

**Quarterly Customer Service Performance Results**  
**Quarter Ending March 31, 2014**

**FedLoan Servicing (PHEAA), Great Lakes Educational Loan Services, Inc., Nelnet, and Sallie Mae**

**Attachment to May 2014 Electronic Announcement**

**MARCH SCORE BY ALLOCATION METRIC**

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
<b>1</b>	Defaulted Borrower Count*	<b>1.35%</b>	<b>1.07%</b>	<b>0.97%</b>	<b>0.73%</b>
<b>2</b>	Defaulted Borrower Amount*	<b>0.85%</b>	<b>0.69%</b>	<b>0.62%</b>	<b>0.40%</b>
<b>3</b>	Borrower Survey	<b>73.00</b>	<b>77.67</b>	<b>75.00</b>	<b>74.33</b>
<b>4</b>	School Survey	<b>77.33</b>	<b>81.67</b>	<b>77.67</b>	<b>74.67</b>
<b>5</b>	Federal Personnel Survey	<b>78.00</b>	<b>79.00</b>	<b>72.00</b>	<b>71.00</b>

\*Displayed scores represent results based on each servicer's entire portfolio as of the end of each quarter. Fluctuations in quarterly results may reflect the impact of final loan transfers from the legacy servicing system; the Department is assessing the impact of these transfers and other elements outside a servicer's control and may adjust yearly default scores at the time of annual allocation.