

Appendix III: State Consumer Relief Information Delaware, Program to Date

TOTAL CONSUMER RELIEF - ALL SERVICERS																	
ALLY			BANK OF AMERICA			CITI		CHASE			WELLS		TOTAL CONSUMER RELIEF - ALL SERVICERS				
Aggregate Amount of Relief/ Benefit	No. of Borrowers	Average Amount of Relief/ Benefit	Aggregate Amount of Relief/ Benefit	No. of Borrowers	Average Amount of Relief/ Benefit	Aggregate Amount of Relief/ Benefit	No. of Borrowers	Average Amount of Relief/ Benefit	Aggregate Amount of Relief/ Benefit	No. of Borrowers	Average Amount of Relief/ Benefit	Aggregate Amount of Relief/ Benefit	No. of Borrowers	Average Amount of Relief/ Benefit			
CONSUMER RELIEF																	
Completed 1st Lien Modification Forgiveness ¹	3	\$139,233	\$119,883	12	\$93,324	\$320,663	6	\$53,444	\$1,047,793	19	\$55,147	\$804,766	16	\$50,298	\$3,710,805	56	\$66,264
Completed Forgiveness of pre 3/1/2012 Forbearance ²			\$62,134	1	\$62,134	\$287,973	9	\$31,997	\$43,400	3	\$14,467	\$131,326	5	\$26,265	\$524,833	18	\$29,157
Completed 2nd Lien Modification Forgiveness ³			\$47,737	1	\$47,737	\$46,076	4	\$11,519							\$93,813	5	\$18,763
Completed 2nd Lien Extinguishments ⁴	4	\$44,495	\$6,451,052	120	\$53,759	\$112,463	3	\$37,488							\$6,741,496	127	\$53,083
Short Sales Completed/ Deficiency Forgiven ⁵	8	\$85,267	\$8,544,750	98	\$87,191	\$662,167	9	\$73,574	\$5,566,078	58	\$95,967	\$1,037,200	19	\$54,589	\$16,492,333	192	\$85,898
Deeds in Lieu Completed/ Deficiency Forgiven ⁶												\$174,422	5	\$34,884	\$174,422	5	\$34,884
Enhanced Borrower Transitional Funds Paid by Servicer (excess of \$1,500) ⁷			\$95,621	17	\$5,625	\$18,000	1	\$18,000	\$300,226	18	\$16,679	\$37,000	8	\$4,625	\$450,847	44	\$10,247
Servicer Payments to Unrelated 2nd Lien Holder for Release of 2nd Lien ⁸									\$47,474	6	\$7,912				\$47,474	6	\$7,912
Forbearance for Unemployed Borrowers ⁹																	
Deficiency Waivers ¹⁰	25	\$35,939	\$171,305	28	\$41,832										\$2,069,770	53	\$39,052
Forgiveness of Principal Associated with a Property When No Foreclosure ¹¹																	
Cash Costs Paid by Servicer for Demolition of Property ¹²																	
REO Properties Donated ¹³																	
Refinances Completed - Estimated Consumer Relief ¹⁴	4	\$52,307	\$401,23	1	\$401,23	\$910,291	30	\$30,343	\$729,301	29	\$25,148	\$2,969,682	58	\$51,201	\$4,858,626	122	\$39,825
Total Consumer Relief	44	\$54,216	\$17,532,605	278	\$63,067	\$2,357,633	62	\$38,026	\$7,734,272	133	\$58,152	\$5,154,396	111	\$46,436	\$35,164,418	628	\$55,994
CONSUMER RELIEF - IN PROCESS																	
1st Lien Modification Trials Offered/Approved ¹⁵	1	\$113,264	\$4,081,436	51	\$80,028	\$382,892	6	\$63,815	\$2,758,214	44	\$62,687	\$1,077,870	19	\$56,730	\$8,413,676	121	\$69,535
1st Lien Modification Trials Started ¹⁶	1	\$113,264	\$2,904,141	37	\$78,490	\$383,674	8	\$47,959	\$2,217,749	42	\$52,804	\$869,543	16	\$54,346	\$6,488,371	104	\$62,388
TOTAL CONSUMER RELIEF - ALL SERVICERS \$35,164,418																	

Notes:

- Any differences in the addendum are due to rounding.
- The sum of the individual state amounts do not agree to the national total amount due to the fact that some jurisdictions are not parties.
- DEFINITIONS:**
- Completed 1st Lien Modification Forgiveness represents finalized first lien principal reduction permanent modifications (including converted trial modifications).
- Completed Forgiveness of pre 3/1/2012 Forbearance represents forgiveness of deferred principal from pre-settlement permanent modification of first lien mortgages. This line is distinct from Completed 1st Lien Modification Forgiveness line item
- Completed 2nd Lien Modification Forgiveness represents finalized second lien principal reduction permanent modifications.
- Completed 2nd Lien Extriguishments represents finalized second lien mortgage extriguishments (forgiveness of the entire balance and release of lien).
- Short Sales Completed/Deficiency Forgiveness represents the forgiveness of first or second lien mortgage remaining balances to facilitate short sale transactions and release of liens.
- Deeds in Lieu Completed/Deficiency Forgiveness represents the forgiveness of first or second lien mortgage remaining balances to facilitate short sale transactions in lieu of foreclosure.
- Enhanced Borrower Transitional Funds Paid by Servicer represents transitional funds in an amount greater than \$1,500 provided to homeowners to facilitate completion of short sales or deeds in lieu of foreclosure.
- Servicer Payments to Unrelated 2nd Lien Holder for Release of 2nd Lien represents payments to unrelated second lien holders for release of second lien mortgages in connection with short sale or deeds-in-lieu transactions.
- Forbearance for Unemployed Borrowers represents forgiveness of payment arrears on behalf of unemployed borrowers or traditional forbearance program for unemployed borrowers to keep them in their homes until they can resume payments.
- Deficiency Waivers represents waiver of valid claims on borrower deficiency balances on first or second lien mortgages.
- Forgiveness of Principal Associated with a Property When No Foreclosure represents forgiveness of principal associated with a property and release of liens in connection with a decision not to pursue foreclosure.
- Cash Costs Paid by Servicer for Demolition of Property represents payments to demolish properties to prevent blight.
- REO Properties Donated represents properties owned by Servicers/investors that are donated to municipalities, nonprofits, disabled servicemembers, or families of deceased servicemembers.
- The estimated benefit to borrowers from refinancing is the estimated annual benefit multiplied by .785, which represents the Servicer's weighted multiplier under the Settlement per Exhibit D 9.e.i.1, and is consistent with what some of the Service Commission. The estimated annual benefit to borrowers is the product of the average annual interest rate reduction, the average unpaid principal loan balance, and the number of borrowers.

Refinance Solicitations /Offers/ Approvals*	ALLY			BANK OF AMERICA			CITI			CHASE			WELLS			TOTAL REFINANCES COMPLETED - ALL SERVERS		
	Average Loan Balance	No. of Borrowers	Average Rate Reduction	Average Loan Balance	No. of Borrowers	Average Rate Reduction	Average Loan Balance	No. of Borrowers	Average Rate Reduction	Average Loan Balance	No. of Borrowers	Average Rate Reduction	Average Loan Balance	No. of Borrowers	Average Rate Reduction	Average Loan Balance	No. of Borrowers	Average Rate Reduction
Refinance Solicitations /Offers/ Approvals*	\$285,368	7		\$225,749	13		\$197,829	66		\$169,095	45		\$216,144	162		\$204,620	293	
Refinances Completed	\$253,358	4	2.63%	\$204,448	1	2.50%	\$195,220	30	1.98%	\$194,158	29	1.65%	\$224,140	58	22.91%	\$210,698	122	2.41%

* Refinance Solicitations/Offer/Approvals represents the first lien mortgages considered for refinancing, where loan to value exceeds 80% and would not qualify for Servicer's generally available refinancing program as of 9/30/11. This includes mandatory solicitation borrowers under 9.a. of Exhibit D.

¹⁵ 1st Lien Modification Trials Offered/Approved represents all first lien mortgages where firm modification offers were made to the borrower.

¹⁶ 1st Lien Modification Trials Started represents all first lien mortgages for which the first payment in a trial modification was made. Trial may have been Offered/Approved in current or prior quarter.