

### Portfolio Summary \*

|                   |               |
|-------------------|---------------|
| Borrowers         | 8,785         |
| Loans             | 37,156        |
| Outstanding \$\$  | \$217,474,621 |
| Avg. \$\$ / Borr. | \$24,755      |

\* Includes ED and FFELP Loans

### Default Prevention Summary

|  |       |     |
|--|-------|-----|
| Borrowers Who Are 31+ Days Past Due <sup>1</sup>         | 461   | 14% |
| Borrowers Who Are 271+ Days Past Due <sup>1</sup>        | 32    | 1%  |
| Borrowers Who Went Past Due (Last 3 Months) <sup>2</sup> | 2,437 | 42% |
| Borrowers Brought Current (Last 3 Months)                | 1,821 | 75% |

1 - % is of those in a Repayment status

2 - % is of those in a Repayment, Forbearance or Deferment status

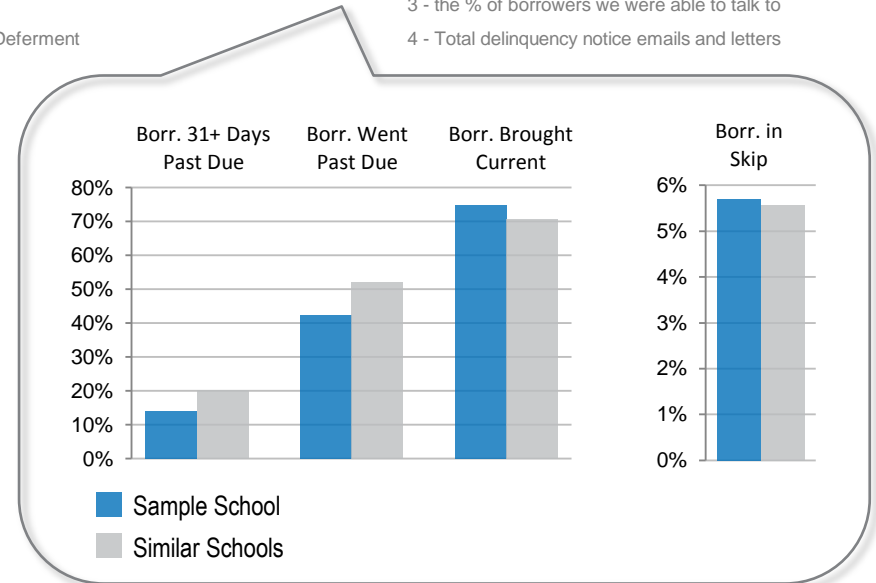
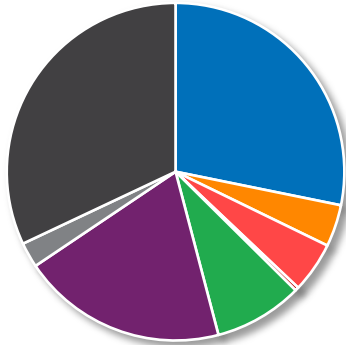
|   |       |
|---|-------|
| Outbound Call Contact Rate <sup>3</sup>   | 19%   |
| % in Skip Status <sup>2</sup>             | 5.7%  |
| Letters Sent (Last 3 Months) <sup>4</sup> | 3,161 |

3 - the % of borrowers we were able to talk to

4 - Total delinquency notice emails and letters

### Borrower Status Summary

|                                  |       |                                      |
|----------------------------------|-------|--------------------------------------|
| Repayment (Current)              | 28.2% | <span style="color:blue">■</span>    |
| Repayment (1-30 Days Past Due)   | 4.0%  | <span style="color:orange">■</span>  |
| Repayment (31-270 Days Past Due) | 4.9%  | <span style="color:red">■</span>     |
| Repayment (271+ Days Past Due)   | 0.4%  | <span style="color:darkred">■</span> |
| Forbearance                      | 8.5%  | <span style="color:green">■</span>   |
| Deferment                        | 19.7% | <span style="color:purple">■</span>  |
| Grace                            | 2.4%  | <span style="color:gray">■</span>    |
| School                           | 32.0% | <span style="color:black">■</span>   |



### Call Center Metrics

|  |       |
|--|-------|
| Total Borrower Calls Taken (Last 3 Months) | 1,572 |
| Total Borrowers Who Called (Last 3 Months) | 1,011 |
| Borrower Call Rate                         | 12%   |

### Website Metrics

|   |        |
|---|--------|
| Navigent.com Borrower Logins (Last 3 Months)  | 15,788 |
| Total Borrowers Who Logged In (Last 3 Months) | 3,113  |
| Borrower Login Rate                           | 35%    |

### Portfolio Default Summary

| 2011 Cohort * | Navient Serv. Federal | Total Federal | Variance |
|---------------|-----------------------|---------------|----------|
| In Default    | 15                    | 388           |          |
| In Repayment  | 453                   | 4,671         |          |
| Default Rate  | 3.3%                  | 8.3%          | 60%      |

\*FSA Fiscal year 2011 official 3-year cohort default rate

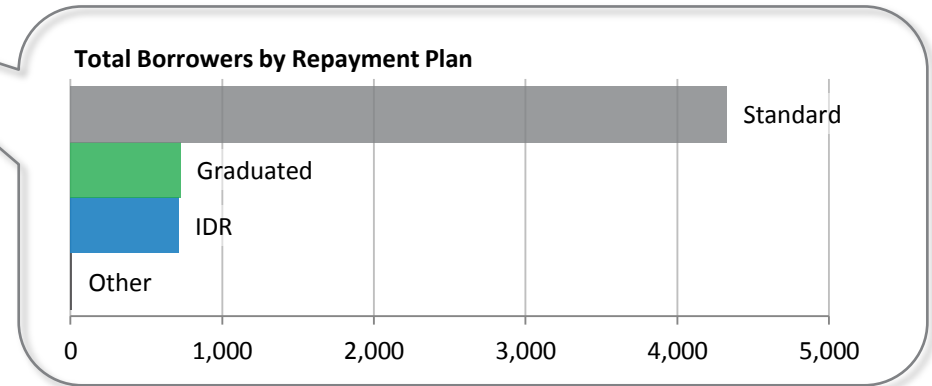
### Repayment Plan Metrics \*\*

|   |       |     |
|---|-------|-----|
| Borrowers in a Standard Repayment Plan                  | 4,328 | 75% |
| Borrowers in a Graduated Repayment Plan                 | 726   | 13% |
| Borrowers in an Income-Driven Repayment Plan            | 716   | 12% |
| Borrowers Enrolled in an IDR Plan (Last 3 Months)       | 88    | 12% |
| Borrowers in an Other Repayment Plan                    | 11    | 0%  |
| Borrowers in Multiple Repayment Plan Types <sup>5</sup> | 30    | 1%  |
| Borrowers Who May Be IDR-Eligible <sup>6</sup>          | 3,649 | 63% |

\*\* Metrics are just for borrowers in Repayment, Forbearance or Deferment

5 - Multiple repayment plans occur when borrowers have loans in more than one repayment plan at the same time. This is also why the total may be greater than 100%.

6 - IDR is a helpful tool to prevent at-risk borrowers from defaulting. We can work together to communicate this message to these eligible borrowers.



### Demographic Metrics

| Metric                                       | Count | %   | Average <sup>8</sup> | Variance |
|--|-------|-----|----------------------|----------|
| Borrowers with a Valid Email Address         | 8,463 | 96% | 96%                  | 0%       |
| Borrowers Who Opted in to Email <sup>7</sup> | 6,082 | 72% | 62%                  | 16%      |
| Average Borrower Email Open Rate             |       | 50% | 44%                  | 14%      |
| Borrowers with a Valid Mailing Address       | 8,667 | 99% | 98%                  | 1%       |
| Borrowers with a Valid Phone Number          | 8,598 | 98% | 98%                  | 0%       |

7 - Of the borrowers with a valid email address, the percentage of those who have opted in to receive email

8 - The same percentages for similar schools

### Key Highlights

- ■ ● Together, we have helped bring 1,821 borrowers current in the past three months.
- ■ ● Our partnership has resulted in a lower default rate compared to your overall rate. We look forward to working with you to improve it further.
- ■ ● The 31+ delinquency rate of 14% is very good compared to similar schools. Let's team up on tips to keep lowering that rate!
- ● ■ There are currently 32 borrowers 271+ days past due who could negatively impact your cohort default rate very soon. Let's work together to try to resolve them.
- ● ■ The skip rate of 5.7% is comparable to similar schools. Let's work together on tips to exchange demographics to lower that rate.
- ● ■ Only 35% of your borrowers are managing their accounts online. Let's work together to overcome any obstacles and encourage them to use this convenient and free resource.
- ■ ● 12% of your borrowers are currently in an IDR plan. By collaboratively identifying potentially eligible borrowers, we can reach out to those who may benefit from this plan.
- ■ ● Your opt in email rate of 72% is very good.

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