

Quarterly Customer Service Performance Results
Quarter Ending September 30, 2014

FedLoan Servicing (PHEAA), Great Lakes Educational Loan Services, Inc., Navient, and Nelnet

Attachment to March 2015 Electronic Announcement

SEPTEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Navient	Nelnet
1	% of Borrowers In Current Repayment Status	65.26%	70.58%	62.42%	61.04%
2	% of Borrowers 91-270 Days Delinquent	13.18%	10.69%	12.20%	15.09%
3	% of Borrowers 271-360 Days Delinquent	4.11%	3.59%	2.40%	3.89%
4	Borrower Survey	73.00	75.67	72.33	75.33
5	Federal Personnel Survey	62.00	78.00	67.00	63.00