Single-Family Business Customer Service Level Standards

Freddie Mac

We make home possible®

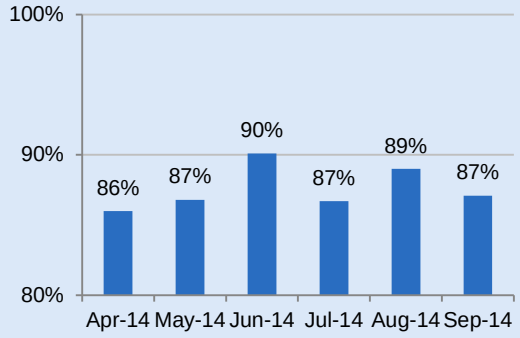
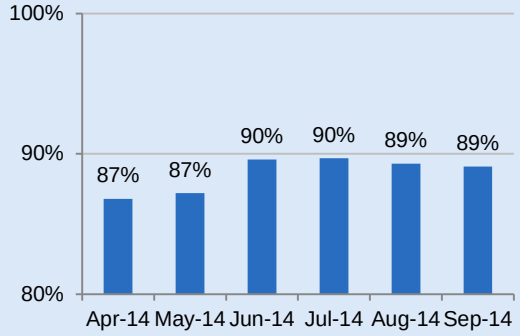
October 2014

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.

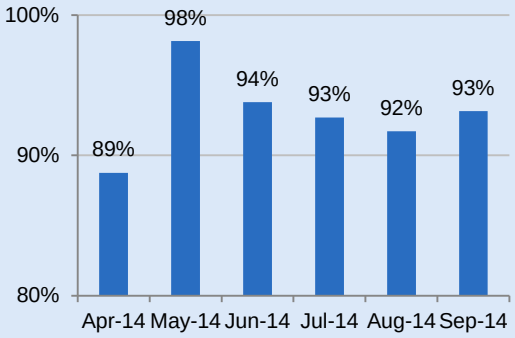
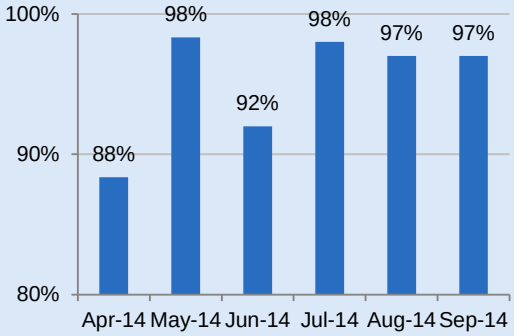
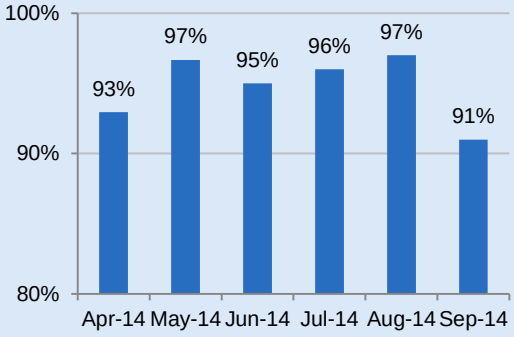
Data as of September 30, 2014

Sellers and Servicers

Customer Service	Monthly Score (Six-Month View)	2014 Year-to-Date Score
Answer customer calls to (800)FREDDIE within 30 seconds [1]		87.7%
Resolve customer issues during first call to (800)FREDDIE		88.5%

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

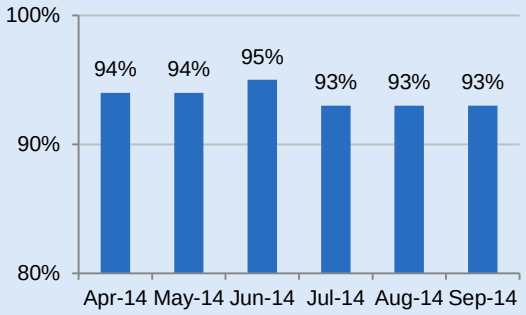
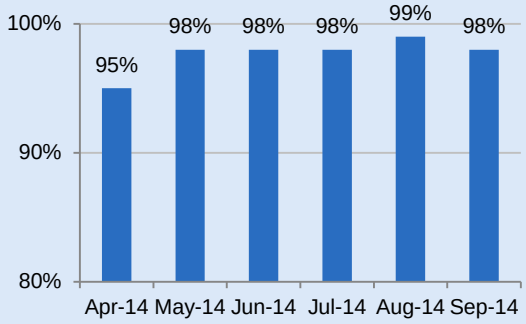
Data as of September 30, 2014

Servicing	Monthly Score (Six-Month View)	2014 Year-to-Date Score
Approve or decline exceptions for loan modifications within 5 business days of receiving the request [2]		90.6%
Approve or decline exceptions for deeds-in-lieu within 5 business days of receiving the request [2]		91.0%
Approve or decline exceptions for short sales within 7 business days of receiving the request [3]		91.8%

[2] 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.

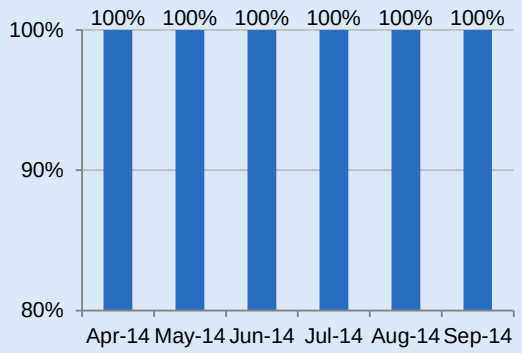
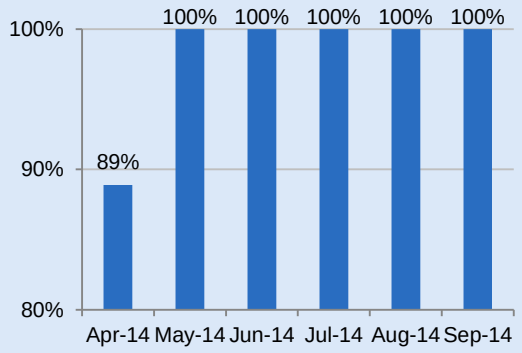
[3] This Service Level Standard was raised from approving or declining exceptions for short sales within 10 business days to within 7 business days in May 2014. All prior months' data has been restated.

Data as of September 30, 2014

Quality Control	Monthly Score (Six-Month View)	2014 Year-to-Date Score
Complete quality control review of repurchase appeals within 30 days of receiving the appeal letter		94.1%
Complete performing loan quality control reviews within 90 days of file receipt		97.3%

Data as of September 30, 2014

Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2014 Year-to-Date Score
Respond to questions investors submit to inquiry mailbox within 1 business day [4]		100%
Respond to dealer and investor inquiries within 24 hours		98.8%

[4] This Service Level Standard was raised from responding to investor inquiries within two business days (2013) to responding within one business day (2014).