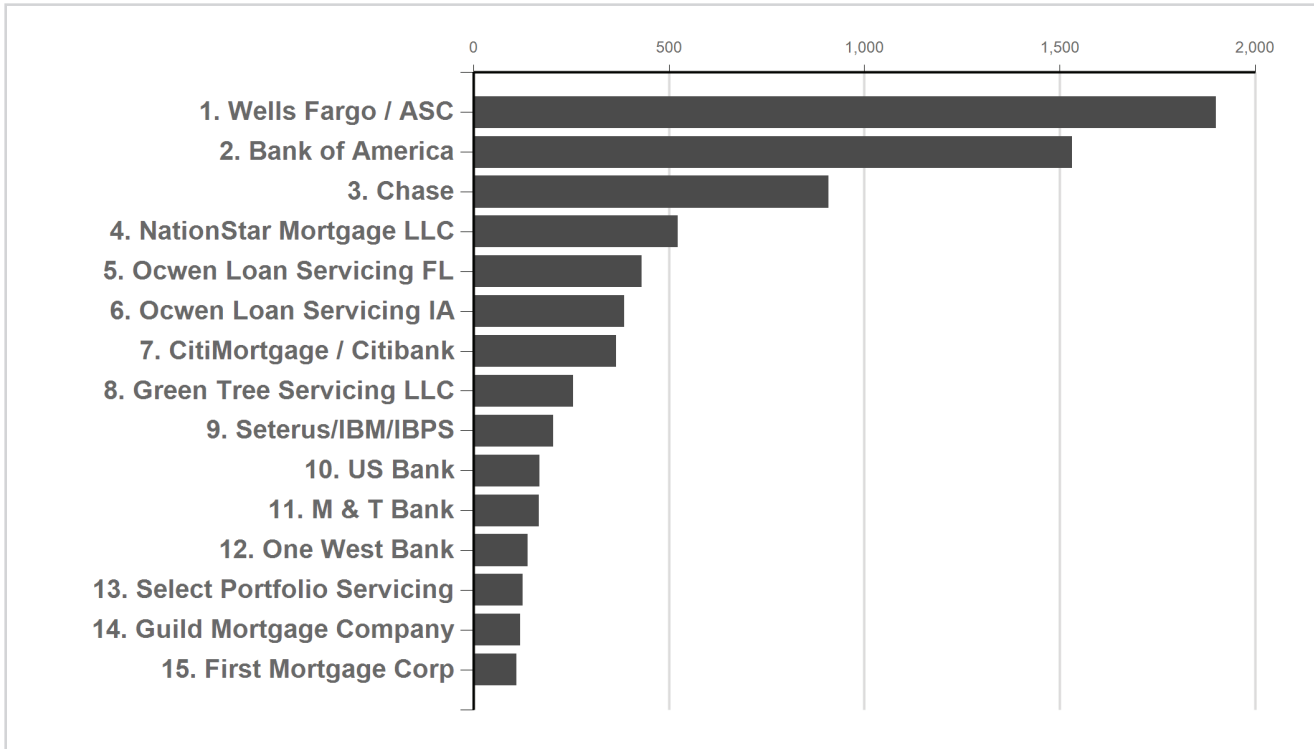


Keep Your Home California Servicer Scorecard

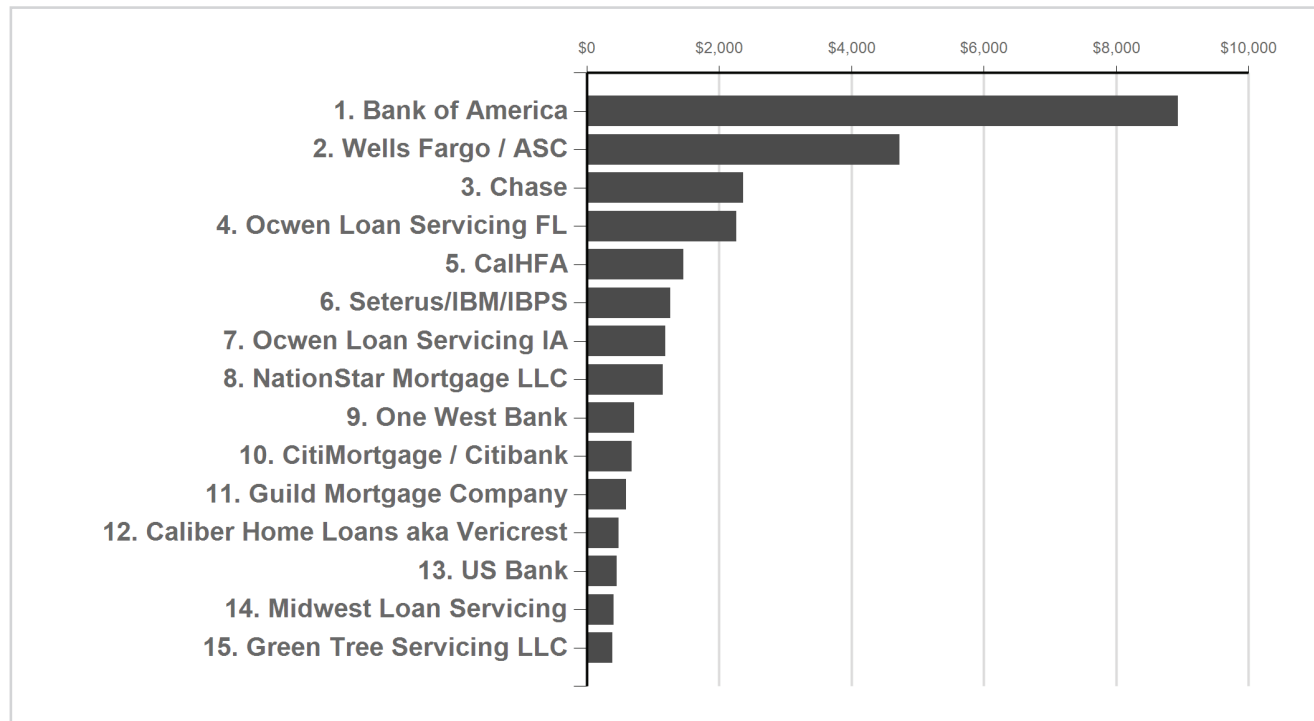
Reporting Period: 9/1/2013 - 9/30/2013

Servicer Summary for All Programs

By Funded Transactions for All Programs



By Funded Dollar Amount for All Programs (Thousands)

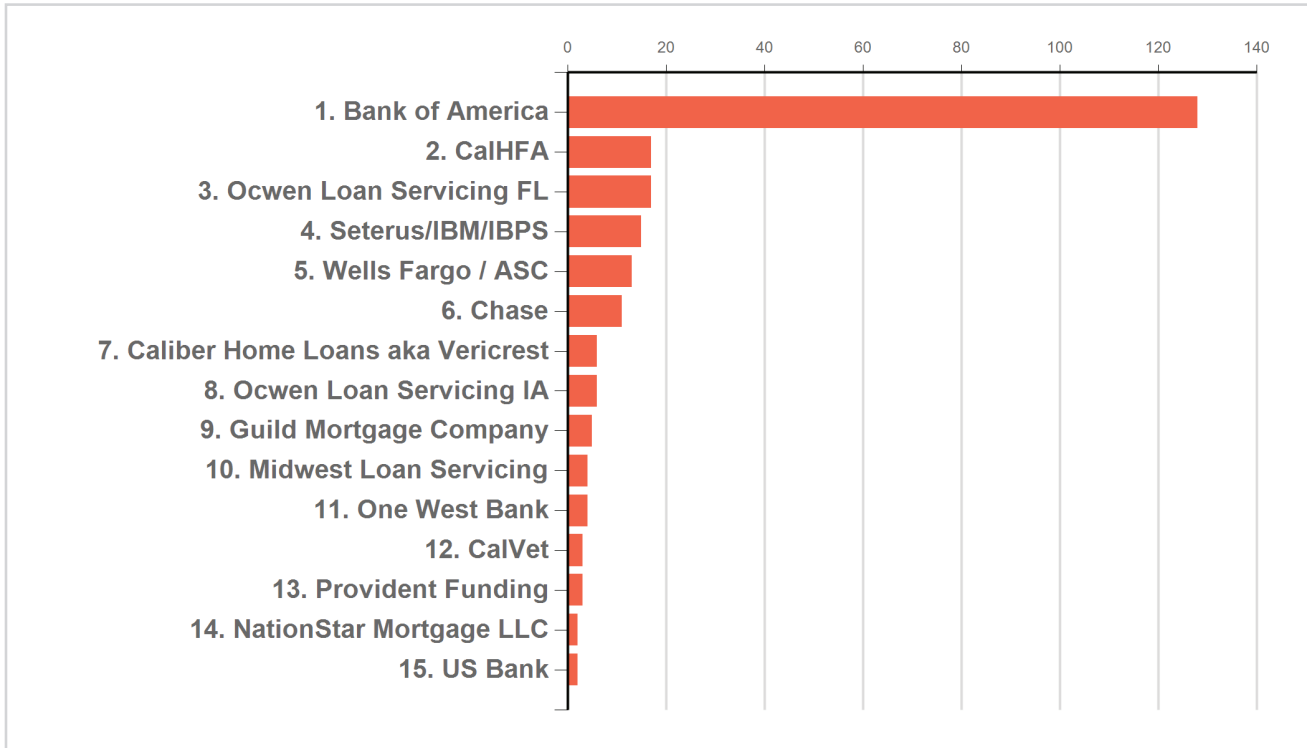


Keep Your Home California Servicer Scorecard

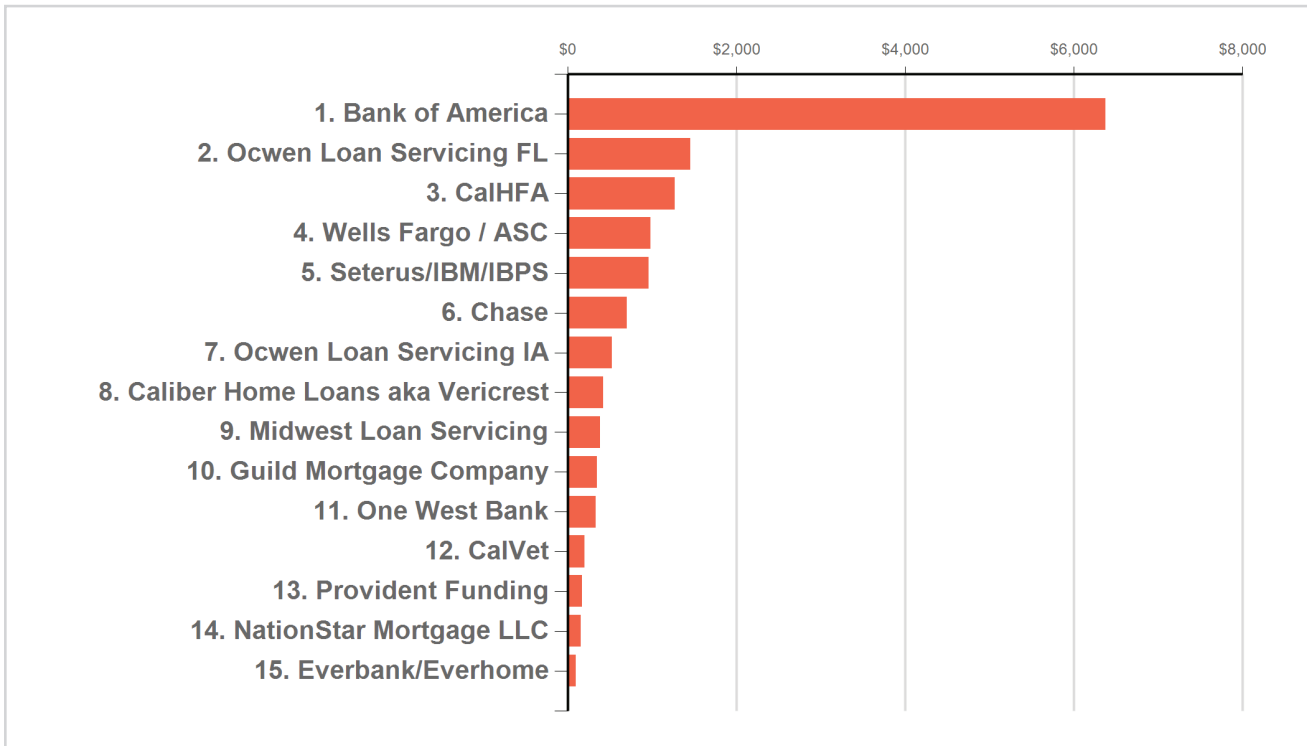
Reporting Period: 9/1/2013 - 9/30/2013

Servicer Summary (PRP)

By Funded Transactions for PRP



By Funded Dollar Amount for PRP (Thousands)



Participating Programs

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

For additional participation disclaimer information go to: 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	0	\$0.00	8,101	\$12,955,593.01	0.00 %	0.00 %
MRAP	1	\$14,031.50	228	\$3,083,842.14	0.44 %	0.46 %
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 %
Total	1	\$14,031.50	8,608	\$31,077,828.77	0.01 %	0.05 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	6/17/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/17/2013	Yes
PRP	Principal Reduction Program	6/17/2013	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,601.56	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,601.56	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/26/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/26/2012	Yes
PRP	Principal Reduction Program	7/9/2012	Yes
TAP	Transition Assistance Program	7/22/2013	Yes

For additional participation disclaimer information go to: 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	2	\$2,468.98	8,101	\$12,955,593.01	0.02 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$2,468.98	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	1/10/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/10/2011	Yes
PRP	Principal Reduction Program	7/11/2011	Yes
TAP	Transition Assistance Program	10/8/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1,361	\$2,155,603.84	8,101	\$12,955,593.01	16.80 %	16.64 %
MRAP	30	\$373,136.15	228	\$3,083,842.14	13.16 %	12.10 %
PRP	128	\$6,375,234.94	243	\$14,918,791.32	52.67 %	42.73 %
TAP	12	\$31,602.30	36	\$119,602.30	33.33 %	26.42 %
Total	1,531	\$8,935,577.23	8,608	\$31,077,828.77	17.79 %	28.75 %

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
UMA	131	2.72	97.04%	4	4.5	2.96%	966	5.92	95.83%	42	5.1	4.17%
MRAP	19	5.58	73.08%	7	11.14	26.92%	194	11.39	59.88%	130	20.38	40.12%
PRP	80	8.66	80%	20	8.4	20%	388	12.68	51.05%	372	15.68	48.95%
TAP	4	1	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	234	4.95	88.3%	31	8.52	11.7%	1,563	8.27	74.15%	545	15.97	25.85%

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

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	6/7/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/7/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	16	\$31,237.09	8,101	\$12,955,593.01	0.20 %	0.24 %
MRAP	2	\$30,113.05	228	\$3,083,842.14	0.88 %	0.98 %
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 %
Total	18	\$61,350.14	8,608	\$31,077,828.77	0.21 %	0.20 %

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
UMA	5	2.4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	3	4	100%	0	0	0%	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%
Average	8	3	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	8	26.67%	2,590	35.98 %
Total Servicer Referrals	8	26.67%	2,838	39.43 %
All Other Referrals	22	73.33%	4,360	60.57 %
Total Referrals	30	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/21/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/21/2012	Yes
PRP	Principal Reduction Program	1/14/2013	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeppyourhomecalifornia.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	1	\$1,213.37	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,213.37	8,608	\$31,077,828.77	0.01 %	0.00 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	12/6/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	12/6/2011	Yes
PRP	Principal Reduction Program	12/6/2011	Yes
TAP	Transition Assistance Program	12/6/2011	Yes

For additional participation disclaimer information go to: 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	4	\$9,166.49	8,101	\$12,955,593.01	0.05 %	0.07 %
MRAP	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
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 %
Total	5	\$34,166.49	8,608	\$31,077,828.77	0.06 %	0.11 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	5	24.8	45.45%	6	24.33	54.55%	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%
Average	5	24.8	45.45%	6	24.33	54.55%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	2.7%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	17	45.95%	2,590	35.98 %
Total Servicer Referrals	18	48.65%	2,838	39.43 %
All Other Referrals	19	51.35%	4,360	60.57 %
Total Referrals	37	100%	7,198	100.00 %

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	5/1/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/1/2013	Yes
PRP	Principal Reduction Program	5/1/2013	Yes
TAP	Transition Assistance Program	5/1/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,439.59	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,439.59	8,608	\$31,077,828.77	0.01 %	0.00 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	100%	2,590	35.98 %
Total Servicer Referrals	2	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	2	100%	7,198	100.00 %

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	9/1/2010	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/1/2010	Yes
PRP	Principal Reduction Program	9/1/2010	Yes
TAP	Transition Assistance Program	9/1/2010	Yes

For additional participation disclaimer information go to: 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	49	\$75,831.91	8,101	\$12,955,593.01	0.60 %	0.59 %
MRAP	5	\$92,110.10	228	\$3,083,842.14	2.19 %	2.99 %
PRP	17	\$1,272,896.15	243	\$14,918,791.32	7.00 %	8.53 %
TAP	3	\$15,000.00	36	\$119,602.30	8.33 %	12.54 %
Total	74	\$1,455,838.16	8,608	\$31,077,828.77	0.86 %	4.68 %

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
UMA	5	3	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	1	33.33%	2	82	66.67%	194	11.39	59.88%	130	20.38	40.12%
PRP	18	47	94.74%	1	21	5.26%	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%
Average	24	35.92	88.89%	3	61.67	11.11%	1,563	8.27	74.15%	545	15.97	25.85%

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

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
UMA	Unemployment Mortgage Assistance	6/2/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/2/2011	Yes
PRP	Principal Reduction Program	6/2/2011	Yes
TAP	Transition Assistance Program	6/2/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	18	\$31,576.05	8,101	\$12,955,593.01	0.22 %	0.24 %
MRAP	2	\$22,742.06	228	\$3,083,842.14	0.88 %	0.74 %
PRP	6	\$425,000.00	243	\$14,918,791.32	2.47 %	2.85 %
TAP	1	\$2,000.00	36	\$119,602.30	2.78 %	1.67 %
Total	27	\$481,318.11	8,608	\$31,077,828.77	0.31 %	1.55 %

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
UMA	4	2	80%	1	4	20%	966	5.92	95.83%	42	5.1	4.17%
MRAP	3	6	75%	1	0	25%	194	11.39	59.88%	130	20.38	40.12%
PRP	9	4.67	45%	11	28	55%	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%
Average	16	4.25	55.17%	13	24	44.83%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	3	3.57%	118	1.64 %
Event - Servicer/Lender	1	1.19%	130	1.81 %
People - Servicer/Lender	57	67.86%	2,590	35.98 %
Total Servicer Referrals	61	72.62%	2,838	39.43 %
All Other Referrals	23	27.38%	4,360	60.57 %
Total Referrals	84	100%	7,198	100.00 %

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	1/10/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/7/2011	Yes
PRP	Principal Reduction Program	2/7/2011	Yes
TAP	Transition Assistance Program	2/7/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	19	\$33,135.38	8,101	\$12,955,593.01	0.23 %	0.26 %
MRAP	4	\$39,862.19	228	\$3,083,842.14	1.75 %	1.29 %
PRP	3	\$203,000.00	243	\$14,918,791.32	1.23 %	1.36 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	26	\$275,997.57	8,608	\$31,077,828.77	0.30 %	0.89 %

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
UMA	2	0	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	0.5	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	5	0.8	83.33%	1	2	16.67%	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%
Average	9	0.56	90%	1	2	10%	1,563	8.27	74.15%	545	15.97	25.85%

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

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
UMA	Unemployment Mortgage Assistance	7/18/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/18/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	7/18/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	3	\$5,849.71	8,101	\$12,955,593.01	0.04 %	0.05 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	3	\$5,849.71	8,608	\$31,077,828.77	0.03 %	0.02 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	25%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	1	25%	2,590	35.98 %
Total Servicer Referrals	2	50%	2,838	39.43 %
All Other Referrals	2	50%	4,360	60.57 %
Total Referrals	4	100%	7,198	100.00 %

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	10/29/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	10/29/2012	Yes
PRP	Principal Reduction Program	10/29/2012	Yes
TAP	Transition Assistance Program	10/29/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	23	\$36,864.58	8,101	\$12,955,593.01	0.28 %	0.28 %
MRAP	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
PRP	1	\$81,000.00	243	\$14,918,791.32	0.41 %	0.54 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	25	\$142,864.58	8,608	\$31,077,828.77	0.29 %	0.46 %

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
UMA	1	12	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	28	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	0	0	0%	10	7.6	100%	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%
Average	2	20	16.67%	10	7.6	83.33%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	6	30%	2,590	35.98 %
Total Servicer Referrals	6	30%	2,838	39.43 %
All Other Referrals	14	70%	4,360	60.57 %
Total Referrals	20	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/20/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/20/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	23	\$36,419.31	8,101	\$12,955,593.01	0.28 %	0.28 %
MRAP	2	\$10,703.59	228	\$3,083,842.14	0.88 %	0.35 %
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 %
Total	25	\$47,122.90	8,608	\$31,077,828.77	0.29 %	0.15 %

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
UMA	2	1	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	1	5	100%	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%
Average	2	1	66.67%	1	5	33.33%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	14	56%	2,838	39.43 %
All Other Referrals	11	44%	4,360	60.57 %
Total Referrals	25	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	9/19/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/19/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	19	\$32,703.95	8,101	\$12,955,593.01	0.23 %	0.25 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	19	\$32,703.95	8,608	\$31,077,828.77	0.22 %	0.11 %

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
UMA	4	1	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	4	1	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	14	100%	4,360	60.57 %
Total Referrals	14	100%	7,198	100.00 %

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	5/21/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/21/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$2,117.89	8,101	\$12,955,593.01	0.01 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$2,117.89	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	9/1/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/1/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	31	\$56,380.95	8,101	\$12,955,593.01	0.38 %	0.44 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	31	\$56,380.95	8,608	\$31,077,828.77	0.36 %	0.18 %

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
UMA	4	2.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	7	100%	0	0	0%	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%
Average	5	3.4	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	3	17.65%	2,590	35.98 %
Total Servicer Referrals	3	17.65%	2,838	39.43 %
All Other Referrals	14	82.35%	4,360	60.57 %
Total Referrals	17	100%	7,198	100.00 %

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	6/30/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/30/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	6/30/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	44	\$61,067.40	8,101	\$12,955,593.01	0.54 %	0.47 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	44	\$61,067.40	8,608	\$31,077,828.77	0.51 %	0.20 %

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
UMA	6	0.17	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	34.5	50%	2	22	50%	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%
Average	8	8.75	80%	2	22	20%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	20	46.51%	2,590	35.98 %
Total Servicer Referrals	20	46.51%	2,838	39.43 %
All Other Referrals	23	53.49%	4,360	60.57 %
Total Referrals	43	100%	7,198	100.00 %

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	1/1/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/7/2011	Yes
PRP	Principal Reduction Program	1/10/2013	Yes
TAP	Transition Assistance Program	6/24/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	877	\$1,392,335.92	8,101	\$12,955,593.01	10.83 %	10.75 %
MRAP	20	\$272,328.75	228	\$3,083,842.14	8.77 %	8.83 %
PRP	11	\$701,000.00	243	\$14,918,791.32	4.53 %	4.70 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	908	\$2,365,664.67	8,608	\$31,077,828.77	10.55 %	7.61 %

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

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

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.

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 %
Total	365	\$682,767.92	8,608	\$31,077,828.77	4.24 %	2.20 %

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%
Average	47	2.36	90.38%	5	6.4	9.62%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	43	26.06%	2,838	39.43 %
All Other Referrals	122	73.94%	4,360	60.57 %
Total Referrals	165	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/21/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/21/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	7	\$13,652.43	8,101	\$12,955,593.01	0.09 %	0.11 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	7	\$13,652.43	8,608	\$31,077,828.77	0.08 %	0.04 %

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
UMA	1	7	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	1	7	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	3	100%	4,360	60.57 %
Total Referrals	3	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	5/15/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/15/2013	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	2	\$2,253.71	8,101	\$12,955,593.01	0.02 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$2,253.71	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	1	33.33%	2,590	35.98 %
Total Servicer Referrals	1	33.33%	2,838	39.43 %
All Other Referrals	2	66.67%	4,360	60.57 %
Total Referrals	3	100%	7,198	100.00 %

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	9/10/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/10/2012	Yes
PRP	Principal Reduction Program	9/10/2012	Yes
TAP	Transition Assistance Program	9/10/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,900.00	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,900.00	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	1	100%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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	5/24/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/24/2011	Yes
PRP	Principal Reduction Program	4/11/2013	Yes
TAP	Transition Assistance Program	5/24/2011	Yes

For additional participation disclaimer information go to: 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	46	\$67,088.74	8,101	\$12,955,593.01	0.57 %	0.52 %
MRAP	1	\$15,403.02	228	\$3,083,842.14	0.44 %	0.50 %
PRP	1	\$100,000.00	243	\$14,918,791.32	0.41 %	0.67 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	48	\$182,491.76	8,608	\$31,077,828.77	0.56 %	0.59 %

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
UMA	7	4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	2	109.5	100%	194	11.39	59.88%	130	20.38	40.12%
PRP	2	49.5	100%	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%
Average	9	14.11	81.82%	2	109.5	18.18%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	2	5.41%	118	1.64 %
Event - Servicer/Lender	1	2.7%	130	1.81 %
People - Servicer/Lender	9	24.32%	2,590	35.98 %
Total Servicer Referrals	12	32.43%	2,838	39.43 %
All Other Referrals	25	67.57%	4,360	60.57 %
Total Referrals	37	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	12/21/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	12/21/2012	Yes
PRP	Principal Reduction Program	12/21/2012	Yes
TAP	Transition Assistance Program	12/21/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,659.87	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,659.87	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	1/14/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	1/14/2013	Yes
PRP	Principal Reduction Program	1/14/2013	Yes
TAP	Transition Assistance Program	1/14/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	8	\$14,708.29	8,101	\$12,955,593.01	0.10 %	0.11 %
MRAP	1	\$15,762.22	228	\$3,083,842.14	0.44 %	0.51 %
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 %
Total	9	\$30,470.51	8,608	\$31,077,828.77	0.10 %	0.10 %

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
UMA	1	7	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	2	10	100%	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%
Average	3	9	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	33.33%	2,590	35.98 %
Total Servicer Referrals	2	33.33%	2,838	39.43 %
All Other Referrals	4	66.67%	4,360	60.57 %
Total Referrals	6	100%	7,198	100.00 %

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	6/20/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/20/2012	Yes
PRP	Principal Reduction Program	6/20/2012	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	3	\$4,434.97	8,101	\$12,955,593.01	0.04 %	0.03 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	3	\$4,434.97	8,608	\$31,077,828.77	0.03 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	39	100%	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%
Average	1	39	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	25%	2,590	35.98 %
Total Servicer Referrals	2	25%	2,838	39.43 %
All Other Referrals	6	75%	4,360	60.57 %
Total Referrals	8	100%	7,198	100.00 %

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	4/20/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	4/20/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$532.11	8,101	\$12,955,593.01	0.01 %	0.00 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$532.11	8,608	\$31,077,828.77	0.01 %	0.00 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	50%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	0	0%	2,590	35.98 %
Total Servicer Referrals	1	50%	2,838	39.43 %
All Other Referrals	1	50%	4,360	60.57 %
Total Referrals	2	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	12/6/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	12/6/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	2	\$3,420.66	8,101	\$12,955,593.01	0.02 %	0.03 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$3,420.66	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	6/20/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/20/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	6/20/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	108	\$159,184.79	8,101	\$12,955,593.01	1.33 %	1.23 %
MRAP	3	\$39,876.12	228	\$3,083,842.14	1.32 %	1.29 %
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 %
Total	111	\$199,060.91	8,608	\$31,077,828.77	1.29 %	0.64 %

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
UMA	12	2	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	6	4.17	100%	0	0	0%	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%
Average	18	2.72	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	1.3%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	45	58.44%	2,590	35.98 %
Total Servicer Referrals	46	59.74%	2,838	39.43 %
All Other Referrals	31	40.26%	4,360	60.57 %
Total Referrals	77	100%	7,198	100.00 %

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	9/13/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/13/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	9/13/2011	Yes

For additional participation disclaimer information go to: www.keeptourhomecalifornia.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	9	\$11,884.49	8,101	\$12,955,593.01	0.11 %	0.09 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	9	\$11,884.49	8,608	\$31,077,828.77	0.10 %	0.04 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	1	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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	4/20/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	4/20/2011	Yes
PRP	Principal Reduction Program	9/4/2012	Yes
TAP	Transition Assistance Program	4/20/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	85	\$134,720.30	8,101	\$12,955,593.01	1.05 %	1.04 %
MRAP	3	\$21,915.37	228	\$3,083,842.14	1.32 %	0.71 %
PRP	0	\$0.00	243	\$14,918,791.32	0.00 %	0.00 %
TAP	1	\$5,000.00	36	\$119,602.30	2.78 %	4.18 %
Total	89	\$161,635.67	8,608	\$31,077,828.77	1.03 %	0.52 %

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
UMA	6	7.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	11	25%	3	10	75%	388	12.68	51.05%	372	15.68	48.95%
TAP	1	7	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	8	7.88	72.73%	3	10	27.27%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	1.96%	118	1.64 %
Event - Servicer/Lender	2	3.92%	130	1.81 %
People - Servicer/Lender	22	43.14%	2,590	35.98 %
Total Servicer Referrals	25	49.02%	2,838	39.43 %
All Other Referrals	26	50.98%	4,360	60.57 %
Total Referrals	51	100%	7,198	100.00 %

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	7/15/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/15/2013	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	2	\$4,477.02	8,101	\$12,955,593.01	0.02 %	0.03 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$4,477.02	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	2	30	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	2	30	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	1	33.33%	2,590	35.98 %
Total Servicer Referrals	1	33.33%	2,838	39.43 %
All Other Referrals	2	66.67%	4,360	60.57 %
Total Referrals	3	100%	7,198	100.00 %

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	6/11/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/11/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	6/11/2012	Yes

For additional participation disclaimer information go to: 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	26	\$41,502.56	8,101	\$12,955,593.01	0.32 %	0.32 %
MRAP	1	\$20,491.77	228	\$3,083,842.14	0.44 %	0.66 %
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 %
Total	27	\$61,994.33	8,608	\$31,077,828.77	0.31 %	0.20 %

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
UMA	5	1.8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	0	100%	0	0	0%	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%
Average	7	1.29	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	16.67%	2,590	35.98 %
Total Servicer Referrals	2	16.67%	2,838	39.43 %
All Other Referrals	10	83.33%	4,360	60.57 %
Total Referrals	12	100%	7,198	100.00 %

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	8/20/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/20/2012	Yes
PRP	Principal Reduction Program	8/20/2012	Yes
TAP	Transition Assistance Program	8/20/2012	Yes

For additional participation disclaimer information go to: 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	11	\$15,658.16	8,101	\$12,955,593.01	0.14 %	0.12 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
PRP	1	\$34,000.00	243	\$14,918,791.32	0.41 %	0.23 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	12	\$49,658.16	8,608	\$31,077,828.77	0.14 %	0.16 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	13	100%	0	0	0%	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%
Average	1	13	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	6	85.71%	2,590	35.98 %
Total Servicer Referrals	6	85.71%	2,838	39.43 %
All Other Referrals	1	14.29%	4,360	60.57 %
Total Referrals	7	100%	7,198	100.00 %

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	7/31/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/31/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	254	\$372,845.30	8,101	\$12,955,593.01	3.14 %	2.88 %
MRAP	1	\$10,021.36	228	\$3,083,842.14	0.44 %	0.32 %
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 %
Total	255	\$382,866.66	8,608	\$31,077,828.77	2.96 %	1.23 %

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
UMA	23	3.3	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	4	9.5	57.14%	3	3.33	42.86%	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%
Average	27	4.22	90%	3	3.33	10%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	4	2.63%	118	1.64 %
Event - Servicer/Lender	5	3.29%	130	1.81 %
People - Servicer/Lender	33	21.71%	2,590	35.98 %
Total Servicer Referrals	42	27.63%	2,838	39.43 %
All Other Referrals	110	72.37%	4,360	60.57 %
Total Referrals	152	100%	7,198	100.00 %

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	3/1/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/1/2011	Yes
PRP	Principal Reduction Program	3/1/2011	Yes
TAP	Transition Assistance Program	3/1/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	105	\$151,208.17	8,101	\$12,955,593.01	1.30 %	1.17 %
MRAP	8	\$86,458.31	228	\$3,083,842.14	3.51 %	2.80 %
PRP	5	\$345,128.77	243	\$14,918,791.32	2.06 %	2.31 %
TAP	2	\$10,000.00	36	\$119,602.30	5.56 %	8.36 %
Total	120	\$592,795.25	8,608	\$31,077,828.77	1.39 %	1.91 %

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
UMA	12	1.5	92.31%	1	1	7.69%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	8.5	40%	3	26.33	60%	194	11.39	59.88%	130	20.38	40.12%
PRP	3	2.67	27.27%	8	38.12	72.73%	388	12.68	51.05%	372	15.68	48.95%
TAP	1	2	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	18	2.5	60%	12	32.08	40%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	1	1.09%	130	1.81 %
People - Servicer/Lender	49	53.26%	2,590	35.98 %
Total Servicer Referrals	50	54.35%	2,838	39.43 %
All Other Referrals	42	45.65%	4,360	60.57 %
Total Referrals	92	100%	7,198	100.00 %

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	8/3/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/3/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	41	\$65,087.23	8,101	\$12,955,593.01	0.51 %	0.50 %
MRAP	1	\$18,383.19	228	\$3,083,842.14	0.44 %	0.60 %
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 %
Total	42	\$83,470.42	8,608	\$31,077,828.77	0.49 %	0.27 %

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
UMA	7	13.14	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	11	100%	0	0	0%	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%
Average	8	12.88	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	1.85%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	5	9.26%	2,590	35.98 %
Total Servicer Referrals	6	11.11%	2,838	39.43 %
All Other Referrals	48	88.89%	4,360	60.57 %
Total Referrals	54	100%	7,198	100.00 %

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	6/2/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/2/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$2,248.00	8,101	\$12,955,593.01	0.01 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$2,248.00	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	3/18/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/18/2013	Yes
PRP	Principal Reduction Program	3/18/2013	Yes
TAP	Transition Assistance Program	3/18/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,739.00	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,739.00	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	14.29%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	28.57%	2,590	35.98 %
Total Servicer Referrals	3	42.86%	2,838	39.43 %
All Other Referrals	4	57.14%	4,360	60.57 %
Total Referrals	7	100%	7,198	100.00 %

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	9/13/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/13/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	45	\$73,671.36	8,101	\$12,955,593.01	0.56 %	0.57 %
MRAP	1	\$8,031.58	228	\$3,083,842.14	0.44 %	0.26 %
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 %
Total	46	\$81,702.94	8,608	\$31,077,828.77	0.53 %	0.26 %

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
UMA	5	2.8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	5	2.8	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	11	45.83%	2,590	35.98 %
Total Servicer Referrals	11	45.83%	2,838	39.43 %
All Other Referrals	13	54.17%	4,360	60.57 %
Total Referrals	24	100%	7,198	100.00 %

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	6/11/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/11/2013	Yes
PRP	Principal Reduction Program	6/11/2013	Yes
TAP	Transition Assistance Program	6/11/2013	Yes

For additional participation disclaimer information go to: 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	1	\$2,686.12	8,101	\$12,955,593.01	0.01 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$2,686.12	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	4	36.36%	2,590	35.98 %
Total Servicer Referrals	4	36.36%	2,838	39.43 %
All Other Referrals	7	63.64%	4,360	60.57 %
Total Referrals	11	100%	7,198	100.00 %

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	7/24/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/24/2012	Yes
PRP	Principal Reduction Program	7/24/2012	Yes
TAP	Transition Assistance Program	7/24/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	167	\$235,267.56	8,101	\$12,955,593.01	2.06 %	1.82 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
PRP	1	\$100,000.00	243	\$14,918,791.32	0.41 %	0.67 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	168	\$335,267.56	8,608	\$31,077,828.77	1.95 %	1.08 %

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
UMA	39	28.23	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	28	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	2	44.5	100%	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%
Average	43	28.98	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	6	10.91%	2,590	35.98 %
Total Servicer Referrals	6	10.91%	2,838	39.43 %
All Other Referrals	49	89.09%	4,360	60.57 %
Total Referrals	55	100%	7,198	100.00 %

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	1/3/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	1/3/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	6	\$11,907.88	8,101	\$12,955,593.01	0.07 %	0.09 %
MRAP	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
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 %
Total	7	\$36,907.88	8,608	\$31,077,828.77	0.08 %	0.12 %

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
UMA	1	5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	0	100%	0	0	0%	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%
Average	2	2.5	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	1	50%	2,590	35.98 %
Total Servicer Referrals	1	50%	2,838	39.43 %
All Other Referrals	1	50%	4,360	60.57 %
Total Referrals	2	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	4/4/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	4/4/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	4/4/2011	Yes

For additional participation disclaimer information go to: 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	15	\$17,820.90	8,101	\$12,955,593.01	0.19 %	0.14 %
MRAP	2	\$31,427.54	228	\$3,083,842.14	0.88 %	1.02 %
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 %
Total	17	\$49,248.44	8,608	\$31,077,828.77	0.20 %	0.16 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	12.5	100%	0	0	0%	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%
Average	2	12.5	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	6	60%	2,590	35.98 %
Total Servicer Referrals	6	60%	2,838	39.43 %
All Other Referrals	4	40%	4,360	60.57 %
Total Referrals	10	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	1/27/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	1/27/2012	Yes
PRP	Principal Reduction Program	4/11/2013	Yes
TAP	Transition Assistance Program	4/11/2013	Yes

For additional participation disclaimer information go to: 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	10	\$16,402.10	8,101	\$12,955,593.01	0.12 %	0.13 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
PRP	4	\$388,000.00	243	\$14,918,791.32	1.65 %	2.60 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	14	\$404,402.10	8,608	\$31,077,828.77	0.16 %	1.30 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	9	100%	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%
Average	1	9	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	66.67%	2,590	35.98 %
Total Servicer Referrals	2	66.67%	2,838	39.43 %
All Other Referrals	1	33.33%	4,360	60.57 %
Total Referrals	3	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/11/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/11/2012	Yes
PRP	Principal Reduction Program	6/11/2012	Yes
TAP	Transition Assistance Program	6/11/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$2,122.97	8,101	\$12,955,593.01	0.01 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$2,122.97	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	7/25/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/25/2012	Yes
PRP	Principal Reduction Program	7/25/2012	Yes
TAP	Transition Assistance Program	7/25/2012	Yes

For additional participation disclaimer information go to: 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	510	\$884,081.38	8,101	\$12,955,593.01	6.30 %	6.82 %
MRAP	9	\$105,684.20	228	\$3,083,842.14	3.95 %	3.43 %
PRP	2	\$153,000.00	243	\$14,918,791.32	0.82 %	1.03 %
TAP	2	\$5,000.00	36	\$119,602.30	5.56 %	4.18 %
Total	523	\$1,147,765.58	8,608	\$31,077,828.77	6.08 %	3.69 %

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
UMA	71	7.85	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	8	4	72.73%	3	34.33	27.27%	194	11.39	59.88%	130	20.38	40.12%
PRP	2	16	100%	0	0	0%	388	12.68	51.05%	372	15.68	48.95%
TAP	1	16	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	82	7.77	96.47%	3	34.33	3.53%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	5	1.29%	118	1.64 %
Event - Servicer/Lender	7	1.81%	130	1.81 %
People - Servicer/Lender	77	19.9%	2,590	35.98 %
Total Servicer Referrals	89	23%	2,838	39.43 %
All Other Referrals	298	77%	4,360	60.57 %
Total Referrals	387	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	5/13/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/13/2013	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	1	\$1,188.00	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,188.00	8,608	\$31,077,828.77	0.01 %	0.00 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	4/14/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	4/14/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	5	\$10,537.31	8,101	\$12,955,593.01	0.06 %	0.08 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	5	\$10,537.31	8,608	\$31,077,828.77	0.06 %	0.03 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	2	100%	4,360	60.57 %
Total Referrals	2	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	3/25/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/25/2013	Yes
PRP	Principal Reduction Program	3/25/2013	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	2	\$3,056.31	8,101	\$12,955,593.01	0.02 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$3,056.31	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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.

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 %
Total	430	\$2,263,064.25	8,608	\$31,077,828.77	5.00 %	7.28 %

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%
Average	161	9.21	74.88%	54	12.78	25.12%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	154	36.24%	2,838	39.43 %
All Other Referrals	271	63.76%	4,360	60.57 %
Total Referrals	425	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	1/10/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/7/2011	Yes
PRP	Principal Reduction Program	6/20/2012	Yes
TAP	Transition Assistance Program	2/7/2011	Yes

For additional participation disclaimer information go to: 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	373	\$597,964.48	8,101	\$12,955,593.01	4.60 %	4.62 %
MRAP	5	\$60,453.26	228	\$3,083,842.14	2.19 %	1.96 %
PRP	6	\$526,000.00	243	\$14,918,791.32	2.47 %	3.53 %
TAP	2	\$7,000.00	36	\$119,602.30	5.56 %	5.85 %
Total	386	\$1,191,417.74	8,608	\$31,077,828.77	4.48 %	3.83 %

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
UMA	49	5.1	84.48%	9	2.11	15.52%	966	5.92	95.83%	42	5.1	4.17%
MRAP	11	5.36	29.73%	26	10.46	70.27%	194	11.39	59.88%	130	20.38	40.12%
PRP	20	5.45	27.03%	54	7.98	72.97%	388	12.68	51.05%	372	15.68	48.95%
TAP	2	5	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	82	5.22	47.95%	89	8.11	52.05%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	4	1.09%	118	1.64 %
Event - Servicer/Lender	7	1.9%	130	1.81 %
People - Servicer/Lender	184	50%	2,590	35.98 %
Total Servicer Referrals	195	52.99%	2,838	39.43 %
All Other Referrals	173	47.01%	4,360	60.57 %
Total Referrals	368	100%	7,198	100.00 %

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	10/5/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	10/5/2011	Yes
PRP	Principal Reduction Program	9/25/2012	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	126	\$237,435.61	8,101	\$12,955,593.01	1.56 %	1.83 %
MRAP	9	\$142,082.35	228	\$3,083,842.14	3.95 %	4.61 %
PRP	4	\$336,000.00	243	\$14,918,791.32	1.65 %	2.25 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	139	\$715,517.96	8,608	\$31,077,828.77	1.61 %	2.30 %

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
UMA	10	6.3	66.67%	5	4.4	33.33%	966	5.92	95.83%	42	5.1	4.17%
MRAP	5	8.4	83.33%	1	4	16.67%	194	11.39	59.88%	130	20.38	40.12%
PRP	22	4	50%	22	8.32	50%	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%
Average	37	5.22	56.92%	28	7.46	43.08%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	3	1.6%	118	1.64 %
Event - Servicer/Lender	2	1.06%	130	1.81 %
People - Servicer/Lender	71	37.77%	2,590	35.98 %
Total Servicer Referrals	76	40.43%	2,838	39.43 %
All Other Referrals	112	59.57%	4,360	60.57 %
Total Referrals	188	100%	7,198	100.00 %

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	2/25/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/25/2013	Yes
PRP	Principal Reduction Program	2/25/2013	Yes
TAP	Transition Assistance Program	2/25/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	11	\$22,701.41	8,101	\$12,955,593.01	0.14 %	0.18 %
MRAP	1	\$24,701.13	228	\$3,083,842.14	0.44 %	0.80 %
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 %
Total	12	\$47,402.54	8,608	\$31,077,828.77	0.14 %	0.15 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	2	100%	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%
Average	1	2	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	4	50%	2,590	35.98 %
Total Servicer Referrals	4	50%	2,838	39.43 %
All Other Referrals	4	50%	4,360	60.57 %
Total Referrals	8	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	9/30/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/30/2011	Yes
PRP	Principal Reduction Program	9/30/2011	Yes
TAP	Transition Assistance Program	9/30/2011	Yes

For additional participation disclaimer information go to: 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	56	\$93,578.73	8,101	\$12,955,593.01	0.69 %	0.72 %
MRAP	1	\$12,015.99	228	\$3,083,842.14	0.44 %	0.39 %
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 %
Total	57	\$105,594.72	8,608	\$31,077,828.77	0.66 %	0.34 %

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
UMA	15	6.13	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	7	33.33%	2	9	66.67%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	12	100%	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%
Average	17	6.53	89.47%	2	9	10.53%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	9	30%	2,590	35.98 %
Total Servicer Referrals	9	30%	2,838	39.43 %
All Other Referrals	21	70%	4,360	60.57 %
Total Referrals	30	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/11/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/11/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	6/11/2012	Yes

For additional participation disclaimer information go to: 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	1	\$3,000.00	8,101	\$12,955,593.01	0.01 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$3,000.00	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	1	100%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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	10/3/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	10/3/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	10/3/2011	Yes

For additional participation disclaimer information go to: 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	64	\$113,761.08	8,101	\$12,955,593.01	0.79 %	0.88 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	64	\$113,761.08	8,608	\$31,077,828.77	0.74 %	0.37 %

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
UMA	5	9.8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	2	16.5	100%	0	0	0%	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%
Average	7	11.71	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	5	20%	2,590	35.98 %
Total Servicer Referrals	5	20%	2,838	39.43 %
All Other Referrals	20	80%	4,360	60.57 %
Total Referrals	25	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/25/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/25/2013	Yes
PRP	Principal Reduction Program	6/25/2013	Yes
TAP	Transition Assistance Program	6/25/2013	Yes

For additional participation disclaimer information go to: 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	2	\$1,890.35	8,101	\$12,955,593.01	0.02 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$1,890.35	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	2	6	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	0	100%	0	0	0%	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%
Average	3	4	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	4	100%	4,360	60.57 %
Total Referrals	4	100%	7,198	100.00 %

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	1/3/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	1/3/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	12	\$20,659.58	8,101	\$12,955,593.01	0.15 %	0.16 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	12	\$20,659.58	8,608	\$31,077,828.77	0.14 %	0.07 %

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
UMA	1	4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	1	4	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	6	100%	4,360	60.57 %
Total Referrals	6	100%	7,198	100.00 %

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	8/29/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/29/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	87	\$149,049.11	8,101	\$12,955,593.01	1.07 %	1.15 %
MRAP	3	\$54,505.13	228	\$3,083,842.14	1.32 %	1.77 %
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 %
Total	90	\$203,554.24	8,608	\$31,077,828.77	1.05 %	0.65 %

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
UMA	9	1.89	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	5	100%	0	0	0%	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%
Average	10	2.2	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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

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	6/15/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program		No
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	3	\$4,054.38	8,101	\$12,955,593.01	0.04 %	0.03 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	3	\$4,054.38	8,608	\$31,077,828.77	0.03 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	3	100%	2,590	35.98 %
Total Servicer Referrals	3	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	3	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	12/6/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	12/6/2011	Yes
PRP	Principal Reduction Program	12/6/2011	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	63	\$119,307.30	8,101	\$12,955,593.01	0.78 %	0.92 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
PRP	3	\$173,267.96	243	\$14,918,791.32	1.23 %	1.16 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	66	\$292,575.26	8,608	\$31,077,828.77	0.77 %	0.94 %

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
UMA	7	0.29	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	2	0	100%	194	11.39	59.88%	130	20.38	40.12%
PRP	4	1.5	100%	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%
Average	11	0.73	84.62%	2	0	15.38%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	2	8.7%	2,590	35.98 %
Total Servicer Referrals	2	8.7%	2,838	39.43 %
All Other Referrals	21	91.3%	4,360	60.57 %
Total Referrals	23	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	11/4/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	11/4/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	11/4/2011	Yes

For additional participation disclaimer information go to: 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	55	\$97,120.51	8,101	\$12,955,593.01	0.68 %	0.75 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	55	\$97,120.51	8,608	\$31,077,828.77	0.64 %	0.31 %

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
UMA	6	0.33	85.71%	1	0	14.29%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	6	0.33	85.71%	1	0	14.29%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	4	25%	2,590	35.98 %
Total Servicer Referrals	4	25%	2,838	39.43 %
All Other Referrals	12	75%	4,360	60.57 %
Total Referrals	16	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	7/23/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/23/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	7/23/2012	Yes

For additional participation disclaimer information go to: 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	1	\$871.67	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$871.67	8,608	\$31,077,828.77	0.01 %	0.00 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	1	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	8/30/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/30/2011	Yes
PRP	Principal Reduction Program	8/30/2011	Yes
TAP	Transition Assistance Program	8/30/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	17	\$33,074.96	8,101	\$12,955,593.01	0.21 %	0.26 %
MRAP	1	\$12,675.34	228	\$3,083,842.14	0.44 %	0.41 %
PRP	1	\$73,000.00	243	\$14,918,791.32	0.41 %	0.49 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	19	\$118,750.30	8,608	\$31,077,828.77	0.22 %	0.38 %

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
UMA	5	2.4	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	72	50%	1	69	50%	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%
Average	6	14	85.71%	1	69	14.29%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	16	51.61%	2,590	35.98 %
Total Servicer Referrals	16	51.61%	2,838	39.43 %
All Other Referrals	15	48.39%	4,360	60.57 %
Total Referrals	31	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	6/25/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/25/2012	Yes
PRP	Principal Reduction Program	6/25/2012	Yes
TAP	Transition Assistance Program	6/25/2012	Yes

For additional participation disclaimer information go to: 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	10	\$17,061.50	8,101	\$12,955,593.01	0.12 %	0.13 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	10	\$17,061.50	8,608	\$31,077,828.77	0.12 %	0.05 %

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
UMA	1	5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	26	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	3	20	75%	1	49	25%	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%
Average	5	18.2	83.33%	1	49	16.67%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	3	27.27%	2,590	35.98 %
Total Servicer Referrals	3	27.27%	2,838	39.43 %
All Other Referrals	8	72.73%	4,360	60.57 %
Total Referrals	11	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	3/27/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/27/2012	Yes
PRP	Principal Reduction Program	8/6/2012	Yes
TAP	Transition Assistance Program	8/6/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	5	\$7,577.85	8,101	\$12,955,593.01	0.06 %	0.06 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	5	\$7,577.85	8,608	\$31,077,828.77	0.06 %	0.02 %

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
UMA	1	13	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	1	13	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	4	80%	2,838	39.43 %
All Other Referrals	1	20%	4,360	60.57 %
Total Referrals	5	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	8/9/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/9/2012	Yes
PRP	Principal Reduction Program	8/9/2012	Yes
TAP	Transition Assistance Program	8/9/2012	Yes

For additional participation disclaimer information go to: 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	1	\$2,024.69	8,101	\$12,955,593.01	0.01 %	0.02 %
MRAP	1	\$18,339.35	228	\$3,083,842.14	0.44 %	0.59 %
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 %
Total	2	\$20,364.04	8,608	\$31,077,828.77	0.02 %	0.07 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	2	45.5	100%	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%
Average	2	45.5	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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 %
Total Servicer Referrals	5	83.33%	2,838	39.43 %
All Other Referrals	1	16.67%	4,360	60.57 %
Total Referrals	6	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	2/25/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/25/2013	Yes
PRP	Principal Reduction Program	2/25/2013	Yes
TAP	Transition Assistance Program	2/25/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	8	\$7,408.12	8,101	\$12,955,593.01	0.10 %	0.06 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	8	\$7,408.12	8,608	\$31,077,828.77	0.09 %	0.02 %

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
UMA	2	8	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	4	100%	0	0	0%	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%
Average	3	6.67	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	1	12.5%	130	1.81 %
People - Servicer/Lender	6	75%	2,590	35.98 %
Total Servicer Referrals	7	87.5%	2,838	39.43 %
All Other Referrals	1	12.5%	4,360	60.57 %
Total Referrals	8	100%	7,198	100.00 %

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	6/4/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/4/2012	Yes
PRP	Principal Reduction Program	6/4/2012	Yes
TAP	Transition Assistance Program	6/4/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	9	\$14,172.80	8,101	\$12,955,593.01	0.11 %	0.11 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	9	\$14,172.80	8,608	\$31,077,828.77	0.10 %	0.05 %

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
UMA	1	2	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	42	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	6	100%	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%
Average	3	16.67	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	3	42.86%	2,590	35.98 %
Total Servicer Referrals	3	42.86%	2,838	39.43 %
All Other Referrals	4	57.14%	4,360	60.57 %
Total Referrals	7	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	7/10/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/10/2012	Yes
PRP	Principal Reduction Program	7/10/2012	Yes
TAP	Transition Assistance Program	7/10/2012	Yes

For additional participation disclaimer information go to: 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	1	\$1,801.00	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,801.00	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	1/30/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	1/30/2013	Yes
PRP	Principal Reduction Program	4/11/2013	Yes
TAP	Transition Assistance Program	4/11/2013	Yes

For additional participation disclaimer information go to: 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	8	\$12,942.70	8,101	\$12,955,593.01	0.10 %	0.10 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
PRP	1	\$84,000.00	243	\$14,918,791.32	0.41 %	0.56 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	9	\$96,942.70	8,608	\$31,077,828.77	0.10 %	0.31 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	6	60%	2,590	35.98 %
Total Servicer Referrals	6	60%	2,838	39.43 %
All Other Referrals	4	40%	4,360	60.57 %
Total Referrals	10	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	2/17/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/17/2012	Yes
PRP	Principal Reduction Program	7/22/2013	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	124	\$189,931.56	8,101	\$12,955,593.01	1.53 %	1.47 %
MRAP	3	\$69,343.03	228	\$3,083,842.14	1.32 %	2.25 %
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 %
Total	127	\$259,274.59	8,608	\$31,077,828.77	1.48 %	0.83 %

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
UMA	7	19.86	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	3	18.67	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	15	8.87	93.75%	1	8	6.25%	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%
Average	25	13.12	96.15%	1	8	3.85%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	3	1.94%	118	1.64 %
Event - Servicer/Lender	4	2.58%	130	1.81 %
People - Servicer/Lender	24	15.48%	2,590	35.98 %
Total Servicer Referrals	31	20%	2,838	39.43 %
All Other Referrals	124	80%	4,360	60.57 %
Total Referrals	155	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	9/19/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/19/2011	Yes
PRP	Principal Reduction Program	4/16/2012	Yes
TAP	Transition Assistance Program	9/19/2011	Yes

For additional participation disclaimer information go to: 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	24	\$43,321.78	8,101	\$12,955,593.01	0.30 %	0.33 %
MRAP	2	\$10,933.39	228	\$3,083,842.14	0.88 %	0.35 %
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 %
Total	26	\$54,255.17	8,608	\$31,077,828.77	0.30 %	0.17 %

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
UMA	3	1.33	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	1	105	100%	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%
Average	3	1.33	75%	1	105	25%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	6	54.55%	2,590	35.98 %
Total Servicer Referrals	6	54.55%	2,838	39.43 %
All Other Referrals	5	45.45%	4,360	60.57 %
Total Referrals	11	100%	7,198	100.00 %

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	7/27/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	7/27/2011	Yes
PRP	Principal Reduction Program	11/6/2012	Yes
TAP	Transition Assistance Program	11/6/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	185	\$279,397.97	8,101	\$12,955,593.01	2.28 %	2.16 %
MRAP	3	\$12,274.87	228	\$3,083,842.14	1.32 %	0.40 %
PRP	15	\$961,000.00	243	\$14,918,791.32	6.17 %	6.44 %
TAP	2	\$10,000.00	36	\$119,602.30	5.56 %	8.36 %
Total	205	\$1,262,672.84	8,608	\$31,077,828.77	2.38 %	4.06 %

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
UMA	18	2.11	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	4	1.75	23.53%	13	27.77	76.47%	194	11.39	59.88%	130	20.38	40.12%
PRP	35	2.66	76.09%	11	41.45	23.91%	388	12.68	51.05%	372	15.68	48.95%
TAP	2	1	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	59	2.37	71.08%	24	34.04	28.92%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	2	0.81%	118	1.64 %
Event - Servicer/Lender	2	0.81%	130	1.81 %
People - Servicer/Lender	139	56.5%	2,590	35.98 %
Total Servicer Referrals	143	58.13%	2,838	39.43 %
All Other Referrals	103	41.87%	4,360	60.57 %
Total Referrals	246	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	3/25/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/25/2013	Yes
PRP	Principal Reduction Program	3/25/2013	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	4	\$5,723.29	8,101	\$12,955,593.01	0.05 %	0.04 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	4	\$5,723.29	8,608	\$31,077,828.77	0.05 %	0.02 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	2	100%	4,360	60.57 %
Total Referrals	2	100%	7,198	100.00 %

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	3/20/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	3/20/2013	Yes
PRP	Principal Reduction Program	3/20/2013	Yes
TAP	Transition Assistance Program	3/20/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	3	\$5,785.78	8,101	\$12,955,593.01	0.04 %	0.04 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	3	\$5,785.78	8,608	\$31,077,828.77	0.03 %	0.02 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	2/2/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/2/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	2/2/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	2	\$6,000.00	8,101	\$12,955,593.01	0.02 %	0.05 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$6,000.00	8,608	\$31,077,828.77	0.02 %	0.02 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	2	100%	4,360	60.57 %
Total Referrals	2	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	8/17/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/17/2011	Yes
PRP	Principal Reduction Program	8/17/2011	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	34	\$56,433.28	8,101	\$12,955,593.01	0.42 %	0.44 %
MRAP	2	\$43,190.57	228	\$3,083,842.14	0.88 %	1.40 %
PRP	1	\$76,000.00	243	\$14,918,791.32	0.41 %	0.51 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	37	\$175,623.85	8,608	\$31,077,828.77	0.43 %	0.57 %

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
UMA	1	13	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	32	25%	3	140	75%	194	11.39	59.88%	130	20.38	40.12%
PRP	0	0	0%	34	53.38	100%	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%
Average	2	22.5	5.13%	37	60.41	94.87%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	1	0.85%	118	1.64 %
Event - Servicer/Lender	4	3.39%	130	1.81 %
People - Servicer/Lender	60	50.85%	2,590	35.98 %
Total Servicer Referrals	65	55.08%	2,838	39.43 %
All Other Referrals	53	44.92%	4,360	60.57 %
Total Referrals	118	100%	7,198	100.00 %

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	10/15/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	10/15/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	3	\$3,951.80	8,101	\$12,955,593.01	0.04 %	0.03 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	3	\$3,951.80	8,608	\$31,077,828.77	0.03 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	4	100%	4,360	60.57 %
Total Referrals	4	100%	7,198	100.00 %

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	8/13/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/13/2012	Yes
PRP	Principal Reduction Program	8/13/2012	Yes
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	4	\$6,259.56	8,101	\$12,955,593.01	0.05 %	0.05 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	4	\$6,259.56	8,608	\$31,077,828.77	0.05 %	0.02 %

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
UMA	2	2.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	2	2.5	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	1	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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	4/21/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	4/21/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	1	\$1,734.48	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,734.48	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	1	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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
UMA	Unemployment Mortgage Assistance	5/20/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/20/2013	Yes
PRP	Principal Reduction Program	5/20/2013	Yes
TAP	Transition Assistance Program	5/20/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	2	\$4,244.00	8,101	\$12,955,593.01	0.02 %	0.03 %
MRAP	1	\$16,102.00	228	\$3,083,842.14	0.44 %	0.52 %
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 %
Total	3	\$20,346.00	8,608	\$31,077,828.77	0.03 %	0.07 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	1	100%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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	6/20/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/20/2011	Yes
PRP	Principal Reduction Program	6/8/2012	Yes
TAP	Transition Assistance Program	6/8/2012	Yes

For additional participation disclaimer information go to: 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	40	\$75,651.66	8,101	\$12,955,593.01	0.49 %	0.58 %
MRAP	1	\$16,661.43	228	\$3,083,842.14	0.44 %	0.54 %
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 %
Total	41	\$92,313.09	8,608	\$31,077,828.77	0.48 %	0.30 %

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
UMA	6	1.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	3	92.33	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	2	51.5	66.67%	1	15	33.33%	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%
Average	11	35.36	91.67%	1	15	8.33%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	1	3.45%	130	1.81 %
People - Servicer/Lender	8	27.59%	2,590	35.98 %
Total Servicer Referrals	9	31.03%	2,838	39.43 %
All Other Referrals	20	68.97%	4,360	60.57 %
Total Referrals	29	100%	7,198	100.00 %

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	2/25/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/25/2013	Yes
PRP	Principal Reduction Program	2/25/2013	Yes
TAP	Transition Assistance Program	2/25/2013	Yes

For additional participation disclaimer information go to: 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	23	\$39,002.84	8,101	\$12,955,593.01	0.28 %	0.30 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	23	\$39,002.84	8,608	\$31,077,828.77	0.27 %	0.13 %

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
UMA	4	0.5	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	3	100%	0	0	0%	194	11.39	59.88%	130	20.38	40.12%
PRP	1	5	100%	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%
Average	6	1.67	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	5	20%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	10	40%	2,590	35.98 %
Total Servicer Referrals	15	60%	2,838	39.43 %
All Other Referrals	10	40%	4,360	60.57 %
Total Referrals	25	100%	7,198	100.00 %

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	9/1/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	9/1/2011	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	9/1/2011	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,022.88	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,022.88	8,608	\$31,077,828.77	0.01 %	0.00 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	0	0	0%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	2/6/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/6/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program	2/6/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	2	\$2,598.58	8,101	\$12,955,593.01	0.02 %	0.02 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	2	\$2,598.58	8,608	\$31,077,828.77	0.02 %	0.01 %

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
UMA	1	2	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	50	100%	0	0	0%	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%
Average	2	26	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	1	100%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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	11/9/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	11/9/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	32	\$46,501.67	8,101	\$12,955,593.01	0.40 %	0.36 %
MRAP	1	\$25,000.00	228	\$3,083,842.14	0.44 %	0.81 %
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 %
Total	33	\$71,501.67	8,608	\$31,077,828.77	0.38 %	0.23 %

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
UMA	8	0.25	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	8	0.25	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	0	0%	118	1.64 %
Event - Servicer/Lender	0	0%	130	1.81 %
People - Servicer/Lender	7	53.85%	2,590	35.98 %
Total Servicer Referrals	7	53.85%	2,838	39.43 %
All Other Referrals	6	46.15%	4,360	60.57 %
Total Referrals	13	100%	7,198	100.00 %

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	8/26/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	8/26/2011	Yes
PRP	Principal Reduction Program	10/15/2012	Yes
TAP	Transition Assistance Program	8/26/2011	Yes

For additional participation disclaimer information go to: 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	161	\$266,009.75	8,101	\$12,955,593.01	1.99 %	2.05 %
MRAP	7	\$115,582.31	228	\$3,083,842.14	3.07 %	3.75 %
PRP	2	\$72,000.00	243	\$14,918,791.32	0.82 %	0.48 %
TAP	0	\$0.00	36	\$119,602.30	0.00 %	0.00 %
Total	170	\$453,592.06	8,608	\$31,077,828.77	1.97 %	1.46 %

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
UMA	13	5.85	92.86%	1	13	7.14%	966	5.92	95.83%	42	5.1	4.17%
MRAP	5	23.2	71.43%	2	100	28.57%	194	11.39	59.88%	130	20.38	40.12%
PRP	15	39.53	78.95%	4	6.25	21.05%	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%
Average	33	23.79	82.5%	7	34	17.5%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	5	3.85%	118	1.64 %
Event - Servicer/Lender	1	0.77%	130	1.81 %
People - Servicer/Lender	52	40%	2,590	35.98 %
Total Servicer Referrals	58	44.62%	2,838	39.43 %
All Other Referrals	72	55.38%	4,360	60.57 %
Total Referrals	130	100%	7,198	100.00 %

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	6/17/2013	Yes
MRAP	Mortgage Reinstatement Assistance Program	6/17/2013	Yes
PRP	Principal Reduction Program	6/17/2013	Yes
TAP	Transition Assistance Program	6/17/2013	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1	\$1,695.84	8,101	\$12,955,593.01	0.01 %	0.01 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	1	\$1,695.84	8,608	\$31,077,828.77	0.01 %	0.01 %

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
UMA	1	31	100%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	0	0	0%	0	0	0%	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%
Average	1	31	100%	0	0	0%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	0	0%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	0	0%	7,198	100.00 %

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	1/10/2011	Yes
MRAP	Mortgage Reinstatement Assistance Program	2/7/2011	Yes
PRP	Principal Reduction Program	12/20/2012	Yes
TAP	Transition Assistance Program	11/27/2012	Yes

For additional participation disclaimer information go to: www.keeptoyourhomecalifornia.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	1,815	\$2,878,786.96	8,101	\$12,955,593.01	22.40 %	22.22 %
MRAP	61	\$832,075.09	228	\$3,083,842.14	26.75 %	26.98 %
PRP	13	\$984,263.50	243	\$14,918,791.32	5.35 %	6.60 %
TAP	11	\$34,000.00	36	\$119,602.30	30.56 %	28.43 %
Total	1,900	\$4,729,125.55	8,608	\$31,077,828.77	22.07 %	15.22 %

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
UMA	199	5.21	97.07%	6	10.33	2.93%	966	5.92	95.83%	42	5.1	4.17%
MRAP	52	10.94	59.77%	35	8.83	40.23%	194	11.39	59.88%	130	20.38	40.12%
PRP	44	13.16	28.57%	110	8.14	71.43%	388	12.68	51.05%	372	15.68	48.95%
TAP	4	6.5	100%	0	0	0%	15	4.47	93.75%	1	10	6.25%
Average	299	7.39	66.44%	151	8.38	33.56%	1,563	8.27	74.15%	545	15.97	25.85%

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
Mailer - Servicer/Lender	24	1.56%	118	1.64 %
Event - Servicer/Lender	23	1.5%	130	1.81 %
People - Servicer/Lender	516	33.64%	2,590	35.98 %
Total Servicer Referrals	563	36.7%	2,838	39.43 %
All Other Referrals	971	63.3%	4,360	60.57 %
Total Referrals	1,534	100%	7,198	100.00 %

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	5/4/2012	Yes
MRAP	Mortgage Reinstatement Assistance Program	5/4/2012	Yes
PRP	Principal Reduction Program		No
TAP	Transition Assistance Program		No

For additional participation disclaimer information go to: 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	5	\$11,712.50	8,101	\$12,955,593.01	0.06 %	0.09 %
MRAP	0	\$0.00	228	\$3,083,842.14	0.00 %	0.00 %
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 %
Total	5	\$11,712.50	8,608	\$31,077,828.77	0.06 %	0.04 %

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
UMA	0	0	0%	0	0	0%	966	5.92	95.83%	42	5.1	4.17%
MRAP	1	1	50%	1	20	50%	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%
Average	1	1	50%	1	20	50%	1,563	8.27	74.15%	545	15.97	25.85%

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
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 %
Total Servicer Referrals	1	100%	2,838	39.43 %
All Other Referrals	0	0%	4,360	60.57 %
Total Referrals	1	100%	7,198	100.00 %

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
Reporting Period	The reporting period for all data represented on the scorecard.
Servicer Summary – for All Programs and the Principal Reduction Program	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.
Participating Programs	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>
Funded Volume by Program for the Reporting Period	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.
Servicer Responsiveness	<p>This section includes four primary performance metrics:</p> <p><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>
Marketing/Referral Activity	<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"> 1. Event – Servicer/Lender 2. Mailer – Servicer/Lender 3. People – Servicer/Lender <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.