ervicer #1 Exhibit C								
FREDDIE MAC SERVICER DILIGENCE QUESTIONS SALE OF NON/RE-PERFORMING SINGLE FAMILY MORTGAGE LOANS								
Bidder Legal Entity Name: Preparation Date:								
Servicer Legal Entity Name: Data as of Date:								
All prospective Bidders must complete, or h	ave their Servicer	s complete,	this entire questi	onnaire unle	ess the secti	on states oth	erwise.	
		Capa	city / Product /	Investor				
Is your firm an approved Seller (Originator) / Servicer by:							
Investor	# Yea	rs Serviced	Seller/Originator		vicer? //N)		Commen	ts
GNMA								
FNMA FHLMC								
FHA								
VA								
Rural Housing HAMP - SPA								
HAMP - GSE								
17.00	II.		l		1			
 1a. Does your firm service loans in all 50 states, all US territories and does your firm have the required local, state, and federal licenses as required to service the loans? YESNO If not, please explain: 1b. Is your firm compliant with all applicable law and regulations? YESNO 2. Current Servicing Volume 2a. Primary Servicing 								
Investor Breakdown	Loan Count	UPB	Total D	30-D60	Total SDQ	(D90+)	Com	nments
FHLMC								
FNMA								
GNMA Private Investors					4			
RMBS			_					
Others?				¥ 7				
Whole Loans / HFI								
HAMP - SPA								
HAMP - GSE		_						
Other - please describe Total				$\overline{}$				
2b. Subservicing					ı	•		
Investor Breakdown	Loan Count	UPB	Total D	30-D60	Total SDQ	(D90+)	Con	nments
FHLMC FNMA					+			
GNMA			· ·					
Private Investors								
RMBS								
Others?								
Whole Loans / HFI HAMP - SPA								
HAMP - GSE								
Other - please describe								
Total								
2c. What is the name of the current servicing platform (system) your firm utilizes?								
			Staffing / Train	ing				
3. What is your firm's overall Staffing Break								
Staffing Matrice		ar Prior		Surrent Non Dof				
Staffing Metrics	Default	Non Def.	Defauli	Non Def.	7			
Total Staff Open Positions			╡		1			
% employees < 1 year tenure			1 -		†			
Average length industry experience (managers)								
Average company tenure (managers)			┨		4			
Average company tenure (non managers) Turnover % total (annualized)			┨		+			

Staffing Metrics	Default	Non Def.
Total Staff		
Open Positions		
% employees < 1 year tenure		
Average length industry experience (managers)		
Average company tenure (managers)		
Average company tenure (non managers)		
Turnover % total (annualized)		
<u> </u>		

4. How many employees does your firm expect to hire to support this portfolio, and what is the associated timeline and space plans?

Employee New Hires	Number	Timeline	Location
Default			
Non Default			

4b. If your firm doesn't expect to need additional employees to support this portfolio, please explain how your firm plans to manage the additional assets?

FREDDIE MAC SERVICER DILIGENCE QUESTIONS SALE OF NON/RE-PERFORMING SINGLE FAMILY MORTGAGE LOANS							
Bidder Legal Entity Name:			Preparation Date:				
Servicer Legal Entity Name:			Data as of Date:				
All prospective Bidders must complete, or ha	ave their Servicers complete, this entire q	uestionnaire unless the sec	ction states otherwise.				
	Acquisition E						
5. What were the two largest loan transfers y	our firm recently completed?						
Transfer #1 Loan Count	Input Responses Below		}				
Product Platform							
Date Delinquency Rate							
Transfer #2	Input Responses Below		1				
Loan Count Product	Imput Responses below						
Platform							
Date Delinquency Rate							
5b. Did any of the above transfers include in-	flight modifications, loans in foreclosure, c	or loans with litigation?					
5c. Are you capable of receiving E-note? If so	o, who is your e-note vault provider?						
YESNO 5d. Are you a member of the MERS System?							
YESNO 5e. If you are a member of the MERS System,	, then will you accept assignment of the mo	ortgages via MERS or will yo	u require that MERS mortgage	s be de-registered?			
YESNO							
	Customer	Impacts					
6. In the table below, provide your firm's expe	erience in the past two years for the followi	ing loan level asset manager	ment disposition for NPL loans	:			
Asset Management "Waterfall" Reinstatement of Borrower (to performing loan)	Loan Count UPB %	SDQ (D90+) Comment	ts				
HAMP Modification - SPA HAMP Modification - GSE							
Proprietary Modification HARP							
Market Refinance							
Hardest Hit Fund Short Sale							
Deed-in-Lieu Foreclosure							
7. Please provide or attach a high level description of your firm's loss mitigation process/waterfall, including earliest collection activities with borrowers.							
The state of a tradition in the description of your minutes of the state of the sta							
8. Please detail any special collection strategies, e.g. overnight mail delivery, door knocks, enhanced skip tracing, etc.							
How does your firm ensure receipt of suffice short sale, DIL, foreclosure, forbearance?	cient information regarding loans in any st	ate of loss mitigation at the t	time of transfer e.g. trial or per	manent modifications,			
Does your firm leverage any special servi loans (180 + days delinquent), high foreclosur describe any collaboration with community are community as a service of the community are constant.	re rates and or high vacancy rates? If yes,						

FREDDIE MAC SERVICER DILIGENCE QUESTIONS SALE OF NON/RE-PERFORMING SINGLE FAMILY MORTGAGE LOANS
Bidder Legal Entity Name: Preparation Date:
Servicer Legal Entity Name: Data as of Date:
All prospective Bidders must complete, or have their Servicers complete, this entire questionnaire unless the section states otherwise.
Existing Seller/Servicer
11. Is your firm already an approved Freddie Mac seller/servicer? YESNO If you have an application in process, please explain:
Only servicers that are not a Freddie Mac approved Servicer need to complete the section below. Existing Freddie Mac approved Servicers do not.
Non-Existing Freddie Mac Approved Servicer
12. Do you have a business continuity plan in place? How often do you test the plan? When was the last test completed and what were the results?
13. Provide a high level overview of your internal QC process
14. What payment methods are available to borrowers?
15. What are you call center hours of operations?
 16. Does your call center support non-English speaking borrowers? YESNO If no, why not? Does your firm plan to include this soon? 17. Describe your credit bureau reporting policies, including exclusions and dispute resolution. What is the average timeframe for dispute resolution?
18. Are any manned customer service calls outsourced? Off-Shore?
19. At what stage of delinquency do you offer the borrower loss mitigation alternatives? What type of borrower solicitation packages are offered and when in the process?
20. How do you track borrower response packages and monitor them for completeness?
21. When are loans referred to foreclosure?
22. What is the loan review process before referring to foreclosure?
23. Describe your bankruptcy monitoring process

FREDDIE MAC SERVICER DILIGENCE QUESTIONS							
SALE OF NON/RE-PERFORMING SINGLE FAMILY MORTGAGE LOANS							
Bidder Legal Entity Name		Preparation Date:					
Servicer Legal Entity Name	:				Data as of I	Date:	
All prospective Bidders must con	mplete, or have their				ion states otherwise.		
		Сар	pacity / Product / In	vestor			
Is your firm an approved Selle	r (Originator) / Service						
Investor GNMA		# Years Serviced	d Seller/Originator?	Servicer?	(Comments	
FNMA FHLMC							
FHA							
VA Rural Housing		 					
HAMP - SPA						_	
HAMP - GSE							
 1a. Does your firm service loans in all 50 states, all US territories and does your firm have the required local, state, and federal licenses as required to service the loans? YESNO If not, please explain: 1b. Is your firm compliant with all applicable law and regulations? YESNO 							
Current Servicing Volume 2a. Primary Servicing							
Investor Breakdown	Loan Cou	unt UPB	Total D30	-D60 Total SDQ	(D90+)	Comments	
FHLMC FNMA							
GNMA Private Investors							
RMBS							
Others? Whole Loans / HFI							
HAMP - SPA							
HAMP - GSE							
Other - please describe Total							
2b. Subservicing Investor Breakdown FHLMC FNMA	Loan Cou	unt UPB	Total D30	-D60 Total SDQ	(D90+)	Comments	
GNMA							
Private Investors RMBS							
Others?							
Whole Loans / HFI							
HAMP - SPA HAMP - GSE							
Other - please describe							
Total 2c. What is the name of the curre	ent servicing platform	svstem) vour firm	utilizes?				
			Staffing / Training	g			
3. What is your firm's overall Sta	affing Breakdown?						
Staffing Metrics		Year Prior Default Non De		rent Non Def.			
Total Staff		T TON BOIL	n. Boldak	TVOIT BOIL			
Open Positions			┦ ──				
% employees < 1 year tenure							
Average length industry experience		<u> </u>					
Average company tenure (manager: Average company tenure (non manager)		 	-				
Turnover % total (annualized)	ageray						
4. How many employees does yo	our firm expect to hire	to support this por	rtfolio, and what is the	associated timeline a	nd space plans?		
Employee New Hires	Number	Timeline	Location				
Default Non Default		 					
				1.1.1		***	
4b. If your firm doesn't expect to	need additional emplo	yees to support th	nis portfolio, please exp	plain how your firm p	lans to manage the add	itional assets?	

FREDDIE MAC							
SALE OF	SERVICER DILIGENO NON/RE-PERFORMING SING		ıs				
Bidder Legal Entity Name:			Preparation Date:				
Servicer Legal Entity Name:			Data as of Date:				
All prospective Bidders must complete, or have their	Servicers complete, this entire que	stionnaire unless the section states	s otherwise.				
	Acquisition Exp	perience					
5. What were the two largest loan transfers your firm r	ecently completed?						
Transfer #1 Loan Count	Input Responses Below						
Product Platform							
Date Delinquency Rate							
Transfer #2	Input Responses Below						
Loan Count Product							
Platform Date							
Delinquency Rate							
5b. Did any of the above transfers include in-flight mod	difications, loans in foreclosure, or lo	oans with litigation?					
5c. Are you capable of receiving E-note? If so, who is YESNO	your e-note vault provider?						
5d. Are you a member of the MERS System? YESNO							
5e. If you are a member of the MERS System, then will YESNO	you accept assignment of the morto	gages via MERS or will you require t	hat MERS mortgages be de-registered?				
	Customer Im	pacts					
6. In the table below, provide your firm's experience in			sition for NPL loans:				
Asset Management "Waterfall" Loan Cou Reinstatement of Borrower (to performing loan)	unt UPB %SI	DQ (D90+) Comments					
HAMP Modification - SPA HAMP Modification - GSE							
Proprietary Modification HARP							
Market Refinance Hardest Hit Fund							
Short Sale Deed-in-Lieu							
Foreclosure							
7. Please provide or attach a high level description of your firm's loss mitigation process/waterfall, including earliest collection activities with borrowers.							
8. Please detail any special collection strategies, e.g. overnight mail delivery, door knocks, enhanced skip tracing, etc.							
9. How does your firm ensure receipt of sufficient information regarding loans in any state of loss mitigation at the time of transfer e.g. trial or permanent modifications,							
short sale, DIL, foreclosure, forbearance?							
10. Doos your firm layerage any special contining proc	tions or apply special sorvicing pro-	grams to specific goographic grass	that have a high percentage of delinguent				
 Does your firm leverage any special servicing prac- loans (180 + days delinquent), high foreclosure rates at describe any collaboration with community and borrow 	nd or high vacancy rates? If yes, ca						
describe any conaboration with community and borrow	er advocacy groups.						

FREDD	
SERVICER DILIGE	
SALE OF NON/RE-PERFORMING S	NGLE FAMILY MORTGAGE LOANS
Bidder Legal Entity Name:	Preparation Date:
Comicant and Entity Name	Data as of Date:
Servicer Legal Entity Name:	Data as of Date:
All prospective Bidders must complete, or have their Servicers complete, this entire	
Existing Se	ler/Servicer
11. Is your firm already an approved Freddie Mac seller/servicer?	
YESNO If you have an application in process, please explain	ı:
Only servicers that are not a Freddie Mac approved Servicer need to complete the s	
Non-Existing Freddie I	Mac Approved Servicer
12. Do you have a business continuity plan in place? How often do you test the plan?	When was the last test completed and what were the results?
13. Provide a high level overview of your internal QC process	
14. What payment methods are available to borrowers?	
15. What are you call center hours of operations?	
13. What are you can center hours of operations?	
16. Does your call center support non-English speaking borrowers? YESNO If no, why not? Does your firm plan to include this:	non?
17. Describe your credit bureau reporting policies, including exclusions and dispute re	solution. What is the average timeframe for dispute resolution?
	<u> </u>
18. Are any manned customer service calls outsourced? Off-Shore?	
19. At what stage of delinquency do you offer the borrower loss mitigation alternative	s? What type of borrower solicitation packages are offered and when in the process?
20. How do you track borrower response packages and monitor them for completenes	22
20. How do you track portower response packages and monitor tream for completeness	31
21. When are loans referred to foreclosure?	
<u> </u>	
22. What is the loan review process before referring to foreclosure?	
23. Describe your bankruptcy monitoring process	

FREDDIE MAC SERVICER DILIGENCE QUESTIONS SALE OF NON/RE-PERFORMING SINGLE FAMILY MORTGAGE LOANS									
Bidder Legal Entity Name:	ity Name:				Preparation Date:				
Servicer Legal Entity Name:				7				Data as of Date:	
2 ,		Portiooro comp	loto this optim	a augation	aciro unlos	na tha aca	tion ototo		
All prospective Bidders must complete, or have their Servicers complete, this entire questionnaire unless the section states otherwise. Capacity / Product / Investor									
Is your firm an approved Seller	(Originator) / Service	r by:							
Investor GNMA		# Years Servi	ced Seller/C	riginator?	Servi	icer?		Comn	nents
FNMA FHLMC									
FHA									
VA Rural Housing									
HAMP - SPA HAMP - GSE									
	:II 50 -4-4 II II 0			h 4h		-1 -4-4			
 1a. Does your firm service loans in all 50 states, all US territories and does your firm have the required local, state, and federal licenses as required to service the loans? YESNO If not, please explain: 1b. Is your firm compliant with all applicable law and regulations? YESNO 2. Current Servicing Volume 									
2a. Primary Servicing Investor Breakdown	Loan Cou	int UPB		Total D30	-D60	Total SDC	(D90+)		Comments
FHLMC FNMA									
GNMA Private Investors							K		
RMBS									
Others? Whole Loans / HFI									
HAMP - SPA									
HAMP - GSE Other - please describe									
2b. Subservicing Investor Breakdown FHLMC FNMA GNMA Private Investors RMBS Others? Whole Loans / HFI HAMP - SPA HAMP - GSE Other - please describe Total 2c. What is the name of the curre	Loan Cou			Total D30	-D60	Total SDG	t (D90+)		Comments
			Staffing	/ Training					
3. What is your firm's overall Sta	ffing Breakdown?	Year Prior		Cur	rent				
Staffing Metrics		Default Non			Non Def.				
Total Staff									
Open Positions	-								
% employees < 1 year tenure Average length industry experience ((managers)		\dashv						
Average company tenure (managers									
Average company tenure (non mana Turnover % total (annualized)	igers)								
4. How many employees does yo	ur firm expect to hire	to support this	oortfolio, and	what is the	associated	d timeline a	and space	plans?	
Employee New Hires Default	Number	Timeline	Location	1					
Non Default 4b. If your firm doesn't expect to need additional employees to support this portfolio, please explain how your firm plans to manage the additional assets?									

FREDDIE MAC							
SALE OF	SERVICER DILIGENO	SE QUESTIONS LE FAMILY MORTGAGE LOANS					
	NON/KE-PERI ORMING SINGI	LE I AMILI MONTGAGE LOANS					
Bidder Legal Entity Name:			Preparation Date:				
Servicer Legal Entity Name:			Data as of Date:				
All prospective Bidders must complete, or have their S	Servicers complete this entire que	stionnaire unless the section states	otherwise				
Tim proopsed to Bradero made completely or made and	Acquisition Exp		on or wise.				
5. What were the two largest loan transfers your firm re	ecently completed?						
Transfer #1 Loan Count	Input Responses Below						
Product							
Platform Date							
Delinquency Rate							
T	land December Delay						
Transfer #2 Loan Count	Input Responses Below						
Product							
Platform Date							
Delinquency Rate							
The Distance of the above transfers in shade in thinks and							
5b. Did any of the above transfers include in-flight mod	incations, loans in foreclosure, or it	bans with litigation?					
5c. Are you capable of receiving E-note? If so, who is y	our e-note vault provider?						
YESNO	ou. o note taun promaer.						
5d. Are you a member of the MERS System? YES NO							
YESNO 5e. If you are a member of the MERS System, then will y	you accept assignment of the morte	ages via MERS or will you require th	at MERS mortgages be de-registered?				
YESNO							
	Customer Im	nacte					
	Custome	iacts					
6. In the table below, provide your firm's experience in	the past two years for the following	loan level asset management dispos	ition for NPL loans:				
Asset Management "Waterfall" Loan Cou	unt UPB %SI	DQ (D90+) Comments					
Reinstatement of Borrower (to performing loan)							
HAMP Modification - SPA HAMP Modification - GSE							
Proprietary Modification							
HARP Market Refinance							
Hardest Hit Fund							
Short Sale							
Deed-in-Lieu Foreclosure							
r snosaour		<u>,</u>					
7. Please provide or attach a high level description of your firm's loss mitigation process/waterfall, including earliest collection activities with borrowers.							
		atoman, moraamig carnoot concernent					
8. Please detail any special collection strategies, e.g. overnight mail delivery, door knocks, enhanced skip tracing, etc.							
			for the second				
9. How does your firm ensure receipt of sufficient infor short sale, DIL, foreclosure, forbearance?	mation regarding loans in any state	or loss mitigation at the time of trans	ster e.g. trial or permanent modifications,				
10. Does your firm leverage any special servicing pract							
loans (180 + days delinquent), high foreclosure rates an describe any collaboration with community and borrow		n you explain? How do you safeguar	d borrowers in these communities? Please				
accounts any conasoration with community and borrow	o. aavocacy groups.						

	ODIE MAC
	GENCE QUESTIONS SINGLE FAMILY MORTGAGE LOANS
Bidder Legal Entity Name:	Preparation Date:
Servicer Legal Entity Name:	Data as of Date:
All prospective Bidders must complete, or have their Servicers complete, this en	
	Seller/Servicer
11. Is your firm already an approved Freddie Mac seller/servicer?	
YESNO If you have an application in process, please exp	
Only servicers that are not a Freddie Mac approved Servicer need to complete the Non-Existing Freddie Mac approved Servicer ne	ne section below. Existing Freddie Mac approved Servicers do not. ie Mac Approved Servicer
12. Do you have a business continuity plan in place? How often do you test the pla	nn? When was the last test completed and what were the results?
12. Do you have a business continuity plan in place: How often do you test the pla	III Whieli was tile last test completed and what were the results :
13. Provide a high level overview of your internal QC process	
14. What payment methods are available to borrowers?	
15. What are you call center hours of operations?	
16. Does your call center support non-English speaking borrowers? YESNO If no, why not? Does your firm plan to include the state of the st	
18. Are any manned customer service calls outsourced? Off-Shore?	
19. At what stage of delinquency do you offer the borrower loss mitigation alternate	ives? What type of borrower solicitation packages are offered and when in the process?
20. How do you track borrower response packages and monitor them for complete	iness?
21. When are loans referred to foreclosure?	
22. What is the loan review process before referring to foreclosure?	
23. Describe your bankruptcy monitoring process	