

Servicer #1

Exhibit C

FREDDIE MAC
SERVICER DILIGENCE QUESTIONS
SALE OF NON/RE-PERFORMING SINGLE FAMILY MORTGAGE LOANS

Bidder Legal Entity Name: [ ]

Preparation Date: [ ]

Servicer Legal Entity Name: [ ]

Data as of Date: [ ]

All prospective Bidders must complete, or have their Servicers complete, this entire questionnaire unless the section states otherwise.

Capacity / Product / Investor

1. Is your firm an approved Seller (Originator) / Servicer by:

Table with 5 columns: Investor, # Years Served, Seller/Originator? (Y/N), Servicer? (Y/N), Comments. Rows include GNMA, FNMA, FHLMC, FHA, VA, Rural Housing, HAMP - SPA, HAMP - GSE.

1a. Does your firm service loans in all 50 states, all US territories and does your firm have the required local, state, and federal licenses as required to service the loans? YES \_\_\_ NO \_\_\_ If not, please explain:

1b. Is your firm compliant with all applicable law and regulations? YES \_\_\_ NO \_\_\_

2. Current Servicing Volume

2a. Primary Servicing

Table with 6 columns: Investor Breakdown, Loan Count, UPB, Total D30-D60, Total SDQ (D90+), Comments. Rows include FHLMC, FNMA, GNMA, Private Investors, RMBS, Others?, Whole Loans / HFI, HAMP - SPA, HAMP - GSE, Other - please describe, Total.

2b. Subservicing

Table with 6 columns: Investor Breakdown, Loan Count, UPB, Total D30-D60, Total SDQ (D90+), Comments. Rows include FHLMC, FNMA, GNMA, Private Investors, RMBS, Others?, Whole Loans / HFI, HAMP - SPA, HAMP - GSE, Other - please describe, Total.

2c. What is the name of the current servicing platform (system) your firm utilizes?

[ ]

Staffing / Training

3. What is your firm's overall Staffing Breakdown?

Table with 4 columns: Staffing Metrics, Year Prior (Default, Non Def.), Current (Default, Non Def.). Rows include Total Staff, Open Positions, % employees < 1 year tenure, Average length industry experience (managers), Average company tenure (managers), Average company tenure (non managers), Turnover % total (annualized).

4. How many employees does your firm expect to hire to support this portfolio, and what is the associated timeline and space plans?

Table with 4 columns: Employee New Hires, Number, Timeline, Location. Rows include Default, Non Default.

4b. If your firm doesn't expect to need additional employees to support this portfolio, please explain how your firm plans to manage the additional assets?

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**Acquisition Experience**

5. What were the two largest loan transfers your firm recently completed?

Transfer #1	Input Responses Below
Loan Count	
Product	
Platform	
Date	
Delinquency Rate	

Transfer #2	Input Responses Below
Loan Count	
Product	
Platform	
Date	
Delinquency Rate	

5b. Did any of the above transfers include in-flight modifications, loans in foreclosure, or loans with litigation?

5c. Are you capable of receiving E-note? If so, who is your e-note vault provider?

YES  NO

5d. Are you a member of the MERS System?

YES  NO

5e. If you are a member of the MERS System, then will you accept assignment of the mortgages via MERS or will you require that MERS mortgages be de-registered?

YES  NO

**Customer Impacts**

6. In the table below, provide your firm's experience in the past two years for the following loan level asset management disposition for NPL loans:

Asset Management "Waterfall"	Loan Count	UPB	% SDQ (D90+)	Comments
Reinstatement of Borrower (to performing loan)				
HAMP Modification - SPA				
HAMP Modification - GSE				
Proprietary Modification				
HARP				
Market Refinance				
Hardest Hit Fund				
Short Sale				
Deed-in-Lieu				
Foreclosure				

7. Please provide or attach a high level description of your firm's loss mitigation process/waterfall, including earliest collection activities with borrowers.

8. Please detail any special collection strategies, e.g. overnight mail delivery, door knocks, enhanced skip tracing, etc.

9. How does your firm ensure receipt of sufficient information regarding loans in any state of loss mitigation at the time of transfer e.g. trial or permanent modifications, short sale, DIL, foreclosure, forbearance?

10. Does your firm leverage any special servicing practices or apply special servicing programs to specific geographic areas that have a high percentage of delinquent loans (180 + days delinquent), high foreclosure rates and or high vacancy rates? If yes, can you explain? How do you safeguard borrowers in these communities? Please describe any collaboration with community and borrower advocacy groups.

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**Existing Seller/Servicer**

11. Is your firm already an approved Freddie Mac seller/servicer?  
YES \_\_\_ NO \_\_\_ If you have an application in process, please explain:

Only servicers that are not a Freddie Mac approved Servicer need to complete the section below. Existing Freddie Mac approved Servicers do not.

**Non-Existing Freddie Mac Approved Servicer**

12. Do you have a business continuity plan in place? How often do you test the plan? When was the last test completed and what were the results?

13. Provide a high level overview of your internal QC process

14. What payment methods are available to borrowers?

15. What are you call center hours of operations?

16. Does your call center support non-English speaking borrowers?  
YES \_\_\_ NO \_\_\_ If no, why not? Does your firm plan to include this soon?

17. Describe your credit bureau reporting policies, including exclusions and dispute resolution. What is the average timeframe for dispute resolution?

18. Are any manned customer service calls outsourced? Off-Shore?

19. At what stage of delinquency do you offer the borrower loss mitigation alternatives? What type of borrower solicitation packages are offered and when in the process?

20. How do you track borrower response packages and monitor them for completeness?

21. When are loans referred to foreclosure?

22. What is the loan review process before referring to foreclosure?

23. Describe your bankruptcy monitoring process

Servicer #2

Exhibit C

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Preparation Date: [ ]

Servicer Legal Entity Name: [ ]

Data as of Date: [ ]

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Capacity / Product / Investor

1. Is your firm an approved Seller (Originator) / Servicer by:

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1b. Is your firm compliant with all applicable law and regulations? YES \_\_\_ NO \_\_\_

2. Current Servicing Volume

2a. Primary Servicing

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2b. Subservicing

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5b. Did any of the above transfers include in-flight modifications, loans in foreclosure, or loans with litigation?

5c. Are you capable of receiving E-note? If so, who is your e-note vault provider?

YES  NO

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Servicer #3

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