

**Quarterly Customer Service Performance Results**  
**Quarter Ending March 31, 2012**

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

**Attachment to May 2012 Electronic Announcement**

**MARCH SCORE BY ALLOCATION METRIC**

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
<b>1</b>	Defaulted Borrower Count	<b>1.21%</b>	<b>1.41%</b>	<b>0.73%</b>	<b>1.55%</b>
<b>2</b>	Defaulted Borrower Amount	<b>0.74%</b>	<b>0.86%</b>	<b>0.44%</b>	<b>0.90%</b>
<b>3</b>	Borrower Survey	<b>75.00</b>	<b>76.33</b>	<b>76.33</b>	<b>75.00</b>
<b>4</b>	School Survey	<b>71.33</b>	<b>76.67</b>	<b>74.00</b>	<b>73.00</b>
<b>5</b>	Federal Personnel Survey	<b>80.00</b>	<b>78.00</b>	<b>71.00</b>	<b>72.00</b>