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# Reboot Your Exit Counseling

April 2015



Since 2009, we have serviced federal student loans on behalf of the  
U.S. Department of Education.

We manage over \$300 billion in outstanding student loan balances  
and help more than 12 million Americans achieve success.

**Learn more at [Navient.com](http://Navient.com)**

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# Welcome to the webinar

- **To download today's presentation**

Go to [Navient.com/Schools](http://Navient.com/Schools), click Support & Resources. The presentation is in the Training & Webinars section.

[www.navient.com/schools/support-and-resources/training-and-webinars/](http://www.navient.com/schools/support-and-resources/training-and-webinars/)

- **Today's facilitator:**



**Steve Wynne**

Director  
Client Communications

- **If you have technical difficulties**

Audio: Press \*0 to speak to an operator

WebEx access issues: Dial (800) 508-8758, select option 3

# Servicing contacts and today's speakers

## Your Relationship Managers

Providing **schools** with answers and guidance on delinquency management initiatives, portfolio analysis, training and any campus specific concerns.



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All Proprietary Schools

## CollegeServ®

Providing expert support for **schools**, M-F, 8:00 am - 8:00 pm ET, to assist with borrower related issues/repayment counseling, enrollment updates or guidance with our online reports.

Phone: 888-272-4665 Fax: 800-828-0250

Email: [collegeserv@navient.com](mailto:collegeserv@navient.com)

## Electronic Services

Providing technical support M-F, 8:00 am - 5:00 pm ET, for monitoring of electronic file delivery and assistance with school servicing portal navigation.

Phone: 800-348-4606

Email: [ESNAVI@navient.com](mailto:ESNAVI@navient.com)

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# Agenda

- Exit Counseling Planning and Strategies
  - Who?
  - Why?
  - How?
- Reboot Your Exit Counseling: Connect with Students by Understanding What They Need
- Financial Literacy Tools

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# A comparison

If you think of an apple,  
you might think of this.



Or this.



Or even this.



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# A comparison

Different varieties, different flavors, different textures – but all apples.

Which one tastes better? Is more nutritious? Is more memorable?



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# Exit Counseling

## Planning and Strategies

# Exit counseling

## WHO?

- Schools who participate in Title IV federal student loan programs are required to provide exit counseling **for Federal Direct Subsidized, Direct Unsubsidized and Grad PLUS borrowers** - shortly before each borrower ceases to be enrolled at least half-time.

## WHY?

- Student loan default rate is 13.7%
- Student loan debt now exceeds \$1 trillion
- Students frequently are unable to identify the annual cost of their education or their student loan balances
- Financial literacy is key to a successful repayment strategy
- Federal law\* requires schools to provide exit counseling, mandating:
  - Timing of the counseling must be completed
  - Topics to be covered during each type of counseling

From "Loan Counseling Tools," 2014 FSA Training Conference, December 2014

\* Full details are included in: Section 485 of the Higher Education Act of 1965, with amendments made by the Higher Education Opportunity Act of 2008 (PL 110-315); and 34 CFR 682.604(a) for FFEL, 34 CFR 685.304 (b) for Direct

# Exit counseling | federal resources

HOW?

Federal Student Aid (FSA) and the StudentLoan.gov exit counseling site provide comprehensive, compliant, and well-organized information.

- Broad financial literacy information for borrowers with personalized, visual, and interactive content
- Enhanced borrower information for a more informed financial decision
- Centralized counseling, reducing borrower confusion and providing a consistent experience

The screenshot displays the StudentLoans.gov exit counseling interface. At the top, it features the 'START HERE GO FURTHER FEDERAL STUDENT AID' logo and the 'StudentLoans.gov' header. The main navigation bar includes 'My Account', 'Learn More', 'Tools and Resources', 'Managing Repayment', 'FAQs', and 'Contact Us'. The 'Exit Counseling' section is active, showing a progress bar with five steps: 1. Understand Your Loans, 2. Plan to Repay, 3. Avoid Default, 4. Make Finances a Priority, and 5. Repayment Information. Below this, there are several content panels:

- Your Student Loans:** A section with a 'Sign In' button and a message: 'You are currently not signed in! Sign in to view your federal student loan data, notify schools of counseling completion, and save proof of counseling completion. If you are not signed in, you cannot meet requirements for completing counseling.'
- Income-Driven Repayment Plans:** A section titled 'You may be eligible for an income-driven repayment plan!' with a 'Remember!' icon. It includes a form to 'Enter your family size and state of residence to estimate your payment under each plan' and a 'Choose the repayment plan that's right' button.
- Types of Federal Student Loans:** A section with a note: 'Note: The FFEL Program ended June 30, 2010 and no new loans have been made under the FFEL Program since that date.' It lists four loan types: Direct Subsidized Loans/Federal Subsidized Stafford, Direct Unsubsidized Loans/Federal Unsubsidized Stafford, Direct PLUS Loans/FFEL PLUS Loans, and Federal Perkins Loans.
- Your Income & Taxes:** A section titled 'Payroll Withholding Example' showing a comparison between Gross Income (\$45,000) and Net Income (\$31,308). A pie chart illustrates the breakdown: Payroll Withholdings (\$13,692) and Net Income (\$31,308). Below the chart, it lists federal withholdings (Federal Income Tax, Social Security, Medicare) and other withholdings (State Income Tax, Health Insurance, Pre-Tax Retirement Savings). A note states: 'Note: These estimates should not be used for personal financial planning; to estimate the amount of Federal taxes that will be withheld from your own pay check, use the IRS Withholding Calculator.'

At the bottom right, there is a red graphic for the 'EXIT COUNSELING GUIDE FOR BORROWERS OF DIRECT LOANS AND FEDERAL FAMILY EDUCATION PROGRAM LOANS'. It includes a 'Do the math!' section with calculations: 'A tax deduction reduces your income: Income - Deduction = Tax \$45,000 - \$5,000 = \$40,000' and 'A tax credit reduces the owed: Tax - Tax Credit = Tax \$1,000 - \$250 = \$750'.

From "Loan Counseling Tools," 2014 FSA Training Conference, December 2014

# Exit counseling | general requirements\*

HOW?

- Exit counseling must include information about and a review of:
  - Use of the Master Promissory Note (MPN)
  - Loan repayment, repayment requirements, and options
  - Forbearance, deferment, and loan discharge
  - Consequences of default
  - Money management and debt management strategies
  - Loan consolidation
  - Loan servicer contact information
  - ED Student Loan Ombudsman's office information
  - Collection of borrower-specific data: name, address, Social Security number, references, drivers license number, etc.

\* Full details are included in: Section 485 of the Higher Education Act of 1965, with amendments made by the Higher Education Opportunity Act of 2008 (PL 110-315); and 34 CFR 682.604(a) for FFEL, 34 CFR 685.304 (b) for Direct

- Schools continue to get detailed reports from NSLDS
- Completion results, along with those from Entrance and Financial Awareness Counseling – in COD Counseling Report
  - Upon completion of counseling, school(s) selected by the student are notified
- References used on StudentLoans.gov are saved
- Conclusion of exit counseling requires the user to select a “preferred” repayment plan, information that is passed to the federal loan servicer
- If a school is conducting exit counseling on their own without using StudentAid.gov online resources, the school is required to submit documentation to federal loan servicers within 60 days

**BUT**

Many students need additional guidance to build on what they have learned and to make the content more manageable and more memorable.

**That's where schools and servicers come in!**



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# Reboot Your Exit Counseling

Connect with Students by  
Understanding What They Need

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# What Navient has learned from borrowers

## Navient Borrower Feedback Study | December 2014

1. Borrowers don't understand interest rates are not set by their servicer but by the U.S. Congress.
2. Borrowers don't know what to expect through their loan life cycle. They want to better understand what potential problems they may face in their future.
3. Borrowers want useful online tools to help manage their finances.
4. Borrowers want their servicer to be a caring financial partner.
5. Borrowers want information about payment options and repayment while they are still in-school.
6. Borrowers need guidance on where to turn for information about their loans. They need to be directed to their servicer for information.

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# What Navient has learned from schools

- Exit counseling contains a wealth of great information, but it can be difficult for a student to take in all at once
- Don't underestimate the personal touch; additional in-person counseling is key
- In addition to federal loan information, include private loan repayment strategies

## **SCHOOL SUCCESS STORY**

- Have mandatory in-person exit counseling sessions, with Q&A
- Design content to be memorable; this is not just about the next 6 months, this is about life choices
- Use student-relevant stories of borrowers who have successfully repaid student loans and how it was accomplished
- Even before you begin exit counseling, start with a question: What do you need?

## **SCHOOL SUCCESS STORY**

- Timing is everything; offer evening and weekend sessions to fit student schedules

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# What Navient has learned from schools

- Make sure the exit counseling message is heard and understood
- Reinforce the importance of the student/servicer relationship
- Adjust how we think about exit counseling; communicate not just what a borrower needs to know, but why they need to know it

## **SCHOOL SUCCESS STORY**

- Aligned university's online resources with StudentLoan.gov content
- Had mandatory in-person exit counseling sessions, with Q&A
- Emphasized a student's reality – translated online content into real life, illustrating the negative consequences on the credit scores of borrowers who became delinquent

## **SCHOOL SUCCESS STORY**

- Mandatory in-person exit counseling positions federal loan servicers as student advocates: answer a servicer's email, when a servicer calls – pick up the phone
- Exit counseling content uses the words “call your servicer” eleven times in discussing payments, repayment options, and consolidation
- In the learning exercise students are asked, “How many times did we state, ‘Call your servicer?’”
- It has become the #1 thing students recall out of exit counseling: “Call your servicer.”

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# Recommendations

- Make all information current and relevant to the student audience
- Put content in the students' voice, and use examples relevant to students
- Use or reference information and content available from Navient and other TIVAs to **reboot** your exit counseling efforts!
- **For example . . .**

# Resources for schools

HOW?

## Strategies and Information as You Prepare to Repay Your Student Loans

April 2015

### Subsidized vs. Unsubsidized Loans

#### Subsidized Loans

Have no interest cost while student is in school, in grace (if applicable), or in a period of authorized deferment.

#### Unsubsidized Loans

Borrower is responsible for interest that accrues from the time of disbursement.

#### EXAMPLES

- Direct Subsidized Loans
- Perkins Loans
- Consolidated Loans
- Some ins promiss

#### EXAMPLES

### Income-Contingent Repayment Plans



Eligible Loans	Monthly Payment and Time Frame	Details
<ul style="list-style-type: none"> <li>• Direct Subsidized and Unsubsidized Loans</li> <li>• Direct PLUS Loans made to students</li> <li>• Direct Consolidation Loans</li> </ul>	<ul style="list-style-type: none"> <li>• Payments are calculated each year and are based on the lesser of 20% of your discretionary income, the difference between your adjusted gross income and 100% of the poverty guideline for your family size and state of residence (other conditions apply) divided by 12, or 12-year standard payment multiplied by income percentage factor that is published annually by the Department of Education.</li> <li>• Your payments change as your income changes.</li> <li>• Up to 25 years.</li> </ul>	<ul style="list-style-type: none"> <li>• You'll pay more for your loan over time than under the 10-year standard plan.</li> <li>• If you do not repay your loan after making the equivalent of 25 years of qualifying monthly payments, the unpaid portion will be forgiven.</li> <li>• You may have to pay income tax on the amount that is forgiven.</li> </ul>

\*Graduate or professional students are not eligible for Direct Subsidized Loans.

Note: The Consolidation Loan is not eligible for Income-Contingent Repayment Plans.

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The screenshot shows the Navient website interface. At the top, there are navigation links for 'About Us', 'Loan Customers', 'Schools', and 'Professional Services'. A search bar and a 'School Log In' button are also present. Below the navigation is a purple header with categories: 'Borrower Communications & Education', 'Preventing Delinquency', 'News & Updates', and 'Support & Resources'. The main content area features a 'Training and Webinars' section with a sub-header 'Upcoming Webinar' and a topic 'Reboot Your Exit Counseling'. There are 'REGISTER NOW' buttons. To the right, there is a 'HAVE QUESTIONS? Contact CollegeServ®' section with contact information and a 'Keep In Touch' section.

The image shows two overlapping presentation covers. The top cover is titled '7 STEPS TO BETTER DEFAULT PREVENTION' and includes the subtitle 'Get your school and students back on the path to financial success'. The bottom cover is titled 'Counseling Your Borrowers to Avoid Default' and includes the subtitle 'A guide to helping your borrowers reduce delinquency and avoid default'. Both covers feature the Navient logo and a photograph of two people working at a computer.

Presentations designed as school support for borrowers with content aligned with federal requirements

At [www.navient.com/schools](http://www.navient.com/schools)  
For online training, support, and collateral

# Resources for borrowers

# HOW?

NAVIENT. Department of Education Loan Servicing

Getting Started | Repayment Plans | How Payments Work | Interest & Taxes | Postponing Payments | For Military Personnel | Documents & Forms

Loan Payment Allocation | Direct Loan Payments | FFELP Loan Payments | Private Loan Payments

### Loan Payment Allocation

It's important to understand how your loan payments are allocated and applied. Every time you make a student loan payment, it helps pay down various portions of your loan. It typically is applied first to fees, then to outstanding interest, then to principal.

Payment Allocation Allocation is how a payment is applied.

### What Type of Loan Do You Have?

**Federal Loans**

- Direct Loans (William D. Ford of Education)
- FFELP Loans (Federal Family Education)

**Servicemembers Civil Relief Act**

As a member of the military, both your federal and private loans may qualify for Servicemembers Civil Relief Act (SCRA) benefits.

**The SCRA Interest-Rate Cap for Federal and Private Loans**

The Servicemembers Civil Relief Act (SCRA) interest-rate cap is available for federal student loans and private student loans, for both borrowers and cosigners. Interest on student loans obtained prior to your military service is limited to 6% during periods of active duty. (If your existing interest rate is less than 6%, it will not change.)

### The top 10 things to do when it's time to repay your student loans

#### Navigating the path to successful repayment

- Know what you owe.
  - Visit [ed.gov](http://ed.gov) to view all of your federal student loans and know your servicer(s).
  - Forgo your PIN? Visit [PIN.ed.gov](http://PIN.ed.gov)
- Make sure your servicer knows how to contact you.
  - Inform your servicer if you change your street address.
  - Change your email address.
  - Change your telephone number.
- Make your payments on time.
  - Set up automatic payments.
  - Use the grace period.
  - Use the forbearance period.
  - Use the deferment period.
- Understand your repayment options.
  - Standard repayment.
  - Income-driven repayment.
  - Graduated repayment.
  - Extended repayment.
- Select the repayment option that works best for you.
  - Standard repayment.
  - Income-driven repayment.
  - Graduated repayment.
  - Extended repayment.

### Navigating Your Monthly Budget

Navient® can help guide you along the path to successfully budgeting your monthly income and expenses. Use this worksheet to create a budget and assess how you're doing each month compared with your budget goal. The worksheet will total your numbers at the bottom so you can see if you need to make adjustments—like cutting expenses or boosting your income—to reach your desired amount of spendable income.

	BUDGET	ACTUAL		BUDGET	ACTUAL
<b>INCOME</b>			<b>EXPENSES</b>		
Monthly Net Salary	\$	\$	Family expenses	\$	\$
Other Income	\$	\$	Babysitter	\$	\$
	\$ 0.00	\$ 0.00	Day care	\$	\$
			Other	\$	\$
			Miscellaneous	\$	\$
			Clothing/Laundry	\$	\$
			Pet supplies	\$	\$
			Other	\$	\$
			Savings	\$	\$
			IRA	\$	\$
			Savings/Money market account	\$	\$
			Transportation	\$	\$
			Car payment	\$	\$
			Car insurance	\$	\$
			Car maintenance/Repair	\$	\$
			Gasoline	\$	\$
			Public transportation	\$	\$

### Important Advice for Students Student Loan and Financial Planning Checklist

You can track your loans by filling out the fields below. Note: If your version of Adobe does not support embedable tables, we encourage you to print this worksheet and complete the appropriate fields by hand.

Academic Year Borrowed (Loan Date)	Loan Type	Loan Amount	Interest Rate	Lender/Servicer	Repayment Begin Date	Repayment Strategy	Key Dates that require Action
2014-2015 (08/26/2014)	Direct Subsidized and Direct Unsubsidized Stafford Loans	\$8,500	4.66%	Navient			None 2015 - Contact Servicer to select new plan or to make adjustments
	Direct Unsubsidized for Graduate & Professional Students	\$10,000	6.21%	Navient			
	Direct PLUS for Graduate Professional Students	\$15,000	7.21%	Navient			

### Overview of Direct Loan and FFEL Program Repayment Plans

View information from <https://studentaid.ed.gov/repay-loans/understand/plans>.

View information on Income-Driven repayment plans at <https://studentaid.ed.gov/repay-loans/understand/plans/income-driven>.

Download a fact sheet for Income-Driven repayment plans at <https://studentaid.ed.gov/sites/default/files/income-driven-repayment.pdf>.

Repayment Plan	Eligible Loans	Monthly Payment and Time Frame	Quick Comparison
<b>Income-Based Repayment Plan</b>	<ul style="list-style-type: none"> <li>Direct Subsidized and Unsubsidized Loans</li> <li>Subsidized and Unsubsidized Federal Stafford Loans</li> <li>All PLUS Loans made to students</li> <li>Consolidative Loans (Direct or FFEL) that do not include Direct or FFEL PLUS Loans made to parents</li> </ul>	<ul style="list-style-type: none"> <li>Your monthly payments will be 15% (10% if you are a new borrower*) of your discretionary income, the difference between your adjusted gross income and 150% of the poverty guideline for your family size and state of residence (other conditions apply).</li> <li>Your payments change as your income changes.</li> <li>Up to 25 years.</li> </ul>	<ul style="list-style-type: none"> <li>You must have a <b>partial financial hardship</b>.</li> <li>Your monthly payments will be lower than payments made under the 10-year standard plan.</li> <li>You'll pay more for your loan over time than you would under the 10-year standard plan.</li> <li>If you have not repaid your loan in full after making the equivalent of 25 years (20 years if you are a new borrower*) of qualifying monthly payments, any outstanding balance on your loan will be forgiven.</li> <li>You may have to pay income tax on any amount that is forgiven.</li> </ul>
<b>Pay As You Earn Repayment Plan</b>	<ul style="list-style-type: none"> <li>Direct Subsidized and Unsubsidized Loans</li> <li>Direct PLUS Loans made to students</li> <li>Direct Consolidative Loans that do not include Direct or FFEL PLUS Loans made to parents</li> </ul>	<ul style="list-style-type: none"> <li>Your monthly payments will be 10% of your discretionary income, the difference between your adjusted gross income and 150% of the poverty guideline for your family size and state of residence (other conditions apply).</li> <li>Your payments change as your income changes.</li> <li>Up to 25 years.</li> </ul>	<ul style="list-style-type: none"> <li>You must be a <b>new borrower</b> on or after Oct. 1, 2007, and must have received a disbursement of Direct Loan on or after Oct. 1, 2011.</li> <li>You must have a <b>partial financial hardship</b>.</li> <li>Your monthly payments will be lower than payments made under the 10-year standard plan.</li> <li>You'll pay more for your loan over time than you would under the 10-year standard plan.</li> <li>If you have not repaid your loan in full after you made the equivalent of 20 years of qualifying monthly payments, any outstanding balance on your loan will be forgiven.</li> <li>You may have to pay income tax on any amount that is forgiven.</li> </ul>
<b>Income-Contingent Repayment Plan</b>	<ul style="list-style-type: none"> <li>Direct Subsidized and Unsubsidized Loans</li> <li>Direct PLUS Loans made to students</li> <li>Direct Consolidative Loans</li> </ul>	<ul style="list-style-type: none"> <li>Payments are calculated each year and are based on your adjusted gross income, family size, and the total amount of your Direct Loans.</li> <li>Your payments change as your income changes.</li> <li>Up to 25 years.</li> </ul>	<ul style="list-style-type: none"> <li>You'll pay more for your loan over time than under the 10-year standard plan.</li> <li>If you do not repay your loan making the equivalent of 25 years of qualifying monthly payments, the unpaid portion will be forgiven.</li> <li>You may have to pay income tax on the amount that is forgiven.</li> </ul>

Online at [www.navient.com/loan-customers](http://www.navient.com/loan-customers)  
 For online support, links, and collateral

# \* NEW \* resources for borrowers

HOW?

NAVIENT

About Us Loan Customers Schools Professional Services

Search

Getting Started Repayment Plans How Payments Work Interest & Taxes Postponing Payments For Military Personnel Documents & Forms

Loan Customer Log In

User ID

Password

Remember My User ID

Log In

Register

Forgot User ID Forgot Password

Difficulty logging in?

Did You Know?

The U.S. Congress sets interest rates on federal student loans. Your student loan servicer does not set your federal loan interest rate and cannot change it.

Learn more about your interest rates

Beware of Offers for Debt Relief

Some third-party debt relief companies may claim they can reduce or eliminate your student loan debt, but they charge for services that Navient and other loan servicers offer for free.

Protect yourself from fraud

Are You in an Income-Driven Plan?

You need to "certify" your income on an annual basis. When it's time for you to renew – and before your annual deadline – be sure to reapply on StudentLoans.gov >

Learn more about plans based on your income

Having Trouble Paying?

If you're facing a temporary hardship, find out ways to stay current on your loans and how Navient can help.

Options if you're having trouble

Navient Path to Success

Our interactive series helps you manage your finances.

Start learning more today

Members of the Military

You may qualify for special benefits, including the Servicemembers Civil Relief Act (SCRA) interest rate cap.

Benefits for military personnel

Information regarding interest rates and avoiding fraud.

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About Us Loan Customers Schools Professional Services

Search Customer Log In

Getting Started Repayment Plans How Payments Work Interest & Taxes Postponing Payments For Military Personnel Documents & Forms

How Student Loan Interest Works

How to Calculate Your Interest

Your 1098-E Tax Statement

Sallie Mae and Navient Loans

Contact Navient

### How Student Loan Interest Works

If you receive a federal or private student loan, you will be required to repay that loan with interest. Interest is calculated as a percentage of the amount that you borrowed.

It is important to understand who sets your interest rate, how your interest is calculated, and the fees associated with your loan.

Interest rates vary depending on the type of loan and lender, as well as the year the loan was disbursed if it is a FFELP or Direct Loan from the U.S. Department of Education.

The longer you take to pay off your loan, the more interest will accrue, increasing the amount you will be required to repay.

### Who Sets Your Student Loan Interest Rates?

The U.S. Congress sets interest rates on federal student loans, through legislation that ties the rate to financial markets. Federal loan interest rates are determined each spring for new loans being made for the upcoming academic year, July 1 through June 30. Your student loan servicer does not set your federal loan interest rate and cannot change it.

Although most federal student loan interest rates are fixed for the life of the loan and will not change, some have a variable interest rate that can change annually. Some private student loans offer the choice of a fixed or variable interest rate, both of which may change periodically.

Information About 1098-E

Learn more in the IRS Pub. 970, Tax Benefits for Education

IRS Publication 970 2013

NAVIENT path to success

Our interactive series helps you manage your finances.

Your Financial Success

When It's Time to Repay

Money-Saving Strategies

My Financial Goals

My Monthly Budget

[www.navient.com/loan-customers/interest-and-taxes/how-student-loan-interest-works](http://www.navient.com/loan-customers/interest-and-taxes/how-student-loan-interest-works)

# \* NEW \* resources for borrowers

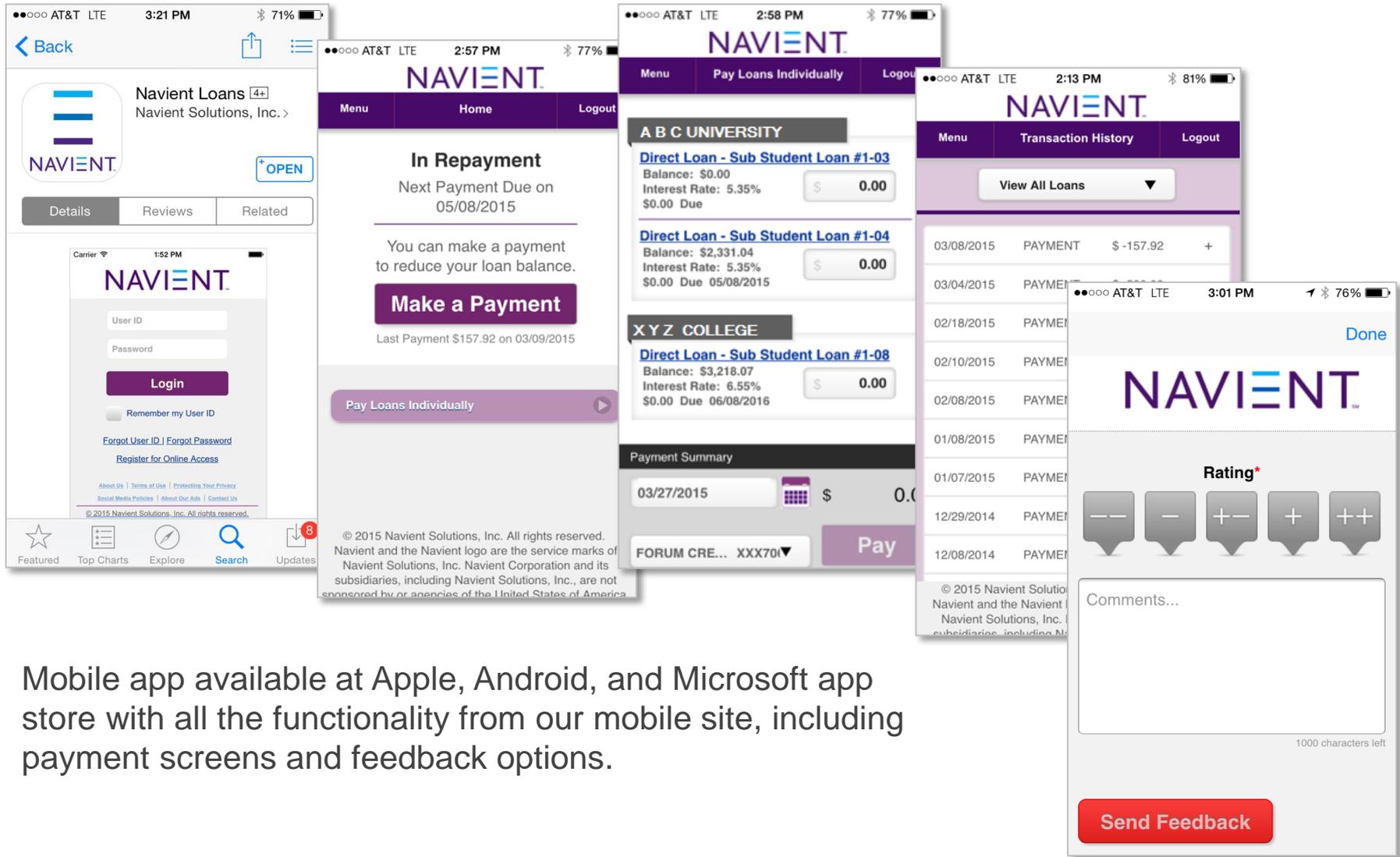
HOW?

Information regarding interest rates and avoiding fraud.

[www.navient.com/loan-customers/payment-plans/protect-yourself-from-fraud](http://www.navient.com/loan-customers/payment-plans/protect-yourself-from-fraud)

# \* NEW \* resources for borrowers

HOW?



Mobile app available at Apple, Android, and Microsoft app store with all the functionality from our mobile site, including payment screens and feedback options.

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# Financial Literacy

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# Financial literacy, a critical component

- As recommended on **StudentLoans.gov**, financial literacy education is critical for students, providing tools and information to help borrowers understand financial aid and help manage finances
- Navient has created **Path to Success** to deliver on our commitment to borrowers and schools through enhanced financial literacy tools
- **Path to Success** consists of brief, interactive modules available for **free** to anyone with a web connection at **Navient.com/path**

# Overview of current modules



## Student loan repayment options

- Loan and interest basics
- Federal student loan repayment options
- Sample borrower personas
- Interactive total loan cost calculator



## Payment types and credit cards

- Checking accounts and parts of a check
- Debit and credit card differences
- Comparing credit card offers
- Managing credit card debt



## Credit scores and reports

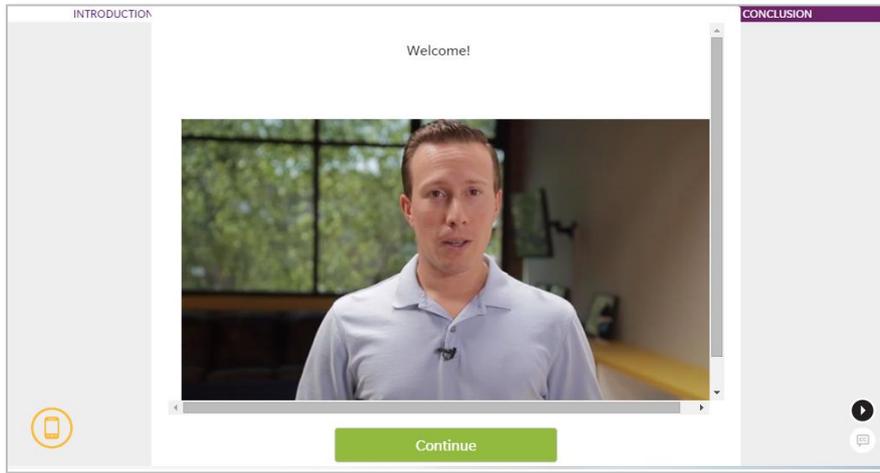
- Credit scores and how they're used
- Factors affecting credit scores
- Facts on credit reports and agencies
- Establishing/maintaining a healthy score



## Savings and investments

- Examining savings vehicles: savings accounts, CDs, money markets
- Retirement savings options
- Compound interest
- Factors influencing investment risk/return

# Student loan repayment module



**Brief introductory and closing videos from an actual Navient customer**



**Key concepts explained and demonstrated graphically to enable the user to comprehend the information**

# Student loan repayment module (cont'd)

INTRODUCTION WHAT'S A LOAN EXAMPLES CONCLUSION

"I need to Create a Budget!"

Lives in **Atlanta**  
Wants to be a **Television Journalist**  
Starting salary will be around **\$20,000**  
**Single**, living with roommates

Julio

Navigation icons: back, forward, home, pause, and search.

Sample real-life examples illustrate loan repayment options for four different borrower situations

KNOWLEDGE CHECK

When you take out a student loan, why do you end up repaying more than you originally borrowed?

- Because you were never told the original loan amount.
- Because you shortened the term of your loan plan.
- Because you are paying the principal in addition to the original loan amount.
- Because you pay interest on a student loan.

No, the principal is the same thing as the original loan amount.

Navigation icons: back and forward.

Quizzes ensure learning comprehension

# Student loan repayment module (cont'd)

Interactive calculator estimates a loan's full cost over time with a Standard repayment plan

## Sample Calculator for Standard Repayment Plan



x



x



=

### PRINCIPAL

- 5,000
- 10,000
- 15,000
- 20,000
- 25,000
- 30,000

### INTEREST RATE

- 3.0 %
- 4.0 %
- 5.0 %
- 6.0 %
- 7.0 %
- 8.0 %

### LIFE OF THE LOAN

- 5 yrs
- 10 yrs
- 15 yrs
- 20 yrs
- 25 yrs
- 30 yrs

**\$5000**

ORIGINAL LOAN AMOUNT

**\$5390**

TOTAL PAID BY END OF  
LOAN FOR A STANDARD  
LOAN REPAYMENT PLAN

# How to find Path to Success

Keeping students on the right financial path



*Life moves fast. It can be hard for students to stop and think about financial decisions. When they do pause to learn, they need information that's practical, relevant, and clear. That's why we offer Path to Success. Our interactive modules cover financial basics, helping students make smart, confident choices. Below are more details about the program. Consider stepping through a module or two yourself – at Navient.com/path – to become familiar with them. Thanks for helping spread the word about this program and keeping your students on the Path to Success.*



**What is Path to Success?**  
It's an interactive learning series providing insights into key financial topics. Several modules are already available, and Navient will expand the program over time to cover more topics.

**Who should use Path to Success?**  
It's for anyone looking to make smart, informed financial decisions. You don't need to be a Navient customer to access Path to Success. Feel free to share the web address (Navient.com/path) with friends and family.

**How do I access Path to Success?**  
The modules are free and available through any device at Navient.com/path.

**Why does Navient offer Path to Success?**  
Navient is committed to helping you achieve financial success. Path to Success can help you make smart, informed decisions... now and for your future.

**Is Path to Success tied in any way to my student loan?**  
No. Path to Success is a separate system, with no connection to Navient accounts.

**Why are you asking for my email address?**  
**How will you use that and other information I share on Path to Success?**  
Navient won't share your email address – or any other information you share through Path to Success – with outside parties. The email address is a way for the site to identify you, when you return and want to learn more. Also, should you have access issues, Navient can use your email address to get you back up and running.

**Who is EverFI?**  
Navient partnered with EverFI to develop Path to Success. EverFI is a leading education technology company, focused on teaching, assessing, and certifying individuals in critical skills. They deliver cutting-edge and personalized technology through partnerships with organizations – like Navient – that are committed to innovation.



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Are you on the right path?



It's hard to slow it down and think carefully about all your financial choices. But helpful information is at your fingertips with Path to Success.

These brief, free, interactive, and mobile-friendly modules can help you more confidently toward your goals, covering topics like:

- Federal student loan repayments
- Savings and Investments
- Payment types and credit cards
- Credit scores and reports
- And more

Path to Success is available to anyone, so you can share Navient.com/path with friends and family.

**Path to Success Learning Modules:**

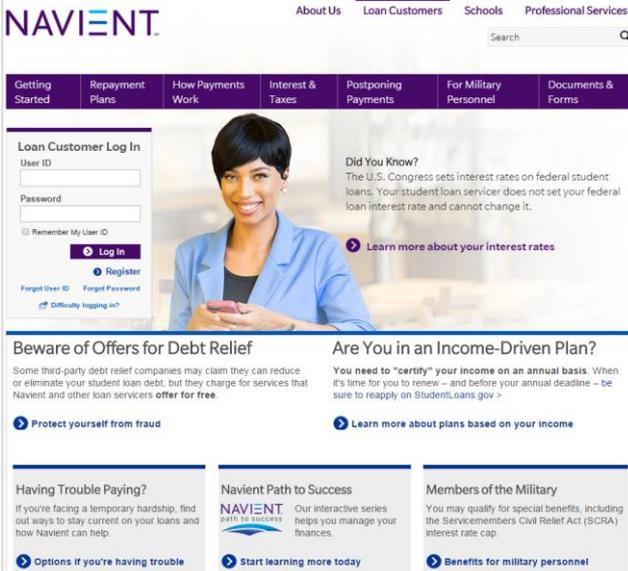


**Desktop computer**  
**Laptop computer**  
**Tablet**  
**Smartphone**

**Find your Path to Success at Navient.com/path**

- Accessible on any web-enabled device
- Free to use
- Confidential
- Available to anyone

Path to Success is managed by EverFI. Navient is independent development partner. Navient.com/path will be governed by that site's privacy policy and terms of use.  
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NAVIENT. About Us Loan Customers Schools Professional Services

Getting Started Repayment Plans How Payments Work Interest & Taxes Postponing Payments For Military Personnel Documents & Forms

**Loan Customer Log In**

User ID:   
Password:   
Remember My User ID  **Log In** **Register**  
Forgot User ID Forgot Password Difficulty logging in?

**Did You Know?**  
The U.S. Congress sets interest rates on federal student loans. Your student loan servicer does not set your federal loan interest rate and cannot change it.  
[Learn more about your interest rates](#)

**Beware of Offers for Debt Relief**  
Some third-party debt relief companies may claim they can reduce or eliminate your student loan debt, but they charge for services that Navient and other loan servicers offer for free.  
[Protect yourself from fraud](#)

**Are You in an Income-Driven Plan?**  
You need to "certify" your income on an annual basis. When it's time for you to renew – and before your annual deadline – be sure to reapply on StudentLoans.gov >  
[Learn more about plans based on your income](#)

**Having Trouble Paying?**  
If you're facing a temporary hardship, find out ways to stay current on your loans and how Navient can help.  
[Options if you're having trouble](#)

**Navient Path to Success**  
Our interactive series helps you manage your finances.  
[Start learning more today](#)

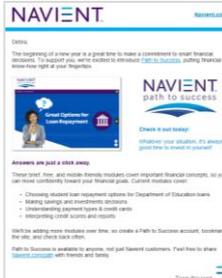
**Members of the Military**  
You may qualify for special benefits, including the Servicemembers Civil Relief Act (SCRA) interest rate cap.  
[Benefits for military personnel](#)

## FAQs for school staff



Social media

## Brochures



**Check it out today!**  
Whether your student is a senior or a freshman, your student will benefit from the Path to Success program.

**Check it out today!**  
Whether your student is a senior or a freshman, your student will benefit from the Path to Success program.

## Dedicated email

Links from Navient.com and promotions in print and web communications

Documents available at:  
[www.navient.com/schools/borrower-communications-and-education/financial-education](http://www.navient.com/schools/borrower-communications-and-education/financial-education)

# How you can use Path to Success



**Meetings and presentations with students (e.g., exit counseling)**

**Path to Success is a free, easy, and effective way to enhance your students' financial literacy and set them up for financial success in the "real world."**

**We have content and materials ready to go, for use in your communication channels.**



**School's social media channels**



**School's intranet, internet, student newspapers, comment boards, etc.**

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# Q&A

# Servicing contacts

## Your Relationship Managers

Providing **schools** with answers and guidance on delinquency management initiatives, portfolio analysis, training and any campus specific concerns.



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SWASFAA, RMAFAA, WASFAA



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SASFAA, MASFAA excl. NC, SC, VA



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All Proprietary Schools

## CollegeServ®

Providing expert support for **schools**, M-F, 8:00 am - 8:00 pm ET, to assist with borrower related issues/repayment counseling, enrollment updates or guidance with our online reports.

Phone: 888-272-4665 Fax: 800-828-0250

Email: [collegeserv@navient.com](mailto:collegeserv@navient.com)

## Electronic Services

Providing technical support M-F, 8:00 am - 5:00 pm ET, for monitoring of electronic file delivery and assistance with school servicing portal navigation.

Phone: 800-348-4606

Email: [ESNAVI@navient.com](mailto:ESNAVI@navient.com)



NAVIENT<sup>SM</sup>