

COMPLIANCE SCORECARD:

Wells Fargo

The Monitor’s Secondary Professional Firm (SPF) assigned to Wells Fargo, McGladrey LLP, spent approximately 16,500 hours over a seven month period performing testing for the 25 metrics tested during periods three and four. The chart below illustrates the results of the SPF's tests.

Office of
Mortgage Settlement
Oversight

Metric Name	Metric Number	Test Period	Threshold Error Rate	Result (Error Rate if failed)	Metric Name	Metric Number	Test Period	Threshold Error Rate	Result (Error Rate if failed)
Foreclosure sale in error	1 (1.A)	3 4	1.00% 1.00%	PASS PASS	Loan modification document collection timeline compliance	19 (6.B.i)	3 4	X X	X X
Incorrect modification denial	2 (1.B)	3 4	5.00% 5.00%	PASS PASS	Loan modification decision/ notification timeline compliance	20 (6.B.ii)	3 4	10.00% 10.00%	PASS PASS
Affidavit of Indebtedness (AOI) preparation	3 (2.A)	3 4	5.00% 5.00%	PASS PASS	Loan modification appeal timeline compliance	21 (6.B.iii)	3 4	10.00% 10.00%	PASS PASS
Proof of Claim (POC)	4 (2.B)	3 4	5.00% 5.00%	PASS PASS	Short sale decision timeline compliance	22 (6.B.iv)	3 4	10.00% 10.00%	PASS PASS
Motion for Relief from Stay (MRS)	5 (2.C)	3 4	5.00% 5.00%	PASS PASS	Short sale document collection timelie compliance	23 (6.B.v)	3 4	5.00% 5.00%	PASS PASS
Pre-foreclosure initiation	6 (3.A)	3 4	5.00% 5.00%	PASS PASS	Charge of application fees for loss mitigation	24 (6.B.vi)	3 4	1.00% 1.00%	PASS PASS
Pre-foreclosure initiation notifications	7 (3.B)	3 4	5.00% 5.00%	PASS PASS	Short sale inclusion notice for deficiency	25 (6.B.vii.a)	3 4	5.00% 5.00%	PASS PASS
Fee adherence to guidance	8 (4.A)	3 4	5.00% 5.00%	PASS PASS	Dual track referred to foreclosure	26 (6.B.viii.a)	3 4	5.00% 5.00%	PASS PASS
Adherence to customer payment processing	9 (4.B)	3 4	5.00% 5.00%	PASS PASS	Dual track failure to postpone foreclosure	27 (6.B.viii.b)	3 4	5.00% 5.00%	PASS PASS
Reconciliation of certain waived fees	10 (4.C)	3 4	5.00% 5.00%	PASS PASS	Force-placed insurance timeliness of notices	28 (6.C.i)	3 4	5.00% 5.00%	PASS PASS
Late fees adherence to guidance	11 (4.D)	3 4	5.00% 5.00%	PASS PASS	Force-placed insurance termination	29 (6.C.ii)	3 4	5.00% 5.00%	PASS PASS
Third party vendor management	12 (5.A)	3 4	N/A N/A	PASS PASS					
Customer portal	13 (5.B)	3 4	N/A N/A	PASS PASS					
Single Point of Contact (SPOC)	14 (5.C)	3 4	5.00%* 5.00%*	PASS PASS					
Workforce management	15 (5.D) **	3 4	N/A N/A	X X					
Affidavit of Indebtedness (AOI) integrity	16 (5.E) **	3 4	N/A N/A	X X					
Account status activity	17 (5.F) **	3 4	N/A N/A	X X					
Complaint response timeliness	18 (6.A)	3 4	5.00% 5.00%	PASS PASS					

* Test question 4 only

** Policy and procedure metric that is tested once a year

N/A Treshold error rate not applicable

X Metric was not tested in that specific test period

Wells Fargo Corrective Action Plan (CAP) for Metric 19

Wells Fargo developed a CAP that outlines steps it is taking to prevent future fails.

The CAP included:

- Improving loss mitigation customer tracking
- Instituting more frequent notifications if a letter notifying the borrower of missing documents has not been sent
 - If the letter is not sent after two days, the Single Point of Contact (SPOC) and supervisor are notified
 - If letter is not sent after four days, a separate team is notified and sends the letter
- Reviewing a loss mitigation sample on a daily basis by a quality assurance team
- Comparing errors identified by the IRG to exception reporting to ensure all errors are identified
- Tracking daily the entire population (instead of a sample) of loans that were missing documentation
- Resolving a system glitch to ensure multiple letters can be sent to a borrower on the same day



Wells Fargo failed Metric 19 in 2012. As a result, the NMS required Wells Fargo to develop a CAP to ensure future compliance with the metric, which measures whether the servicer is complying with the requirement to notify the borrower of any missing documents in the borrower's loan modification application within five days of receipt.

Wells Fargo met with the Monitoring Committee to report its failure of Metric 19.

The Monitor approved the CAP, and Wells Fargo began implementing the plan.

- The Monitor determined that the CAP was complete.
- Testing of Metric 19 has resumed for test period five, which is the cure period.