



Single-Family  
Business Customer  
Service Level  
Standards



We make home possible®

November 2013

At Freddie Mac, we're focused on providing our customers with an exceptional customer experience. To hold ourselves accountable and show you how we're doing, we established Customer Service Level Standards. These standards are based on your feedback, measure our performance, and help us identify ways we can continue to improve.

This report provides a six-month view and a year-to-date score on how we're performing related to our Customer Service Level Standards. When we're not meeting your expectations, we'll provide context on what we're doing to close the gap. Our goal for sharing and publishing results on a monthly basis is to strengthen our working relationship with you.

*Data as of October 31, 2013*

## Single-Family Sellers/Serviceers

### Customer Service

Monthly Score  
(Six-Month View)

2013 Year-to-Date Score

Answer customer calls to  
(800)FREDDIE within a minute



89.3%

Resolve customer issues during  
first call to (800)FREDDIE

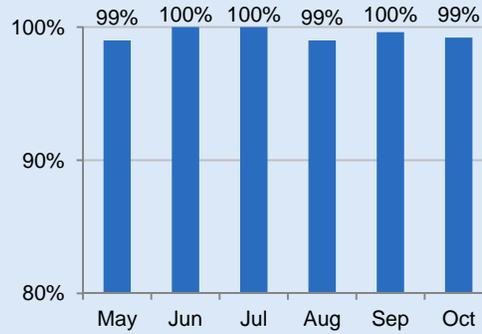


88.5%

Data as of October 31, 2013

**Billing** Monthly Score (Six-Month View) 2013 Year-to-Date Score

Issue accurate, defect-free bills to customers



99.3%

**Servicing** Monthly Score (Six-Month View) 2013 Year-to-Date Score

Approve or decline exceptions for short sales within 10 business days of receiving the request



89.4%

Approve or decline exceptions for deeds-in-lieu within 10 business days of receiving the request

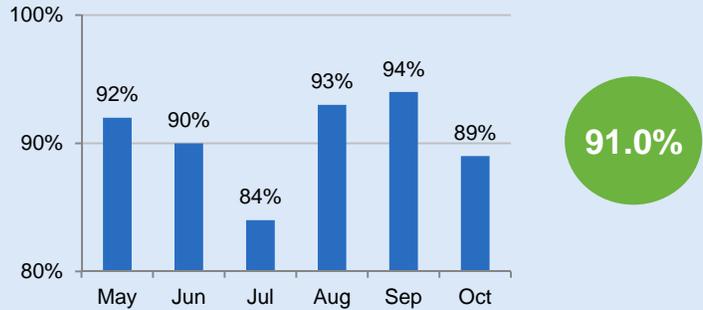


94.5%

Data as of October 31, 2013

**Quality Control** **Monthly Score (Six-Month View)** **2013 Year-to-Date Score**

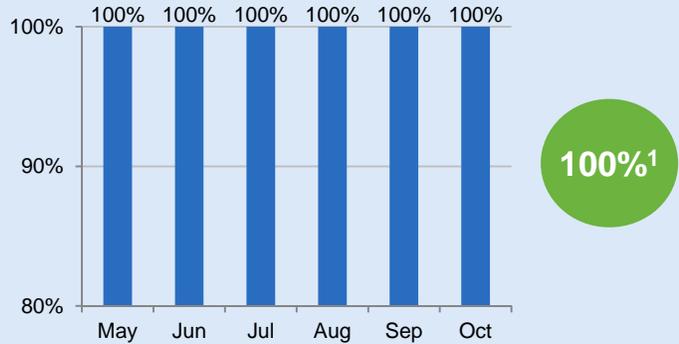
Complete quality control review of repurchase appeals within 30 days of receiving the appeal file



**Investors / Dealers**

**Securitization** **Monthly Score (Six-Month View)** **2013 Year-to-Date Score**

Respond to questions investors submit to inquiry mailbox within two business days



Respond to investor and dealer inquiries within 24 hours



<sup>1</sup> 2013 Year-to-Date Score represents February to October, 2013.

<sup>2</sup> 2013 Year-to-Date Score represents April to October, 2013.