

**Quarterly Customer Service Performance Results**  
**Quarter Ending June 30, 2013**

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

**Attachment to August 2013 Electronic Announcement**

**JUNE SCORE BY ALLOCATION METRIC**

		Servicers					
METRIC		Aspire Resources Inc.	COSTEP	CornerStone	EDGEducation Loans	EdManage	ESA/ Edfinancial
1	% of Borrowers In Current Repayment Status	93.15%	82.24%	90.99%	81.30%	81.32%	90.10%
2	% of Borrowers > 90 Days Delinquent	3.43%	2.11%	5.54%	1.76%	11.53%	5.50%
3	Resolution of Borrowers Delinquent > 180 Days	14.56%	50.00%	6.19%	N/A*	14.65%	10.48%
4	Borrower Survey	72.00	69.00	71.00	64.00	65.00	69.00
5	Federal Personnel Survey	73.00	60.00	76.00	61.00	58.00	71.00

		Servicers				
METRIC		Granite State - GSMR	KSA Servicing	MOHELA	OSLA	VSAC Federal Loans
1	% of Borrowers In Current Repayment Status	82.84%	72.16%	92.24%	87.11%	80.11%
2	% of Borrowers > 90 Days Delinquent	11.72%	20.11%	4.07%	6.82%	13.81%
3	Resolution of Borrowers Delinquent > 180 Days	6.45%	14.43%	28.91%	19.88%	N/A*
4	Borrower Survey	73.00	62.00	72.00	73.00	72.00
5	Federal Personnel Survey	67.00	57.00	75.00	60.00	68.00

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