

Exhibit H:

Annual Outreach Narrative Reporting Template

FREDDIE MAC

RURAL HOUSING

2018

OUTREACH

ACTIVITY:

Activity 1 – Support for High-Needs Rural Regions: Regulatory Activity; Regulatory Activity.

OBJECTIVE:

Objective D: Increase Future Homebuyer Access to Education and Resources.

ACTIONS:

Freddie Mac exceeded our goals to establish at least three partnerships that facilitate outreach, financial education, homebuyer education and counseling for consumers with very low-, low – and moderate-incomes in the high-needs rural areas with a primary focus on homeownership preparation and retention. We conducted extensive research and outreach to identify gaps and challenges faced in chronically disadvantaged markets, which was ultimately factored into our plans and actions.

2018 highlights:

- We collaborated with stakeholders, including community development financial institutions (CDFIs), housing finance agencies (HFAs), lenders, and non-profit organizations, to bolster financial counseling, financial education, and homebuyer education to create and enhance prosperity in the Lower Mississippi Delta, the Colonias, Middle Appalachia, and other persistent-poverty counties. We assisted 6,216 potential homebuyers received counseling and education through our partnerships.*
- We established a partnership with Credit Builders Alliance to provide credit-building training in the Colonias where we will train housing counselors in 2019 to build out processes and reporting to help potential homebuyers who lack a traditional credit history or those with thin credit files build credit to increase the likelihood of qualifying for mortgages.*
- We conducted research that demonstrated the effectiveness of re-employment services and job-search counseling for potential homebuyers in gaining more secure employment, which led us to create a partnership to provide these services for potential homebuyers. Our research found that combining these services with pre-purchase education and counseling better positions these individuals to buy and keep their homes. Our partnership with NextJob® builds upon the results of our research to provide re-employment training and job-search counseling, including techniques and tools, to potential homebuyers who may need support in improving their employment situations to qualify for mortgages. In addition, NextJob provides additional support to homeowners with Home Possible® loans who experience job loss or wage reduction. These services will help homeowners in regaining financial stability and maintaining homeownership.*
- We attended conferences, presented, led discussions and participated in regional tours, including one of the Middle Appalachia and two of the Lower Mississippi Delta, to deepen our understanding of the needs of those regions and challenges in meeting them, and to engage key stakeholders.*

Through our outreach and collaboration efforts, we expanded non-profits' capabilities and capacity to help prepare more people for sustainable homeownership and increase the pool of mortgage-ready potential homebuyers. Area residents gained opportunities to make strides toward their goal of becoming successful homeowners through access to financial and homebuyer education and counseling, credit-building training, and re-employment services.

Activity	2018 Actions
<p>1. Conduct research and outreach to assess areas in Middle Appalachia, Lower Mississippi Delta, and Colonias to expand homebuyer education and resources.</p>	<ul style="list-style-type: none"> • We conducted extensive outreach and solicited feedback through active participation in nine conferences (NAHREP, AHAC, Affordable Housing Forum – Interagency, Farm Credit, Rural LISC, New Mexico Housing Summit, Fahe Annual Meeting, OFN, HAC), three regional tours (one in the Middle Appalachia, two in the Lower Mississippi Delta) and 55 strategic meetings to understand the market needs including a rural roundtable that included Community Development Corporation of Brownsville (CDCB), Hope Enterprise Corporation (HOPE), NextJob and Next Step and developed a plan to deploy resources strategically. • Identified three non-profit organizations that can expand homebuyer education and homeownership resources across Middle Appalachia Federation of Appalachian Housing Enterprises (Fahe), Lower Mississippi Delta (HOPE), and Colonias (CDCB).
<p>2. Partner with at least three non-profits, housing finance agencies, or CDFIs to provide homebuyer education, counseling, individual development accounts, employment services, and related resources.</p>	<ul style="list-style-type: none"> • Established five partnerships. The partnerships in total, through our collaboration, helped 6,216 potential homebuyers prepare for homeownership through group financial education, group homebuyer education, individual financial education, individual homebuyer education and post-purchase counseling. <ul style="list-style-type: none"> ○ Fahe, serving communities in the Middle Appalachia region, held financial and homebuyer education workshops with our sponsorship. ○ HOPE - serving communities in the Lower Mississippi Delta region, held financial and homebuyer education workshops with our sponsorship. ○ CDCB – serving communities in the lower Rio Grande Valley, Texas, in the Colonia areas, held financial and homebuyer education workshops with our sponsorship. ○ NextJob trained staff from Fahe, HOPE, CDCB, and Freddie Mac’s Borrower Help Center in Mississippi on the re-employment resources and tools available to them and has started receiving requests for their services. In addition, we revised our Servicing Guide policy to support homeowners with Home Possible loans in all high-needs rural areas to facilitate sustainable homeownership through re-employment resources. ○ CBA provided training on credit building to CDCB staff working in the Colonia areas of the lower Rio Grande Valley, enabling them to assist low- and moderate-income clients who have no credit or thin credit files by strengthening their credit histories and becoming mortgage-ready.

SELF-ASSESSMENT RATING OF PROGRESS:

Select the category that best describes progress on this objective for the year.

- Objective met
- Objective exceeded
- Objective partially completed:
 - 75-99% (substantial amount)
 - 50-74% (limited amount)
 - 25-49% (minimal amount)
 - 1-24% (less than a minimal amount)
- No milestones achieved

PARTIAL CREDIT JUSTIFICATION:

If the self-assessment above indicated that the objective was partially completed, briefly explain the basis for the share of the objective that was completed. In the explanation, include a discussion of the level of effort expended for the completed actions compared to the level of effort required to complete the entire objective.

(Character limit: 3,000 characters, including spaces)

IMPACT:

Provide a self-assessment of the level of impact that actions under the objective have accomplished.

- 50 – Substantial Impact
- 40
- 30 – Meaningful Impact
- 20
- 10 – Minimal Impact
- 0 – No Impact

IMPACT EXPLANATION:

Answer the following questions.

1. How and to what extent were actions under this objective impactful in addressing underserved market needs or laying the foundation for future impact in addressing underserved market needs? (Character limit: 3,000 characters, including spaces)

Critical to successful homeownership is being educated and prepared for the journey. This includes knowing about available mortgage products, maintaining financial fitness, recognizing questionable lending practices, and understanding consumer protections. Our efforts have had a significant impact on increasing access to education to prepare more families for sustainable homeownership. We strategically established partnerships and worked collaboratively with key stakeholders.

To be specific:

- *Our outreach and research provided us with a greater understanding of the needs and opportunities in these areas. It provided the market with confidence in our commitment to, and understanding of our products. The market feedback informed our product development and strategies for 2018 and 2019.*
- *Our partnerships with well-established housing organizations provided resources to increase their capacity to deliver valuable housing education, financial education, and counseling. 6,216 very low-, low-, and moderate-income families have benefited from the education thus far, including education on financial products, the importance savings, managing a budget, repairing and building credit, all of which can help increase the pool of mortgage ready borrowers.*
- *We launched a re-employment services program with NextJob to assist potential homebuyers and struggling homeowners become more financially stable so that they can better afford to buy and keep their homes. This resource will assist potential homebuyers by increasing their capacity to pay rent or become a homebuyer. The market feedback indicated a significant portion of consumers have insufficient income that impacts their ability to be financially sound and are seeking counseling to prepare for homeownership. The support for the homeowner with a Home Possible loan in high-needs rural areas offers solutions to lenders to assist borrowers and reduce severity of delinquency if the borrower suffers an employment related hardship. This resource can have a substantial impact of foreclosure avoidance, since half of all defaults are due to reduction in income.*
- *Our partnership with CBA provides support to train counselors on credit building in the Colonias, enabling them to offer education that will increase the number of mortgage-ready borrowers. Expanding the housing counselors' education on how to guide borrowers on building a credit profile is an important start. Our efforts to bring credit building to the market benefits community lenders by growing the pool of consumers that could qualify for conventional market products.*
- *We increased our partners' capacity to deliver valuable housing and financial education in high-needs rural areas so borrowers have greater access to the knowledge that leads to successful homeownership.*

2. Optional: How do actions under this objective support future actions detailed in the Plan for the underserved market? If there have been any changes in the planned next steps or timeline for work under or related to this objective, describe the changes and provide a brief explanation. (Character limit: 1,500 characters, including spaces)

We laid the groundwork for increasing access to financial and homebuyer education and resources through strategic partnerships in Middle Appalachia, the Lower Mississippi Delta, the Colonias, and other areas experiencing persistent poverty in support of homeownership. Having built a base of support in this underserved market segment, we will scale resources to reach more consumers and housing professionals. Over the Plan term, we will forge partnerships with additional mission-oriented organizations to expand access to financial and homebuyer education curricula to benefit potential homebuyers with very low-, low-, and moderate-incomes. We

will survey consumers to determine opportunities to enhance our curricula to best meet their needs. There are no changes to the next steps or timeline.

3. Optional: Are there any market factors that adversely impacted the actions under this objective? If so, describe. (Character limit: 3,000 characters, including spaces)

Freddie Mac partnered with three regional non-profits (Fahe, HOPE and CDCB) to expand financial education and homebuyer education and two additional organizations to offer complimentary services to grow the pool of mortgage-ready borrowers. Some of the benefits of using these well-established regional non-profits also present challenges in implementing the complimentary services. Fahe and HOPE have extensive and far reaching entities they support and our ability to reach those organizations with complementary services, information and resources can be a challenge. We have learned it takes strategic planning and additional time to coordinate and execute. CDCB has a large percentage of limited English proficiency clients that require extra planning to ensure materials, information and resources are available in English and Spanish to make the greatest impact. In addition, even though we are offering complimentary services through NextJob and CBA, to grow the pool of mortgage-ready borrowers, it is a new program or process for the non-profits to incorporate in each organization. We have learned a lot over the past year and realized that we have to be flexible to understand how to fully implement resources to have a significant impact. It takes a longer time period, more training and additional types of resources to deploy new ideas and programs in the underserved markets. We will continue to work closely with our partners to understand the best and most effective way to serve the underserved markets.

Overall, while statistics show that the economy seems to be steadily growing and employment rates are high at the national level, they mask the chronic poverty that plagues many underserved rural areas and stymied non-profits' capacity to provide a full array of counseling and homebuyer education services. Freddie Mac has worked to create a broader understanding of the economic landscape in high-needs rural areas and that the benefits of a growing national economy may not be reaching communities in Middle Appalachia, the Lower Mississippi Delta, the Colonias, and other areas experiencing persistent poverty to effectively implement expansion of financial education and homebuyer education.

4. Optional: How did the actions under this objective contribute to increased or future loan purchases for the underserved market? (Character limit: 1,500 characters, including spaces)

Access to comprehensive financial education and housing counseling—and, in some cases, employment services—can provide potential homebuyers the guidance and support that they need to reach their homeownership goals. It can make the difference not only for people just starting on the path toward homeownership, but also for those who previously were turned down for mortgages. Providing resources to support these programs will help prepare borrowers for sustainable homeownership, give lenders access to more mortgage-ready borrowers, and increase our future loan purchases.

Exhibit D:
Second Quarter Outreach Narrative Reporting Template

FREDDIE MAC

RURAL HOUSING

Q2: JANUARY 2018 – JUNE 2018

OUTREACH

ACTIVITY:

Activity 1: Support for High-Needs Rural Regions: Regulatory Activity.

OBJECTIVE:

Objective D: Increase Future Homebuyer Access to Education and Resources.

ACTIONS:

During the first half of the year, Freddie Mac’s outreach included conducting a Rural Roundtable with three community development financial institutions (CDFIs) serving high-needs rural regions as well as a reemployment solutions company. We also convened Freddie Mac’s Affordable Housing Advisory Committee (AHAC), participated in discussions at the Interagency Affordable Housing Forum in Birmingham, AL and the Farm Credit Conference in Austin, TX. In our outreach efforts, representatives from the CDFIs, small and regional lenders and non-profits expressed the significant need for credit counseling, financial education and homebuyer education. Outreach participants stated that the path to homeownership for their clientele requires significant staff involvement and oversight to provide the appropriate level of the education and counseling, that is critical to achieving sustainable homeownership. Using what we have learned through our outreach, Freddie Mac is developing a comprehensive approach to providing homebuyer education and counseling in high-needs regions as well as forming partnerships to expand access to education and services.

Freddie Mac has partnered with the Federation of Appalachian Housing Enterprises (Fahe) in Middle Appalachia, Hope Enterprise Corporation (HOPE) in the Lower Mississippi Delta, and Community Development Corporation of Brownsville (CDCB) in five counties containing Colonias in Texas to provide financial education, homebuyer education, and provide training on our Home Possible product.

We discovered through our research that borrowers benefit from education and counseling when they have stable and secure employment. We believe that having securely-employed and better-informed borrowers would result in more sustainable homeownership and reduced mortgage defaults. Therefore, we partnered with NextJob to provide our non-profit partners access to employment services through one-on-one coaching, job training webinars and job search system assist their clients’ employment prospects to increase the pool of mortgage-ready borrowers.

During the third and fourth quarter, Freddie Mac will continue to meet with strategic stakeholders in the high-needs rural areas and continue our outreach to further our understanding of the homebuyer education needs.

Activity	Action Reference – Activity 1; Objective D	Status
Research and outreach to assess areas in Middle Appalachia, Lower Mississippi Delta and Colonias to expand homebuyer education and resources	Action 1	<i>Completed</i> <ul style="list-style-type: none"> • Assessment revealed nonprofit organizations that can expand homebuyer education and homeownership resources across Middle Appalachia, Lower Mississippi Delta and Colonias.
Partner with at least three non-profits, Housing Finance Agencies or CDFIs to provide homebuyer education, counseling, individual development accounts, employment services and related resources	Action 2	<i>Completed</i> <ul style="list-style-type: none"> • Partnerships established: <ul style="list-style-type: none"> ▪ Fahe ▪ HOPE ▪ CDCB initiative with NextJob

SELF-ASSESSMENT RATING OF PROGRESS:

Select the category that best describes progress on this objective for the reporting period.

- On-target to meet or exceed the objective
- Progress delayed and/or partial completion of the objective expected
- Unlikely to achieve any milestones of the objective

ADDITIONAL INFORMATION (IF APPLICABLE):

If the Enterprise is not on target to meet or exceed the objective, briefly explain why. (Character limit: 1,000 characters, including spaces)