

**Quarterly Customer Service Performance Results**  
**Quarter Ending December 31, 2010**

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

**Attachment to February 2011 Electronic Announcement**  
**(Updated April 20, 2011)**

**DECEMBER SCORE BY ALLOCATION METRIC**

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
<b>1</b>	Defaulted Borrower Count	<b>1.74%</b>	<b>1.74%</b>	<b>1.78%</b>	<b>1.05%</b>
<b>2</b>	Defaulted Borrower Amount	<b>1.20%</b>	<b>1.08%</b>	<b>1.13%</b>	<b>0.55%</b>
<b>3</b>	Borrower Survey	<b>74.00</b>	<b>70.00</b>	<b>70.67</b>	<b>73.67</b>
<b>4</b>	School Survey	<b>67.00</b>	<b>77.67</b>	<b>67.00</b>	<b>72.67</b>
<b>5</b>	Federal Personnel Survey	<b>79.00</b>	<b>77.00</b>	<b>77.00</b>	<b>73.00</b>