

Quarterly Customer Service Performance Results
Quarter Ending September 30, 2014

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

Attachment to March 2015 Electronic Announcement

SEPTEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		Aspire Resources Inc.	CornerStone	ESA/ Edfinancial	Granite State - GSMR
1	% of Borrowers In Current Repayment Status	90.62%	92.70%	93.07%	90.66%
2	% of Borrowers > 90 Days Delinquent	5.14%	3.53%	3.68%	4.30%
3	Resolution of Borrowers Delinquent > 180 Days	13.77%	35.54%	28.49%	15.99%
4	Borrower Survey	75.00	73.00	70.00	74.00
5	Federal Personnel Survey	66.00	68.00	69.00	63.00

		Servicers		
METRIC		MOHELA	OSLA	VSAC Federal Loans
1	% of Borrowers In Current Repayment Status	93.34%	88.22%	91.25%
2	% of Borrowers > 90 Days Delinquent	3.64%	5.74%	4.78%
3	Resolution of Borrowers Delinquent > 180 Days	22.42%	15.21%	26.74%
4	Borrower Survey	75.00	74.00	76.00
5	Federal Personnel Survey	77.00	62.00	63.00