



# Single-Family Business Customer Service Level Standards

December 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 December 31, 2015*

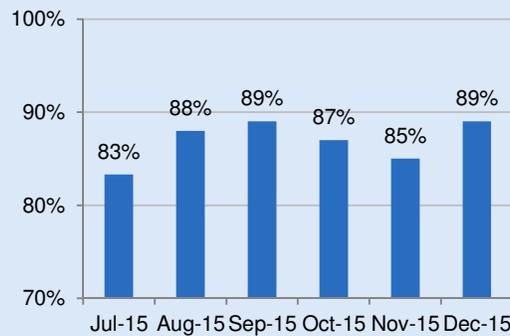
## Sellers and Servicers

### Customer Service

Monthly Score  
(Six-Month View)

2015 Year-to-Date Score

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



82.5%

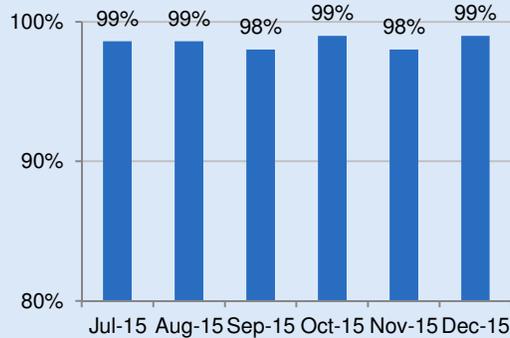
**Resolve customer issues during first call to (800)FREDDIE**



92.4%

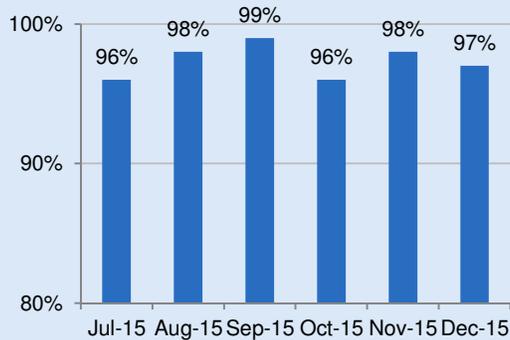
Servicing	Monthly Score (Six-Month View)	2015 Year-to-Date Score
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Approve or decline exceptions for loan modifications within 5 business days of receiving the request



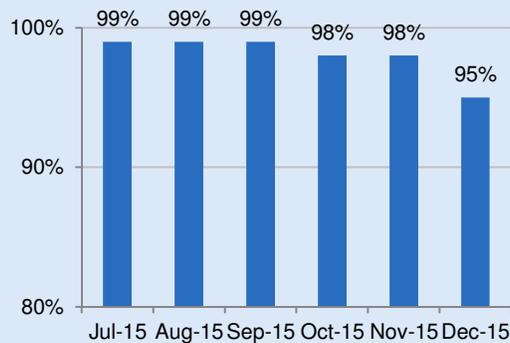
97.1%

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



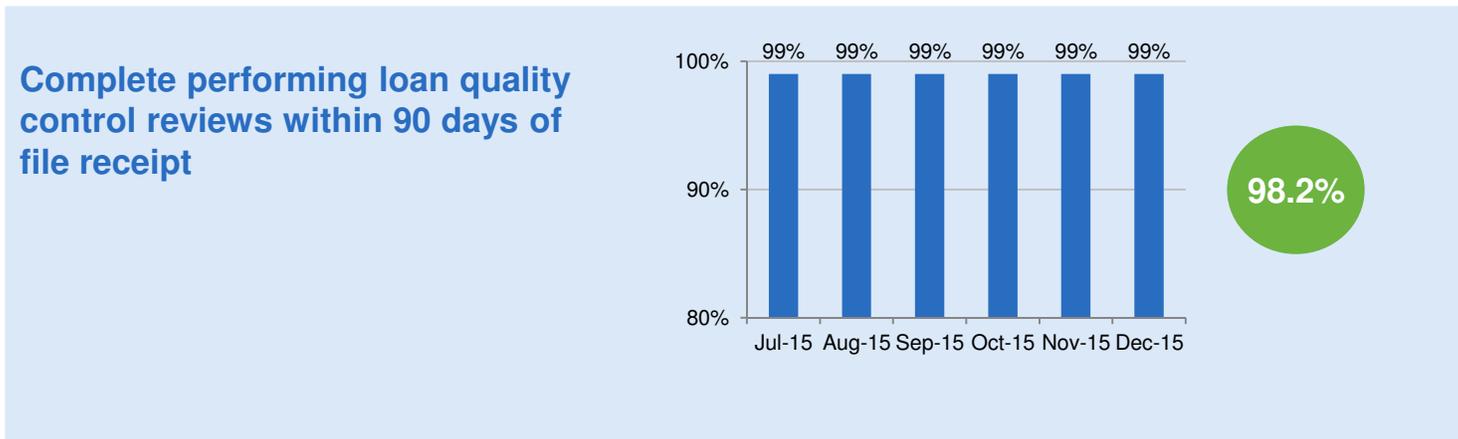
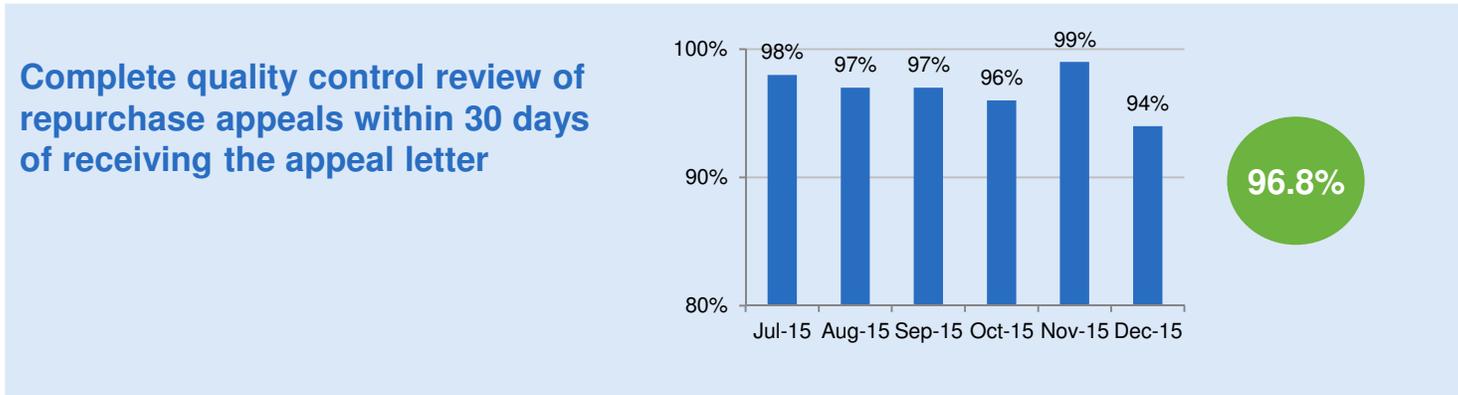
95.5%

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



95.2%

Quality Control	Monthly Score (Six-Month View)	2015 Year-to-Date Score
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Data as of December 31, 2015

## 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>	<table border="1"> <caption>Monthly Scores for Respond to questions investors submit to inquiry mailbox within 1 business day</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Jul-15</td> <td>100%</td> </tr> <tr> <td>Aug-15</td> <td>100%</td> </tr> <tr> <td>Sep-15</td> <td>100%</td> </tr> <tr> <td>Oct-15</td> <td>100%</td> </tr> <tr> <td>Nov-15</td> <td>100%</td> </tr> <tr> <td>Dec-15</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Jul-15	100%	Aug-15	100%	Sep-15	100%	Oct-15	100%	Nov-15	100%	Dec-15	100%	<p><b>100%</b></p>
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