

Quarterly Customer Service Performance Scores – Quarter Ending 12/31/2009

FedLoan Servicing (PHEAA), Great Lakes, Nelnet, and Sallie Mae

Attachment to March 2010 Electronic Announcement

Performance Factor		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
Percentage of Portfolio Dollars that go into default (Borrowers In School excluded)	PRIVATE	0.00%	0.00%	0.00%	0.00%
	PROPRIETARY	0.00%	0.01%	0.00%	0.00%
	PUBLIC	0.00%	0.00%	0.00%	0.00%
	AVERAGE PERCENTAGE	0.00%	0.00%	0.00%	0.00%
Percentage of unique Portfolio Borrowers that go into default (Borrowers In School excluded)	PRIVATE	0.00%	0.00%	0.00%	0.00%
	PROPRIETARY	0.00%	0.00%	0.00%	0.00%
	PUBLIC	0.00%	0.00%	0.00%	0.00%
	AVERAGE PERCENTAGE	0.00%	0.00%	0.00%	0.00%
Borrower Surveys	IN REPAYMENT	71	70	65	64
	IN GRACE	65	62	65	73
	IN SCHOOL	70	61	65	76
	AVERAGE SCORE	68.67	64.33	65.00	71.00
School Surveys	PRIVATE	77	84	80	81
	PROPRIETARY	81	79	77	81
	PUBLIC	71	78	80	75
	AVERAGE SCORE	76.33	80.33	79.00	79.00
Federal Personnel Surveys	SCORE	81	75	64	61