



Single-Family
Business Customer
Service Level
Standards



We make home possible®

March 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 February 28, 2014

Sellers and Servicers

Customer Service

Monthly Score
(Six-Month View)

2014 Year-to-Date Score

Answer customer calls to 1-800-FREDDIE within 30 seconds ¹



88.5%

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



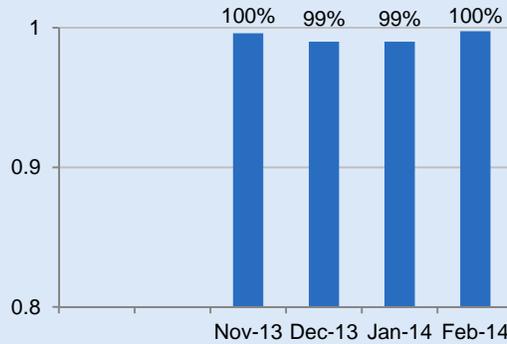
88.6%

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

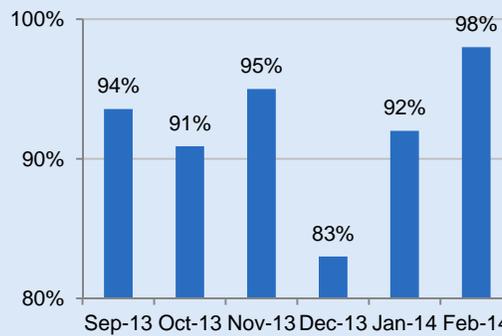
Data as of February 28, 2014

Servicing	Monthly Score (Six-Month View)	2014 Year-to-Date Score
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Approve or decline exceptions for loan modifications within 10 business days of receiving the request ²



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



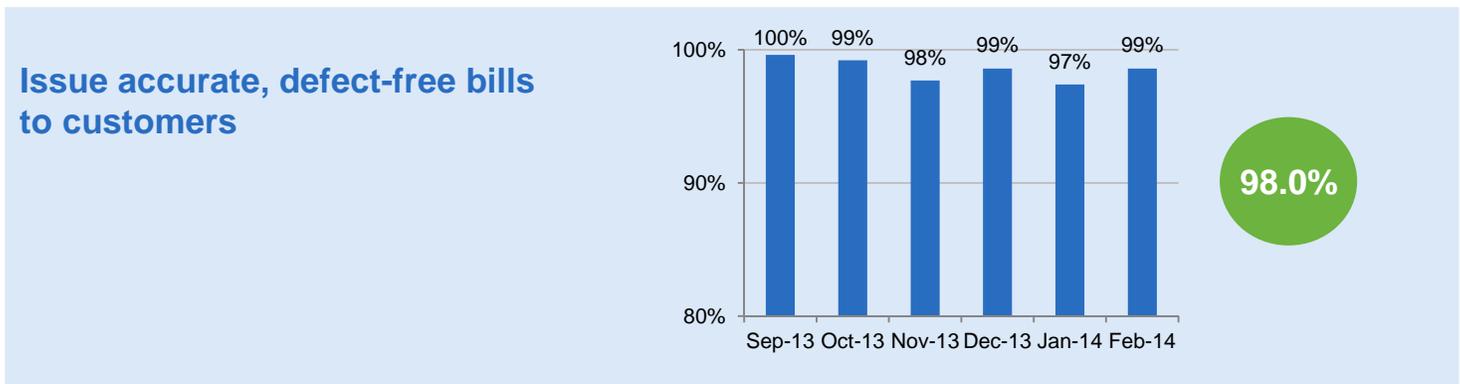
Approve or decline exceptions for deeds-in-lieu within 10 business days of receiving the request



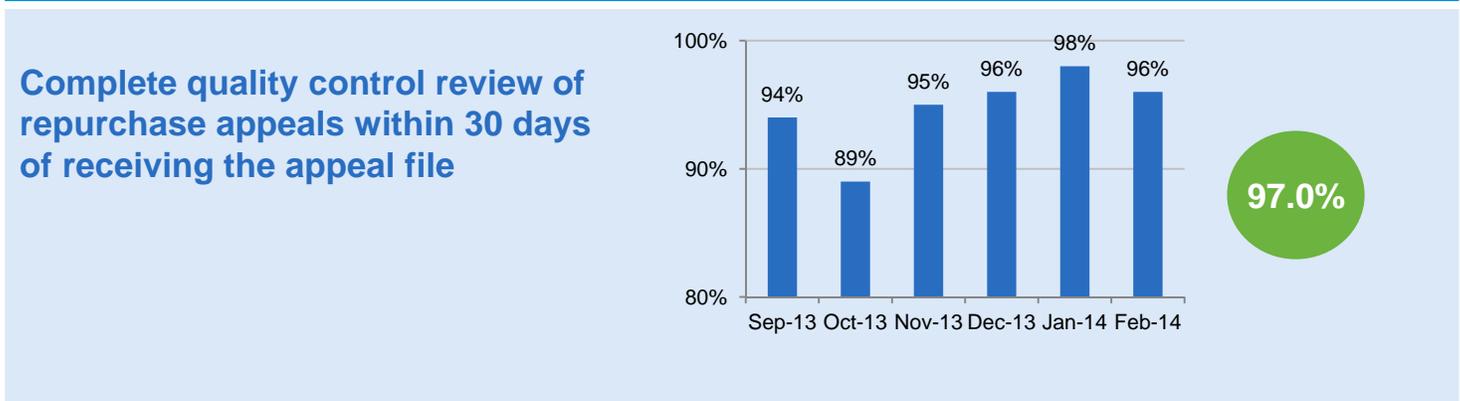
² Loan Modification data is only available from November 2013 through February 2014.

Data as of February 28, 2014

Billing	Monthly Score (Six-Month View)	2014 Year-to-Date Score
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Quality Control	Monthly Score (Six-Month View)	2014 Year-to-Date Score
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Data as of February 28, 2014

Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2014 Year-to-Date Score														
<p>Respond to questions investors submit to inquiry mailbox within one business day ³</p>	<table border="1"> <caption>Monthly Scores for Investor Inquiries</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Sep-13</td><td>100%</td></tr> <tr><td>Oct-13</td><td>100%</td></tr> <tr><td>Nov-13</td><td>100%</td></tr> <tr><td>Dec-13</td><td>100%</td></tr> <tr><td>Jan-14</td><td>100%</td></tr> <tr><td>Feb-14</td><td>100%</td></tr> </tbody> </table>	Month	Score	Sep-13	100%	Oct-13	100%	Nov-13	100%	Dec-13	100%	Jan-14	100%	Feb-14	100%	<p>100%</p>
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<p>Respond to dealer and investor inquiries within 24 hours</p>	<table border="1"> <caption>Monthly Scores for Dealer and Investor Inquiries</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>Sep-13</td><td>100%</td></tr> <tr><td>Oct-13</td><td>96%</td></tr> <tr><td>Nov-13</td><td>100%</td></tr> <tr><td>Dec-13</td><td>100%</td></tr> <tr><td>Jan-14</td><td>100%</td></tr> <tr><td>Feb-14</td><td>100%</td></tr> </tbody> </table>	Month	Score	Sep-13	100%	Oct-13	96%	Nov-13	100%	Dec-13	100%	Jan-14	100%	Feb-14	100%	<p>100%</p>
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³ This Service Level Standard was raised from responding to investor inquiries within two business days (2013) to responding within one business day (2014).