

2025 Scorecard Changes

Tech Version

Servicer Performance Profile Updates

Default Management Metrics

Metric	Objective
Transition from D30 to D60+	Proactively reduce the number of loans progressing into further delinquency through early identification and outreach to at-risk homeowners.
Cure Efficiency	Track the number of loans that become current through means other than modification or payment deferral, with the goal of helping homeowners in the early delinquency stage regain payment stability and remain in their homes.
Retention Efficiency	Assist homeowners in the early delinquency stage with becoming current on their loans and maintaining homeownership. It measures the number of loans that return to current status through loan modifications or payment deferrals.
Flex Modification Recidivism Rate	Assess the effectiveness of the Freddie Mac Flex Modification® option in successfully curing a loan. It evaluates how well the modification met the homeowner's needs in maintaining a current loan status without reliance on additional cure methods within a six-month period.
Payment Deferral Recidivism Rate	Assess the effectiveness of the payment deferral option in successfully curing a loan. It evaluates how well it met the homeowner's needs in keeping the loan current without the use of additional cure methods within a six-month period.
Transition to Beyond Time Frame	Measure a Servicer's effectiveness in keeping a loan within the foreclosure standard timeline, using allowable delays and process timelines as outlined in the <i>Single-Family Seller/Servier Guide</i> (Guide).

Removed Metric: 6-Month Modification Performance

Supplemental Metrics

Metric	Objective
Transition from Current to D30+	Reduce the number of loans progressing into further delinquency through early identification and targeted homeowner outreach to address their specific needs.
Transition from D60 to D90+	Track loans transitioning from an early stage to late-stage delinquency. The metric highlights the inefficiencies in establishing Quality Right Party Contact (QRPC) and offering retention solutions as well as the chronic acceptance of payments that don't cure the delinquency.
Transition from D120+ to Worse	Track loans that flow from D120+ to a worse stage of delinquency. The metric highlights the inefficiencies in offering retention solutions and timely initiation of foreclosure as well as the chronic acceptance of payments that don't cure delinquency.
Modification Pull-Through Rate	Track the number of successfully settled modifications within five months of Trial Period Plan start date to measure homeowner's adherence to modification terms and the Servicer's ability to submit timely. The outcome will impact Servicer incentives.
Liquidation Efficiency	Assess the efficiency in managing liquidation options for seriously delinquent loans and to implement a retention option by D90, which will effectively exclude these loans from the metric.

Removed Metric: Inflow Past Timeline Trend | Average Age Beyond Timeline

Future Core Definitions, Exclusions and Control Variables (Default Management Metrics)

TRANSITION FROM D30 TO D60+

Proposed Metric Definitions

- **Numerator:** The number of non-foreclosure 30-day delinquent loans in the previous Servicer Success Scorecard cycle that rolled to 60+ days delinquent or foreclosure status in the current Scorecard cycle.
- **Denominator:** The number of 30-day delinquent loans in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA), Trial Period Plans up to four months old (for non-bankruptcy loans) and transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Current loan-to-value (LTV)
- Disaster Y/N
- Loan Product Type
- Forbearance Y/N
- Max Count of Delinquent Months Last 12 Months
- Previously Modified by Servicing Cycles
- Loan Origination Year (**New buckets**)
- States

Changed Control Variables	D30 To D60	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	<=2008 2009-2011 2012+

CURE EFFICIENCY

Proposed Metric Definitions

- **Numerator:** The number of 60+ day delinquent loans, including loans in foreclosure, that fully cure in the current Scorecard cycle by a successful repayment plan, paid in full or repurchase.
- **Denominator:** The number of 60+ day delinquent loans, including loans in foreclosure, in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA), trial period plans up to four months old (for non-bankruptcy loans), trial period plans up to 12 months old (for bankruptcy loans) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Bankruptcy (Removed)
- Current loan-to-value (LTV)
- Total Number of Months in Delinquency Status Last 12 Months (New buckets)
- Count of Months in Delinquency Status
- Disaster Y/N
- Delinquency Status
- Forbearance (Y, FB exit Within 12 Months, Other)
- Loan Origination Year (New)

	Cure	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	Not Included
Total Number of Months in Delinquency Status (Previous 12 Months)	<=5, 6-9, 10+	1-2 3-11 12

RETENTION EFFICIENCY

Proposed Metric Definitions

- **Numerator:** The number of 60+ day delinquent loans, including loans in foreclosure, that had a settled modification or settled payment deferral in the current Scorecard cycle.
- **Denominator:** The number of 60+ day delinquent loans, including loans in foreclosure, in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Bankruptcy (Removed)
- Current loan-to-value (LTV)
- Count of Months in Delinquency Status
- Total Number of Months in Delinquency Status Last 12 Months (New)
- Disaster Y/N
- Delinquency Status
- Forbearance (Y, FB exit Within 12 Months, Other)
- Previously Modified by Servicing Cycle
- States

	Retention	
	Proposed	Existing
Total Number of Months in Delinquency Status (Previous 12 Months)	<12, ≥12	Not Included

FLEX MODIFICATION RECIDIVISM RATE

New Metric

Proposed Metric Definitions

- **Numerator:** The number of closed Flex Modifications that went D60+ at any time within 6 months of the modification effective date.
- **Denominator:** The number of closed Flex Modifications with an effective date 6 months prior to the current Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.
- **Narrative Example:** Looking at the October current Scorecard cycle: If the modification effective date is April (6-months prior to the current Scorecard cycle), then we would look at the number of

Flex Modifications becoming D60+ between April and October (numerator) divided by the number of Flex Modifications with effective date in April (denominator).

Proposed Control Variables

- Total Number of Months in Delinquency Status Last 12 Months ([Remove](#))
- Count of Months in Delinquency Status
- Disaster Y/N
- Forbearance (Y, FB exit Within 12 Months, Other)
- Modification Type ([Remove](#))
- Previously Modified Y/N
- Loan Origination Year ([New buckets](#))
- Payment Reduction Rate
- Origination FICO ([New](#))

	Flex/PD Recidivism	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	<=2008 <=2012 >=2013
Total Number of Months in Delinquency Status (Previous 12 Months)	Remove	<=4 >4
Origination FICO	<=680 >680	Not Included

PAYMENT DEFERRAL RECIDIVISM

New Metric

Proposed Metric Definitions

- **Numerator:** The number of closed payment deferrals that went D60+ at any time within 6 months of payment deferral effective date.
- **Denominator:** The number of closed payment deferrals with an effective date 6 months prior to the current Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.
- **Narrative Example:** Looking at the October current Scorecard cycle: If payment deferral effective date is April (6-months prior to the current Scorecard cycle), then we would look at the number of payment deferrals becoming D60+ between April and October (numerator) divided by the number of payment deferrals with effective date in April (denominator).

Proposed Control Variables

- Total Number of Months in Delinquency Status Last 12 Months ([Remove](#))
- Count of Months in Delinquency Status
- Disaster Y/N
- Forbearance (Y, FB exit Within 12 Months, Other)
- Modification Type ([Remove](#))
- Previously Modified Y/N
- Loan Origination Year ([New buckets](#))
- Payment Reduction Rate
- Origination FICO ([New](#))

	Flex/PD Recidivism	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	<=2008 <=2012 >=2013
Total Number of Months in Delinquency Status (Previous 12 Months)	Remove	<=4 >4
Origination FICO	<=680 >680	Not Included

TRANSITION TO BEYOND TIME FRAME

New Metric

Proposed Metric Definitions

- **Numerator:** The total number of delinquent loans that transition to beyond the allowable foreclosure timeline in the current Scorecard cycle.
- **Denominator:** The total number of delinquent loans within 180 days of the allowable foreclosure timeline 6 months prior to the current Scorecard cycle.
- **Exclusions:** Condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, Service Members Civil Relief Act (SCRA) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Current UPB
- Delinquency Status
- Disaster Y/N
- Forbearance Y/N
- Loan Origination Year ([New buckets](#))
- Loan Product Type
- State FCL Standard Days
- States

	Transition to Beyond Time Frame	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	<=2008 2009+

For a Transfer of Service (TOS) exclusion to be counted, a loan must meet the following criteria:

- 1) Loan must transfer from one global number (counterparty ID), in the previous month to another global number in the current month.
- 2) Transfer effective date drives in which Scorecard cycle the 60-day exclusion will start.
- 3) Loan must meet metric denominator criteria.

Example: If the transfer effective date is January and the loan meets criteria for metric denominator, then the loan will be excluded from the January and February Scorecard cycles as applicable. The loan shows in applicable metrics for the March Scorecard cycle.

The allowable foreclosure timeline is calculated as the sum of the Freddie Mac referral standard of 150 days plus the state foreclosure timeline standard, including any additional allowable delays for the loan.

Because Transition from Current to D30+ is now being weighted, it will be counted towards the overall monthly and year-to-date (YTD) ranking and part of the Servicer Honors and Rewards Program (SHARP)SM award considerations. This means for rank Group 1 and 2 Servicing Contract Rights (SCRs) and rank Group 1 Servicing Agents, we'll calculate the overall monthly and year-to-date (YTD) rank using the first seven metrics on the Scorecard. For rank Group 3 Servicers, we'll calculate rank using the first three default metrics plus Transition from Current to D30+.

Future Core Definitions, Exclusions and Control Variables (Supplemental Metrics)

TRANSITION FROM CURRENT TO D30+

This is now weighted and counted in the YTD calculation. It will also be used to determine SHARPSM award winners.

Proposed Metric Definitions

- **Numerator:** Number of current loans in the previous Scorecard cycle that transitioned to a 30+ day delinquency status or foreclosure in the current Scorecard cycle.
- **Denominator:** Number of loans that were current in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA), Trial Period Plans up to four months old (for non-bankruptcy loans) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Current LTV
- Disaster Y/N
- Forbearance (Y, FB Exit Within 12 Months, Other)
- Loan Age in Months ([Remove](#))
- Loan Origination Year ([New buckets](#))
- Loan Product Type
- Max Count of Delinquent Months Last 12 Months
- Origination FICO
- Property Type

Changed Control Variables	Current To D30	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	Not Included
Loan Age	Remove	1-2 3-36 36+

TRANSITION FROM D60-D90+

Proposed Metric Definitions

- **Numerator:** The number of non-foreclosure 60-day delinquent loans in the previous Scorecard cycle that rolled to 90+ day delinquent or foreclosure in the current Scorecard cycle.
- **Denominator:** The number of non-foreclosure loans that were 60-day delinquent in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA), Trial Period Plans up to four months old (for non-bankruptcy loans) and Transfer of servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Disaster Y/N
- Forbearance (Y/N)
- Loan Origination Year ([New](#))
- Total Number of Months in Delinquency Status Last 12 Months

	D60 To D90+	
	Proposed	Existing
Origination Year	<=2008, 2009-2019, 2020+	Not Included
Origination FICO	Remove	<=680 >680

- In Deeper Delinquency Status from Previous Month
- Max Count of Delinquent Months Last 12 Months
- Origination FICO ([Remove](#))
- Previously Modified

TRANSITION FROM D120+ TO WORSE

Proposed Metric Definitions

- **Numerator:** Number of non-foreclosure 120+ day delinquent loans in the previous Scorecard cycle that transitioned to an even worse delinquency status (not including loans that transition to foreclosure status) in the current Scorecard cycle.
- **Denominator:** Number of non-foreclosure 120+ day delinquent loans in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA), Trial Period Plans up to four months old (for non-bankruptcy loans) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Disaster Y/N
- Forbearance (Y, FB Exit Within 12 Months, Other)
- In Deeper Delinquency Status from Previous Month
- Count of Months in Delinquency Status
- Previously Modified ([Remove](#))
- Total Number of Months in Delinquency Status Last 12 Months

	D120+ To Worse	
	Proposed	Existing
Previously Modified	Remove	Cycle-1 to Cycle-12 Cycle-13 and up No Mod

MODIFICATION PULL THROUGH RATE

Proposed Metric Definitions

- **Numerator:** Modifications with a Trial Period Plan start 5 months prior to the current Scorecard cycle that have a modification effective date reported in Resolve® by the current Scorecard cycle.
- **Denominator:** Modifications with a trial start 5 months prior to the current Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, Litigation, Probate, Service Members Civil Relief Act (SCRA) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.
- **Narrative Example:** Looking at the June current Scorecard cycle: If Trial Period Plan start date is January (5 months prior to the current Scorecard cycle), then we'd look at the number of Flex Modifications in a closed status as of June (numerator) divided by the number of Flex Modifications with Trial Period Plan start date in January (denominator).

Proposed Control Variables

- Current LTV
- Current UPB
- Disaster Y/N
- Forbearance (Y, FB Exit Within 12 Months, Other)
- States
- Count of Months in Delinquency Status ([New](#))

	Mod Pull-Thru	
	Proposed	Existing
Number of Months in Delinquency Status	<=11, 12-20, >20	Not Included

LIQUIDATION EFFICIENCY

Now Part of Supplemental Metrics

Proposed Metric Definitions

- **Numerator:** The number of 90+ day delinquent loans, including loans in foreclosure, that result in a liquidation during the current Scorecard cycle. Liquidations include settled short sales, deeds-in-lieu of foreclosure (DIL), and foreclosure sales (real estate owned (REO) or third-party) as reported via Resolve.
- **Denominator:** The number of 90+ day delinquent loans (including loans in foreclosure) in the previous Scorecard cycle.
- **Exclusions:** Appeal of loan modification, bankruptcy, condemned properties, government loans (loans insured by the FHA or guaranteed by the VA or RHS), government seizures, litigation, probate, Service Members Civil Relief Act (SCRA), Trial Period Plans up to four months old (for non-bankruptcy loans) and Transfer of Servicing (TOS) where it applies for both Master Servicer and Servicing Agent Scorecard metrics.

Proposed Control Variables

- Bankruptcy ([Remove](#))
- Current LTV
- Current UPB
- Count of Months in Delinquency Status
- Disaster Y/N
- Forbearance Y/N
- Judicial/Non-Judicial State
- Delinquency Status

New Rank Groups / YTD Ranking

NEW RANK GROUPS WILL PROVIDE SMALLER NUMBER OF PEERS IN GROUP 1

Previously, if a Servicer received an N/A for overall monthly default rank, they wouldn't be able to use that month towards their YTD ranking. With the updated Scorecard metrics, YTD ranking will no longer be calculated dependent on monthly default ranking. If a Servicer receives an N/A for a metric, this will still result in a YTD ranking using a new month-over-month accumulative method of calculation. If a Servicer accumulates at least 20 loans a year in a metric, they'll receive a YTD rank. The rest of the metrics will also count towards the YTD ranking even if a Servicer received a monthly rank of N/A.

For 2025, Freddie Mac will only count March to December Scorecard data cycles in the YTD calculation.

Group	Existing		Proposed	
	Total Loans	#Servicers	Total Loans	#Servicers
1	200,000 or More	18	350,000 or More	12
2	75,000 - 199,999	11	100,000 - 349,999	11
3	20,000 - 74,999	27	20,000 - 99,999	34

NEW WEIGHTING FOR METRICS

SCR Rank Group 1 and 2 Servicers and Rank Group 1 Servicing Agents

The weighting of Flex Recidivism, Payment Deferral Recidivism and timeline is fixed because the population in those metrics is significantly smaller.

Proposed	C to 30	D30 to D60	Cure Efficiency	Retention Efficiency	Flex Recidivism	PD Recidivism	Transition to Beyond Time Frame	Liquidation Efficiency
	20%	30%	20%	15%	5%	5%	5%	0%
Existing	0%	40%	25%	20%	0%	0%	5%	10%

SCR rank Group 3 Servicers

Proposed	C to 30	D30 to D60	Cure Efficiency	Retention Efficiency	Flex Recidivism	PD Recidivism	Transition to Beyond Time Frame	Liquidation Efficiency
	25%	35%	25%	15%	0%	0%	0%	0%
Existing	0%	40%	30%	30%	0%	0%	0%	0%