

Quarterly Customer Service Performance Results
Quarter Ending December 31, 2013

Not-For-Profit (NFP) Members of the Federal Loan Servicer Team

Attachment to March 2014 Electronic Announcement

DECEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		Aspire Resources Inc.	CornerStone	ESA/ Edfinancial	Granite State - GSMR
1	% of Borrowers In Current Repayment Status	91.48%	92.57%	91.54%	88.96%
2	% of Borrowers > 90 Days Delinquent	5.30%	3.42%	4.73%	5.71%
3	Resolution of Borrowers Delinquent > 180 Days	24.81%	25.29%	11.54%	13.41%
4	Borrower Survey	74.00	73.00	68.00	77.00
5	Federal Personnel Survey	67.00	68.00	64.00	61.00

		Servicers		
METRIC		MOHELA	OSLA	VSAC Federal Loans
1	% of Borrowers In Current Repayment Status	91.52%	87.44%	85.99%
2	% of Borrowers > 90 Days Delinquent	5.09%	6.38%	7.34%
3	Resolution of Borrowers Delinquent > 180 Days	25.46%	17.85%	10.01%
4	Borrower Survey	71.00	74.00	74.00
5	Federal Personnel Survey	62.00	53.00	64.00