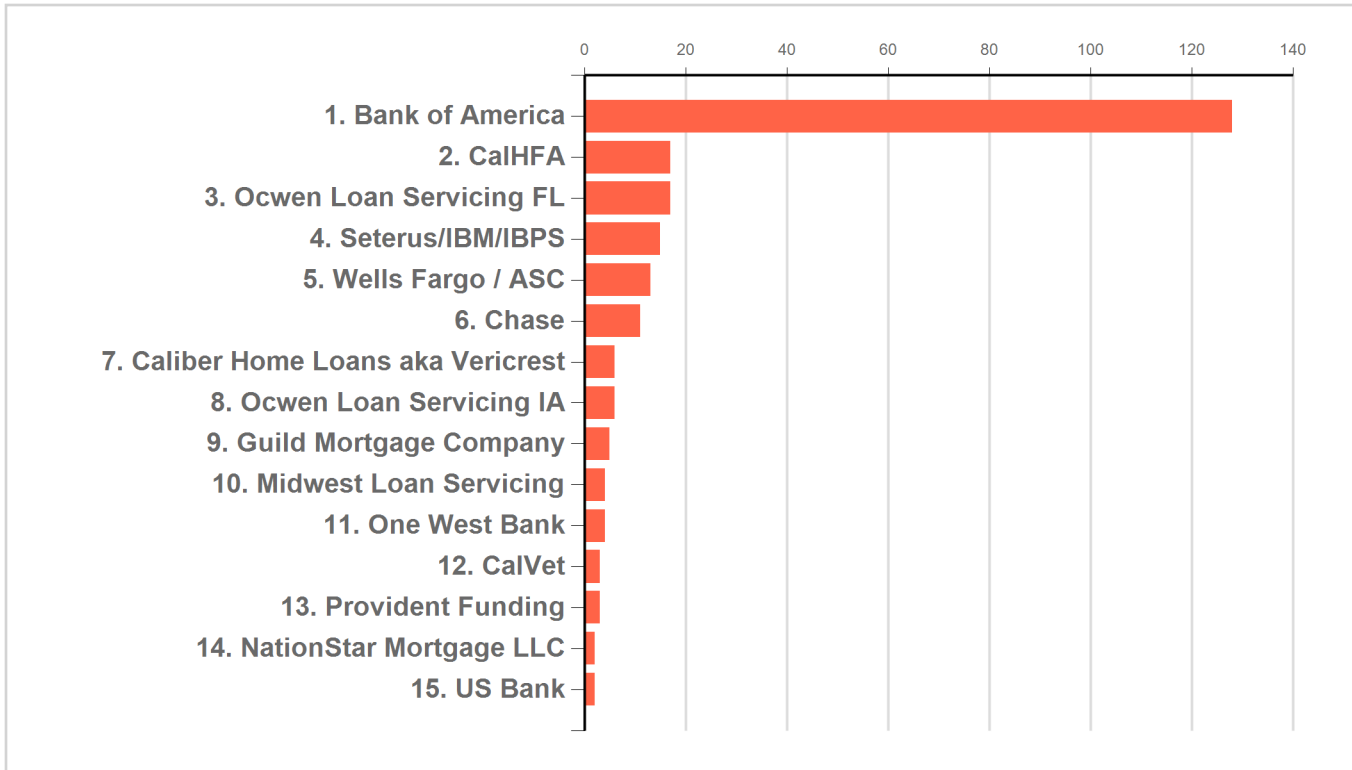


# Keep Your Home California Servicer Scorecard

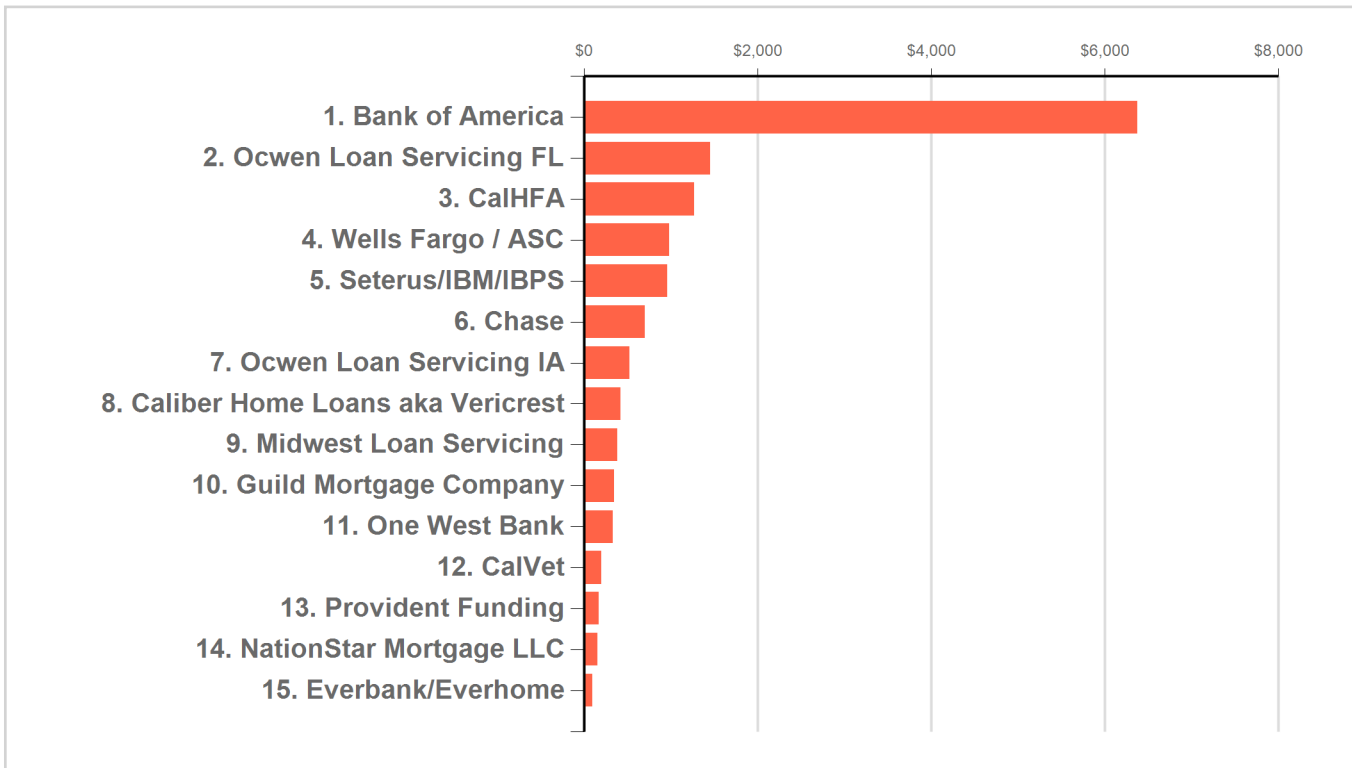
Reporting Period: 9/1/2013 - 9/30/2013

## Servicer Summary (PRP)

### By Funded Transactions for PRP



### By Funded Dollar Amount for PRP (Thousands)



# Acqura Loan Services

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/4/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/4/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/4/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/4/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	0	\$0.00	8,101	\$12,955,593.01	0.00 %	0.00 %
<b>MRAP</b>	1	\$14,031.50	228	\$3,083,842.14	0.44 %	0.46 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$14,031.50</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.05 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Acqura Loan Services						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Acqura Loan Services		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/17/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/17/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/17/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,601.56	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,601.56</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	American InterBanc						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	American InterBanc		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Anheuser Busch Employees Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/26/2012	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/26/2012	Yes
<b>PRP</b> Principal Reduction Program	7/9/2012	Yes
<b>TAP</b> Transition Assistance Program	7/22/2013	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$2,468.98	8,101	\$12,955,593.01	0.02 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$2,468.98</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Anheuser Busch Employees Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Anheuser Busch Employees Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/10/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/10/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	7/11/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	10/8/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1,361	\$2,155,603.84	8,101	\$12,955,593.01	16.80 %	16.64 %
<b>MRAP</b>	30	\$373,136.15	228	\$3,083,842.14	13.16 %	12.10 %
<b>PRP</b>	128	\$6,375,234.94	243	\$14,918,791.32	52.67 %	42.73 %
<b>TAP</b>	12	\$31,602.30	36	\$119,602.30	33.33 %	26.42 %
<b>Total</b>	<b>1,531</b>	<b>\$8,935,577.23</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>17.79 %</b>	<b>28.75 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Bank of America						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	131	2.72	97.04%	4	4.5	2.96%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	19	5.58	73.08%	7	11.14	26.92%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	80	8.66	80%	20	8.4	20%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	4	1	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>234</b>	<b>4.95</b>	<b>88.3%</b>	<b>31</b>	<b>8.52</b>	<b>11.7%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Bank of America		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	13	1.26%	118	1.64 %
<b>Event - Servicer/Lender</b>	25	2.42%	130	1.81 %
<b>People - Servicer/Lender</b>	269	26.09%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>307</b>	<b>29.78%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	724	70.22%	4,360	60.57 %
<b>Total Referrals</b>	<b>1,031</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Bayview

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/7/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/7/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	16	\$31,237.09	8,101	\$12,955,593.01	0.20 %	0.24 %
<b>MRAP</b>	2	\$30,113.05	228	\$3,083,842.14	0.88 %	0.98 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>18</b>	<b>\$61,350.14</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.21 %</b>	<b>0.20 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Bayview						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	5	2.4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	3	4	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>8</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Bayview		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	8	26.67%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>8</b>	<b>26.67%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	22	73.33%	4,360	60.57 %
<b>Total Referrals</b>	<b>30</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Bourns Employee Federal Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/21/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/21/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	1/14/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,213.37	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,213.37</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.00 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Bourns Employee Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Bourns Employee Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# BSI Financial Services

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	12/6/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	12/6/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	12/6/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	12/6/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	4	\$9,166.49	8,101	\$12,955,593.01	0.05 %	0.07 %
<b>MRAP</b>	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>5</b>	<b>\$34,166.49</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.06 %</b>	<b>0.11 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	BSI Financial Services						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	5	24.8	45.45%	6	24.33	54.55%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>5</b>	<b>24.8</b>	<b>45.45%</b>	<b>6</b>	<b>24.33</b>	<b>54.55%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	BSI Financial Services		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	2.7%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	17	45.95%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>18</b>	<b>48.65%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	19	51.35%	4,360	60.57 %
<b>Total Referrals</b>	<b>37</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Cal State LA Federal Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/1/2013	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/1/2013	Yes
<b>PRP</b> Principal Reduction Program	5/1/2013	Yes
<b>TAP</b> Transition Assistance Program	5/1/2013	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,439.59	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,439.59</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.00 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Cal State LA Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Cal State LA Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>2</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/1/2010	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/1/2010	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	9/1/2010	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	9/1/2010	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	49	\$75,831.91	8,101	\$12,955,593.01	0.60 %	0.59 %
<b>MRAP</b>	5	\$92,110.10	228	\$3,083,842.14	2.19 %	2.99 %
<b>PRP</b>	17	\$1,272,896.15	243	\$14,918,791.32	7.00 %	8.53 %
<b>TAP</b>	3	\$15,000.00	36	\$119,602.30	8.33 %	12.54 %
<b>Total</b>	<b>74</b>	<b>\$1,455,838.16</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.86 %</b>	<b>4.68 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	CalHFA						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	5	3	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	1	33.33%	2	82	66.67%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	18	47	94.74%	1	21	5.26%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>24</b>	<b>35.92</b>	<b>88.89%</b>	<b>3</b>	<b>61.67</b>	<b>11.11%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	CalHFA		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	1.2%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	1.2%	130	1.81 %
<b>People - Servicer/Lender</b>	60	72.29%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>62</b>	<b>74.7%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	21	25.3%	4,360	60.57 %
<b>Total Referrals</b>	<b>83</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Caliber Home Loans aka Vericrest

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/2/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/2/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/2/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/2/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	18	\$31,576.05	8,101	\$12,955,593.01	0.22 %	0.24 %
<b>MRAP</b>	2	\$22,742.06	228	\$3,083,842.14	0.88 %	0.74 %
<b>PRP</b>	6	\$425,000.00	243	\$14,918,791.32	2.47 %	2.85 %
<b>TAP</b>	1	\$2,000.00	36	\$119,602.30	2.78 %	1.67 %
<b>Total</b>	<b>27</b>	<b>\$481,318.11</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.31 %</b>	<b>1.55 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Caliber Home Loans aka Vericrest						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	4	2	80%	1	4	20%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	3	6	75%	1	0	25%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	9	4.67	45%	11	28	55%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>16</b>	<b>4.25</b>	<b>55.17%</b>	<b>13</b>	<b>24</b>	<b>44.83%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Caliber Home Loans aka Vericrest		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	3	3.57%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	1.19%	130	1.81 %
<b>People - Servicer/Lender</b>	57	67.86%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>61</b>	<b>72.62%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	23	27.38%	4,360	60.57 %
<b>Total Referrals</b>	<b>84</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/10/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/7/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	2/7/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	2/7/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	19	\$33,135.38	8,101	\$12,955,593.01	0.23 %	0.26 %
<b>MRAP</b>	4	\$39,862.19	228	\$3,083,842.14	1.75 %	1.29 %
<b>PRP</b>	3	\$203,000.00	243	\$14,918,791.32	1.23 %	1.36 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>26</b>	<b>\$275,997.57</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.30 %</b>	<b>0.89 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	CalVet						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	2	0	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	0.5	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	5	0.8	83.33%	1	2	16.67%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>9</b>	<b>0.56</b>	<b>90%</b>	<b>1</b>	<b>2</b>	<b>10%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	CalVet		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	2.63%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	2.63%	130	1.81 %
<b>People - Servicer/Lender</b>	28	73.68%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>30</b>	<b>78.95%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	8	21.05%	4,360	60.57 %
<b>Total Referrals</b>	<b>38</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Capital Mortgage Services/Sewill

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/18/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/18/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	7/18/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	3	\$5,849.71	8,101	\$12,955,593.01	0.04 %	0.05 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>3</b>	<b>\$5,849.71</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.03 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Capital Mortgage Services/Sewill						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Capital Mortgage Services/Sewill		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	25%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	25%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>50%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	2	50%	4,360	60.57 %
<b>Total Referrals</b>	<b>4</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	10/29/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	10/29/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	10/29/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	10/29/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	23	\$36,864.58	8,101	\$12,955,593.01	0.28 %	0.28 %
<b>MRAP</b>	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
<b>PRP</b>	1	\$81,000.00	243	\$14,918,791.32	0.41 %	0.54 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>25</b>	<b>\$142,864.58</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.29 %</b>	<b>0.46 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Capital One N.A.						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	12	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	28	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	10	7.6	100%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>20</b>	<b>16.67%</b>	<b>10</b>	<b>7.6</b>	<b>83.33%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Capital One N.A.		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	6	30%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>30%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	14	70%	4,360	60.57 %
<b>Total Referrals</b>	<b>20</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Carrington Mortgage Services

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/20/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/20/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	23	\$36,419.31	8,101	\$12,955,593.01	0.28 %	0.28 %
<b>MRAP</b>	2	\$10,703.59	228	\$3,083,842.14	0.88 %	0.35 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>25</b>	<b>\$47,122.90</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.29 %</b>	<b>0.15 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Carrington Mortgage Services						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	2	1	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	1	5	100%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>1</b>	<b>66.67%</b>	<b>1</b>	<b>5</b>	<b>33.33%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Carrington Mortgage Services		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	14	56%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>14</b>	<b>56%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	<b>11</b>	<b>44%</b>	<b>4,360</b>	<b>60.57 %</b>
<b>Total Referrals</b>	<b>25</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# Cash Call

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/19/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/19/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	19	\$32,703.95	8,101	\$12,955,593.01	0.23 %	0.25 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>19</b>	<b>\$32,703.95</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.22 %</b>	<b>0.11 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Cash Call						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	4	1	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>4</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Cash Call		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	14	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>14</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# CCO Mortgage

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/21/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/21/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$2,117.89	8,101	\$12,955,593.01	0.01 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$2,117.89</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	CCO Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	CCO Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/1/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/1/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	31	\$56,380.95	8,101	\$12,955,593.01	0.38 %	0.44 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>31</b>	<b>\$56,380.95</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.36 %</b>	<b>0.18 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Cenlar						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	4	2.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	7	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>5</b>	<b>3.4</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Cenlar		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	3	17.65%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>3</b>	<b>17.65%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	14	82.35%	4,360	60.57 %
<b>Total Referrals</b>	<b>17</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Central Mortgage Co.

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/30/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/30/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	6/30/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	44	\$61,067.40	8,101	\$12,955,593.01	0.54 %	0.47 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>44</b>	<b>\$61,067.40</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.51 %</b>	<b>0.20 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Central Mortgage Co.						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	6	0.17	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	34.5	50%	2	22	50%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>8</b>	<b>8.75</b>	<b>80%</b>	<b>2</b>	<b>22</b>	<b>20%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Central Mortgage Co.		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	20	46.51%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>20</b>	<b>46.51%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	23	53.49%	4,360	60.57 %
<b>Total Referrals</b>	<b>43</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/1/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/7/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	1/10/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/24/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	877	\$1,392,335.92	8,101	\$12,955,593.01	10.83 %	10.75 %
<b>MRAP</b>	20	\$272,328.75	228	\$3,083,842.14	8.77 %	8.83 %
<b>PRP</b>	11	\$701,000.00	243	\$14,918,791.32	4.53 %	4.70 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>908</b>	<b>\$2,365,664.67</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>10.55 %</b>	<b>7.61 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Chase						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	91	6.53	94.79%	5	7.8	5.21%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	15	8.27	83.33%	3	6.33	16.67%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	44	9.43	55.7%	35	7.43	44.3%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	1	10	100%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>150</b>	<b>7.55</b>	<b>77.32%</b>	<b>44</b>	<b>7.45</b>	<b>22.68%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Chase		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	12	1.49%	118	1.64 %
<b>Event - Servicer/Lender</b>	18	2.24%	130	1.81 %
<b>People - Servicer/Lender</b>	339	42.16%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>369</b>	<b>45.9%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	435	54.1%	4,360	60.57 %
<b>Total Referrals</b>	<b>804</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program	Name	Program Participation Date	Active
UMA	Unemployment Mortgage Assistance	3/7/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/7/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
UMA	356	\$562,626.41	8,101	\$12,955,593.01	4.39 %	4.34 %
MRAP	9	\$120,141.51	228	\$3,083,842.14	3.95 %	3.90 %
PRP	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>365</b>	<b>\$682,767.92</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>4.24 %</b>	<b>2.20 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	CitiMortgage / Citibank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
UMA	39	2.31	95.12%	2	12	4.88%	966	5.92	95.83%	42	5.1	4.17%
MRAP	8	2.62	72.73%	3	2.67	27.27%	194	11.39	59.88%	130	20.38	40.12%
PRP	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
TAP	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>47</b>	<b>2.36</b>	<b>90.38%</b>	<b>5</b>	<b>6.4</b>	<b>9.62%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	CitiMortgage / Citibank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	4	2.42%	118	1.64 %
Event - Servicer/Lender	2	1.21%	130	1.81 %
People - Servicer/Lender	37	22.42%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>43</b>	<b>26.06%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	<b>122</b>	<b>73.94%</b>	<b>4,360</b>	<b>60.57 %</b>
<b>Total Referrals</b>	<b>165</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Colonial Savings

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/21/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/21/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	7	\$13,652.43	8,101	\$12,955,593.01	0.09 %	0.11 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>7</b>	<b>\$13,652.43</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.08 %</b>	<b>0.04 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Colonial Savings						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	7	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>7</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Colonial Savings		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	3	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>3</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Community Mortgage Funding

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/15/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/15/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$2,253.71	8,101	\$12,955,593.01	0.02 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$2,253.71</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Community Mortgage Funding						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Community Mortgage Funding		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	33.33%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>33.33%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	2	66.67%	4,360	60.57 %
<b>Total Referrals</b>	<b>3</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/10/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/10/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	9/10/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	9/10/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,900.00	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,900.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	DFI Funding Inc						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	DFI Funding Inc		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/24/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/24/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	4/11/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	5/24/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	46	\$67,088.74	8,101	\$12,955,593.01	0.57 %	0.52 %
<b>MRAP</b>	1	\$15,403.02	228	\$3,083,842.14	0.44 %	0.50 %
<b>PRP</b>	1	\$100,000.00	243	\$14,918,791.32	0.41 %	0.67 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>48</b>	<b>\$182,491.76</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.56 %</b>	<b>0.59 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Everbank/Everhome						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	7	4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	2	109.5	100%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	2	49.5	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>9</b>	<b>14.11</b>	<b>81.82%</b>	<b>2</b>	<b>109.5</b>	<b>18.18%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Everbank/Everhome		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	2	5.41%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	2.7%	130	1.81 %
<b>People - Servicer/Lender</b>	9	24.32%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>12</b>	<b>32.43%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	25	67.57%	4,360	60.57 %
<b>Total Referrals</b>	<b>37</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Exchange Bank

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	12/21/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	12/21/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	12/21/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	12/21/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,659.87	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,659.87</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Exchange Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Exchange Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Fay Financial LLC

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/14/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	1/14/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	1/14/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	1/14/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	8	\$14,708.29	8,101	\$12,955,593.01	0.10 %	0.11 %
<b>MRAP</b>	1	\$15,762.22	228	\$3,083,842.14	0.44 %	0.51 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>9</b>	<b>\$30,470.51</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.10 %</b>	<b>0.10 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Fay Financial LLC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	7	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	2	10	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>3</b>	<b>9</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Fay Financial LLC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	33.33%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>33.33%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	66.67%	4,360	60.57 %
<b>Total Referrals</b>	<b>6</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# FCI Lender Services Inc

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/20/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/20/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/20/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	3	\$4,434.97	8,101	\$12,955,593.01	0.04 %	0.03 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>3</b>	<b>\$4,434.97</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.03 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	FCI Lender Services Inc						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	39	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>39</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	FCI Lender Services Inc		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	25%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>25%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	6	75%	4,360	60.57 %
<b>Total Referrals</b>	<b>8</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	4/20/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	4/20/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$532.11	8,101	\$12,955,593.01	0.01 %	0.00 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$532.11</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.00 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Fidelity Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Fidelity Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	50%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>50%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	50%	4,360	60.57 %
<b>Total Referrals</b>	<b>2</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# First Bank Mortgage

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	12/6/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	12/6/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$3,420.66	8,101	\$12,955,593.01	0.02 %	0.03 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$3,420.66</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	First Bank Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	First Bank Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# First Mortgage Corp

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/20/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/20/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	6/20/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	108	\$159,184.79	8,101	\$12,955,593.01	1.33 %	1.23 %
<b>MRAP</b>	3	\$39,876.12	228	\$3,083,842.14	1.32 %	1.29 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>111</b>	<b>\$199,060.91</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.29 %</b>	<b>0.64 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	First Mortgage Corp						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	12	2	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	6	4.17	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>18</b>	<b>2.72</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	First Mortgage Corp		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	1.3%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	45	58.44%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>46</b>	<b>59.74%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	31	40.26%	4,360	60.57 %
<b>Total Referrals</b>	<b>77</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# FirstTechnology Federal Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/13/2011	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/13/2011	Yes
<b>PRP</b> Principal Reduction Program		No
<b>TAP</b> Transition Assistance Program	9/13/2011	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	9	\$11,884.49	8,101	\$12,955,593.01	0.11 %	0.09 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>9</b>	<b>\$11,884.49</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.10 %</b>	<b>0.04 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	FirstTechnology Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	FirstTechnology Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Flagstar Mortgage

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	4/20/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	4/20/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	9/4/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	4/20/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	85	\$134,720.30	8,101	\$12,955,593.01	1.05 %	1.04 %
<b>MRAP</b>	3	\$21,915.37	228	\$3,083,842.14	1.32 %	0.71 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	1	\$5,000.00	36	\$119,602.30	2.78 %	4.18 %
<b>Total</b>	<b>89</b>	<b>\$161,635.67</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.03 %</b>	<b>0.52 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Flagstar Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	6	7.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	11	25%	3	10	75%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	1	7	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>8</b>	<b>7.88</b>	<b>72.73%</b>	<b>3</b>	<b>10</b>	<b>27.27%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Flagstar Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	1.96%	118	1.64 %
<b>Event - Servicer/Lender</b>	2	3.92%	130	1.81 %
<b>People - Servicer/Lender</b>	22	43.14%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>25</b>	<b>49.02%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	26	50.98%	4,360	60.57 %
<b>Total Referrals</b>	<b>51</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/15/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/15/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$4,477.02	8,101	\$12,955,593.01	0.02 %	0.03 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$4,477.02</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Franklin American						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	2	30	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>30</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Franklin American		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	33.33%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>33.33%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	2	66.67%	4,360	60.57 %
<b>Total Referrals</b>	<b>3</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/11/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/11/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	6/11/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	26	\$41,502.56	8,101	\$12,955,593.01	0.32 %	0.32 %
<b>MRAP</b>	1	\$20,491.77	228	\$3,083,842.14	0.44 %	0.66 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>27</b>	<b>\$61,994.33</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.31 %</b>	<b>0.20 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Fremont Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	5	1.8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	0	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>7</b>	<b>1.29</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Fremont Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	16.67%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>16.67%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	10	83.33%	4,360	60.57 %
<b>Total Referrals</b>	<b>12</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Green Planet Servicing LLC

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/20/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/20/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	8/20/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	8/20/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	11	\$15,658.16	8,101	\$12,955,593.01	0.14 %	0.12 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	1	\$34,000.00	243	\$14,918,791.32	0.41 %	0.23 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>12</b>	<b>\$49,658.16</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.14 %</b>	<b>0.16 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Green Planet Servicing LLC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	13	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>13</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Green Planet Servicing LLC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	6	85.71%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>85.71%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	14.29%	4,360	60.57 %
<b>Total Referrals</b>	<b>7</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Green Tree Servicing LLC

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/31/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/31/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	254	\$372,845.30	8,101	\$12,955,593.01	3.14 %	2.88 %
<b>MRAP</b>	1	\$10,021.36	228	\$3,083,842.14	0.44 %	0.32 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>255</b>	<b>\$382,866.66</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>2.96 %</b>	<b>1.23 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Green Tree Servicing LLC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	23	3.3	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	4	9.5	57.14%	3	3.33	42.86%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>27</b>	<b>4.22</b>	<b>90%</b>	<b>3</b>	<b>3.33</b>	<b>10%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Green Tree Servicing LLC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	4	2.63%	118	1.64 %
<b>Event - Servicer/Lender</b>	5	3.29%	130	1.81 %
<b>People - Servicer/Lender</b>	33	21.71%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>42</b>	<b>27.63%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	110	72.37%	4,360	60.57 %
<b>Total Referrals</b>	<b>152</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Guild Mortgage Company

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	3/1/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	3/1/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	3/1/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	3/1/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	105	\$151,208.17	8,101	\$12,955,593.01	1.30 %	1.17 %
<b>MRAP</b>	8	\$86,458.31	228	\$3,083,842.14	3.51 %	2.80 %
<b>PRP</b>	5	\$345,128.77	243	\$14,918,791.32	2.06 %	2.31 %
<b>TAP</b>	2	\$10,000.00	36	\$119,602.30	5.56 %	8.36 %
<b>Total</b>	<b>120</b>	<b>\$592,795.25</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.39 %</b>	<b>1.91 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Guild Mortgage Company						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	12	1.5	92.31%	1	1	7.69%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	8.5	40%	3	26.33	60%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	3	2.67	27.27%	8	38.12	72.73%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	1	2	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>18</b>	<b>2.5</b>	<b>60%</b>	<b>12</b>	<b>32.08</b>	<b>40%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Guild Mortgage Company		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	1.09%	130	1.81 %
<b>People - Servicer/Lender</b>	49	53.26%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>50</b>	<b>54.35%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	42	45.65%	4,360	60.57 %
<b>Total Referrals</b>	<b>92</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# HSBC (Household)

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/3/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/3/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	41	\$65,087.23	8,101	\$12,955,593.01	0.51 %	0.50 %
<b>MRAP</b>	1	\$18,383.19	228	\$3,083,842.14	0.44 %	0.60 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>42</b>	<b>\$83,470.42</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.49 %</b>	<b>0.27 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	HSBC (Household)						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	7	13.14	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	11	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>8</b>	<b>12.88</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	HSBC (Household)		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	1.85%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	5	9.26%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>11.11%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	48	88.89%	4,360	60.57 %
<b>Total Referrals</b>	<b>54</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/2/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/2/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$2,248.00	8,101	\$12,955,593.01	0.01 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$2,248.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	JB Nutter						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	JB Nutter		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Kern Schools Federal Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	3/18/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	3/18/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	3/18/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	3/18/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,739.00	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,739.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Kern Schools Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Kern Schools Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	14.29%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	28.57%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>3</b>	<b>42.86%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	57.14%	4,360	60.57 %
<b>Total Referrals</b>	<b>7</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# LoanCare

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/13/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/13/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	45	\$73,671.36	8,101	\$12,955,593.01	0.56 %	0.57 %
<b>MRAP</b>	1	\$8,031.58	228	\$3,083,842.14	0.44 %	0.26 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>46</b>	<b>\$81,702.94</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.53 %</b>	<b>0.26 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	LoanCare						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	5	2.8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>5</b>	<b>2.8</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	LoanCare		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	11	45.83%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>11</b>	<b>45.83%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	13	54.17%	4,360	60.57 %
<b>Total Referrals</b>	<b>24</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/11/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/11/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/11/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/11/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$2,686.12	8,101	\$12,955,593.01	0.01 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$2,686.12</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Logix Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Logix Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	4	36.36%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>4</b>	<b>36.36%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	7	63.64%	4,360	60.57 %
<b>Total Referrals</b>	<b>11</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/24/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/24/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	7/24/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	7/24/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	167	\$235,267.56	8,101	\$12,955,593.01	2.06 %	1.82 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	1	\$100,000.00	243	\$14,918,791.32	0.41 %	0.67 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>168</b>	<b>\$335,267.56</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.95 %</b>	<b>1.08 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	M & T Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	39	28.23	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	28	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	2	44.5	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>43</b>	<b>28.98</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	M & T Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	6	10.91%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>10.91%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	49	89.09%	4,360	60.57 %
<b>Total Referrals</b>	<b>55</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/3/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	1/3/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	6	\$11,907.88	8,101	\$12,955,593.01	0.07 %	0.09 %
<b>MRAP</b>	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>7</b>	<b>\$36,907.88</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.08 %</b>	<b>0.12 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Meriwest						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	0	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>2.5</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Meriwest		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	50%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>50%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	50%	4,360	60.57 %
<b>Total Referrals</b>	<b>2</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Midfirst Mortgage/Midland Mortgage

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	4/4/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	4/4/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	4/4/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	15	\$17,820.90	8,101	\$12,955,593.01	0.19 %	0.14 %
<b>MRAP</b>	2	\$31,427.54	228	\$3,083,842.14	0.88 %	1.02 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>17</b>	<b>\$49,248.44</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.20 %</b>	<b>0.16 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Midfirst Mortgage/Midland Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	12.5	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>12.5</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Midfirst Mortgage/Midland Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	6	60%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>60%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	40%	4,360	60.57 %
<b>Total Referrals</b>	<b>10</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Midwest Loan Servicing

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/27/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	1/27/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	4/11/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	4/11/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	10	\$16,402.10	8,101	\$12,955,593.01	0.12 %	0.13 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	4	\$388,000.00	243	\$14,918,791.32	1.65 %	2.60 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>14</b>	<b>\$404,402.10</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.16 %</b>	<b>1.30 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Midwest Loan Servicing						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	9	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>9</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Midwest Loan Servicing		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	66.67%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>66.67%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	33.33%	4,360	60.57 %
<b>Total Referrals</b>	<b>3</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# Musicians Interguild Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/11/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/11/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/11/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/11/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$2,122.97	8,101	\$12,955,593.01	0.01 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$2,122.97</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Musicians Interguild Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Musicians Interguild Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	<b>0</b>	<b>0%</b>	<b>4,360</b>	<b>60.57 %</b>
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# NationStar Mortgage LLC

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/25/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/25/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	7/25/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	7/25/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	510	\$884,081.38	8,101	\$12,955,593.01	6.30 %	6.82 %
<b>MRAP</b>	9	\$105,684.20	228	\$3,083,842.14	3.95 %	3.43 %
<b>PRP</b>	2	\$153,000.00	243	\$14,918,791.32	0.82 %	1.03 %
<b>TAP</b>	2	\$5,000.00	36	\$119,602.30	5.56 %	4.18 %
<b>Total</b>	<b>523</b>	<b>\$1,147,765.58</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>6.08 %</b>	<b>3.69 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	NationStar Mortgage LLC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	71	7.85	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	8	4	72.73%	3	34.33	27.27%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	2	16	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	1	16	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>82</b>	<b>7.77</b>	<b>96.47%</b>	<b>3</b>	<b>34.33</b>	<b>3.53%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	NationStar Mortgage LLC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	5	1.29%	118	1.64 %
<b>Event - Servicer/Lender</b>	7	1.81%	130	1.81 %
<b>People - Servicer/Lender</b>	77	19.9%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>89</b>	<b>23%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	298	77%	4,360	60.57 %
<b>Total Referrals</b>	<b>387</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Nationwide Advantage Mortgage Company

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/13/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/13/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,188.00	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,188.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.00 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Nationwide Advantage Mortgage Company						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Nationwide Advantage Mortgage Company		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Navy Federal Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	4/14/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	4/14/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	5	\$10,537.31	8,101	\$12,955,593.01	0.06 %	0.08 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>5</b>	<b>\$10,537.31</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.06 %</b>	<b>0.03 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Navy Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Navy Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	2	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>2</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# New American Funding

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	3/25/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	3/25/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	3/25/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$3,056.31	8,101	\$12,955,593.01	0.02 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$3,056.31</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	New American Funding						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	New American Funding		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Ocwen Loan Servicing FL

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program	Name	Program Participation Date	Active
UMA	Unemployment Mortgage Assistance	10/12/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	10/12/2011	Yes
PRP	Principal Reduction Program	10/12/2011	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
UMA	396	\$613,780.93	8,101	\$12,955,593.01	4.89 %	4.74 %
MRAP	17	\$194,283.32	228	\$3,083,842.14	7.46 %	6.30 %
PRP	17	\$1,455,000.00	243	\$14,918,791.32	7.00 %	9.75 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>430</b>	<b>\$2,263,064.25</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>5.00 %</b>	<b>7.28 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Ocwen Loan Servicing FL						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
UMA	103	6.59	93.64%	7	1.71	6.36%	966	5.92	95.83%	42	5.1	4.17%
MRAP	15	18.4	53.57%	13	9.77	46.43%	194	11.39	59.88%	130	20.38	40.12%
PRP	43	12.28	55.84%	34	16.21	44.16%	388	12.68	51.05%	372	15.68	48.95%
TAP	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>161</b>	<b>9.21</b>	<b>74.88%</b>	<b>54</b>	<b>12.78</b>	<b>25.12%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Ocwen Loan Servicing FL		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	6	1.41%	118	1.64 %
Event - Servicer/Lender	12	2.82%	130	1.81 %
People - Servicer/Lender	136	32%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>154</b>	<b>36.24%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	<b>271</b>	<b>63.76%</b>	<b>4,360</b>	<b>60.57 %</b>
<b>Total Referrals</b>	<b>425</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Ocwen Loan Servicing IA

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/10/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/7/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/20/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	2/7/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	373	\$597,964.48	8,101	\$12,955,593.01	4.60 %	4.62 %
<b>MRAP</b>	5	\$60,453.26	228	\$3,083,842.14	2.19 %	1.96 %
<b>PRP</b>	6	\$526,000.00	243	\$14,918,791.32	2.47 %	3.53 %
<b>TAP</b>	2	\$7,000.00	36	\$119,602.30	5.56 %	5.85 %
<b>Total</b>	<b>386</b>	<b>\$1,191,417.74</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>4.48 %</b>	<b>3.83 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Ocwen Loan Servicing IA						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	49	5.1	84.48%	9	2.11	15.52%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	11	5.36	29.73%	26	10.46	70.27%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	20	5.45	27.03%	54	7.98	72.97%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	2	5	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>82</b>	<b>5.22</b>	<b>47.95%</b>	<b>89</b>	<b>8.11</b>	<b>52.05%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Ocwen Loan Servicing IA		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	4	1.09%	118	1.64 %
<b>Event - Servicer/Lender</b>	7	1.9%	130	1.81 %
<b>People - Servicer/Lender</b>	184	50%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>195</b>	<b>52.99%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	173	47.01%	4,360	60.57 %
<b>Total Referrals</b>	<b>368</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	10/5/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	10/5/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	9/25/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	126	\$237,435.61	8,101	\$12,955,593.01	1.56 %	1.83 %
<b>MRAP</b>	9	\$142,082.35	228	\$3,083,842.14	3.95 %	4.61 %
<b>PRP</b>	4	\$336,000.00	243	\$14,918,791.32	1.65 %	2.25 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>139</b>	<b>\$715,517.96</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.61 %</b>	<b>2.30 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	One West Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	10	6.3	66.67%	5	4.4	33.33%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	5	8.4	83.33%	1	4	16.67%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	22	4	50%	22	8.32	50%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>37</b>	<b>5.22</b>	<b>56.92%</b>	<b>28</b>	<b>7.46</b>	<b>43.08%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	One West Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	3	1.6%	118	1.64 %
<b>Event - Servicer/Lender</b>	2	1.06%	130	1.81 %
<b>People - Servicer/Lender</b>	71	37.77%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>76</b>	<b>40.43%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	112	59.57%	4,360	60.57 %
<b>Total Referrals</b>	<b>188</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	2/25/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/25/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	2/25/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	2/25/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	11	\$22,701.41	8,101	\$12,955,593.01	0.14 %	0.18 %
<b>MRAP</b>	1	\$24,701.13	228	\$3,083,842.14	0.44 %	0.80 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>12</b>	<b>\$47,402.54</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.14 %</b>	<b>0.15 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Patelco Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	2	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>2</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Patelco Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	4	50%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>4</b>	<b>50%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	50%	4,360	60.57 %
<b>Total Referrals</b>	<b>8</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Penny Mac Loan Services

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/30/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/30/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	9/30/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	9/30/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	56	\$93,578.73	8,101	\$12,955,593.01	0.69 %	0.72 %
<b>MRAP</b>	1	\$12,015.99	228	\$3,083,842.14	0.44 %	0.39 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>57</b>	<b>\$105,594.72</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.66 %</b>	<b>0.34 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Penny Mac Loan Services						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	15	6.13	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	7	33.33%	2	9	66.67%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	12	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>17</b>	<b>6.53</b>	<b>89.47%</b>	<b>2</b>	<b>9</b>	<b>10.53%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Penny Mac Loan Services		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	9	30%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>9</b>	<b>30%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	21	70%	4,360	60.57 %
<b>Total Referrals</b>	<b>30</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Pentagon Federal Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/11/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/11/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	6/11/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$3,000.00	8,101	\$12,955,593.01	0.01 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$3,000.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Pentagon Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Pentagon Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# PHH Mortgage

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	10/3/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	10/3/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	10/3/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	64	\$113,761.08	8,101	\$12,955,593.01	0.79 %	0.88 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>64</b>	<b>\$113,761.08</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.74 %</b>	<b>0.37 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	PHH Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	5	9.8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	2	16.5	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>7</b>	<b>11.71</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	PHH Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	5	20%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>5</b>	<b>20%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	20	80%	4,360	60.57 %
<b>Total Referrals</b>	<b>25</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Platinum Home Mortgage Corporation

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/25/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/25/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/25/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/25/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$1,890.35	8,101	\$12,955,593.01	0.02 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$1,890.35</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Platinum Home Mortgage Corporation						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	2	6	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	0	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>3</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Platinum Home Mortgage Corporation		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>4</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# PMAC Lending Services Inc

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/3/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	1/3/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	12	\$20,659.58	8,101	\$12,955,593.01	0.15 %	0.16 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>12</b>	<b>\$20,659.58</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.14 %</b>	<b>0.07 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	PMAC Lending Services Inc						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>4</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	PMAC Lending Services Inc		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	6	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>6</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/29/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/29/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	87	\$149,049.11	8,101	\$12,955,593.01	1.07 %	1.15 %
<b>MRAP</b>	3	\$54,505.13	228	\$3,083,842.14	1.32 %	1.77 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>90</b>	<b>\$203,554.24</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.05 %</b>	<b>0.65 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	PNC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	9	1.89	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	5	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>10</b>	<b>2.2</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	PNC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	4	5.88%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	1.47%	130	1.81 %
<b>People - Servicer/Lender</b>	25	36.76%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>30</b>	<b>44.12%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	38	55.88%	4,360	60.57 %
<b>Total Referrals</b>	<b>68</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Point Loma Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/15/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program		<b>No</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	3	\$4,054.38	8,101	\$12,955,593.01	0.04 %	0.03 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>3</b>	<b>\$4,054.38</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.03 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Point Loma Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Point Loma Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	3	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>3</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>3</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# Provident Funding

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	12/6/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	12/6/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	12/6/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	63	\$119,307.30	8,101	\$12,955,593.01	0.78 %	0.92 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	3	\$173,267.96	243	\$14,918,791.32	1.23 %	1.16 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>66</b>	<b>\$292,575.26</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.77 %</b>	<b>0.94 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Provident Funding						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	7	0.29	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	2	0	100%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	4	1.5	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>11</b>	<b>0.73</b>	<b>84.62%</b>	<b>2</b>	<b>0</b>	<b>15.38%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Provident Funding		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	2	8.7%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>2</b>	<b>8.7%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	21	91.3%	4,360	60.57 %
<b>Total Referrals</b>	<b>23</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Quicken Loans

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	11/4/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	11/4/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	11/4/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	55	\$97,120.51	8,101	\$12,955,593.01	0.68 %	0.75 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>55</b>	<b>\$97,120.51</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.64 %</b>	<b>0.31 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Quicken Loans						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	6	0.33	85.71%	1	0	14.29%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>6</b>	<b>0.33</b>	<b>85.71%</b>	<b>1</b>	<b>0</b>	<b>14.29%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Quicken Loans		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	4	25%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>4</b>	<b>25%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	12	75%	4,360	60.57 %
<b>Total Referrals</b>	<b>16</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Regions Bank/Regions Mortgage

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/23/2012	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/23/2012	Yes
<b>PRP</b> Principal Reduction Program		No
<b>TAP</b> Transition Assistance Program	7/23/2012	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$871.67	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$871.67</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.00 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Regions Bank/Regions Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Regions Bank/Regions Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	1	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	<b>0</b>	<b>0%</b>	<b>4,360</b>	<b>60.57 %</b>
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Residential Credit Solutions

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/30/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/30/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	8/30/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	8/30/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	17	\$33,074.96	8,101	\$12,955,593.01	0.21 %	0.26 %
<b>MRAP</b>	1	\$12,675.34	228	\$3,083,842.14	0.44 %	0.41 %
<b>PRP</b>	1	\$73,000.00	243	\$14,918,791.32	0.41 %	0.49 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>19</b>	<b>\$118,750.30</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.22 %</b>	<b>0.38 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Residential Credit Solutions						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	5	2.4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	72	50%	1	69	50%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>6</b>	<b>14</b>	<b>85.71%</b>	<b>1</b>	<b>69</b>	<b>14.29%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Residential Credit Solutions		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	16	51.61%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>16</b>	<b>51.61%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	15	48.39%	4,360	60.57 %
<b>Total Referrals</b>	<b>31</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Resurgent Mortgage Servicing

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/25/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/25/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/25/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/25/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	10	\$17,061.50	8,101	\$12,955,593.01	0.12 %	0.13 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>10</b>	<b>\$17,061.50</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.12 %</b>	<b>0.05 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Resurgent Mortgage Servicing						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	26	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	3	20	75%	1	49	25%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>5</b>	<b>18.2</b>	<b>83.33%</b>	<b>1</b>	<b>49</b>	<b>16.67%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Resurgent Mortgage Servicing		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	3	27.27%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>3</b>	<b>27.27%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	8	72.73%	4,360	60.57 %
<b>Total Referrals</b>	<b>11</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Round Point Mortgage Servicing

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	3/27/2012	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	3/27/2012	Yes
<b>PRP</b> Principal Reduction Program	8/6/2012	Yes
<b>TAP</b> Transition Assistance Program	8/6/2012	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	5	\$7,577.85	8,101	\$12,955,593.01	0.06 %	0.06 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>5</b>	<b>\$7,577.85</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.06 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Round Point Mortgage Servicing						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	13	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>13</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Round Point Mortgage Servicing		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	4	80%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>4</b>	<b>80%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	<b>1</b>	<b>20%</b>	<b>4,360</b>	<b>60.57 %</b>
<b>Total Referrals</b>	<b>5</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Rushmore Loan Management Services

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/9/2012	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/9/2012	Yes
<b>PRP</b> Principal Reduction Program	8/9/2012	Yes
<b>TAP</b> Transition Assistance Program	8/9/2012	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$2,024.69	8,101	\$12,955,593.01	0.01 %	0.02 %
<b>MRAP</b>	1	\$18,339.35	228	\$3,083,842.14	0.44 %	0.59 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$20,364.04</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.07 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Rushmore Loan Management Services						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	2	45.5	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>45.5</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Rushmore Loan Management Services		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	5	83.33%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>5</b>	<b>83.33%</b>	<b>2,838</b>	<b>39.43 %</b>
All Other Referrals	1	16.67%	4,360	60.57 %
<b>Total Referrals</b>	<b>6</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Safe Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	2/25/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/25/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	2/25/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	2/25/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	8	\$7,408.12	8,101	\$12,955,593.01	0.10 %	0.06 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>8</b>	<b>\$7,408.12</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.09 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Safe Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	2	8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	4	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>3</b>	<b>6.67</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Safe Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	12.5%	130	1.81 %
<b>People - Servicer/Lender</b>	6	75%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>7</b>	<b>87.5%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	12.5%	4,360	60.57 %
<b>Total Referrals</b>	<b>8</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# San Diego County Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/4/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/4/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/4/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/4/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	9	\$14,172.80	8,101	\$12,955,593.01	0.11 %	0.11 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>9</b>	<b>\$14,172.80</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.10 %</b>	<b>0.05 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	San Diego County Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	2	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	42	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	6	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>3</b>	<b>16.67</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	San Diego County Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	3	42.86%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>3</b>	<b>42.86%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	57.14%	4,360	60.57 %
<b>Total Referrals</b>	<b>7</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# San Joaquin Power Employee Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/10/2012	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/10/2012	Yes
<b>PRP</b> Principal Reduction Program	7/10/2012	Yes
<b>TAP</b> Transition Assistance Program	7/10/2012	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,801.00	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,801.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	San Joaquin Power Employee Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	San Joaquin Power Employee Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Schools First Federal Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/30/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	1/30/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	4/11/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	4/11/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	8	\$12,942.70	8,101	\$12,955,593.01	0.10 %	0.10 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	1	\$84,000.00	243	\$14,918,791.32	0.41 %	0.56 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>9</b>	<b>\$96,942.70</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.10 %</b>	<b>0.31 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Schools First Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Schools First Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	6	60%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>60%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	40%	4,360	60.57 %
<b>Total Referrals</b>	<b>10</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Select Portfolio Servicing

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	2/17/2012	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/17/2012	Yes
<b>PRP</b> Principal Reduction Program	7/22/2013	Yes
<b>TAP</b> Transition Assistance Program		No

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	124	\$189,931.56	8,101	\$12,955,593.01	1.53 %	1.47 %
<b>MRAP</b>	3	\$69,343.03	228	\$3,083,842.14	1.32 %	2.25 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>127</b>	<b>\$259,274.59</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.48 %</b>	<b>0.83 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Select Portfolio Servicing						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	7	19.86	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	3	18.67	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	15	8.87	93.75%	1	8	6.25%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>25</b>	<b>13.12</b>	<b>96.15%</b>	<b>1</b>	<b>8</b>	<b>3.85%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Select Portfolio Servicing		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	3	1.94%	118	1.64 %
<b>Event - Servicer/Lender</b>	4	2.58%	130	1.81 %
<b>People - Servicer/Lender</b>	24	15.48%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>31</b>	<b>20%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	124	80%	4,360	60.57 %
<b>Total Referrals</b>	<b>155</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Selene Finance LP

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/19/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/19/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	4/16/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	9/19/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	24	\$43,321.78	8,101	\$12,955,593.01	0.30 %	0.33 %
<b>MRAP</b>	2	\$10,933.39	228	\$3,083,842.14	0.88 %	0.35 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>26</b>	<b>\$54,255.17</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.30 %</b>	<b>0.17 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Selene Finance LP						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	3	1.33	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	1	105	100%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>3</b>	<b>1.33</b>	<b>75%</b>	<b>1</b>	<b>105</b>	<b>25%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Selene Finance LP		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	6	54.55%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>6</b>	<b>54.55%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	5	45.45%	4,360	60.57 %
<b>Total Referrals</b>	<b>11</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	7/27/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	7/27/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	11/6/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	11/6/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	185	\$279,397.97	8,101	\$12,955,593.01	2.28 %	2.16 %
<b>MRAP</b>	3	\$12,274.87	228	\$3,083,842.14	1.32 %	0.40 %
<b>PRP</b>	15	\$961,000.00	243	\$14,918,791.32	6.17 %	6.44 %
<b>TAP</b>	2	\$10,000.00	36	\$119,602.30	5.56 %	8.36 %
<b>Total</b>	<b>205</b>	<b>\$1,262,672.84</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>2.38 %</b>	<b>4.06 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Seterus/IBM/IBPS						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	18	2.11	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	4	1.75	23.53%	13	27.77	76.47%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	35	2.66	76.09%	11	41.45	23.91%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	2	1	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>59</b>	<b>2.37</b>	<b>71.08%</b>	<b>24</b>	<b>34.04</b>	<b>28.92%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Seterus/IBM/IBPS		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	2	0.81%	118	1.64 %
<b>Event - Servicer/Lender</b>	2	0.81%	130	1.81 %
<b>People - Servicer/Lender</b>	139	56.5%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>143</b>	<b>58.13%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	103	41.87%	4,360	60.57 %
<b>Total Referrals</b>	<b>246</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Shore Mortgage

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	3/25/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	3/25/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	3/25/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	4	\$5,723.29	8,101	\$12,955,593.01	0.05 %	0.04 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>4</b>	<b>\$5,723.29</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.05 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Shore Mortgage						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Shore Mortgage		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	2	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>2</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# South Bay Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	3/20/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	3/20/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	3/20/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	3/20/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	3	\$5,785.78	8,101	\$12,955,593.01	0.04 %	0.04 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>3</b>	<b>\$5,785.78</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.03 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	South Bay Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	South Bay Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



# Sovereign Bank

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	2/2/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/2/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	2/2/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$6,000.00	8,101	\$12,955,593.01	0.02 %	0.05 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$6,000.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Sovereign Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Sovereign Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	2	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>2</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Specialized Loan Servicing LLC

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/17/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/17/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	8/17/2011	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	34	\$56,433.28	8,101	\$12,955,593.01	0.42 %	0.44 %
<b>MRAP</b>	2	\$43,190.57	228	\$3,083,842.14	0.88 %	1.40 %
<b>PRP</b>	1	\$76,000.00	243	\$14,918,791.32	0.41 %	0.51 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>37</b>	<b>\$175,623.85</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.43 %</b>	<b>0.57 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Specialized Loan Servicing LLC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	13	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	32	25%	3	140	75%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	34	53.38	100%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>22.5</b>	<b>5.13%</b>	<b>37</b>	<b>60.41</b>	<b>94.87%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Specialized Loan Servicing LLC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	1	0.85%	118	1.64 %
<b>Event - Servicer/Lender</b>	4	3.39%	130	1.81 %
<b>People - Servicer/Lender</b>	60	50.85%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>65</b>	<b>55.08%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	53	44.92%	4,360	60.57 %
<b>Total Referrals</b>	<b>118</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	10/15/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	10/15/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	3	\$3,951.80	8,101	\$12,955,593.01	0.04 %	0.03 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>3</b>	<b>\$3,951.80</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.03 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Springleaf Financial						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Springleaf Financial		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	4	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>4</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Star One Credit Union

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/13/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/13/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	8/13/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	4	\$6,259.56	8,101	\$12,955,593.01	0.05 %	0.05 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>4</b>	<b>\$6,259.56</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.05 %</b>	<b>0.02 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Star One Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	2	2.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>2.5</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Star One Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	4/21/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	4/21/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,734.48	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,734.48</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Statebridge						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Statebridge		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Suburban Mortgage Company of NM

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/20/2013	Yes
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/20/2013	Yes
<b>PRP</b> Principal Reduction Program	5/20/2013	Yes
<b>TAP</b> Transition Assistance Program	5/20/2013	Yes

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$4,244.00	8,101	\$12,955,593.01	0.02 %	0.03 %
<b>MRAP</b>	1	\$16,102.00	228	\$3,083,842.14	0.44 %	0.52 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>3</b>	<b>\$20,346.00</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.03 %</b>	<b>0.07 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Suburban Mortgage Company of NM						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Suburban Mortgage Company of NM		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Sun Trust Mortgage Inc

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/20/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/20/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/8/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/8/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	40	\$75,651.66	8,101	\$12,955,593.01	0.49 %	0.58 %
<b>MRAP</b>	1	\$16,661.43	228	\$3,083,842.14	0.44 %	0.54 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>41</b>	<b>\$92,313.09</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.48 %</b>	<b>0.30 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Sun Trust Mortgage Inc						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	6	1.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	3	92.33	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	2	51.5	66.67%	1	15	33.33%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>11</b>	<b>35.36</b>	<b>91.67%</b>	<b>1</b>	<b>15</b>	<b>8.33%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Sun Trust Mortgage Inc		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	3.45%	130	1.81 %
<b>People - Servicer/Lender</b>	8	27.59%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>9</b>	<b>31.03%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	20	68.97%	4,360	60.57 %
<b>Total Referrals</b>	<b>29</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Sun West Mortgage Company

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	2/25/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/25/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	2/25/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	2/25/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	23	\$39,002.84	8,101	\$12,955,593.01	0.28 %	0.30 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>23</b>	<b>\$39,002.84</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.27 %</b>	<b>0.13 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Sun West Mortgage Company						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	4	0.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	3	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	1	5	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>6</b>	<b>1.67</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Sun West Mortgage Company		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	5	20%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	10	40%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>15</b>	<b>60%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	10	40%	4,360	60.57 %
<b>Total Referrals</b>	<b>25</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.



## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	9/1/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	9/1/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	9/1/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,022.88	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,022.88</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.00 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	TruHome Solutions						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	TruHome Solutions		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	2/6/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/6/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program	2/6/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	2	\$2,598.58	8,101	\$12,955,593.01	0.02 %	0.02 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>2</b>	<b>\$2,598.58</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.02 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Umpqua Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	2	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	50	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>2</b>	<b>26</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Umpqua Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	1	100%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Union Bank

**Reporting Period**  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	11/9/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	11/9/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	32	\$46,501.67	8,101	\$12,955,593.01	0.40 %	0.36 %
<b>MRAP</b>	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>33</b>	<b>\$71,501.67</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.38 %</b>	<b>0.23 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Union Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	8	0.25	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>8</b>	<b>0.25</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Union Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	7	53.85%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>7</b>	<b>53.85%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	6	46.15%	4,360	60.57 %
<b>Total Referrals</b>	<b>13</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	8/26/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	8/26/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	10/15/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	8/26/2011	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	161	\$266,009.75	8,101	\$12,955,593.01	1.99 %	2.05 %
<b>MRAP</b>	7	\$115,582.31	228	\$3,083,842.14	3.07 %	3.75 %
<b>PRP</b>	2	\$72,000.00	243	\$14,918,791.32	0.82 %	0.48 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>170</b>	<b>\$453,592.06</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>1.97 %</b>	<b>1.46 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	US Bank						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	13	5.85	92.86%	1	13	7.14%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	5	23.2	71.43%	2	100	28.57%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	15	39.53	78.95%	4	6.25	21.05%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>33</b>	<b>23.79</b>	<b>82.5%</b>	<b>7</b>	<b>34</b>	<b>17.5%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	US Bank		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	5	3.85%	118	1.64 %
<b>Event - Servicer/Lender</b>	1	0.77%	130	1.81 %
<b>People - Servicer/Lender</b>	52	40%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>58</b>	<b>44.62%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	72	55.38%	4,360	60.57 %
<b>Total Referrals</b>	<b>130</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	6/17/2013	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	6/17/2013	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	6/17/2013	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	6/17/2013	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1	\$1,695.84	8,101	\$12,955,593.01	0.01 %	0.01 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>1</b>	<b>\$1,695.84</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.01 %</b>	<b>0.01 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Wachter Investments Inc						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	1	31	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>31</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Wachter Investments Inc		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	0	0%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>0</b>	<b>0%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>0</b>	<b>0%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

**Participating Programs**

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	1/10/2011	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	2/7/2011	<b>Yes</b>
<b>PRP</b> Principal Reduction Program	12/20/2012	<b>Yes</b>
<b>TAP</b> Transition Assistance Program	11/27/2012	<b>Yes</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

**Funded Volume by Program for the Reporting Period**

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	1,815	\$2,878,786.96	8,101	\$12,955,593.01	22.40 %	22.22 %
<b>MRAP</b>	61	\$832,075.09	228	\$3,083,842.14	26.75 %	26.98 %
<b>PRP</b>	13	\$984,263.50	243	\$14,918,791.32	5.35 %	6.60 %
<b>TAP</b>	11	\$34,000.00	36	\$119,602.30	30.56 %	28.43 %
<b>Total</b>	<b>1,900</b>	<b>\$4,729,125.55</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>22.07 %</b>	<b>15.22 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

**Servicer Responsiveness**

Program	Wells Fargo / ASC						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	199	5.21	97.07%	6	10.33	2.93%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	52	10.94	59.77%	35	8.83	40.23%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	44	13.16	28.57%	110	8.14	71.43%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	4	6.5	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>299</b>	<b>7.39</b>	<b>66.44%</b>	<b>151</b>	<b>8.38</b>	<b>33.56%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

**How Did You Hear About Us?**

Referral Type	Wells Fargo / ASC		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	24	1.56%	118	1.64 %
<b>Event - Servicer/Lender</b>	23	1.5%	130	1.81 %
<b>People - Servicer/Lender</b>	516	33.64%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>563</b>	<b>36.7%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	971	63.3%	4,360	60.57 %
<b>Total Referrals</b>	<b>1,534</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

# Western Federal Credit Union

Reporting Period  
9/1/2013 - 9/30/2013

## Participating Programs

Program Name	Program Participation Date	Active
<b>UMA</b> Unemployment Mortgage Assistance	5/4/2012	<b>Yes</b>
<b>MRAP</b> Mortgage Reinstatement Assistance Program	5/4/2012	<b>Yes</b>
<b>PRP</b> Principal Reduction Program		<b>No</b>
<b>TAP</b> Transition Assistance Program		<b>No</b>

For additional participation disclaimer information go to: [www.keepyourhomecalifornia.org/participating-servicers](http://www.keepyourhomecalifornia.org/participating-servicers).

## Funded Volume by Program for the Reporting Period

Program	Funded Transactions for This Servicer	Funded Dollar Amount for This Servicer	Funded Transactions for All Servicers	Funded Dollar Amount for All Servicers	% Transactions for All Servicers	% Dollar Amount for All Servicers
<b>UMA</b>	5	\$11,712.50	8,101	\$12,955,593.01	0.06 %	0.09 %
<b>MRAP</b>	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
<b>PRP</b>	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
<b>TAP</b>	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
<b>Total</b>	<b>5</b>	<b>\$11,712.50</b>	<b>8,608</b>	<b>\$31,077,828.77</b>	<b>0.06 %</b>	<b>0.04 %</b>

The select servicer's total funded transaction volume (unit and dollar) and all servicer's total funded transaction volume for the period.

## Servicer Responsiveness

Program	Western Federal Credit Union						All Servicers					
	Accepts			Declines			Accepts			Declines		
	#	Avg Days	% Accepted	#	Avg Days	% Objected	#	Avg Days	% Accepted	#	Avg Days	% Objected
<b>UMA</b>	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
<b>MRAP</b>	1	1	50%	1	20	50%	194	11.39	59.88%	130	20.38	40.12%
<b>PRP</b>	0	0	0%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
<b>TAP</b>	0	0	0%	0	0	0%	15	4.47	93.75%	1	10	6.25%
<b>Average</b>	<b>1</b>	<b>1</b>	<b>50%</b>	<b>1</b>	<b>20</b>	<b>50%</b>	<b>1,563</b>	<b>8.27</b>	<b>74.15%</b>	<b>545</b>	<b>15.97</b>	<b>25.85%</b>

Average number of days a servicer took to accept/decline KYHC's notice of benefit assistance.

## How Did You Hear About Us?

Referral Type	Western Federal Credit Union		All Servicers	
	# Referrals	% of Total Referrals	# Referrals	% of Total Referrals
<b>Mailer - Servicer/Lender</b>	0	0%	118	1.64 %
<b>Event - Servicer/Lender</b>	0	0%	130	1.81 %
<b>People - Servicer/Lender</b>	1	100%	2,590	35.98 %
<b>Total Servicer Referrals</b>	<b>1</b>	<b>100%</b>	<b>2,838</b>	<b>39.43 %</b>
<b>All Other Referrals</b>	0	0%	4,360	60.57 %
<b>Total Referrals</b>	<b>1</b>	<b>100%</b>	<b>7,198</b>	<b>100.00 %</b>

When homeowners apply for assistance, KYHC asks, "How did you hear about us?" These data represent homeowner responses for servicer referrals made during the reporting period.

## Scorecard Definitions

Servicer Scorecard Section	Definition
<b>Reporting Period</b>	The reporting period for all data represented on the scorecard.
<b>Servicer Summary – for All Programs and the Principal Reduction Program</b>	Includes the top 15 active servicers ranked by funded transaction units for the reporting period. An active servicer is defined as one having homeowners who were determined eligible and funded by KYHC during the reporting period.
<b>Participating Programs</b>	The four primary KYHC foreclosure prevention programs with the select servicer's program registration information and effective date. A "Yes" indicates program participation; a "No" indicates the servicer is not registered for this particular program. <i>(Servicer participation in the KYHC program is voluntary)</i>
<b>Funded Volume by Program for the Reporting Period</b>	The select servicer's total funded transaction volume (unit and dollar), ALL servicer's total funded transaction volume (unit and dollar) for the period, and select servicer's percentage contribution to the transaction volume (unit and dollar) for ALL servicers.
<b>Servicer Responsiveness</b>	<p>This section includes four primary performance metrics: <u>Servicer Acceptance Rate:</u></p> <p>The select servicer's total number of accepted transactions including the average number of days it took the servicer to respond to KYHC and accept benefit assistance on behalf of the homeowner.</p> <p><u>Servicer Decline Rate:</u></p> <p>The select servicer's total number of objected transactions for the reporting period including the average number of days it took the servicer to respond to KYHC and object to benefit assistance on behalf of the homeowner.</p> <p><u>All Servicers Acceptance Rate:</u></p> <p>The total number of accepted transactions for ALL servicers for the reporting period including the average number of days it took ALL servicers to respond to KYHC and accept benefit assistance on behalf of the homeowner.</p> <p><u>All Servicers Decline Rate:</u></p> <p>The total number of objected transactions for ALL servicers for the reporting period including the average number of days it took ALL servicers to respond to KYHC and object to benefit assistance on behalf of the homeowner.</p> <p><i>(Servicer may elect to decline assistance for a particular loan or borrower based on investor, borrower, or other loan criteria and/or restrictions)</i></p>
<b>Marketing/Referral Activity</b>	<p>The percent of marketing referrals that originate from the servicer, compared to all other referral sources. KYHC representatives ask homeowners to "How did you hear about us?" when they apply for program assistance. The following referral sources are captured and reported as Servicer Referrals:</p> <ol style="list-style-type: none"> <li>1. Event – Servicer/Lender</li> <li>2. Mailer – Servicer/Lender</li> <li>3. People – Servicer/Lender</li> </ol> <p>The section shows the referral activity percentage (as defined above) for the selected servicer, as compared to all other servicers.</p>

## Servicers with no Production for the Reporting Period\*

Reporting Period: 9/1/2013 - 9/30/2013

1st United Services Credit Union  
1st Valley CU  
21st Mortgage Corporation  
360 Mortgage  
American Finance House LARIBA  
Americash a California Corporation  
AMS Servicing LLC  
Antioch Federal Credit Union  
Arrowhead Credit Union  
Bank of the West  
Bay Valley Mortgage Group  
Budget Mortgage Corp  
Burbank City Federal Credit Union  
California Home Loan Servicing  
Commerce Mortgage  
Community First Credit Union  
Community Trust/Self Help CU  
Evolve Bank & Trust  
First US Community Credit Union  
Guaranty Bank  
Home Servicing LLC  
Honda Federal Credit Union  
Iserve Servicing  
Kondaur Capital Corporation  
Lender Live Network Inc  
Lenox Financial Mortgage Corp  
MegaStar Financial Corp  
Michigan Mutual  
Multi Financial Services Inc  
NAPUS FCU  
Neighborhood Housing Services Silicon Valley  
Nex Bank SSB  
NYCB Mortgage Company  
Orange County Credit Union  
Pacific Community Credit Union  
Paramount Equity Mortgage  
Paramount Residential Mortgage Group  
Pinnacle Mortgage Group  
Plaza Home Mortgage  
PNC Bank (Retail)  
RPM Mortgage  
San Diego Metropolitan CU  
Savings Bank of Mendocino County  
SF Fire Credit Union  
Spartan Mortgage Services  
Sterling Savings Bank  
Technology Credit Union  
The Money Brokers Inc  
Ume Federal Credit Union  
United Nations Federal Credit Union  
Vitek  
Vons Credit Union  
Water Power and Community Credit Union  
Western Healthcare Federal Credit Union  
WJ Bradley Mortgage

\* The servicer must have at least one funded transaction during the reporting period to receive a Scorecard.