

**Quarterly Customer Service Performance Results**  
**Quarter Ending September 30, 2010**

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

**Attachment to December 2010 Electronic Announcement**

**SEPTEMBER SCORE BY ALLOCATION METRIC**

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
<b>1</b>	Defaulted Borrower Count	<b>1.950%</b>	<b>1.570%</b>	<b>2.480%</b>	<b>1.880%</b>
<b>2</b>	Defaulted Borrower Amount	<b>1.070%</b>	<b>0.730%</b>	<b>1.420%</b>	<b>0.900%</b>
<b>3</b>	Borrower Survey	<b>74.42</b>	<b>71.88</b>	<b>70.09</b>	<b>71.02</b>
<b>4</b>	School Survey	<b>68.84</b>	<b>73.37</b>	<b>72.61</b>	<b>73.05</b>
<b>5</b>	Federal Personnel Survey	<b>72.00</b>	<b>74.00</b>	<b>69.00</b>	<b>67.00</b>