

**Quarterly Customer Service Performance Results  
Quarter Ending March 31, 2013**

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

**Attachment to June 2013 Electronic Announcement**

**MARCH SCORE BY ALLOCATION METRIC**

		Servicers				
METRIC		Aspire Resources Inc.	CornerStone	EdManage	ESA/ Edfinancial	Granite State - GSMR
<b>1</b>	% of Borrowers In Current Repayment Status	<b>93.75%</b>	<b>93.15%</b>	<b>79.29%</b>	<b>89.70%</b>	<b>81.51%</b>
<b>2</b>	% of Borrowers > 90 Days Delinquent	<b>3.46%</b>	<b>5.29%</b>	<b>13.84%</b>	<b>6.50%</b>	<b>9.97%</b>
<b>3</b>	Resolution of Borrowers Delinquent > 180 Days	<b>22.02%</b>	<b>9.64%</b>	<b>60.00%</b>	<b>10.83%</b>	<b>7.84%</b>
<b>4</b>	Borrower Survey	<b>71.00</b>	<b>68.00</b>	<b>66.00</b>	<b>71.00</b>	<b>74.00</b>
<b>5</b>	Federal Personnel Survey	<b>71.00</b>	<b>75.00</b>	<b>53.00</b>	<b>68.00</b>	<b>67.00</b>

		Servicers				
METRIC		KSA Servicing	MOHELA	OSLA	VSAC Federal Loans	RESERVED FOR FUTURE USE
<b>1</b>	% of Borrowers In Current Repayment Status	<b>68.65%</b>	<b>91.96%</b>	<b>85.86%</b>	<b>79.38%</b>	
<b>2</b>	% of Borrowers > 90 Days Delinquent	<b>2.28%</b>	<b>3.63%</b>	<b>8.25%</b>	<b>13.10%</b>	
<b>3</b>	Resolution of Borrowers Delinquent > 180 Days	<b>N/A*</b>	<b>32.69%</b>	<b>16.17%</b>	<b>N/A*</b>	
<b>4</b>	Borrower Survey	<b>61.00</b>	<b>69.00</b>	<b>68.00</b>	<b>71.00</b>	
<b>5</b>	Federal Personnel Survey	<b>56.00</b>	<b>69.00</b>	<b>51.00</b>	<b>66.00</b>	

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