

# SCORECARD:

## *Bank of America Consumer Relief Crediting*

The Bank of America Internal Review Group (IRG) tested 1,301 of the bank's 259,420 loans for which it claimed credit. The Monitor and his Primary Professional Firm (PPF) then tested the 1,301 loans that the IRG had reviewed. Below are errors that the IRG or Monitor identified.

**Through December 31, 2012**

ERROR	NUMBER OF LOANS IN QUESTION	RESOLUTION/REMEDATION
1. Bank of America inaccurately claimed credit for first lien modification loans when the completion date was after the report date of December 31, 2012.	2	IRG identified the errors.  This error caused an over-reporting of credit by \$212,994.*
2. Bank of America claimed credit for second lien extinguishments using an inaccurate days past due calculation.	7	IRG identified the errors.  This error caused an over-reporting of credit by \$240,960.*
3. Bank of America claimed credit using an incorrect extinguishment amount for second liens.	1	The Monitor and his PPF identified the error.  This error caused an over-reporting of credit by \$15,294.*
4. Bank of America incorrectly claimed credit for second lien extinguishments for loans that had been previously deemed charge-offs.	1	IRG identified the error.  This error caused an over-reporting of credit by \$12,066.*
5. Bank of America incorrectly claimed credit for second lien extinguishments where the lien had been released prior to the borrower debt being extinguished.	1	The Monitor and his team identified the error.  This error caused an over-reporting of credit by \$5,109.*
6. Bank of America incorrectly claimed credit for short sales when the lien was released prior to the sale date.	3	The Monitor and his team identified the errors.  This error caused an over-reporting of credit by \$77,495.*
7. Bank of America incorrectly claimed credit for a short sale when the completion was prior to March 1, 2012.	2	IRG identified one error and the Monitor and his team identified the second error.  This error caused an over-reporting of credit by \$22,886.*
8. Bank of America used an incorrect calculation to determine credit for short sales.	3	IRG identified the errors.  This error caused an over-reporting of credit by \$5,700.*

\* This discrepancy, when combined with any other error in the testing population sample, was within the permitted 2% margin of error.