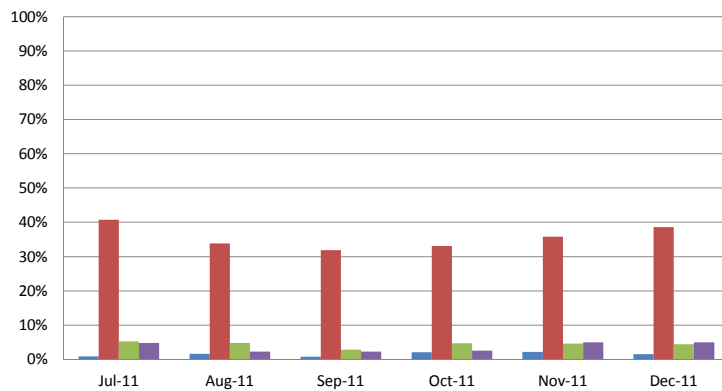


## Foreclosure Mediation Program Beneficiary Compliance Outcomes

Period: July 1, 2011 - December 31, 2011\*

	Beneficiary							
	Bank of America	Wells Fargo	JP Morgan Chase	Ally/GMAC	US Bank	CitiGroup	Other (192 Beneficiaries)**	Total (All Beneficiaries)**^
<b>Total Number of Mediator Statements</b>	<b>694</b>	<b>297</b>	<b>165</b>	<b>125</b>	<b>129</b>	<b>139</b>	<b>1634</b>	<b>3183</b> <sup>1</sup>
Beneficiary Did Not Attend Mediation	16	4	3	1	2	2	21	49
Beneficiary Missing Required Documents	284	92	86	62	41	17	566	1148
Beneficiary Had No Authority to Negotiate	32	6	12	6	9	6	72	143
Beneficiary Did Not Participate in Good Faith	15	9	14	5	4	7	68	122
% Beneficiary Did Not Attend Mediation	2%	1%	2%	1%	2%	1%	1%	2%
% Beneficiary Missing Required Documents	41%	31%	52%	50%	32%	12%	35%	36%
% Beneficiary Had No Authority to Negotiate	5%	2%	7%	5%	7%	4%	4%	4%
% Beneficiary Did Not Participate in Good Faith	2%	3%	8%	4%	3%	5%	4%	4%

### All Beneficiaries Percentage of Non-Compliance



	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11
% Beneficiary Did Not Attend Mediation	1%	2%	1%	2%	2%	2%
% Beneficiary Missing Required Documents	41%	34%	32%	33%	36%	39%
% Beneficiary Had No Authority to Negotiate	5%	5%	3%	5%	5%	4%
% Beneficiary Did Not Participate in Good Faith	5%	2%	2%	3%	5%	5%

#### Sources:

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* A full list of all beneficiaries is available upon request.

^ Total counts reflect a margin of error of ±1% for totals through December 31, 2011 and is subject to revision by Quality Assurance.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

## All Beneficiaries

Period: July 1, 2011 - December 31, 2011\*

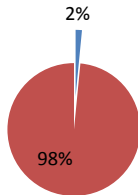
All Beneficiaries**	
Total Number of Mediator Statements	3183 <sup>1</sup>
Beneficiary Did Not Attend Mediation	49
Beneficiary Missing Required Documents	1148
Beneficiary Had No Authority to Negotiate	143
Beneficiary Did Not Participate in Good Faith	122
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	36%
% Beneficiary Had No Authority to Negotiate	4%
% Beneficiary Did Not Participate in Good Faith	4%

### Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	49
Beneficiary Missing Required Documents	1148
Beneficiary Had No Authority to Negotiate	143
Beneficiary Did Not Participate in Good Faith	122
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	36%
% Beneficiary Had No Authority to Negotiate	4%
% Beneficiary Did Not Participate in Good Faith	4%

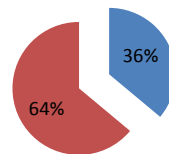
### Attendance Compliance

- % Beneficiary Did Not Attend Mediation
- % Beneficiary Did Attend Mediation



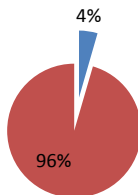
### Document Compliance

- % Beneficiary Missing Required Documents
- % Beneficiary Brought Required Documents



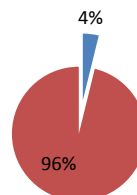
### Authority Compliance

- % Beneficiary Had No Authority to Negotiate
- % Beneficiary Had Authority to Negotiate



### Good Faith Compliance

- % Beneficiary Did Not Participate in Good Faith
- % Beneficiary Did Participate in Good Faith



#### Source:

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

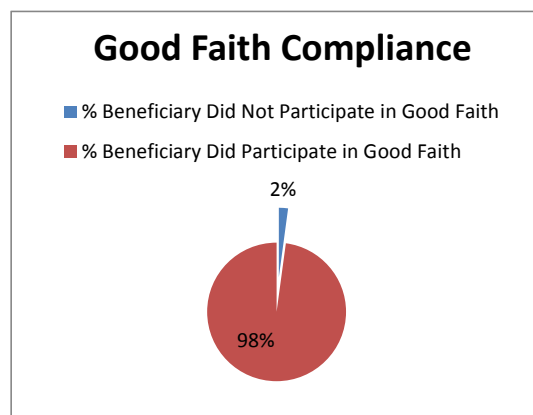
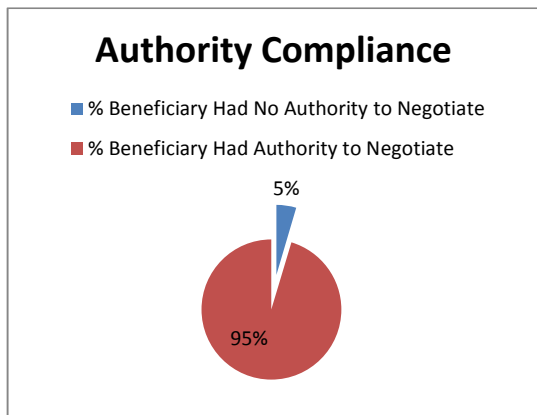
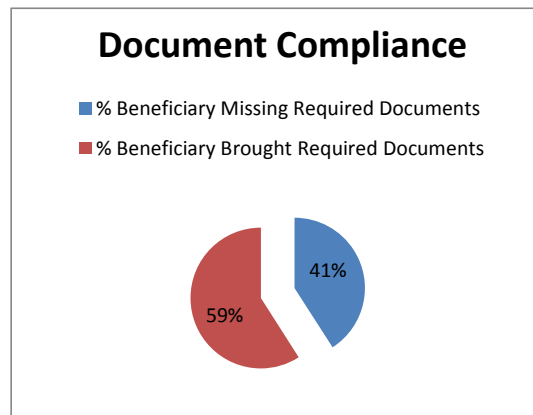
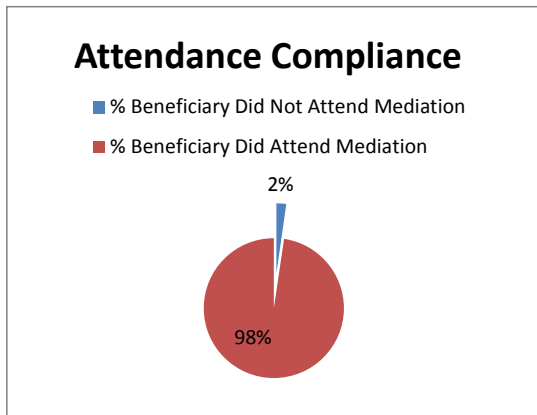
## Bank of America

Period: July 1, 2011 - December 31, 2011\*

<i>Bank of America**</i>	
	694 <sup>1</sup>
Beneficiary Did Not Attend Mediation	16
Beneficiary Missing Required Documents	284
Beneficiary Had No Authority to Negotiate	32
Beneficiary Did Not Participate in Good Faith	15
<hr/>	
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	41%
% Beneficiary Had No Authority to Negotiate	5%
% Beneficiary Did Not Participate in Good Faith	2%

### Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	16
Beneficiary Missing Required Documents	284
Beneficiary Had No Authority to Negotiate	32
Beneficiary Did Not Participate in Good Faith	15
<hr/>	
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	41%
% Beneficiary Had No Authority to Negotiate	5%
% Beneficiary Did Not Participate in Good Faith	2%



#### Source:

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of  $\pm 1\%$ .

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

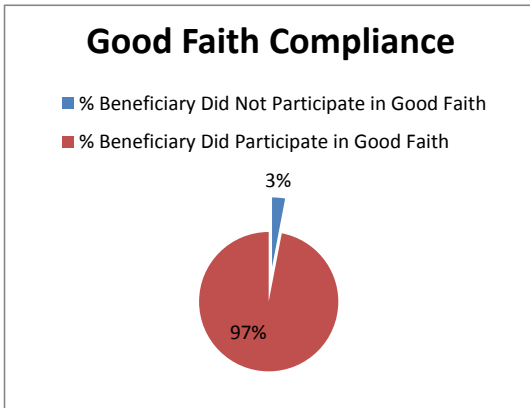
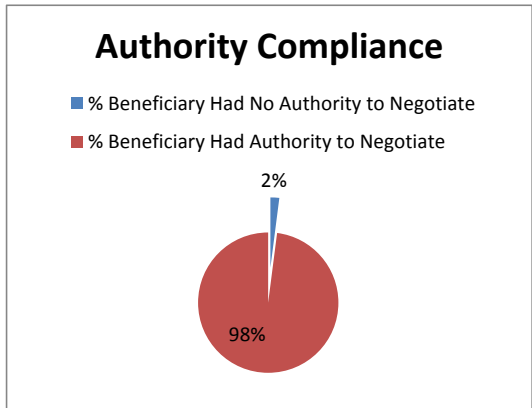
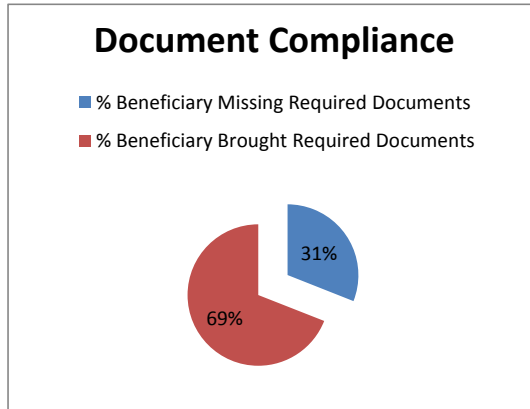
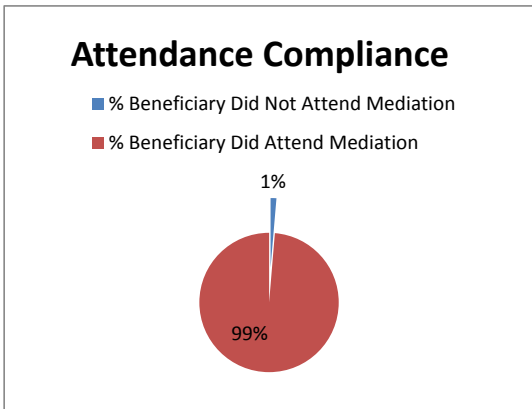
## Wells Fargo

Period: July 1, 2011 - December 31, 2011\*

Wells Fargo**	
Total Number of Mediator Statements	297 <sup>1</sup>
Beneficiary Did Not Attend Mediation	4
Beneficiary Missing Required Documents	92
Beneficiary Had No Authority to Negotiate	6
Beneficiary Did Not Participate in Good Faith	9
% Beneficiary Did Not Attend Mediation	1%
% Beneficiary Missing Required Documents	31%
% Beneficiary Had No Authority to Negotiate	2%
% Beneficiary Did Not Participate in Good Faith	3%

### Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	4
Beneficiary Missing Required Documents	92
Beneficiary Had No Authority to Negotiate	6
Beneficiary Did Not Participate in Good Faith	9
% Beneficiary Did Not Attend Mediation	1%
% Beneficiary Missing Required Documents	31%
% Beneficiary Had No Authority to Negotiate	2%
% Beneficiary Did Not Participate in Good Faith	3%



**Source:**

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

JPMorgan Chase

Period: July 1, 2011 - December 31, 2011\*

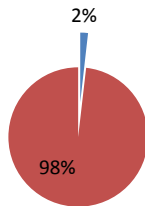
JPMorganChase**	
Total Number of Mediator Statements	165 <sup>1</sup>
Beneficiary Did Not Attend Mediation	3
Beneficiary Missing Required Documents	86
Beneficiary Had No Authority to Negotiate	12
Beneficiary Did Not Participate in Good Faith	14
<hr/>	
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	52%
% Beneficiary Had No Authority to Negotiate	7%
% Beneficiary Did Not Participate in Good Faith	8%

## Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	3
Beneficiary Missing Required Documents	86
Beneficiary Had No Authority to Negotiate	12
Beneficiary Did Not Participate in Good Faith	14
<hr/>	
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	52%
% Beneficiary Had No Authority to Negotiate	7%
% Beneficiary Did Not Participate in Good Faith	8%

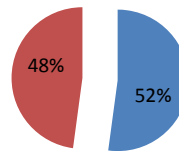
### Attendance Compliance

- % Beneficiary Did Not Attend Mediation
- % Beneficiary Did Attend Mediation



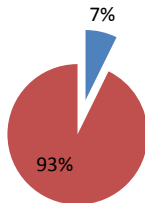
### Document Compliance

- % Beneficiary Missing Required Documents
- % Beneficiary Brought Required Documents



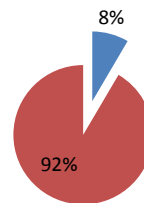
### Authority Compliance

- % Beneficiary Had No Authority to Negotiate
- % Beneficiary Had Authority to Negotiate



### Good Faith Compliance

- % Beneficiary Did Not Participate in Good Faith
- % Beneficiary Did Participate in Good Faith



#### Source:

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

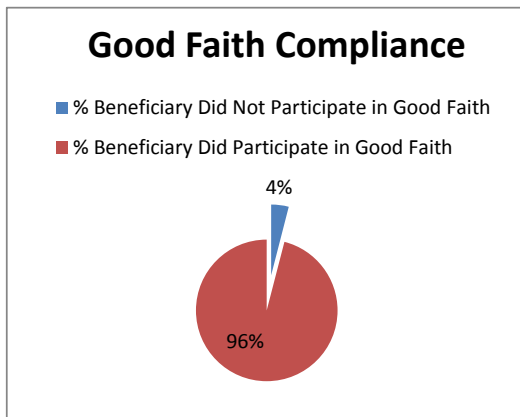
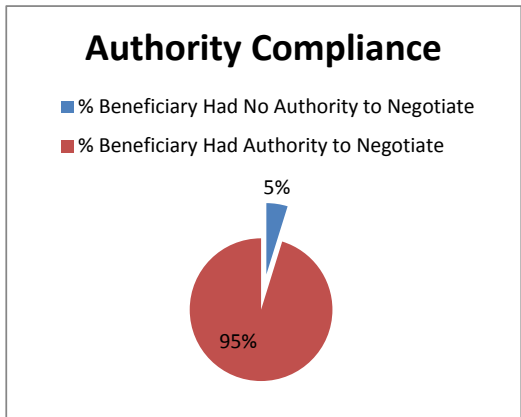
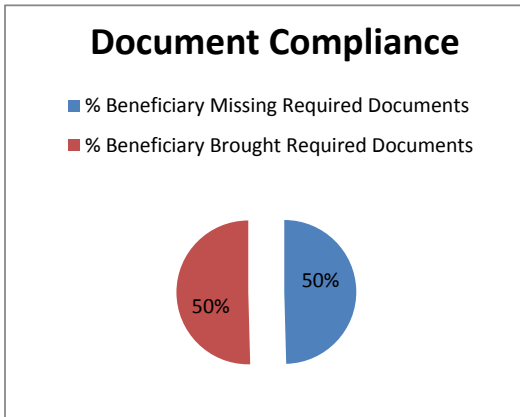
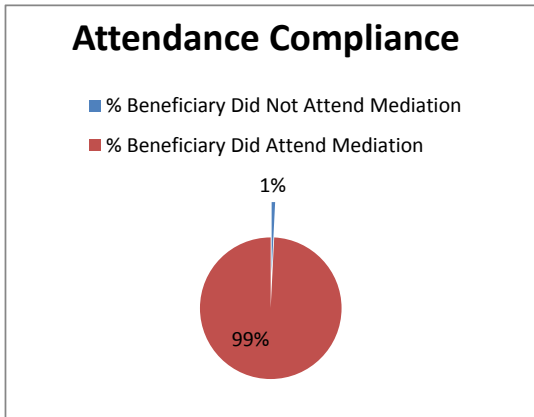
## Ally/GMAC

Period: July 1, 2011 - December 31, 2011\*

<b>Ally/GMAC**</b>	
<b>Total Number of Mediator Statements</b>	<b>125</b> <sup>1</sup>
Beneficiary Did Not Attend Mediation	1
Beneficiary Missing Required Documents	62
Beneficiary Had No Authority to Negotiate	6
Beneficiary Did Not Participate in Good Faith	5
<b>% Beneficiary Did Not Attend Mediation</b>	<b>1%</b>
<b>% Beneficiary Missing Required Documents</b>	<b>50%</b>
<b>% Beneficiary Had No Authority to Negotiate</b>	<b>5%</b>
<b>% Beneficiary Did Not Participate in Good Faith</b>	<b>4%</b>

**Total Number of Mediator Statements**

- Beneficiary Did Not Attend Mediation
- Beneficiary Missing Required Documents
- Beneficiary Had No Authority to Negotiate
- Beneficiary Did Not Participate in Good Faith
- % Beneficiary Did Not Attend Mediation**
- % Beneficiary Missing Required Documents**
- % Beneficiary Had No Authority to Negotiate**
- % Beneficiary Did Not Participate in Good Faith**



**Source:**

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

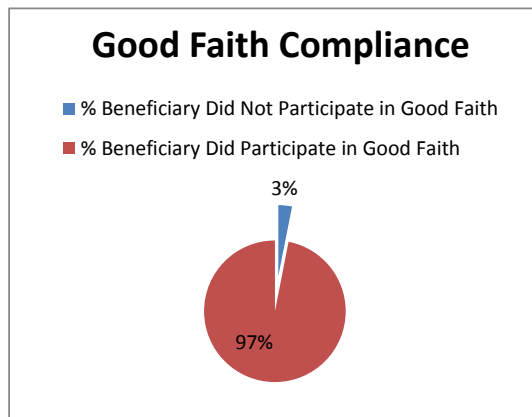
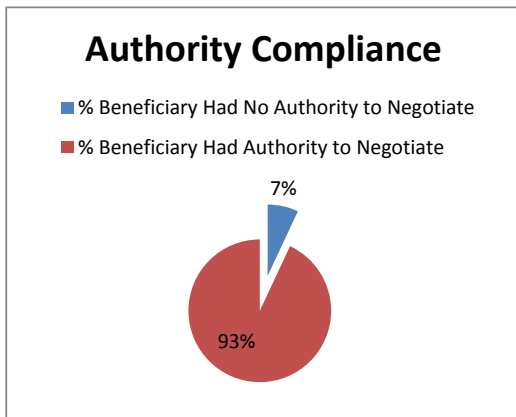
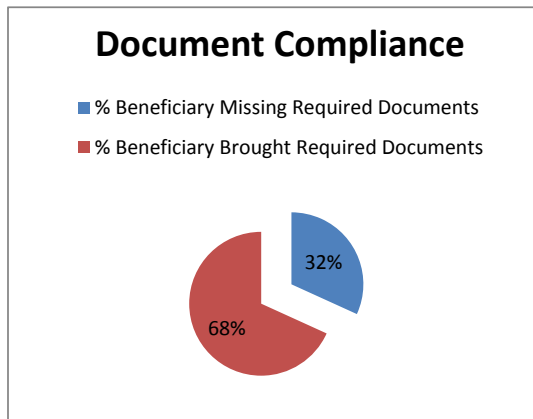
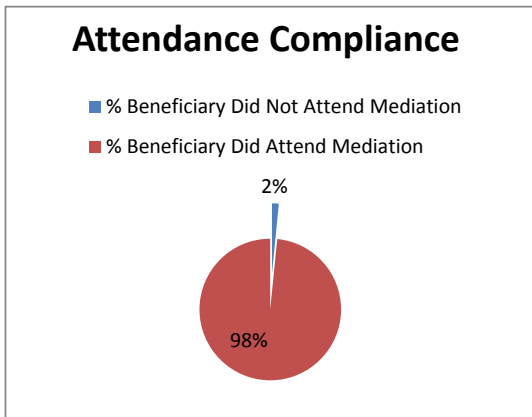
USBank

Period: July 1, 2011 - December 31, 2011\*

USBank**	
Total Number of Mediator Statements	129 <sup>1</sup>
Beneficiary Did Not Attend Mediation	2
Beneficiary Missing Required Documents	41
Beneficiary Had No Authority to Negotiate	9
Beneficiary Did Not Participate in Good Faith	4
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	32%
% Beneficiary Had No Authority to Negotiate	7%
% Beneficiary Did Not Participate in Good Faith	3%

## Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	2
Beneficiary Missing Required Documents	41
Beneficiary Had No Authority to Negotiate	9
Beneficiary Did Not Participate in Good Faith	4
% Beneficiary Did Not Attend Mediation	2%
% Beneficiary Missing Required Documents	32%
% Beneficiary Had No Authority to Negotiate	7%
% Beneficiary Did Not Participate in Good Faith	3%



#### Source:

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

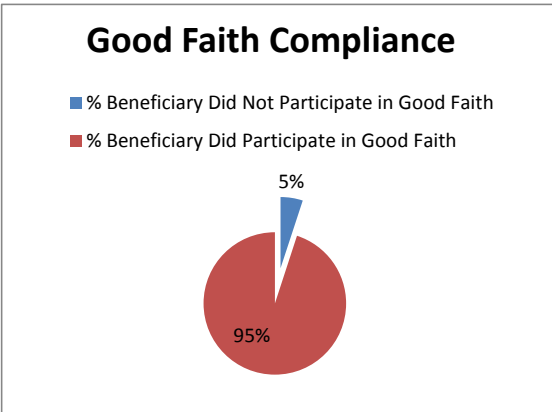
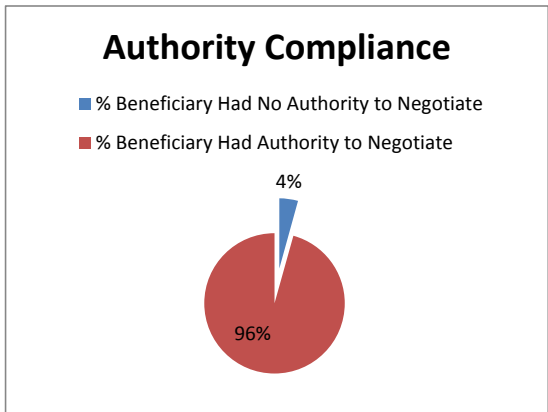
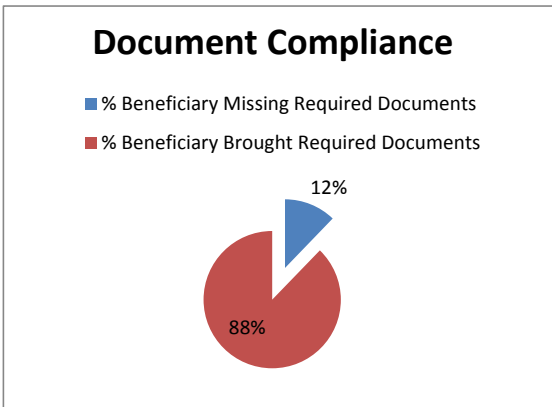
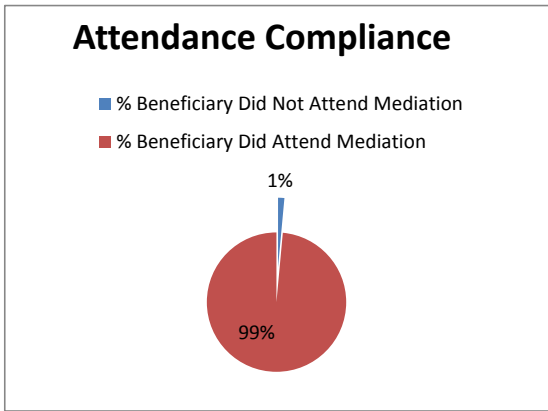
## CitiGroup

Period: July 1, 2011 - December 31, 2011\*

### Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	2
Beneficiary Missing Required Documents	17
Beneficiary Had No Authority to Negotiate	6
Beneficiary Did Not Participate in Good Faith	7
<b>% Beneficiary Did Not Attend Mediation</b>	<b>1%</b>
<b>% Beneficiary Missing Required Documents</b>	<b>12%</b>
<b>% Beneficiary Had No Authority to Negotiate</b>	<b>4%</b>
<b>% Beneficiary Did Not Participate in Good Faith</b>	<b>5%</b>

<b>CitiGroup**</b>	
<b>Total</b>	<b>139<sup>1</sup></b>



**Source:**

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.

# Foreclosure Mediation Program Beneficiary Compliance Outcomes

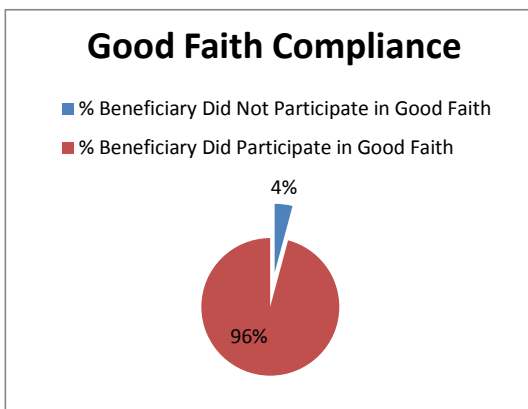
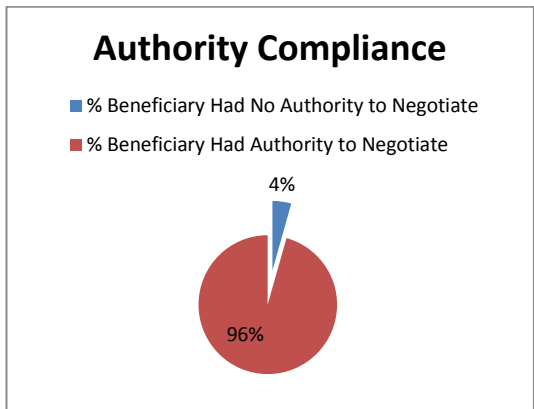
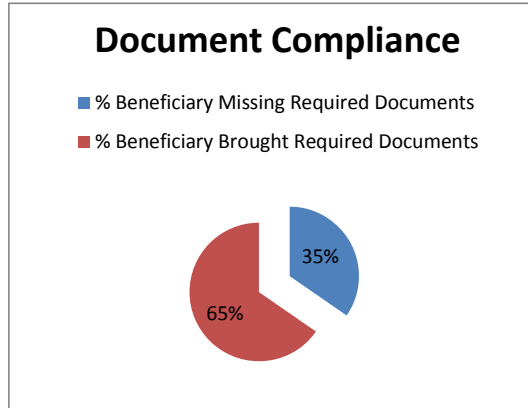
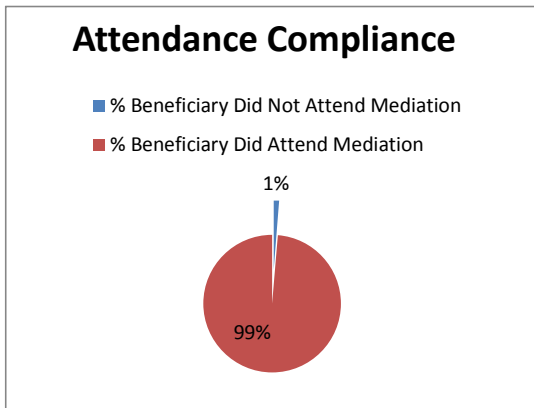
## Other Beneficiaries

Period: July 1, 2011 - December 31, 2011\*

Other Beneficiaries**	
<b>Total Number of Mediator Statements</b>	<b>1634</b> <sup>1</sup>
Beneficiary Did Not Attend Mediation	21
Beneficiary Missing Required Documents	566
Beneficiary Had No Authority to Negotiate	72
Beneficiary Did Not Participate in Good Faith	68
<hr/>	
% Beneficiary Did Not Attend Mediation	1%
% Beneficiary Missing Required Documents	35%
% Beneficiary Had No Authority to Negotiate	4%
% Beneficiary Did Not Participate in Good Faith	4%

### Total Number of Mediator Statements

Beneficiary Did Not Attend Mediation	21
Beneficiary Missing Required Documents	566
Beneficiary Had No Authority to Negotiate	72
Beneficiary Did Not Participate in Good Faith	68
<hr/>	
% Beneficiary Did Not Attend Mediation	1%
% Beneficiary Missing Required Documents	35%
% Beneficiary Had No Authority to Negotiate	4%
% Beneficiary Did Not Participate in Good Faith	4%



**Source:**

\* State of Nevada Foreclosure Mediation Program Mediation Statement Outcomes Data Collected 7/1/11 - 12/31/11

\*\* Total counts reflect a margin of error of ±1%.

<sup>1</sup> Total includes mediations held, mediations not held, and when parties reached an agreement prior to mediation.