



Single-Family
Business Customer
Service Level
Standards



We make home possible®

March 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 March 31, 2015

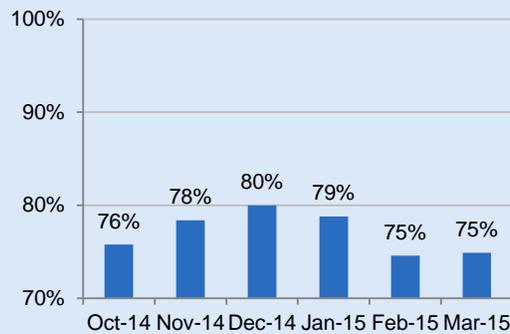
Sellers and Servicers

Customer Service

Monthly Score
(Six-Month View)

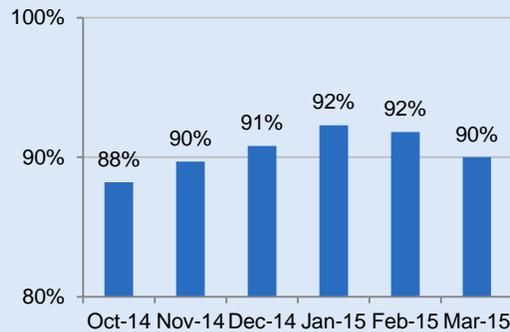
2015 Year-to-Date Score

Answer customer calls to
(800)FREDDIE within 30 seconds



76.1%

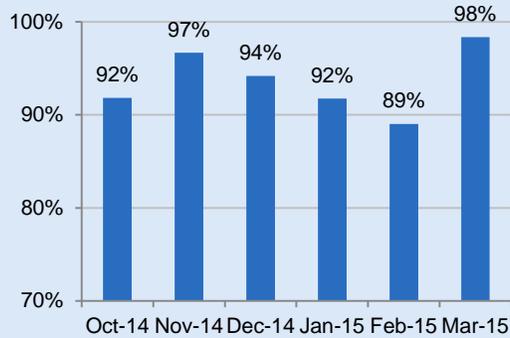
Resolve customer issues during
first call to (800)FREDDIE



91.4%

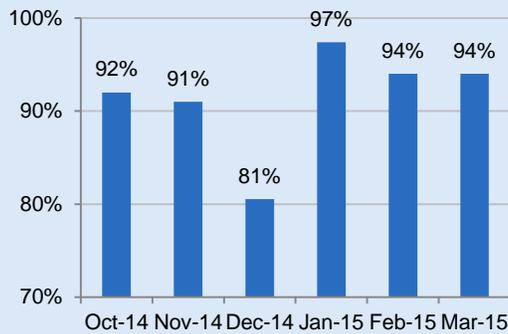
Servicing	Monthly Score (Six-Month View)	2015 Year-to-Date Score
-----------	-----------------------------------	-------------------------

Approve or decline exceptions for loan modifications within 5 business days of receiving the request



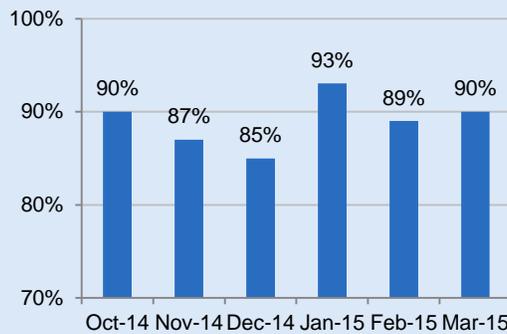
93.0%

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



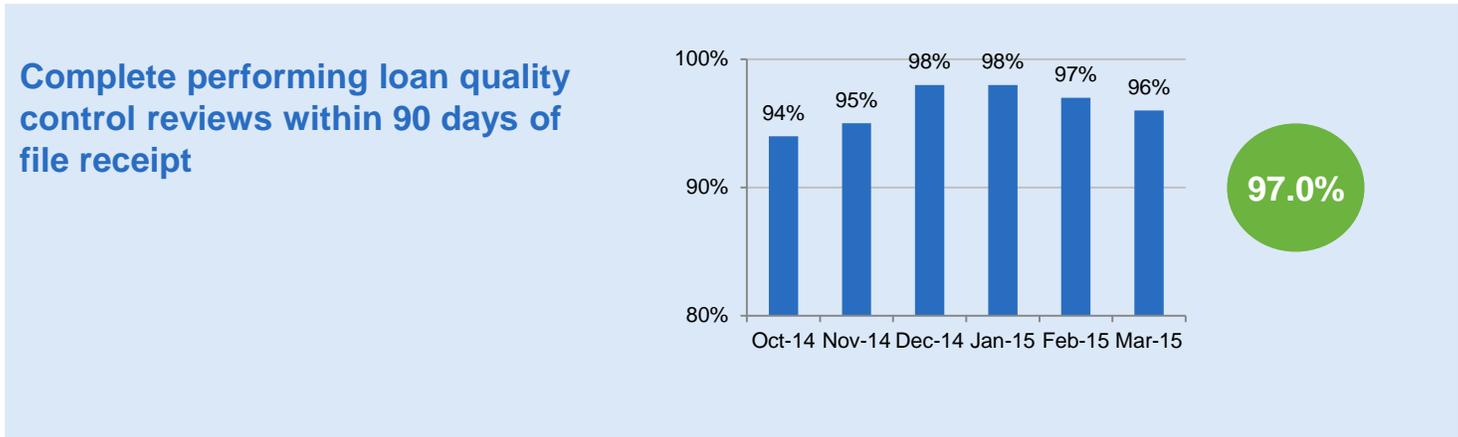
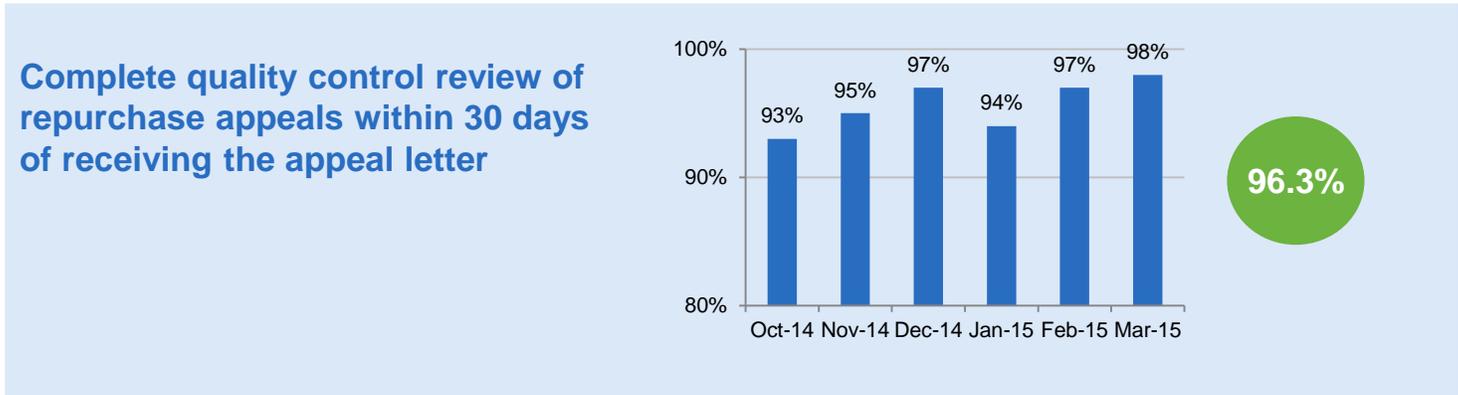
95.1%

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



90.7%

Quality Control	Monthly Score (Six-Month View)	2015 Year-to-Date Score
-----------------	-----------------------------------	-------------------------



Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2015 Year-to-Date Score														
<p>Respond to questions investors submit to inquiry mailbox within 1 business day</p> <p>Given staffing constraints and increasing volumes, a slower response time to inquiries to the investor mail box was experienced in November 2014. 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>Oct-14</td> <td>100%</td> </tr> <tr> <td>Nov-14</td> <td>49%</td> </tr> <tr> <td>Dec-14</td> <td>100%</td> </tr> <tr> <td>Jan-15</td> <td>100%</td> </tr> <tr> <td>Feb-15</td> <td>100%</td> </tr> <tr> <td>Mar-15</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Oct-14	100%	Nov-14	49%	Dec-14	100%	Jan-15	100%	Feb-15	100%	Mar-15	100%	<p>100%</p>
Month	Score															
Oct-14	100%															
Nov-14	49%															
Dec-14	100%															
Jan-15	100%															
Feb-15	100%															
Mar-15	100%															
<p>Respond to dealer and investor inquiries within 24 hours</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>Oct-14</td> <td>100%</td> </tr> <tr> <td>Nov-14</td> <td>100%</td> </tr> <tr> <td>Dec-14</td> <td>100%</td> </tr> <tr> <td>Jan-15</td> <td>100%</td> </tr> <tr> <td>Feb-15</td> <td>100%</td> </tr> <tr> <td>Mar-15</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	Oct-14	100%	Nov-14	100%	Dec-14	100%	Jan-15	100%	Feb-15	100%	Mar-15	100%	<p>100%</p>
Month	Score															
Oct-14	100%															
Nov-14	100%															
Dec-14	100%															
Jan-15	100%															
Feb-15	100%															
Mar-15	100%															