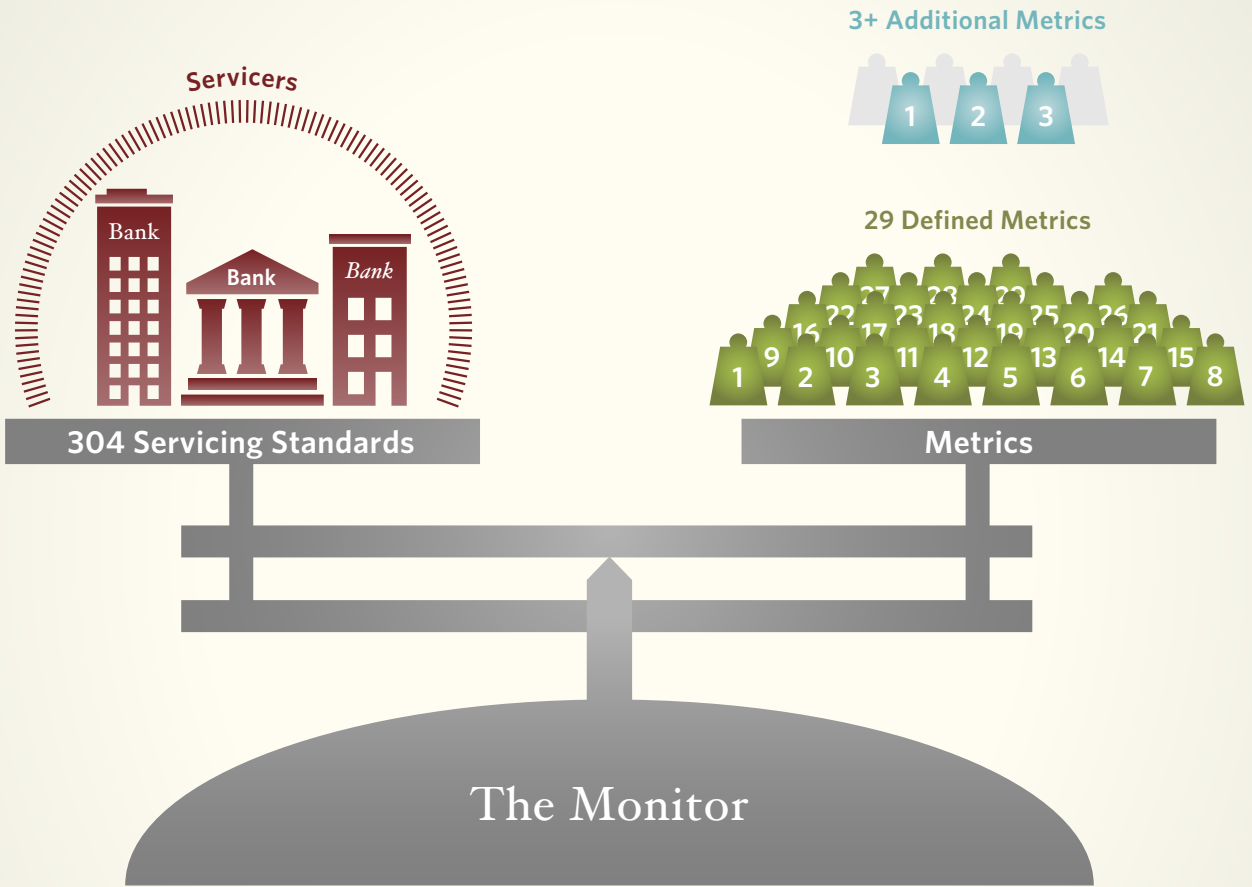


Metrics

In assessing how well the banks are adhering to the new servicing standards, the Settlement directs the Monitor to apply a series of defined metrics.



304 Servicing Standards

The National Mortgage Settlement establishes 304 new servicing standards, or rules, that are designed to correct practices such as robo-signing and to provide benefits to homeowners.

29 Defined Metrics

The Monitor must apply a series of 29 metrics, or tests, to measure how well the banks are following the new servicing standards. Although not every servicing standard is associated with a metric, the banks must comply with all servicing standards.

3+ Additional Metrics

The Monitor has the power to create up to three new metrics at his discretion. Also, if he determines there is a pattern or practice of violations of the servicing standards that fall outside the scope of established metrics, he can work with the Monitoring Committee to establish other metrics to address those servicing standards.