



Single-Family  
Business Customer  
Service Level  
Standards



We make home possible®

December 2014

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 November 30, 2014

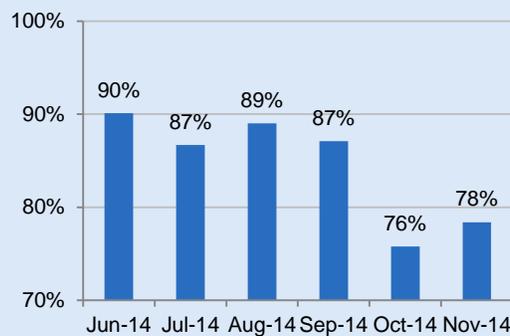
## Sellers and Servicers

### Customer Service

Monthly Score  
(Six-Month View)

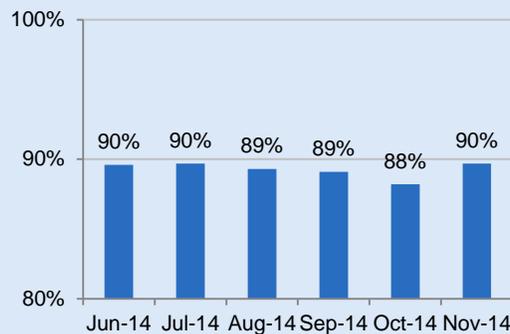
2014 Year-to-Date Score

Answer customer calls to (800)FREDDIE within 30 seconds <sup>1</sup>



85.8%

Resolve customer issues during first call to (800)FREDDIE

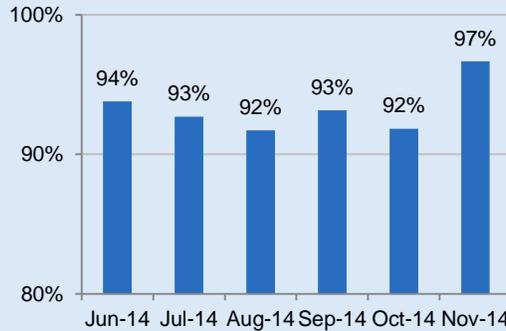


88.6%

<sup>1</sup> This Service Level Standard was raised from answering calls within 1 minute (2013) to answering calls within 30 seconds (2014).

Servicing	Monthly Score (Six-Month View)	2014 Year-to-Date Score
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Approve or decline exceptions for loan modifications within 5 business days of receiving the request <sup>2</sup>



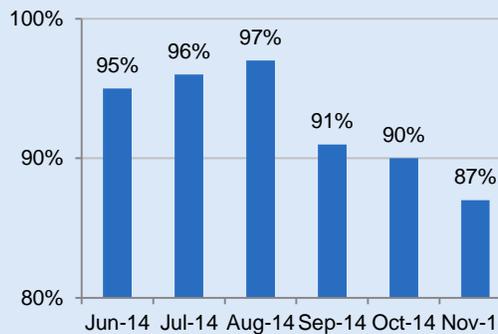
91.2%

Approve or decline exceptions for deeds-in-lieu within 5 business days of receiving the request <sup>2</sup>



91.1%

Approve or decline exceptions for short sales within 7 business days of receiving the request <sup>3</sup>

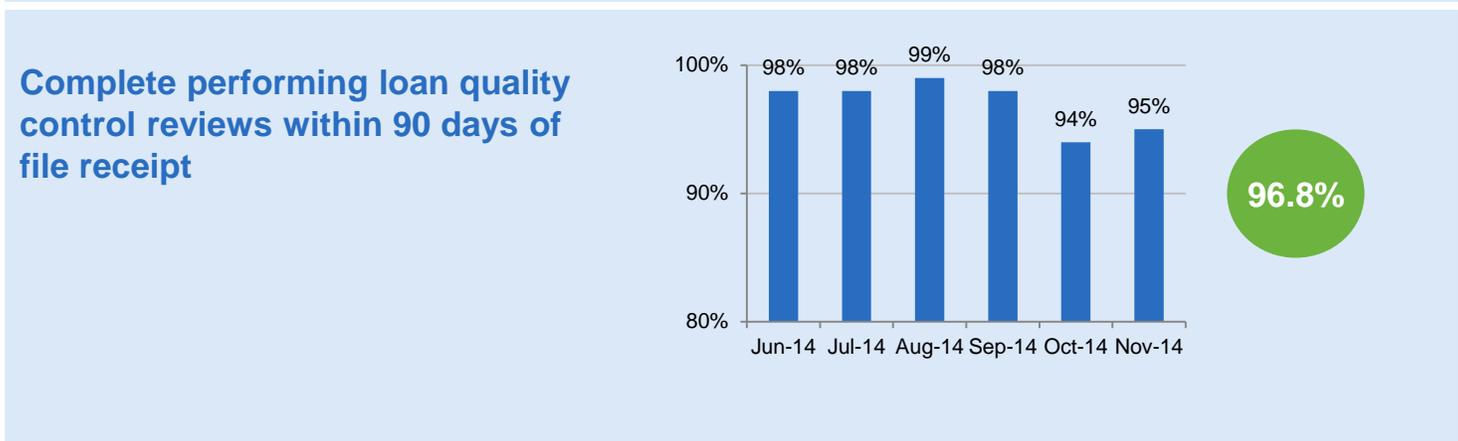
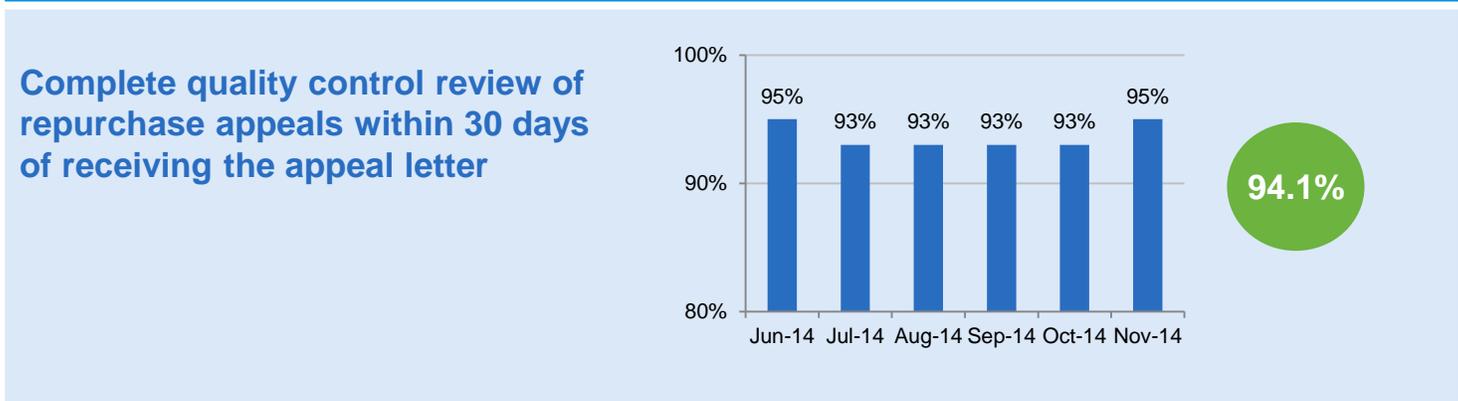


91.2%

<sup>2</sup> This Service Level Standard was raised from approving or declining exceptions for loan modifications and deeds-in-lieu within 10 business days to within 5 business days in May 2014. All prior months' data has been restated.

<sup>3</sup> This Service Level Standard was raised from approving or declining exceptions for short sales within 10 business days to within 7 business days in May 2014. All prior months' data has been restated.

Quality Control	Monthly Score (Six-Month View)	2014 Year-to-Date Score
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## Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2014 Year-to-Date Score														
<p><b>Respond to questions investors submit to inquiry mailbox within 1 business day <sup>4</sup></b></p> <p>Given staffing constraints and increasing volumes, a slower response time to inquiries to the investor mailbox was experienced. 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>Jun-14</td> <td>100%</td> </tr> <tr> <td>Jul-14</td> <td>100%</td> </tr> <tr> <td>Aug-14</td> <td>100%</td> </tr> <tr> <td>Sep-14</td> <td>100%</td> </tr> <tr> <td>Oct-14</td> <td>100%</td> </tr> <tr> <td>Nov-14</td> <td>49%</td> </tr> </tbody> </table>	Month	Score	Jun-14	100%	Jul-14	100%	Aug-14	100%	Sep-14	100%	Oct-14	100%	Nov-14	49%	<p><b>95.4%</b></p>
Month	Score															
Jun-14	100%															
Jul-14	100%															
Aug-14	100%															
Sep-14	100%															
Oct-14	100%															
Nov-14	49%															
<p><b>Respond to dealer and investor inquiries within 24 hours</b></p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Jun-14</td> <td>100%</td> </tr> <tr> <td>Jul-14</td> <td>100%</td> </tr> <tr> <td>Aug-14</td> <td>100%</td> </tr> <tr> <td>Sep-14</td> <td>100%</td> </tr> <tr> <td>Oct-14</td> <td>100%</td> </tr> <tr> <td>Nov-14</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Jun-14	100%	Jul-14	100%	Aug-14	100%	Sep-14	100%	Oct-14	100%	Nov-14	100%	<p><b>98.8%</b></p>
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<sup>4</sup> This Service Level Standard was raised from responding to investor inquiries within two business days (2013) to responding within one business day (2014).