

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

Together, let's  
**Reimagine  
Servicing<sup>SM</sup>**

# 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**

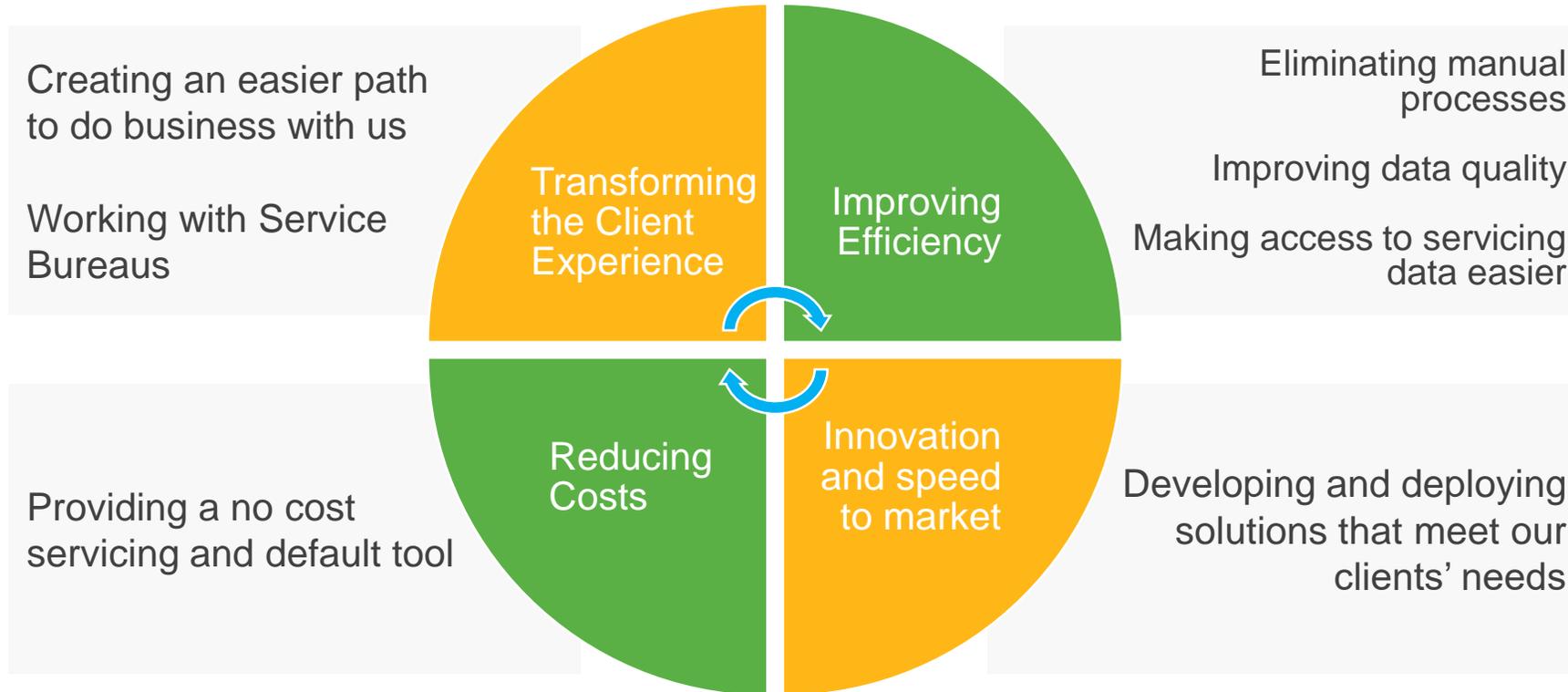


**Action and investment based on feedback**



**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 SHARP<sup>SM</sup>, 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

Together, let's  
**Reimagine  
Servicing**<sup>SM</sup>