

Freddie Mac is reimagining servicing with innovative solutions that address the servicing needs of today and tomorrow

Together, let's
**Reimagine
ServicingSM**

Vision: Reimagine Servicing

- Develop simple and flexible solutions
- Leverage modern technology for an innovative suite of applications
- Provide access to an expanded set of data
- Enhance transparency and enable real-time decisions
- Offer fully integrated tools at minimal cost to Servicers

Transform the
Client Experience

Reduced Expenses

Streamlined
Processes

Executive Team

Executive Sponsors

Kevin Palmer

SVP Single-Family
Portfolio Management



Andy Higginbotham

SVP Chief Operating
Officer



Business Drivers

Yvette Gilmore

VP Servicer Relationship
& Performance
Management



Ken Burke

VP Servicing Operations



And now we're looking ahead at focused client solutions to provide ...



Streamlined operations



Reduced costs



Innovative technology applications



**A single access /
user-friendly portal**

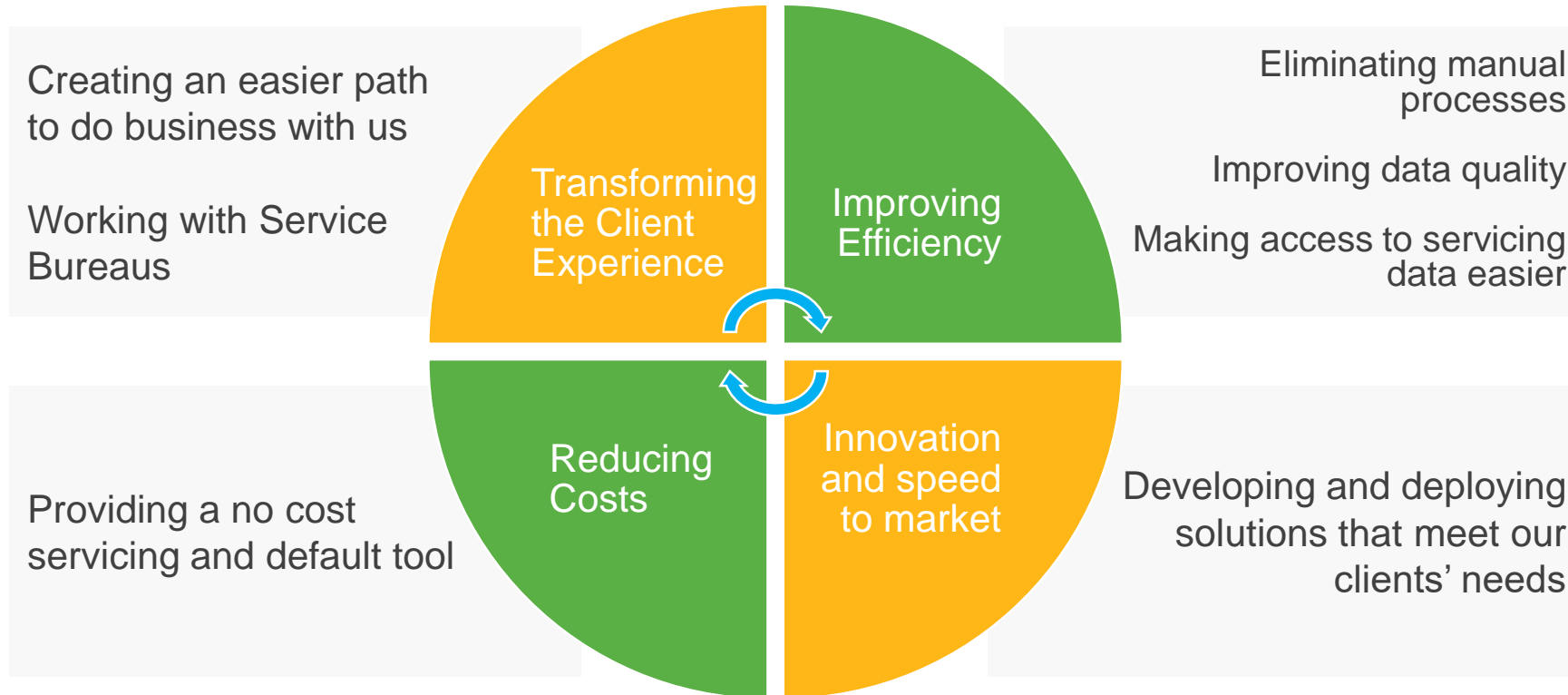


**Action and investment
based on feedback**



**Improved client
communications**

We're committed to developing solutions that transform the servicing life cycle



Improving the experience for servicing Freddie Mac loans ...

Imagine changing the servicing landscape...

Transforming
Loss Mitigation



Loss
mitigation &
Electronic
Default
Reporting

Better servicing
performance



Freddie Mac
SHARPSM,
Loan Status
Manager,
TitleSense

Revolutionized
tools



Single sign on
portal for
servicing tools

An infrastructure
that brings
speed to market



Information
technology

Data that
powers your
business



Data
workstream

Automation
that lowers
costs



Expense
reimbursement

Simplifying your
process



Elimination
of REO
responsibilities,
Property
inspection &
registration

Client Engagement

Listen,
consume recommendations,
and take action

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