

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

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

**Attachment to March 2014 Electronic Announcement**

**SEPTEMBER SCORE BY ALLOCATION METRIC**

		Servicers					
METRIC		Aspire Resources Inc.	COSTEP	CornerStone	EDGEducation Loans	EdManage	ESA/ Edfinancial
1	% of Borrowers In Current Repayment Status	88.64%	N/A	90.93%	N/A	N/A	90.62%
2	% of Borrowers > 90 Days Delinquent	6.76%	N/A	6.06%	N/A	N/A	5.29%
3	Resolution of Borrowers Delinquent > 180 Days	6.95%	N/A	6.24%	N/A	N/A	8.68%
4	Borrower Survey	74.00	66.00	70.00	68.00	69.00	70.00
5	Federal Personnel Survey	73.00	52.00	75.00	54.00	61.00	73.00

		Servicers				
METRIC		Granite State - GSMR	KSA Servicing	MOHELA	OSLA	VSAC Federal Loans
1	% of Borrowers In Current Repayment Status	85.66%	N/A	91.48%	87.39%	81.48%
2	% of Borrowers > 90 Days Delinquent	9.17%	N/A	5.27%	6.25%	12.93%
3	Resolution of Borrowers Delinquent > 180 Days	6.43%	N/A	24.13%	13.96%	7.68%
4	Borrower Survey	73.00	68.00	72.00	69.00	75.00
5	Federal Personnel Survey	68.00	50.00	75.00	67.00	73.00

\*Servicers with an "N/A" listed in the metrics sections had no portfolio