

Quarterly Customer Service Performance Results
Quarter Ending December 31, 2013

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

Attachment to March 2014 Electronic Announcement

DECEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count*	1.79%	1.41%	0.98%	0.79%
2	Defaulted Borrower Amount*	1.22%	0.90%	0.61%	0.44%
3	Borrower Survey	75.00	78.33	76.67	75.00
4	School Survey	78.33	86.00	83.00	75.33
5	Federal Personnel Survey	74.00	72.00	62.00	68.00

*Displayed scores represent results based on each servicer's entire portfolio as of the end of each quarter. Fluctuations in quarterly results may reflect the impact of final loan transfers from the legacy servicing system; the Department is assessing the impact of these transfers and other elements outside a servicer's control and may adjust yearly default scores at the time of annual allocation.