Single-Family Business Customer Service Level Standards

April 2016

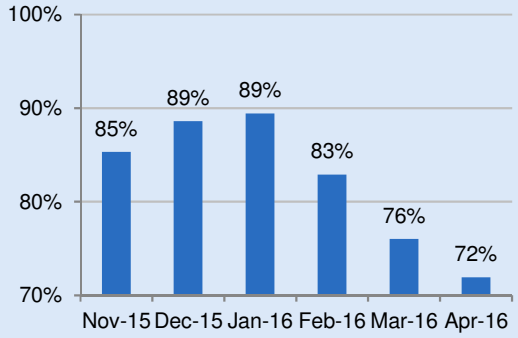
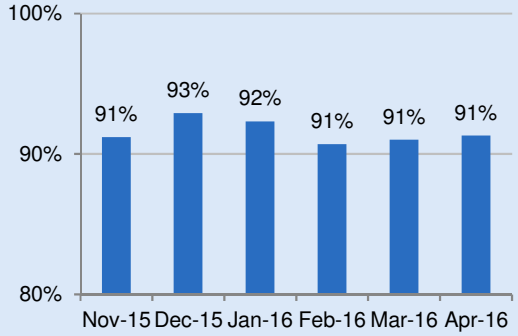
Freddie Mac

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.

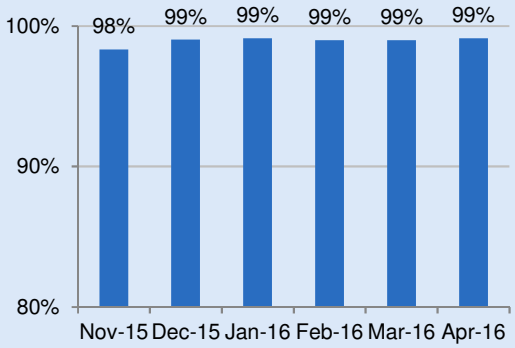
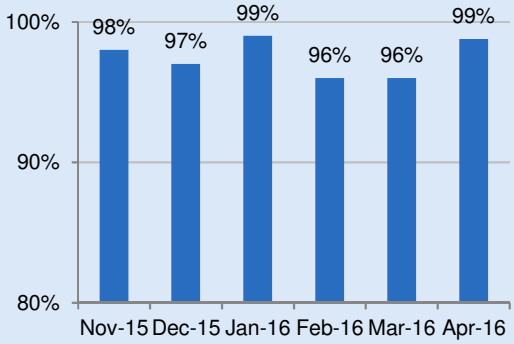
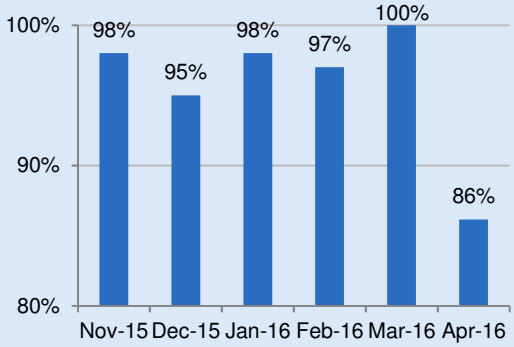
This report provides a six-month view and a year-to-date score on how we're performing related to our Customer Service Level Standards. Our goal for sharing and publishing results on a monthly basis is to strengthen our working relationship with you.

Data as of April 30, 2016

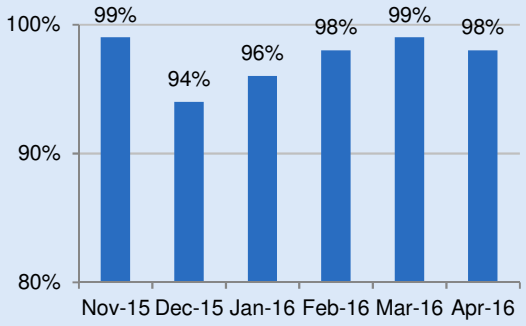
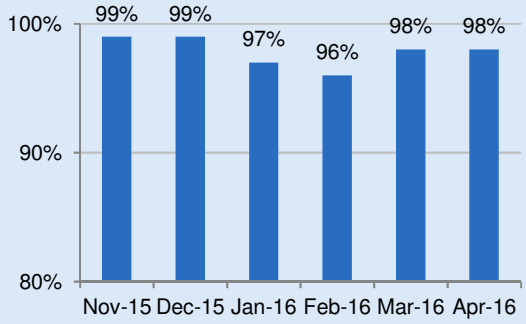
Sellers and Servicers

Customer Service	Monthly Score (Six-Month View)	2016 Year-to-Date Score
Answer customer calls to (800)FREDDIE within 20 seconds		80.1%
Resolve customer issues during first call to (800)FREDDIE		91.3%

Data as of April 30, 2016

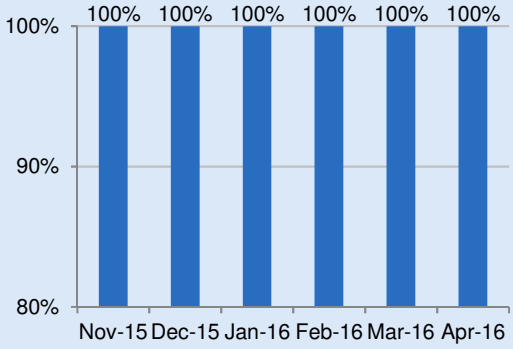
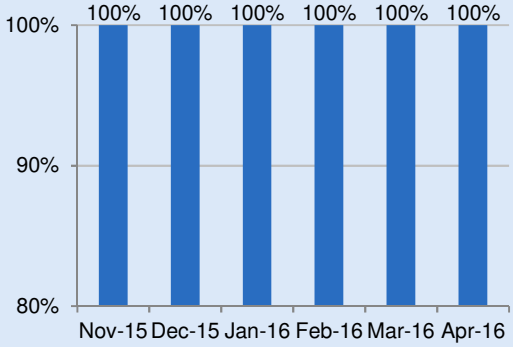
Servicing	Monthly Score (Six-Month View)	2016 Year-to-Date Score
Approve or decline exceptions for loan modifications within 5 business days of receiving the request		99.1%
Approve or decline exceptions for deeds-in-lieu within 5 business days of receiving the request		97.4%
Approve or decline exceptions for short sales within 7 business days of receiving the request		95.3%

Data as of April 30, 2016

Quality Control	Monthly Score (Six-Month View)	2016 Year-to-Date Score
Complete quality control review of repurchase appeals within 30 days of receiving the appeal letter		97.8%
Complete performing loan quality control reviews within 90 days of file receipt		97.3%

Data as of April 30, 2016

Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2016 Year-to-Date Score
Respond to questions investors submit to inquiry mailbox within 1 business day		100%
Respond to dealer and investor inquiries within 24 hours		100%