

COMPLIANCE SCORECARD:

Chase

The Monitor’s Secondary Professional Firm (SPF) assigned to Chase, Grant Thornton LLP, spent approximately 4,400 hours over a six month period performing loan level testing for the 11 metrics tested during periods one and two. The chart below illustrates the results of these tests. The potential violation reported is now undergoing a corrective action plan.

N/A

Threshold error rate not applicable

X

Metric was not tested in that specific test period

Metric Name	Metric Number	Test Period	Threshold Error Rate	Result (Error Rate if Failed)
Affidavit of Indebtedness (AOI) preparation	3 (2.A)	1 2	5.00% 5.00%	PASS PASS
Single Point of Contact (SPOC)	14 (5.C)	1 2	5.00%* 5.00%*	PASS PASS
Workforce management	15 (5.D)**	1 2	N/A X	PASS X
Affidavit of Indebtedness (AOI) Integrity	16 (5.E)**	1 2	N/A X	PASS X
Account status activity	17 (5.F)**	1 2	N/A X	PASS X
Complaint response timeliness	18 (6.A)	1 2	X 5.00%	X PASS
Charge of application fees for loss mitigation	24 (6.B.vi)	1 2	1.00% 1.00%	PASS PASS
Short sale inclusion notice for deficiency	25 (6.B.vii.a)	1 2	X 5.00%	X PASS
Dual track referred to foreclosure	26 (6.B.viii.a)	1 2	X 5.00%	X PASS
Force-placed insurance timeliness of notices	28 (6.C.i)	1 2	X 5.00%	X PASS
Force-placed insurance termination	29 (6.C.ii)	1 2	5.00% X	FAIL (13.84%) X

Test Period Three Potential Violations

Metric Name	Metric Number	Test Period	Threshold Error Rate	Result
Loan modification decision/notification timeline compliance	20 (6.B.ii)	3	10.00%	FAIL

\*Test question 4 only      \*\*Policy and procedure metric that is tested once a year

The metrics can be found [here](#). Reference Exhibit E-1 of the Settlement document.