

Quarterly Customer Service Performance Results
Quarter Ending June 30, 2014

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

Attachment to September 2014 Electronic Announcement

JUNE SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		Aspire Resources Inc.	CornerStone	ESA/Edfinancial	Granite State - GSMR
1	% of Borrowers In Current Repayment Status	91.95%	93.08%	92.58%	91.13%
2	% of Borrowers > 90 Days Delinquent	4.14%	3.11%	3.75%	4.22%
3	Resolution of Borrowers Delinquent > 180 Days	16.12%	35.55%	37.58%	13.33%
4	Borrower Survey	75.00	73.00	72.00	73.00
5	Federal Personnel Survey	75.00	76.00	72.00	68.00

		Servicers		
METRIC		MOHELA	OSLA	VSAC Federal Loans
1	% of Borrowers In Current Repayment Status	93.77%	89.15%	90.68%
2	% of Borrowers > 90 Days Delinquent	3.17%	4.87%	5.33%
3	Resolution of Borrowers Delinquent > 180 Days	23.30%	20.70%	24.77%
4	Borrower Survey	70.00	73.00	74.00
5	Federal Personnel Survey	83.00	68.00	70.00