

Single-Family Business Customer Service Level Standards

October 2016

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, 2016

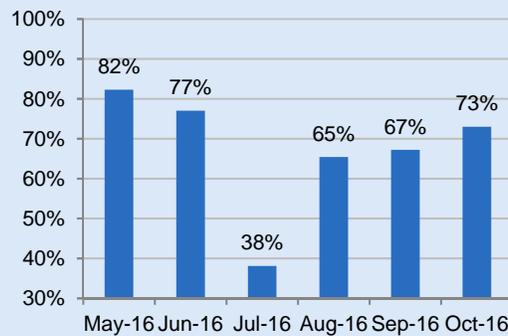
Sellers and Servicers

Customer Service

Monthly Score
(Six-Month View)

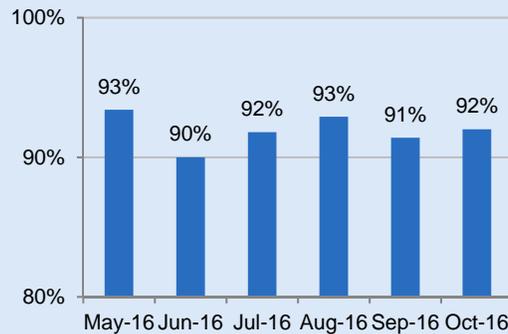
2016 Year-to-Date Score

Answer customer calls to (800)FREDDIE within 20 seconds



72.3%

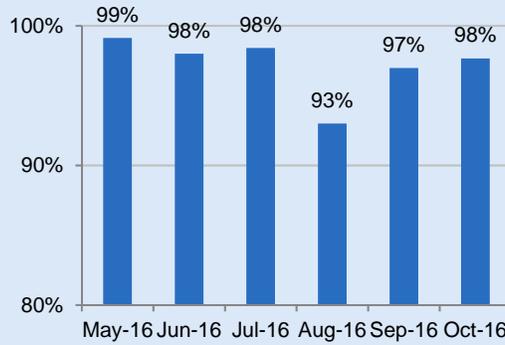
Resolve customer issues during first call to (800)FREDDIE



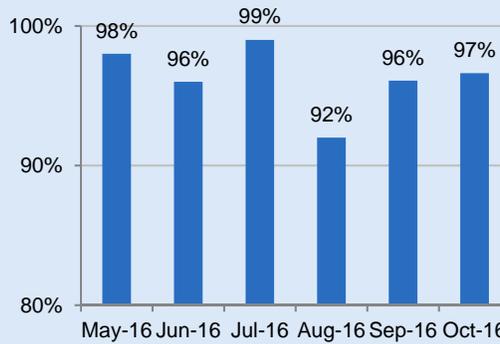
91.7%

Servicing **Monthly Score (Six-Month View)** **2016 Year-to-Date Score**

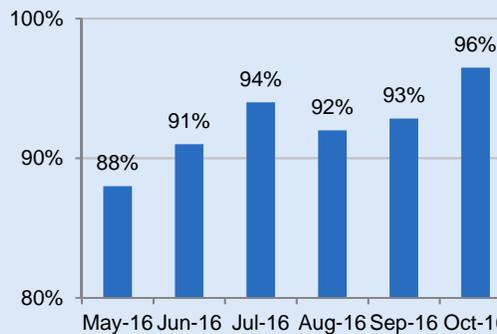
Approve or decline exceptions for loan modifications within 5 business days of receiving the request



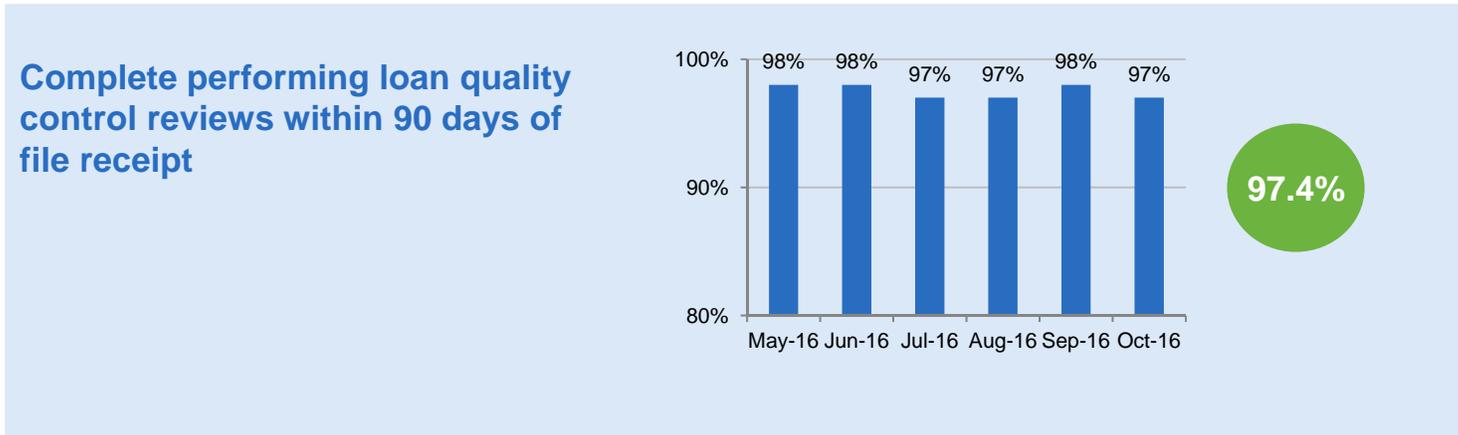
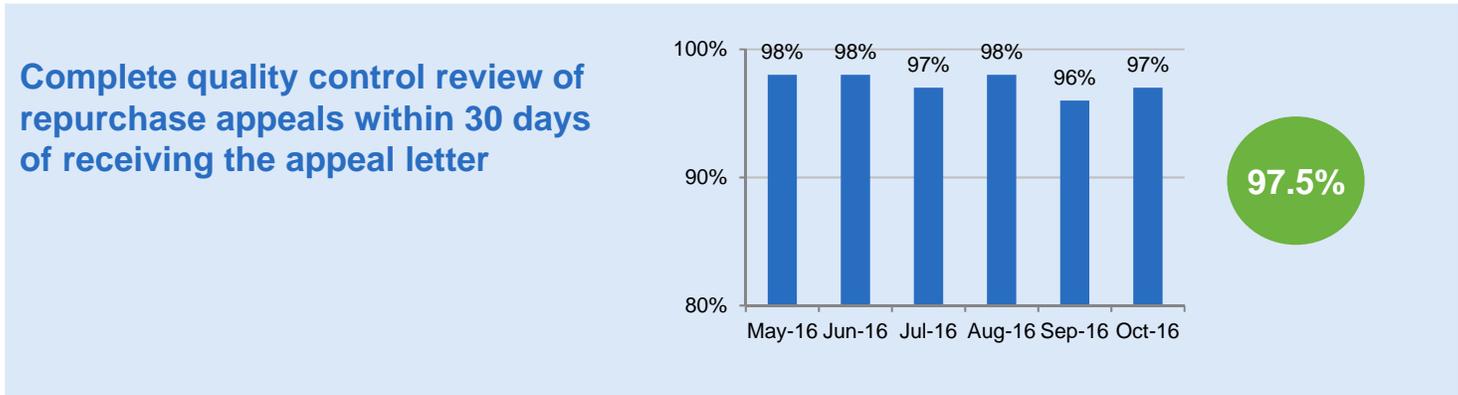
Approve or decline exceptions for deeds-in-lieu within 5 business days of receiving the request



Approve or decline exceptions for short sales within 5 business days of receiving the request



Quality Control	Monthly Score (Six-Month View)	2016 Year-to-Date Score
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Investors and Dealers

Securitization	Monthly Score (Six-Month View)	2016 Year-to-Date Score														
<p>Respond to questions investors submit to inquiry mailbox within 1 business day</p>	<table border="1"> <caption>Monthly Scores for Respond to questions investors submit to inquiry mailbox within 1 business day</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>May-16</td> <td>100%</td> </tr> <tr> <td>Jun-16</td> <td>100%</td> </tr> <tr> <td>Jul-16</td> <td>100%</td> </tr> <tr> <td>Aug-16</td> <td>100%</td> </tr> <tr> <td>Sep-16</td> <td>100%</td> </tr> <tr> <td>Oct-16</td> <td>100%</td> </tr> </tbody> </table>	Month	Score	May-16	100%	Jun-16	100%	Jul-16	100%	Aug-16	100%	Sep-16	100%	Oct-16	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 Respond to dealer and investor inquiries within 24 hours</caption> <thead> <tr> <th>Month</th> <th>Score</th> </tr> </thead> <tbody> <tr> <td>May-16</td> <td>100%</td> </tr> <tr> <td>Jun-16</td> <td>75%</td> </tr> <tr> <td>Jul-16</td> <td>100%</td> </tr> <tr> <td>Aug-16</td> <td>100%</td> </tr> <tr> <td>Sep-16</td> <td>100%</td> </tr> <tr> <td>Oct-16</td> <td>67%</td> </tr> </tbody> </table>	Month	Score	May-16	100%	Jun-16	75%	Jul-16	100%	Aug-16	100%	Sep-16	100%	Oct-16	67%	<p>94.2%</p>
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