

Quarterly Customer Service Performance Results
Quarter Ending September 30, 2012

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

Attachment to November 2012 Electronic Announcement

SEPTEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.21%	1.46%	0.66%	0.91%
2	Defaulted Borrower Amount	0.71%	0.86%	0.40%	0.56%
3	Borrower Survey	74.33	74.67	72.67	73.00
4	School Survey	78.00	83.33	77.33	74.00
5	Federal Personnel Survey	72.00	72.00	68.00	69.00