



Single-Family  
Business Customer  
Service Level  
Standards



We make home possible®

October 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 October 31, 2015

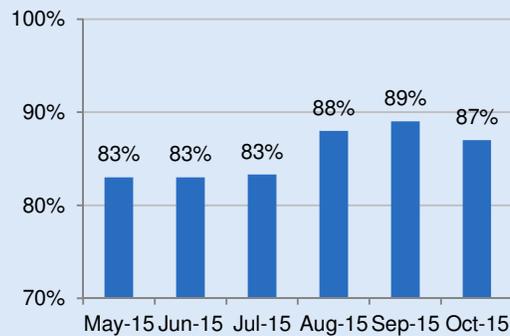
## Sellers and Servicers

### Customer Service

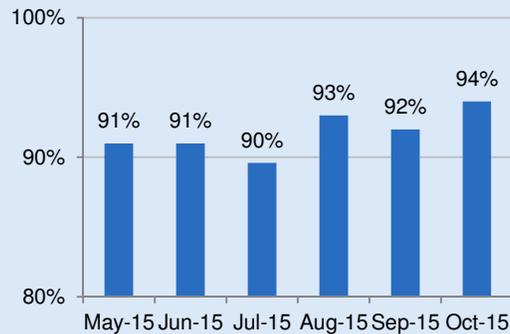
Monthly Score  
(Six-Month View)

2015 Year-to-Date Score

Answer customer calls to  
(800)FREDDIE within 30 seconds

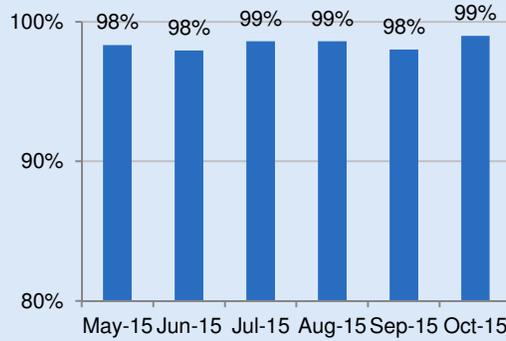


Resolve customer issues during  
first call to (800)FREDDIE



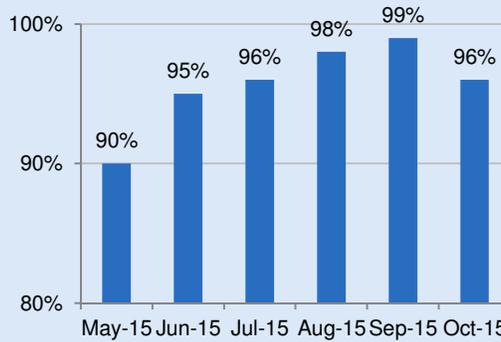
Servicing	Monthly Score (Six-Month View)	2015 Year-to-Date Score
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Approve or decline exceptions for loan modifications within 5 business days of receiving the request



96.8%

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



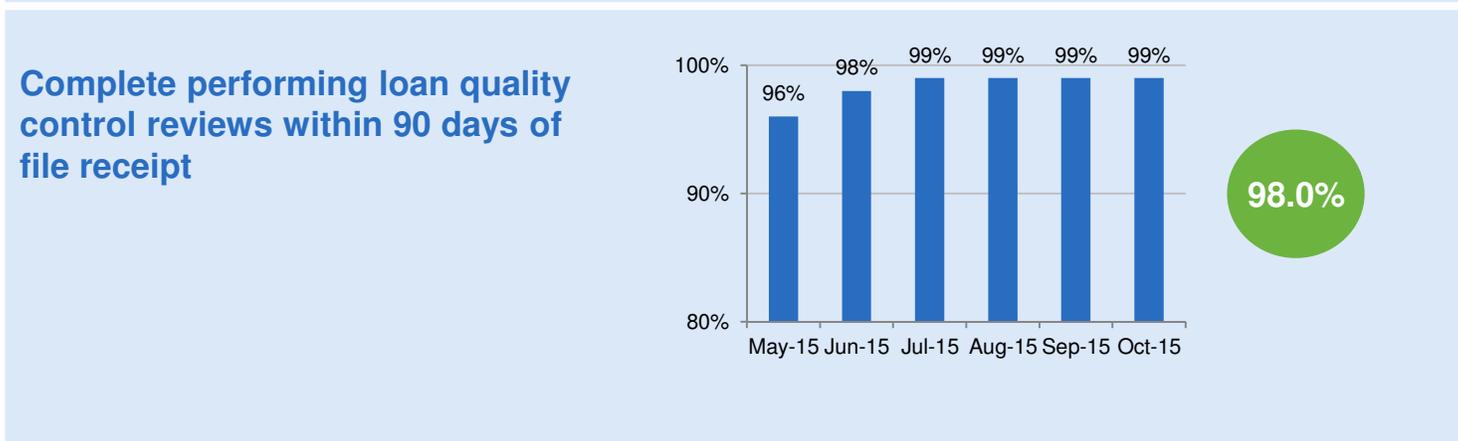
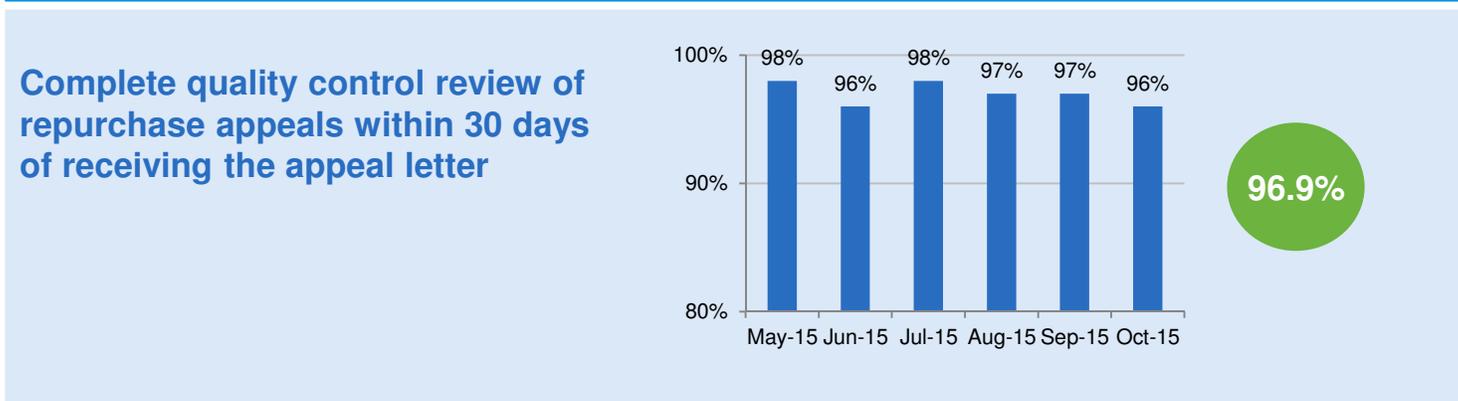
95.1%

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



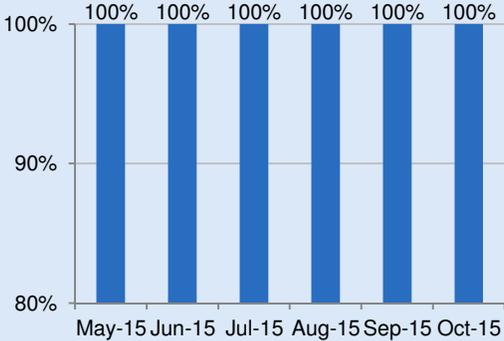
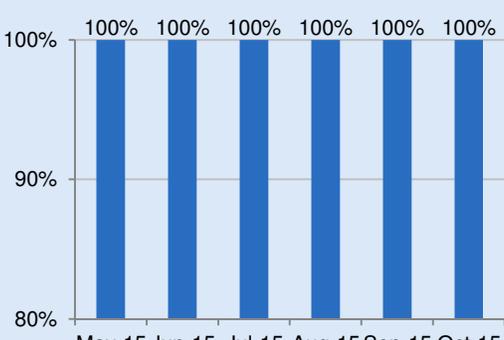
94.9%

Quality Control	Monthly Score (Six-Month View)	2015 Year-to-Date Score
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Data as of October 31, 2015

## Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2015 Year-to-Date Score														
<p><b>Respond to questions investors submit to inquiry mailbox within 1 business day</b></p>	 <table border="1"> <caption>Monthly Scores for Investor Inquiry</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr><td>May-15</td><td>100%</td></tr> <tr><td>Jun-15</td><td>100%</td></tr> <tr><td>Jul-15</td><td>100%</td></tr> <tr><td>Aug-15</td><td>100%</td></tr> <tr><td>Sep-15</td><td>100%</td></tr> <tr><td>Oct-15</td><td>100%</td></tr> </tbody> </table>	Month	Score	May-15	100%	Jun-15	100%	Jul-15	100%	Aug-15	100%	Sep-15	100%	Oct-15	100%	<p><b>100%</b></p>
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Sep-15	100%															
Oct-15	100%															
<p><b>Respond to dealer and investor inquiries within 24 hours</b></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>May-15</td><td>100%</td></tr> <tr><td>Jun-15</td><td>100%</td></tr> <tr><td>Jul-15</td><td>100%</td></tr> <tr><td>Aug-15</td><td>100%</td></tr> <tr><td>Sep-15</td><td>100%</td></tr> <tr><td>Oct-15</td><td>100%</td></tr> </tbody> </table>	Month	Score	May-15	100%	Jun-15	100%	Jul-15	100%	Aug-15	100%	Sep-15	100%	Oct-15	100%	<p><b>100%</b></p>
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