

Quarterly Customer Service Performance Results
Quarter Ending June 30, 2012

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

Attachment to August 2012 Electronic Announcement

JUNE SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.31%	1.33%	0.66%	1.08%
2	Defaulted Borrower Amount	0.69%	0.75%	0.38%	0.68%
3	Borrower Survey	74.67	74.33	74.67	70.00
4	School Survey	76.67	80.67	73.33	68.00
5	Federal Personnel Survey	74.00	70.00	69.00	66.00