

Quarterly Customer Service Performance Results
Quarter Ending December 31, 2012

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

Attachment to April 2013 Electronic Announcement

DECEMBER SCORE BY ALLOCATION METRIC

		Servicers				
METRIC		Aspire Resources Inc.	CornerStone	EdManage	ESA/ Edfinancial	Granite State - GSMR
1	% of Borrowers In Current Repayment Status	91.49%	91.97%	74.45%	87.59%	85.74%
2	% of Borrowers > 90 Days Delinquent	3.88%	4.72%	1.60%	7.55%	7.90%
3	Resolution of Borrowers Delinquent > 180 Days	10.87%	11.30%	N/A*	9.17%	0.00%
4	Borrower Survey	71.00	70.00	67.00	71.00	70.00
5	Federal Personnel Survey	67.00	70.00	64.00	69.00	68.00

		Servicers				
METRIC		MOHELA	OSLA	RESERVED FOR FUTURE USE		
1	% of Borrowers In Current Repayment Status	91.75%	80.91%			
2	% of Borrowers > 90 Days Delinquent	3.78%	11.12%			
3	Resolution of Borrowers Delinquent > 180 Days	30.94%	N/A*			
4	Borrower Survey	71.00	60.00			
5	Federal Personnel Survey	68.00	62.00			

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