

**Quarterly Customer Service Performance Results**  
**Quarter Ending March 31, 2015**

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

**Attachment to July 2015 Electronic Announcement**

**MARCH SCORE BY ALLOCATION METRIC**

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Navient	Nelnet
<b>1</b>	% of Borrowers In Current Repayment Status	<b>68.30%</b>	<b>75.61%</b>	<b>67.63%</b>	<b>63.41%</b>
<b>2</b>	% of Borrowers 91-270 Days Delinquent	<b>11.87%</b>	<b>10.37%</b>	<b>9.53%</b>	<b>13.86%</b>
<b>3</b>	% of Borrowers 271-360 Days Delinquent	<b>3.06%</b>	<b>2.33%</b>	<b>2.69%</b>	<b>4.02%</b>
<b>4</b>	Borrower Survey	<b>72.75</b>	<b>77.25</b>	<b>73.75</b>	<b>78.00</b>
<b>5</b>	Federal Personnel Survey	<b>66.00</b>	<b>75.00</b>	<b>61.00</b>	<b>67.00</b>