



Single-Family
Business Customer
Service Level
Standards



We make home possible®

January 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. When we're not meeting your expectations, we'll provide context on what we're doing to close the gap. Our goal for sharing and publishing results on a monthly basis is to strengthen our working relationship with you.

Data as of December 31, 2013

Sellers and Servicers

Customer Service

Monthly Score
(Six-Month View)

2013 Year-to-Date Score

Answer customer calls to 1-800-FREDDIE within a minute



89.7%

Resolve customer issues during first call to 1-800-FREDDIE



88.7%

Servicing **Monthly Score (Six-Month View)** **2013 Year-to-Date Score**

Approve or decline exceptions for loan modifications within 10 business days of receiving the request¹



99.5%

Approve or decline exceptions for short sales within 10 business days of receiving the request



89.3%

Approve or decline exceptions for deeds-in-lieu within 10 business days of receiving the request

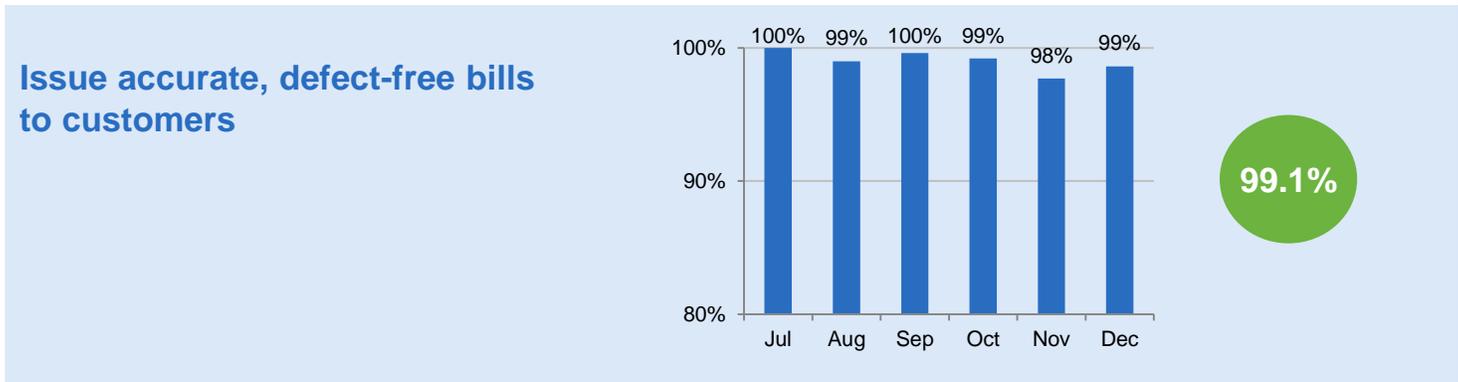


94.9%

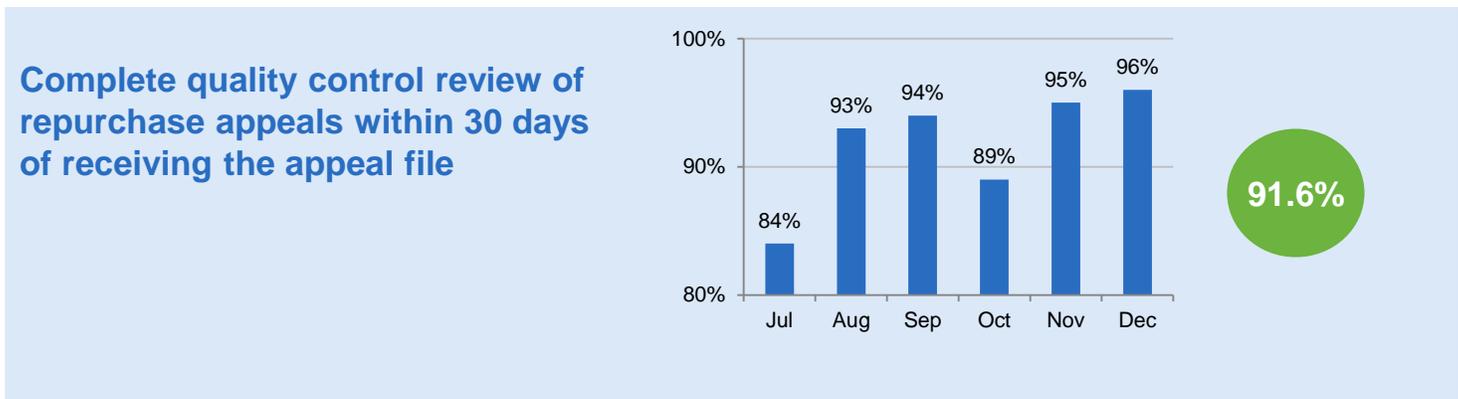
¹ Loan Modification data is only available for November and December, 2013.

Data as of December 31, 2013

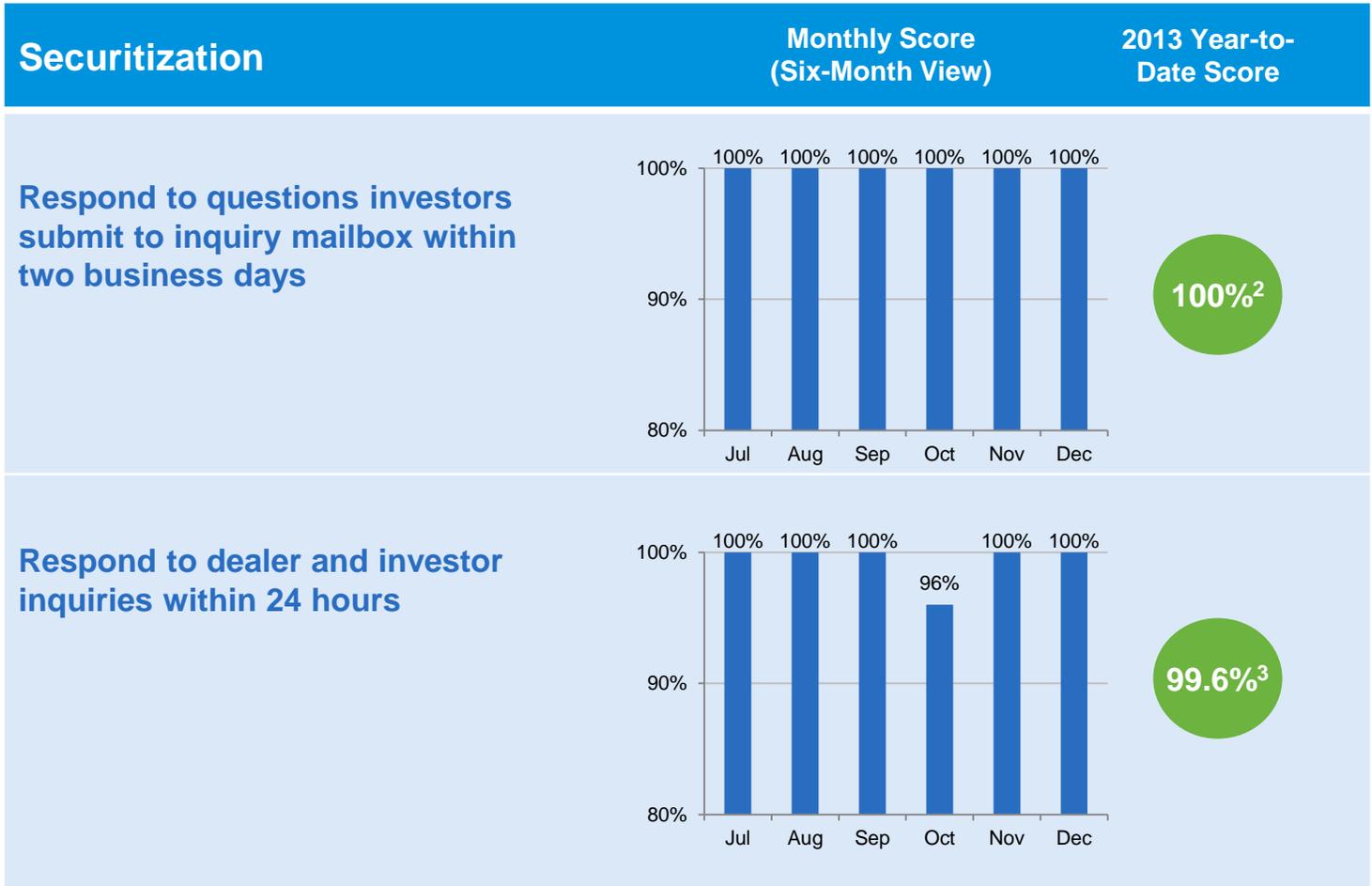
Billing	Monthly Score (Six-Month View)	2013 Year-to-Date Score
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Quality Control	Monthly Score (Six-Month View)	2013 Year-to-Date Score
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Investors and Dealers



² 2013 Year-to-Date Score represents February to December, 2013.

³ 2013 Year-to-Date Score represents April to December, 2013.