

**Quarterly Customer Service Performance Results**  
**Quarter Ending September 30, 2012**

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

**Attachment to November 2012 Electronic Announcement**  
**(Updated April 19, 2013)**

**SEPTEMBER SCORE BY ALLOCATION METRIC**

		Servicers				
METRIC		Aspire Resources Inc.	CornerStone	ESA/Edfinancial	Granite State - GSMR	MOHELA
<b>1</b>	% of Borrowers In Current Repayment Status	<b>89.11%</b>	<b>91.24%</b>	<b>89.54%</b>	<b>85.65%</b>	<b>92.48%</b>
<b>2</b>	% of Borrowers > 90 Days Delinquent	<b>2.08%</b>	<b>5.15%</b>	<b>4.76%</b>	<b>0.91%</b>	<b>3.53%</b>
<b>3</b>	Resolution of Borrowers Delinquent > 180 Days*	<b>N/A*</b>	<b>9.09%</b>	<b>11.90%</b>	<b>N/A*</b>	<b>12.20%</b>
<b>4</b>	Borrower Survey	<b>71.00</b>	<b>69.00</b>	<b>68.00</b>	<b>69.00</b>	<b>70.00</b>
<b>5</b>	Federal Personnel Survey	<b>71.00</b>	<b>68.00</b>	<b>71.00</b>	<b>70.00</b>	<b>72.00</b>

\*No borrowers were > 180 days delinquent at end of the prior quarter.