

Quarterly Customer Service Performance Results
Quarter Ending September 30, 2011

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

Attachment to November 2011 Electronic Announcement

SEPTEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.12%	1.09%	1.33%	0.97%
2	Defaulted Borrower Amount	0.70%	0.63%	0.78%	0.54%
3	Borrower Survey	75.00	74.67	71.67	69.33
4	School Survey	72.67	74.00	75.67	72.67
5	Federal Personnel Survey	66.00	73.00	61.00	63.00