



Single-Family  
Business Customer  
Service Level  
Standards



We make home possible®

April 2015

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. Our goal for sharing and publishing results on a monthly basis is to strengthen our working relationship with you.

*Data as of April 30, 2015*

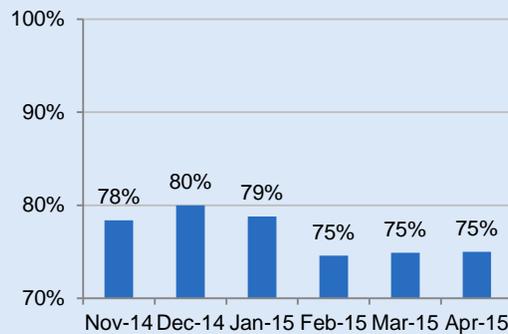
## Sellers and Servicers

### Customer Service

Monthly Score  
(Six-Month View)

2015 Year-to-Date Score

**Answer customer calls to (800)FREDDIE within 30 seconds**



**75.8 %**

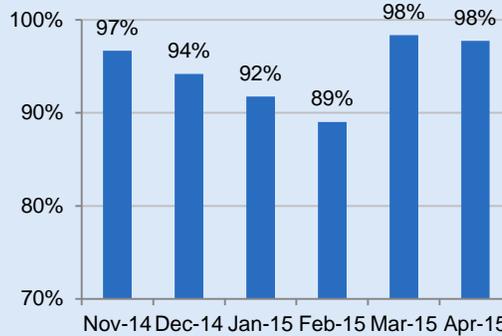
**Resolve customer issues during first call to (800)FREDDIE**



**93.5%**

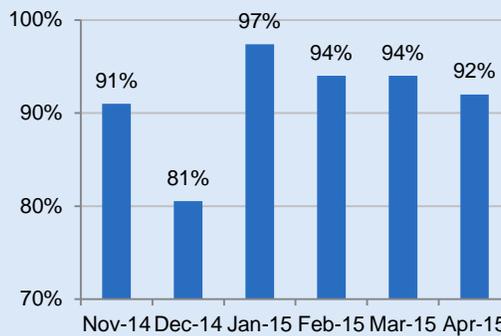
Servicing	Monthly Score (Six-Month View)	2015 Year-to-Date Score
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Approve or decline exceptions for loan modifications within 5 business days of receiving the request



94.2%

Approve or decline exceptions for deeds-in-lieu within 5 business days of receiving the request



94.4%

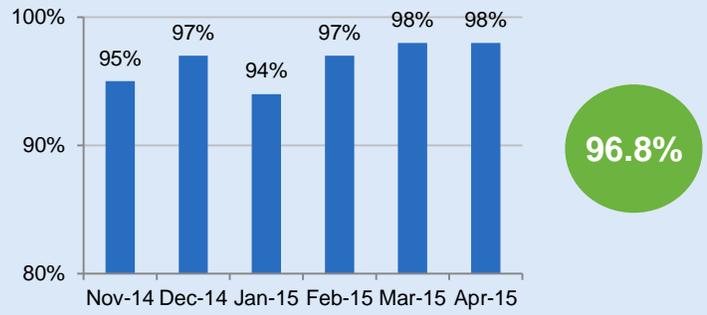
Approve or decline exceptions for short sales within 7 business days of receiving the request



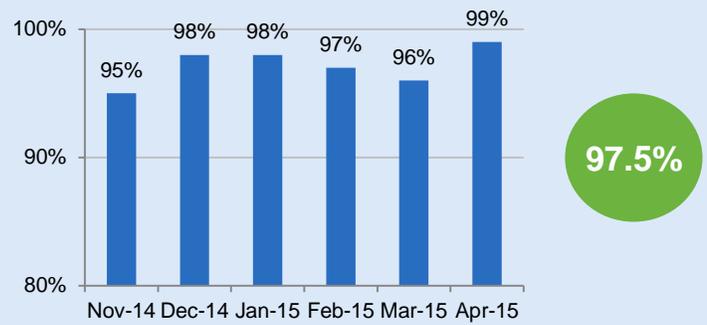
92.0%

**Quality Control** **Monthly Score (Six-Month View)** **2015 Year-to-Date Score**

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



**Complete performing loan quality control reviews within 90 days of file receipt**



## Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2015 Year-to-Date Score														
<p><b>Respond to questions investors submit to inquiry mailbox within 1 business day</b></p> <p>Given staffing constraints and increasing volumes, a slower response time to inquiries to the investor mailbox was experienced in November 2014. However, 100% of inquiries were responded to within 48 hours.</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Nov-14</td> <td>49%</td> </tr> <tr> <td>Dec-14</td> <td>100%</td> </tr> <tr> <td>Jan-15</td> <td>100%</td> </tr> <tr> <td>Feb-15</td> <td>100%</td> </tr> <tr> <td>Mar-15</td> <td>100%</td> </tr> <tr> <td>Apr-15</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Nov-14	49%	Dec-14	100%	Jan-15	100%	Feb-15	100%	Mar-15	100%	Apr-15	100%	<p>100%</p>
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