

Quarterly Customer Service Performance Results
Quarter Ending June 30, 2012

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

Attachment to August 2012 Electronic Announcement

JUNE SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		CornerStone	ESA/Edfinancial	MOHELA	Reserved for Future Use
1	% of Borrowers In Current Repayment Status	92.23%	91.66%	92.03%	
2	% of Borrowers > 90 Days Delinquent	4.69%	2.43%	1.94%	
3	Resolution of Borrowers Delinquent > 180 Days	N/A*	0.00%	13.93%	
4	Borrower Survey	69.00**	69.00**	66.00	
5	Federal Personnel Survey	64.00	72.00	73.00	

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

**The average score of FedLoan Servicing (PHEAA), Great Lakes, Nelnet, and Sallie in December 2009 (their first quarter) was 67.