

Compliance Report Snapshot

Office of
Mortgage Settlement
Oversight

"As Monitor of the National Mortgage Settlement (NMS), I have filed my third set of reports with the United States District Court for the District of Columbia detailing the servicers' compliance with the servicing standards, or rules as tested by a series of metrics, set forth by the Settlement. Here is an overview of those reports."

- Joseph A. Smith, Jr. Monitor, National Mortgage Settlement

May 14, 2014

The following servicers passed all metrics tested during the second half of 2013.

| **Bank of America**

| **Chase**

| **Citi**

| **Ocwen**

| **Wells**

Click on each servicer to view its summary of performance to date.

Green Tree failed 8 metrics during the fourth quarter of 2013.

The metrics Green Tree failed are associated with loan modification documentation, complaint response timeliness, and bankruptcy filings, among others. They have submitted, or are submitting, corrective action plans regarding these failed metrics and the Monitor will address these in his next report.

| **Click here to view
Green Tree's scorecard**

1	4 (2.B)	Proof of Claim (POC)
2	5 (2.C)	Motion for Relief from Stay (MRS) affidavits
3	6 (3.A)	Pre-foreclosure initiation
4	7 (3.B)	Pre-foreclosure initiation notifications
5	10 (4.C)	Reconciliation of certain waived fees
6	12 (5.A)	Third party vendor management
7	18 (6.A)	Complaint response timeliness
8	19 (6.B.i)	Loan modification document collection timeline compliance

What's next?

The Monitor continues to test the banks' compliance with the original 29 metrics and has started testing the four new metrics he issued in October. He will report on those results in his next compliance report later this year.