

Quarterly Customer Service Performance Results
Quarter Ending December 31, 2011

FedLoan Servicing (PHEAA), Great Lakes, Nelnet, and Sallie Mae

Attachment to February 2012 Electronic Announcement

DECEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.50%	1.89%	1.18%	1.81%
2	Defaulted Borrower Amount	0.95%	1.15%	0.70%	0.94%
3	Borrower Survey	76.33	76.33	73.00	76.67
4	School Survey	70.67	79.33	74.67	74.33
5	Federal Personnel Survey	63.00	70.00	59.00	56.00