

SCORECARD:

Chase Consumer Relief Crediting

The Chase Internal Review Group (IRG) tested 3,040 of the bank's 86,569 loans for which it sought credit. The Monitor and his Primary Professional Firm (PPF) then re-tested a substantial subsample of the loans the IRG had tested. Below are the errors the IRG or the Monitor identified and remediated.

Through December 31, 2012

ERROR	NUMBER OF LOANS IN QUESTION	RESOLUTION/REMEDIATION
1. Chase claimed more credit for second lien government modification loans than was accurate.	29	<p>During testing, the Monitor and his PPF identified a credit calculation error that exceeded the 2% margin of error. The Monitor informed Chase of the errors.</p> <p>Chase removed the entire population of second lien government modification loans from its Consumer Relief Report, totaling 478 loans and approximately \$5.7 million in credit.</p>
2. Chase and its IRG incorrectly calculated days past due on its first lien loans, affecting the eligibility of certain loans to receive credit.	Retested entire 1 st lien population	<p>While reviewing the IRG's testing procedures, the Monitor and his team identified the error and notified Chase, which decided to withdraw its entire 1st lien population.</p> <p>Chase recalculated days past due for its entire first lien population and submitted a new first lien Consumer Relief Report. The IRG then selected a new sample to test.</p>
3. Chase incorrectly claimed credit for making payments toward second liens that it owned in connection with short sales. Credit is only given when the payment is to a different second lien holder.	4	<p>The Monitor and his team identified the errors and found that Chase over-reported \$25,000 in credit.*</p>
4. Chase claimed credit for a first lien conditional forgiveness modification that was not eligible for credit because the borrower was neither 30 days past due nor at risk of being in imminent default.	1	<p>IRG identified the error and found that Chase over-reported \$65,211 in credit.*</p>
5. Chase claimed credit for a refinance loan that was not eligible for credit because it had a pre-modification loan-to-value ratio below 80%.	1	<p>IRG identified the error and found that Chase over-reported \$73,927 in credit.*</p>
6. Chase claimed credit for a refinance loan that was not eligible for credit because it was not fully amortizing and had a balloon payment due at the end of its term.	1	<p>The Monitor and his team identified the error and found that Chase over-reported \$61,431 in credit.*</p>

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