

OFFICE OF CONSUMER CREDIT COMMISSIONER

Senate Business and Commerce
Committee Hearing
October 25, 2010



Leslie L. Pettijohn, Commissioner

2601 N. Lamar Boulevard
Austin, Texas 78705

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Residential Servicers Ranked by Total Volume

Rank	Company	Location	2010 Q2 (Dollars in millions)	Market Share
1	Bank of America	Charlotte, NC	\$2,197,662	25.51%
2	Wells Fargo & Company	San Francisco, CA	\$1,811,969	21.03%
3	Chase	Iselin, NJ	\$1,353,566	15.71%
4	CitiMortgage, Inc.	O'Fallon, MO	\$677,815	7.87%
5	Ally Bank/Residential Capital, LLC (GMAC)	Bloomington, MN	\$398,355	4.62%
6	U.S. Bank Home Mortgage	Bloomington, MN	\$199,575	2.32%
7	SunTrust Bank	Richmond, VA	\$175,970	2.04%
8	PHH Mortgage	Mt. Laurel, NJ	\$155,967	1.81%
9	PNC Mortgage/National City	Miamisburg, OH	\$149,945	1.74%
10	OneWest Bank/IndyMac	Pasadena, CA	\$110,000	1.28%

Market share information is based on an estimated total market size of \$8,614,386,000,000.

Source: MortgageStats and Source Media, Inc.



Residential Lenders Ranked by Second Lien Volume

Rank	Company	Location	2010 Q2 (Dollars in millions)	Market Share
1	Wells Fargo & Company	San Francisco, CA	\$1,898	38.12%
2	Bank of America	Charlotte, NC	\$1,132	22.74%
3	Chase	Iselin, NJ	\$437	8.78%
4	Regions Mortgage	Birmingham, AL	\$340	6.83%
5	PHH Mortgage	Mt. Laurel, NJ	\$329	6.61%
6	CitiMortgage, Inc.	O'Fallon, MO	\$197	3.96%
7	U.S. Bank Home Mortgage	Bloomington, MN	\$110	2.21%
8	USAA Federal Savings Bank	San Antonio, TX	\$103	2.07%
9	SunTrust Bank	Richmond, VA	\$83	1.67%
10	Branch Banking & Trust Company	Wilson, NC	\$79	1.59%

Market share information is based on an estimated total market size of \$4,979,000,000.

Source: MortgageStats and Source Media, Inc.



OCCC Second Lien Mortgage Servicers

Licensee Name or D/B/A	Location	Master File Number
American Servicing and Recovery Group LLC	Dallas, TX	14103
ASMC Servicing Ltd	San Mateo, CA	1870
Bayview Loan Servicing LLC	Coral Gables, FL	9418
Clayton Portfolio Management Corporation	Tampa, FL	11297
EMC Mortgage Corporation	Lewisville, TX	2152
Fay Servicing LLC	Chicago, IL	13934
FNF Servicing Inc.	Virginia Beach, VA	9349
Green Tree Servicing LLC	St. Paul, MN	8663
IServe Servicing Inc	San Diego, CA	13922
Litton Loan Servicing LP	Houston, TX	2535
Loanworks Servicing LLC	Shelton, CT	14504
Marix Servicing LLC	Phoenix, AZ	12495
Ocwen Loan Servicing LLC	West Palm Beach, FL	8982
Planet Financial Servicing LLC	Hoffman Estates, IL	13128
PHH Mortgage Corporation	Mount Laurel, NJ	10263
Roundpoint Mortgage Servicing Corporation	Charlotte, NC	13638
Select Portfolio Servicing Inc	Salt Lake City, UT	2368
SN Servicing Corporation	Eureka, CA	9447
Specialized Loan Servicing LLC	Highlands Ranch, CO	9119
Suntrust Mortgage Inc	Richmond, VA	2188
Texas AMS Servicing LLC	Depew, NY	13789
XL Mortgage Servicing	Irvine, CA	13976

Active as of October 6, 2010



OCCC Enforcement Activity

➤ Restitution ordered in response to violations found in examinations

‣ 2007-2010 \$28,095

➤ Violations noted

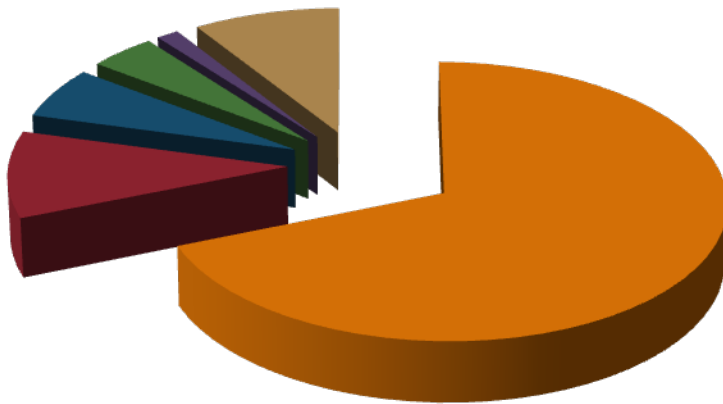
- Unauthorized fees
- Unlicensed activity
- Improper or illegal contractual provisions
- Home Equity Loan: 3% violation
- Home Equity Loan: acknowledgement of fair market value statement improperly completed



OCCC Complaint Activity



Total Mortgage Complaints: 428
FY '09 – FY '10



- Purch/Refi-1st Lien
- Purchase Money-2nd Lien
- Home Eq-1st Lien
- Home Eq-2nd Lien
- Home Impr-2nd Lien
- Manf Housing

Type of Complaints

