



Single-Family Business Customer Service Level Standards

February 2016

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 February 29, 2016

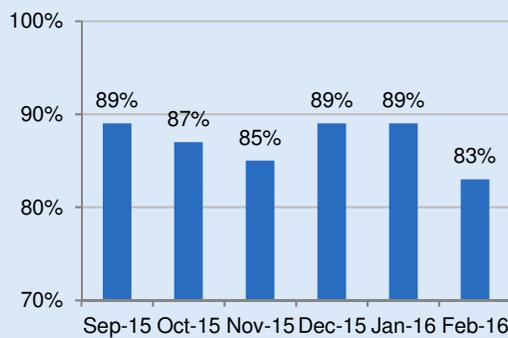
Sellers and Servicers

Customer Service

Monthly Score
(Six-Month View)

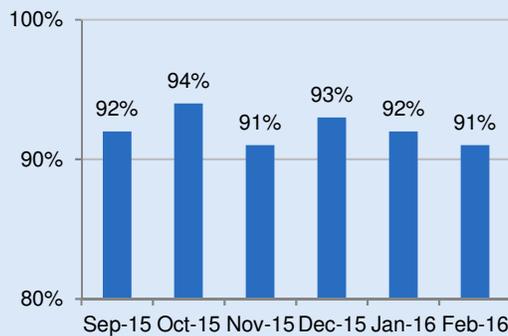
2016 Year-to-Date Score

Answer customer calls to (800)FREDDIE within 20 seconds



86.2%

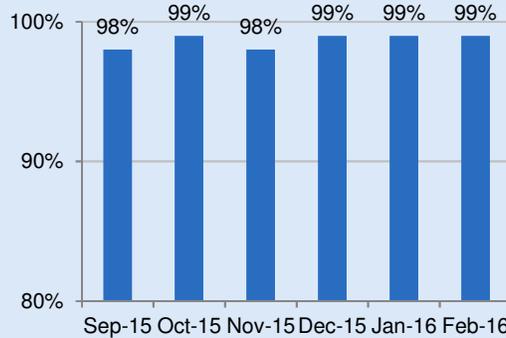
Resolve customer issues during first call to (800)FREDDIE



91.5%

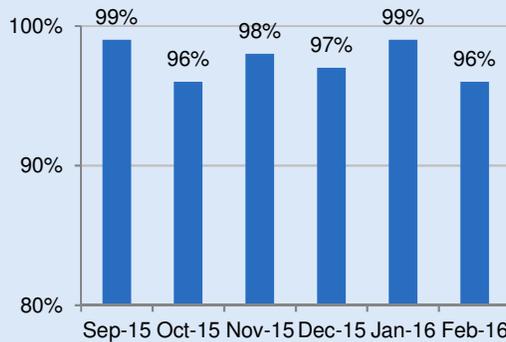
Servicing	Monthly Score (Six-Month View)	2016 Year-to-Date Score
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Approve or decline exceptions for loan modifications within 5 business days of receiving the request



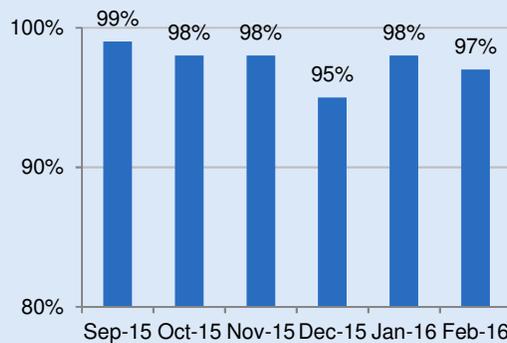
99.1%

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



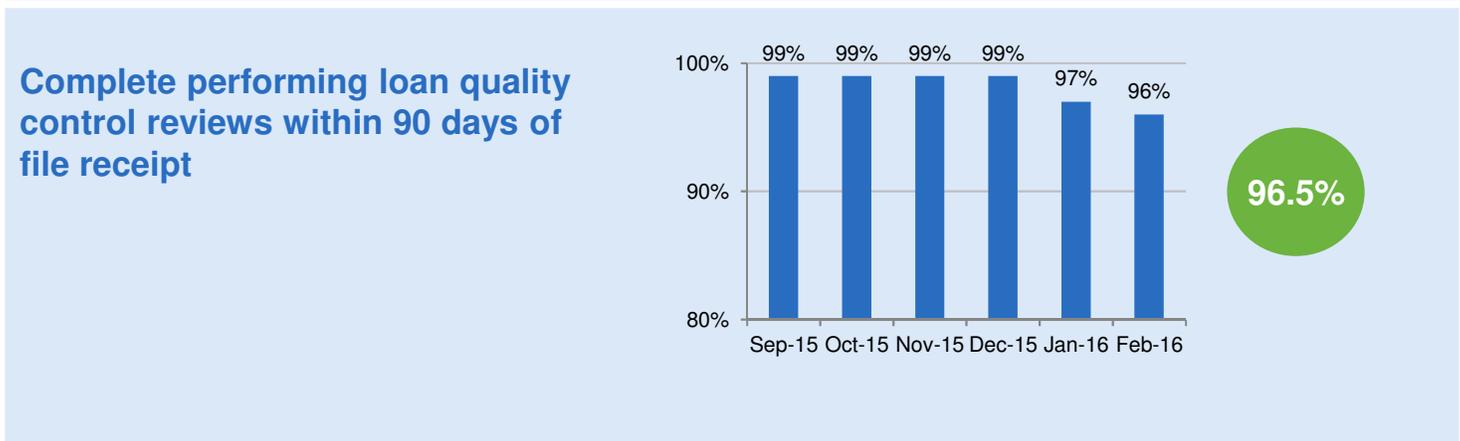
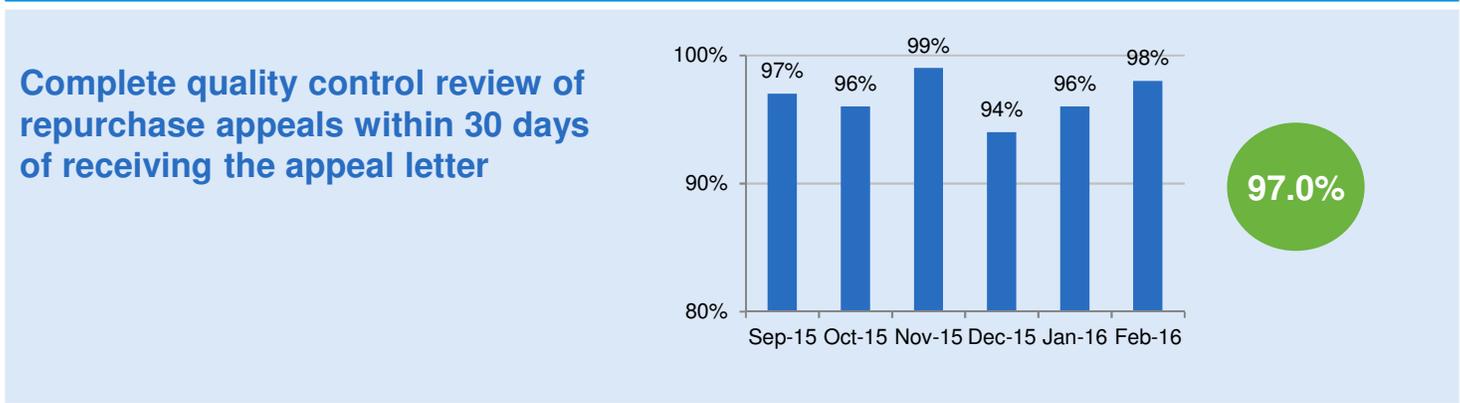
97.5%

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



97.5%

Quality Control **Monthly Score (Six-Month View)** **2016 Year-to-Date Score**



Data as of February 29, 2016

Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2016 Year-to-Date Score														
<p>Respond to questions investors submit to inquiry mailbox within 1 business day</p>	<table border="1"> <caption>Monthly Score (Six-Month View)</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <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> <tr> <td>Jan-16</td> <td>100%</td> </tr> <tr> <td>Feb-16</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Sep-15	100%	Oct-15	100%	Nov-15	100%	Dec-15	100%	Jan-16	100%	Feb-16	100%	<p>100%</p>
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<p>Respond to dealer and investor inquiries within 24 hours</p>	<table border="1"> <caption>Monthly Score (Six-Month View)</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <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> <tr> <td>Jan-16</td> <td>100%</td> </tr> <tr> <td>Feb-16</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Sep-15	100%	Oct-15	100%	Nov-15	100%	Dec-15	100%	Jan-16	100%	Feb-16	100%	<p>100%</p>
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