SFVegas 2021 - Investor Presentation

October 2021

Forward-Looking Statements; Non-GAAP Financial Measures

The following information is current as of June 30, 2021 (unless otherwise noted) and should be read in connection with Navient Corporation's "Navient" Annual Report on Form 10-K for the year ended December 31, 2020 (the "2020 Form 10-K"), filed by Navient with the Securities and Exchange Commission (the "SEC") on February 26, 2021 and subsequent reports filed by Navient with the SEC. Definitions for capitalized terms in this presentation not defined herein can be found in the 2020 Form 10-K. This presentation contains "forward-looking statements", within the meaning of the federal securities laws, about our business, and other information that is based on management's current expectations as of the date of this presentation. Statements that are not historical facts, including statements about the company's beliefs, opinions or expectations and statements that assume or are dependent upon future events, are forward-looking statements and often contain words such as "expect," "anticipate," "intend," "plan," "believe," "seek," "see," "will," "would," "may," "could," "should," "goal," or "target." Forward-looking statements are subject to risks, uncertainties, assumptions and other factors that may cause actual results to be materially different from those reflected in such forward-looking statements.

For Navient, these factors include, among others, the risks and uncertainties associated with:
• the severity, magnitude and duration of the COVID-19 pandemic, including changes in the macroeconomic environment, restrictions on business, individual or travel activities intended to slow the spread of the pandemic and volatility in market conditions resulting from the pandemic including interest rates, the value of equities and other financial assets;
• the risks and uncertainties associated with increases in financing costs;
• unanticipated increases in costs associated with compliance with federal, state or local laws and regulations;
• changes in the demand for asset management and business processing solutions or other changes in marketplaces in which we compete (including increased competition);
• changes in accounting standards including but not limited to changes pertaining to loan loss reserves and estimates or other accounting standards that may impact our operations;
• adverse outcomes in any significant litigation to which the company is a party;
• credit risk associated with the company's underwriting standards or exposure to third parties, including counterparties to hedging transactions; and
• changes in the terms of education loans and the educational credit marketplace (including changes resulting from the CARES Act or other new laws and the implementation of existing laws).

The company could also be affected by, among other things:
• unanticipated repayment trends on loans including prepayments or deferrals in our securitization trusts that could accelerate or delay repayment of the bonds;
• reductions to our credit ratings, the credit ratings of asset-backed securitizations we sponsor or the credit ratings of the United States of America;
• failures of our operating systems or infrastructure or those of third-party vendors;
• risks related to cybersecurity including the potential disruption of our systems or those of our third-party vendors or customers or potential disclosure of confidential customer information;
• damage to our reputation resulting from cyber-breaches, litigation, the politicization of student loan servicing or other actions or factors;
• failure to successfully implement cost-cutting initiatives and adverse effects of such initiatives on our business;
• failure to adequately integrate acquisitions or realize anticipated benefits from acquisitions including delays or errors in converting portfolio acquisitions to our servicing platform;
• changes in law and regulations whether new laws or regulations or new interpretations of existing laws and regulations applicable to any of our businesses or activities or those of our vendors, suppliers or customers;
• changes in the general interest rate environment, including the availability of any relevant money-market index rate, including LIBOR, or the relationship between the relevant money-market index rate and the rate at which our assets are priced;
• our ability to successfully effectuate any acquisitions and other strategic initiatives;
• activities by shareholder activists, including a proxy contest or any unsolicited takeover proposal;
• changes in general economic conditions; and
• the other factors that are described in the "Risk Factors" section of the 2020 Form 10-K and in our other reports filed with the Securities and Exchange Commission.

The preparation of the company's consolidated financial statements also requires management to make certain estimates and assumptions including estimates and assumptions about future events. These estimates or assumptions may prove to be incorrect and actual results could differ materially. All forward-looking statements contained in this release are qualified by these cautionary statements and are made only as of the date of this release. The company does not undertake any obligation to update or revise these forward-looking statements except as required by law.

Navient reports financial results on a GAAP basis and also provides certain non-GAAP performance measures, including Core Earnings, Adjusted Tangible Equity Ratio, and various other non-GAAP financial measures derived from Core Earnings. When compared to GAAP results, Core Earnings exclude the impact of: (1) mark-to-market gains/losses on derivatives; and (2) goodwill and acquired intangible asset amortization and impairment. Navient provides Core Earnings measures because this is what management uses when making management decisions regarding Navient's performance and the allocation of corporate resources. Navient Core Earnings are not defined terms within GAAP and may not be comparable to similarly titled measures reported by other companies. For additional information, see Core Earnings in Navient's second quarter earnings release and pages 28 - 30 of this presentation for a further discussion and a complete reconciliation between GAAP net income and Core Earnings.

We are the leader in education loan management and business processing solutions for education, healthcare and government clients at the federal, state and local levels

We help our clients and millions of Americans achieve financial success through our services and support, leveraging our 45+ years of data, analytics and processing experience and excellence

Originations Franchise and Existing Loan Portfolio Generate Significant Cash Flows

- ✓ Our originations platform with its low-cost to acquire model generates highly accretive loans
- ✓ Education loan portfolios will generate predictable and stable cash flows over 20+ years

Leveraging Our Scalable Technology Platform to Deliver Value

- ✓ Through our dynamic operating model, we continue to deliver solutions to a broad universe of customers
- ✓ Optimized scale and infrastructure leave us well positioned for continued EBITDA growth

Disciplined Expense Management & Prudent Capital Allocation

- ✓ We drive efficiency through continuous expense rationalization throughout the business
- ✓ Focused on maintaining our dividend and returning excess capital to shareholders

Executing on our long-term value-creation strategy and utilizing our core strengths

Delivering Long-term Value

Federal Education Loans Segment

- ✓ Providing **payment relief** to borrowers impacted by COVID-19
- ✓ Stable net interest margin of **97 bps**, as we continue to benefit from a favorable interest rate environment and a lower cost of funds
- ✓ Annual charge-off rate declined to **0.04% basis points**, driven by our data-driven risk management platform and borrowers benefitting from stimulus programs

97 bps NIM

Consumer Lending Segment

- ✓ Originated **$1.3 billion** of high-quality Private Education Loans, meeting our **mid teens ROE** target return thresholds
- ✓ Driving **sustainable long-term profits** through an optimized balance sheet
- ✓ Annual charge-off rate declined to **0.71% basis points**, driven by our data-driven risk management platform and borrowers benefitting from stimulus programs

295 bps NIM

Business Processing Segment

- ✓ **Over 3,600** Navient employees support our state and municipal clients through unemployment insurance, contact tracing, and vaccine administration services
- ✓ New contracts drove year over year **revenue expansion** despite unprecedented disruption
- ✓ Affirmed our **franchise value** through our technology enabled platform and differentiated expertise

30% EBITDA margin [1]

Note: Quarterly data is as of 6/30/2021 and is compared to the year ago quarter.
[1] Item is a non-GAAP financial measure. See pages 28 - 30 for a description and reconciliation.

Federal Education Loans Segment "Core Earnings" Basis

Selected Financial Information and Ratios

($ In millions)	Q2 21	Q1 21	Q2 20
Segment net interest margin	0.97%	0.97%	1.07%
FFELP Loans:			
Provision for loan losses	$ -	$ -	$3
Charge-offs	$5	$6	$12
Annualized charge-off rate	0.04%	0.06%	0.11%
Greater than 30-days delinquency rate	8.3%	8.3%	8.2%
Greater than 90-days delinquency rate	3.8%	3.5%	3.8%
Forbearance rate	13.9%	15.5%	26.6%
Average FFELP Loans	$56,649	$58,078	$62,141
Operating Expense	$55	$63	$70
Net Income	$113	$112	$146
Number of accounts serviced for ED (in millions)	5.6	5.6	5.6
Total federal loans serviced (in billions)	$283	$285	$282
Contingent collections receivables inventory - education loans (billions)	$11.3	$11.7	$13.5

2nd Quarter Highlights

Federal Education

- **Q2 21** Net Interest Margin: 97 basis points
- **Q2 21** Annualized Charge-off Rate: 4 basis points

- As expected, net interest income decreased $30 million primarily due to a decrease in annual reset income as a result of the rate reset that occurred on July 1, 2020
  - Net interest margin continued its strong performance, benefitting from favorable interest rate and funding environments
- Delinquency rate rose to 8.3% from 8.2%, as credit begins to normalize
- Annualized charge-off rate declined to 0.04% from 0.11%
- Providing payment relief to borrowers impacted by COVID-19

Consumer Lending Segment "Core Earnings" Basis

Selected Financial Information and Ratios

($ In millions)	Q2 21	Q1 21	Q2 20
Segment net interest margin	2.95%	2.99%	3.20%
Private Education Loans (including Refinance Loans):			
Provision for loan losses	$(1)	$(87)	$41
Charge-offs	$35	$35	$48
Annualized charge-off rate	0.71%	0.68%	0.97%
Greater than 30-days delinquency rate	2.6%	2.3%	2.0%
Greater than 90-days delinquency rate	1.0%	0.9%	1.0%
Forbearance rate	3.0%	3.9%	8.4%
Average Private Education Loans	$20,730	$22,143	$23,008
Operating Expense	$39	$41	$34
Net Income	$96	$234	$87

2nd Quarter Highlights

Consumer Lending

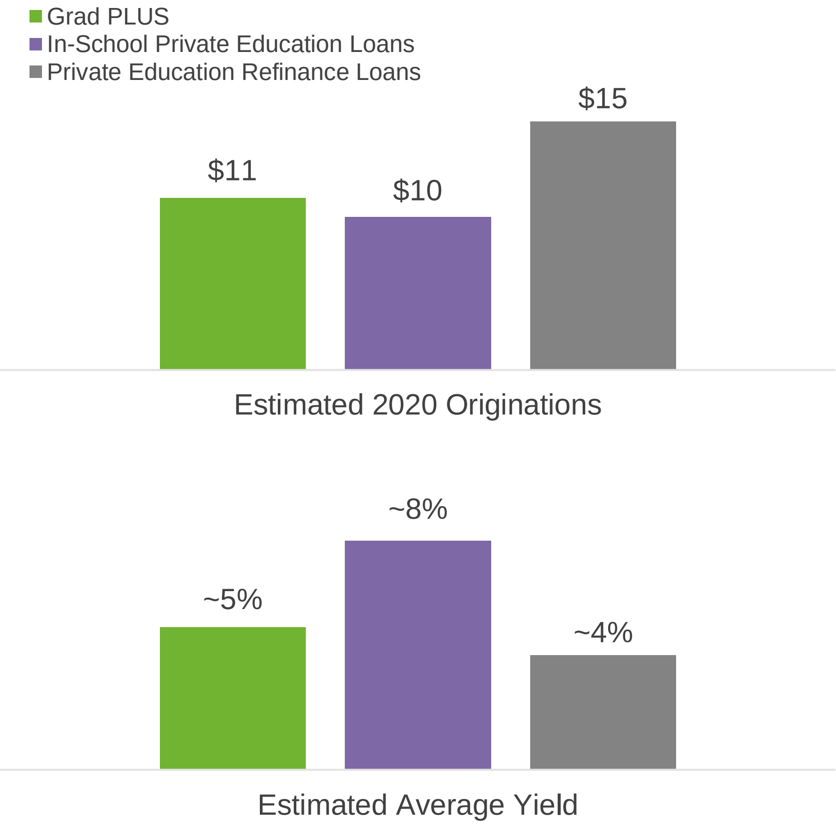
- **Q2 21** Net Interest Margin: 295 basis points
- **Q2 21** Annualized Charge-off Rate: 71 basis points

- Originated $1.3 billion of high-quality private education loans in the quarter, and $3.0 billion year-to-date
- Credit performance continues to reflect the strength of our portfolio and default mitigation strategy
  - As expected, delinquencies increased to 2.6% from 2.0% as credit trends begin to normalize
  - Annualized charge-off rate declined to 0.71% from 0.97%
- Providing payment relief to borrowers impacted by COVID-19

Originating Education Loans is An Attractive Opportunity

Sizable Market With Attractive Yields[1]

Estimated Total Market Annual Originations and Yields ($'s in billions)



Leveraging Our Existing Infrastructure to Generate Value

- **Private Education Refinance Loans**:
  - Using our data and expertise to deploy capital at mid-teens ROE
  - Life of loan loss expectation of 1.25% [2]
  - Weighted average life of ~3.5 years
- **In-School Private Education Loans**:
  - Using our data and expertise to deploy capital at high-teens ROE
  - Life of loan loss expectations of 6% [2]
  - Weighted average life of ~8 years

Typical Refi Borrower Profile [3]

Borrower Age	32
Months since Graduation	72
Education	60% advanced degrees
FICO	765
Income	$130,994
Monthly Real Free Cash Flow	$4,263
Original Loan Amount	$69,304

[1] Source: Navient estimates for total originations based on "Jennifer Ma, Matea Pender, and CJ Libassi (2020), Trends in Student Aid 2020, New York: The College Board"; Navient estimates for average yields based on FSA Data Center and third-party company filings.

[2] Life of loan loss expectations are on a gross basis.
[3] Weighted average.

Business Processing Segment "Core Earnings" Basis

Selected Financial Information and Ratios

($ In millions)	Q2 21	Q1 21	Q2 20
Government Services	$66	$63	$43
Healthcare RCM Services	$64	$62	$21
Total Business Processing Revenue	**$130**	**$125**	**$64**
Operating Expenses	$92	$91	$57
EBITDA [1]	$40	$36	$8
EBITDA Margin [1]	30%	29%	13%
Net Income	**$29**	**$26**	**$6**
Contingent collections receivables inventory (billions)	$15.5	$17.9	$14.5

2nd Quarter Highlights

Business Processing

- **Q2 21** EBITDA Margin [1]: 30%

- Revenue increased $66 million or 103% compared to a year ago, primarily as a result of revenue earned from new contracts to support states in providing unemployment benefits, contact tracing and vaccine administration services
- EBITDA [1] increased $32 million or 400% to $40 million compared to the year ago quarter, continuing to demonstrate the scalability and efficiency of our infrastructure
- Net income increased $23 million compared to $6 million in the year ago quarter

[1] Item is a non-GAAP financial measure. See pages 28 - 30 for a description and reconciliation.

Funding & Liquidity

Financing and Capital Management

Capital Management

- ✓ Returned **$227 million** through share repurchases and dividends
  - Paid dividends of **$27 million**
  - Repurchased **11.8 million shares for $200 million**
  - Total remaining share repurchase authority of **$300 million** [1]
- ✓ Adjusted Tangible Equity (ATE) ratio of **6.3%**
  - Pro Forma Adjusted Tangible Equity Ratio (ATE) [2] of **8.0%**

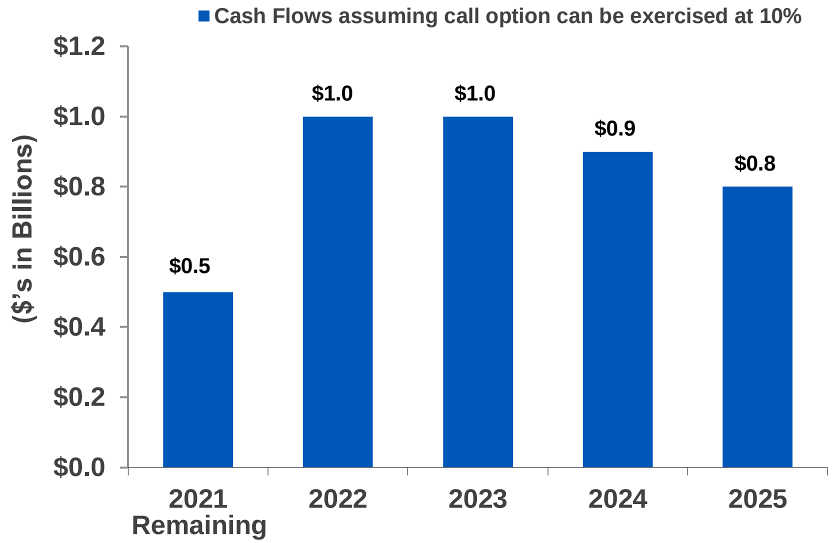
Financing

- ✓ Issued **$7.5 billion** of Term Education Loan ABS transactions
  - On September 21, priced **$991 million** of Private Education Refinance Loans
- ✓ Issued **$500 million** of unsecured debt [1]
- ✓ Reduced unsecured debt by **$1.4 billion** compared to the year ago quarter
  - Called **$750 million** of debt, which settled on July 12, 2021

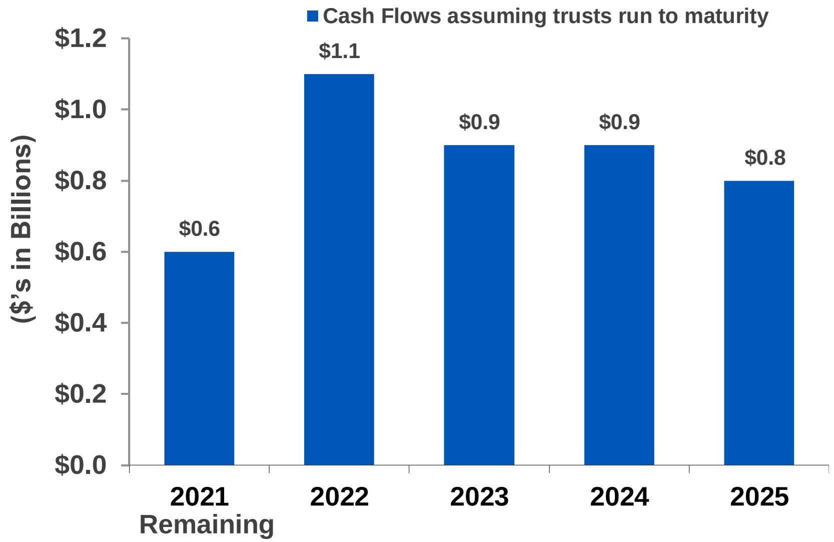
[1] As of 6/30/2021
[2] Item is a non-GAAP financial measure. See pages 28 - 30 for a description and reconciliation.

Education Loan Portfolio Generates Meaningful Cash Flows Over the Next Five Years

Projected Annual Private Education Loan Cash Flows



Projected Annual FFELP Loan Cash Flows



Private Education Loan Portfolio Assumptions

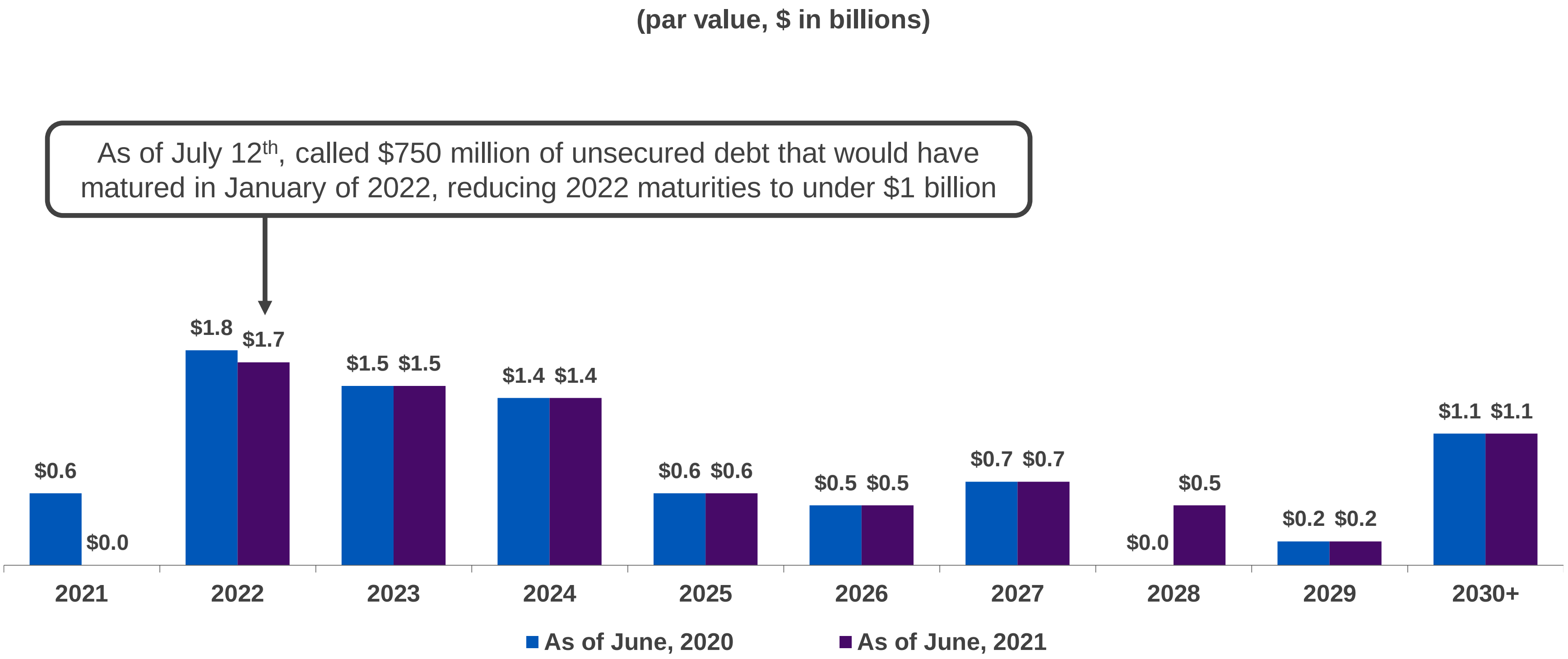
- The Private Education Loan portfolio is projected to generate $4.2 billion in cash flows through 2025 excluding operating expenses, taxes and unsecured debt principal and interest payments
- Future loan originations are not included
- Unencumbered loans of $2.3 billion are not securitized to term
- Includes the repayment of debt related to asset-backed securitization repurchase facilities when the call option is exercised

FFELP Loan Portfolio Assumptions

- The FFELP loan portfolio is projected to generate $4.3 billion in cash flows through 2025 excluding operating expenses, taxes and unsecured debt principal and interest payments
- Unencumbered loans of $0.3 billion are not securitized to term
- Includes projected floor income

These projections are based on internal estimates and assumptions and are subject to ongoing review and modification. These projections may prove to be incorrect.

Managing Unsecured Debt Maturities



Long-term Conservative Funding Approach

- Navient prioritizes continued access to the unsecured debt market as an important component in our capital structure
- We continue in our conservative approach to unsecured debt

Secured Funding

2021 YTD ABS Issuance ($'s in millions)			
1	Santander	$15,631	Auto
2	GM Financial	$11,371	Auto
3	Toyota	$9,350	Auto
4	**Navient**	**$7,463**	**Student Loan**
5	Nelnet	$6,417	Student Loan
6	Hyundai	$6,215	Auto
7	CarMax	$6,205	Auto
8	Ford	$5,232	Auto
9	World Omni	$5,129	Auto
10	Honda	$4,385	Auto
11	Progress Residential	$4,174	Single-Family Rental
12	Hertz	$4,000	Rental Car
13	Exeter	$3,611	Auto
14	Mercedes-Benz	$3,549	Auto
15	Carvana	$3,500	Auto
16	Westlake	$3,054	Auto
17	Capital One	$3,000	Credit Card
18	BMW	$2,500	Auto
19	Dell	$2,434	Equipment
20	Avis	$2,358	Rental Car

- **2021 YTD Issuance**
  - FFELP ABS Financing
    - Issued 2 transactions for $2.0B
  - Private Education ABS Financing
    - Issued 6 transactions for $5.4B
- **2020 Issuance**
  - FFELP ABS Financing
    - Issued 2 transactions for $1.5B
  - Private Education ABS Financing
    - Issued 9 transactions for $6.3B

Table Source: Barclays Database, ABS volume as of September 21, 2021

Private Education Loan ABS Issuance Characteristics

Private Education Loan ABS Transaction Features

- Issue size of $500M+
- Senior and subordinate notes
- Amortizing tranches with 1 to 10 year average lives
- Fixed rate and floating rate securities
- Compliant with U.S. risk retention and, depending on the transaction, with European risk retention
- Navient Solutions, LLC is master servicer

Collateral Characteristics

- Collateralized by loans made to students and parents to fund college tuition, room and board
  - Seasoned assets benefiting from proven payment history
  - Refi assets with strong credit factors including high FICO scores, income, and ability to pay
- Underwritten using a combination of FICO, custom scorecard & judgmental criteria with risk based pricing, debt-to-income, household income, and free cash flow, as applicable

Private Education Loan ABS Transactions

	NAVSL 2021-F					NAVSL 2021-E				
Pricing Date: **Settlement Date:**	September 21, 2021 September 28, 2021					July 19, 2021 July 29, 2021				
Issuance Amount:	$991,300,000					$1,019,000,000				
Collateral:	Private Education Refi Loans					Private Education Refi Loans				
Prepayment Speed [1]:	15% CPR					15% CPR				
Tranching:	**Class**	**Ratings (D/F/M) [2]**	**Amt ($M)**	**WAL[3]**	**Pricing [3]**	**Class**	**Ratings (D/M) [2]**	**Amt ($M)**	**WAL[3]**	**Pricing [3]**
	A	AAA/AAA/Aaa	$946	2.93	Swaps + 0.57%	A	AAA/Aaa	$964	2.80	Swaps + 0.55%
	B	AA/NR/NR	$46	7.63	Swaps + 0.95%	B	AA/NR	$55	7.38	Swaps + 1.05%

[1] Constant Repayment Rate (CPR) estimated based on a variety of assumptions concerning loan repayment behavior.
[2] Represents ratings by DBRS (D), Fitch (F) and Moody's (M).
[3] Weighted Average Life (WAL) and Pricing are to the expected call date.

Navient Private Education Loan Programs

	Smart Option	Undergrad/Grad/ Med/Law/MBA	Direct-to-Consumer (DTC)
Origination Channel	School	School	Direct-to-Consumer
Typical Borrower	Student	Student	Student
Typical Co-signer	Parent	Parent	Parent
Typical Loan	$10k avg orig bal, 10 yr avg term, in-school payments of interest only, $25 or fully deferred	$10k avg orig bal, 15 yr term, deferred payments	$12k avg orig bal, 15 yr term, deferred payments
Origination Period	March 2009 to April 2014	All history through 2014	2004 through 2008
Certification and Disbursement	School certified and disbursed	School certified and disbursed	Borrower self-certified, disbursed to borrower
Borrower Underwriting	FICO, custom credit score model, and judgmental underwriting	Primarily FICO	Primarily FICO
Borrowing Limits	$200,000	$100,000 Undergraduate, $150,000 Graduate	$130,000
Additional Characteristics	▸ Made to students and parents primarily through college financial aid offices to fund 2-year, 4-year and graduate school college tuition, room and board ▸ Also available on a limited basis to students and parents to fund non-degree granting secondary education, including community college, part time, technical and trade school programs ▸ Both Title IV and non-Title IV schools [1]	▸ Made to students and parents through college financial aid offices to fund 2-year, 4-year and graduate school college tuition, room and board ▸ Signature, Excel, Law, Med and MBA Loan brands ▸ Title IV schools only 1 ▸ Freshmen must have a cosigner with limited exceptions ▸ Co-signer stability test (minimum 3 year repayment history)	▸ Terms and underwriting criteria similar to Undergraduate, Graduate, Med/Law/MBA with primary differences being: - Marketing channel - No school certification - Disbursement of proceeds directly to borrower ▸ Title IV schools only [1] ▸ Freshmen must have a co-signer with limited exceptions ▸ Co-signer stability test (minimum 3 year repayment history)

[1] Title IV Institutions are post-secondary institutions that have a written agreement with the Secretary of Education that allows the institution to participate in any of the Title IV federal student financial assistance programs and the National Early Intervention Scholarship and Partnership (NEISP) programs.

Navient Private Education Loan Programs

	Consolidation (Legacy)	Private Education Refi	Private Education Origination
Origination Channel	Lender	Lender	School
Typical Borrower	College Graduates	College Graduates & Select Non-Graduates	Student
Typical Co-signer	Parent	Parent	Parent
Typical Loan	$43k avg orig bal, 15-30 year term depending on balance, immediate repayment	$50k-75k avg orig bal, 5-20 year term depending on balance, immediate repayment	$15k avg orig bal, 5-15 year term, in-school payments of immediate repayment, interest only, $25 or fully deferred
Origination Period	2006 through 2008	2014 through current	April 2019 through current
Certification and Disbursement	Proceeds to lender to pay off loans being consolidated	Proceeds to lender to pay off loans being consolidated	School certified and disbursed
Borrower Underwriting	FICO and Debt-to-Income	FICO, Debt-to-Income, Income, Free Cash Flow (as applicable)	FICO, Debt-to-Income, Income, Free Cash Flow (as applicable)
Borrowing Limits	$400,000	Maximum $550,000	Up to total cost of attendance Private Aggregate Loan Limit of $250,000
Additional Characteristics	‣ Loans made to students and parents to refinance one or more private education loans ‣ Student must provide proof of graduation in order to obtain loan	‣ Loans made to high FICO / high income customers with positive free cash flow and/or established credit profiles	‣ Made to students/cosigners with high FICO / high income / positive free cash flow and/or established credit profiles, to fund 4-year and graduate school college tuition, room and board ‣ 9-month grace period after graduation ‣ Title IV and non-profit schools only

[1] Title IV Institutions are post-secondary institutions that have a written agreement with the Secretary of Education that allows the institution to participate in any of the Title IV federal student financial assistance programs and the National Early Intervention Scholarship and Partnership (NEISP) programs.

FFELP ABS Issuance Characteristics

FFELP ABS Transaction Features	Collateral Characteristics

FFELP ABS Transaction Features

- Issue size of $500M+
- Senior and subordinate notes
- Amortizing tranches with 1 to 10(+) year average lives
- Fixed rate and floating rate securities
- Compliant with U.S. risk retention regulations
- Navient Solutions, LLC is master servicer

Collateral Characteristics

- Guarantee of underlying collateral insulates bondholders from most risk of loss of principal [1]
- Typically non-dischargeable in bankruptcy

[1] Principal and accrued interest on underlying FFELP loan collateral carry insurance or guarantee of 97%-100% dependent on origination year and on meeting the servicing requirements of the U.S. Department of Education.

FFELP ABS Transactions

	NAVSL 2021-2					NAVSL 2021-1				
Pricing Date: **Settlement Date:**	April 12, 2021 April 22, 2021					February 8, 2021 February 18, 2021				
Issuance Amount:	$1,011,600,000					$1,015,900,000				
Collateral:	U.S. Government Guaranteed FFELP Consolidation and FFELP Non-Consolidation Loans					U.S. Government Guaranteed FFELP Consolidation and FFELP Non-Consolidation Loans				
Prepayment Speed [1]:	4% CPR Consolidation / 6% CPR Non-Consolidation					4% CPR Consolidation / 6% CPR Non-Consolidation 8% CPR Rehabilitation				
Tranching:	**Class**	**Ratings (D/M/S) [2]**	**Amt. ($M)**	**WAL[3]**	**Pricing [3]**	**Class**	**Ratings (D/M/S) [2]**	**Amt. ($M)**	**WAL[3]**	**Pricing [3]**
	A-1A	AAA/Aaa/AA+	$300	5.72	Swaps + 0.55%	A-1A	AAA/Aaa/AA+	$150	5.77	Swaps + 0.60%
	A-1B	AAA/Aaa/AA+	$697	5.72	1ML + 0.55%	A-1B	AAA/Aaa/AA+	$852	5.77	1ML + 0.60%
	B	AAA/Aaa/NR	$14	12.76	1ML + 1.35%	B	AAA/Aaa/NR	$14	12.85	1ML + 1.45%

[1] Constant Repayment Rate (CPR) estimated based on a variety of assumptions concerning loan repayment behavior.
[2] Represents ratings by DBRS (D), Moody's (M) and S&P (S).
[3] Weighted Average Life (WAL) and Pricing are to the expected call date.

FFELP Loan Program Characteristics

Parameter	Subsidized Stafford	Unsubsidized Stafford	PLUS/Grad PLUS	Consolidation
Borrower	Student	Student	Parents or Graduate Students	Student or Parents
Needs Based	Yes	No	No	N/A
Federal Guarantee of Principal and Accrued Interest	97 - 100%	97 - 100%	97 - 100%	97 - 100%
Interest Subsidy Payments	Yes	No	No	Yes
Special Allowance Payments (SAP)	Yes	Yes	Yes [1]	Yes
Original Repayment Term [2]	120 months	120 months	120 months	Up to 360 months
Aggregate Loan Limit	Undergraduate: $23,000 Graduate: $65,500	Undergraduate [3]: $57,500 Graduate: $138,500	None	None

[1] Only applies for loans made between July 1, 1987 through January 1, 2000 if cap is reached.
[2] Repayment Term may be extended through various repayment options including Income Driven Repayment plans and Extended Repayment.
[3] Aggregate loan limit for a Dependent Undergraduate is $31,000.
Note: As of July 1, 2011.

Student Loan Options During the National Emergency: **What You Need to Know**

If you have impacted by COVID, options depend on your loan types. Contact your servicer to discuss what's right for you.

Department of Education (Direct) Loans:	• These loans have been automatically placed into forbearance (payments suspended) through September 2021 and interest rates have been set to 0% according to the terms of the CARES Act and extended through executive order. Your Auto Pay payments were paused automatically. • Watch for communications concerning payment resumption in October. • Contact Navient to discuss your options if you are not able to resume making payments. If you were in an income-driven repayment plan before this forbearance, your recertification date has been pushed back. • October 2021: Payments are due on your normal due date and interest rates return to normal. *Note: If you are pursuing a loan forgiveness program, you will receive credit during the period of suspension (April 2020 – September 2021) as though you made on-time monthly payments.*
FFELP Loans:	Contact Navient to discuss your best option for payment relief. Options include: • National Emergency Forbearance • Income-Driven Repayment (IDR) Plan • Unemployment Deferment • Loan Consolidation into a Direct Loan *Note: If you're already in an IDR plan but your income recently changed, you can have your payment recalculated.*
Private Loans:	Contact Navient to discuss your best option for payment relief. Options include: • National Emergency Forbearance • Extended Repayment • Interest-Only payment • Rate Reduction program

Not sure what type of loan you have? Login to your account at Navient.com to see your loans at a glance. "Type" is next to the loan column and is either Direct, FFELP, or Private. For "FFELP", click the purple plus sign to check your interest rate. If it's been set to 0%, that loan has the same relief benefits as Direct (Department of Education) loans, otherwise see the FFELP Loan relief options above.

CONTACT NAVIENT at **888-272-5543** to discuss your options.

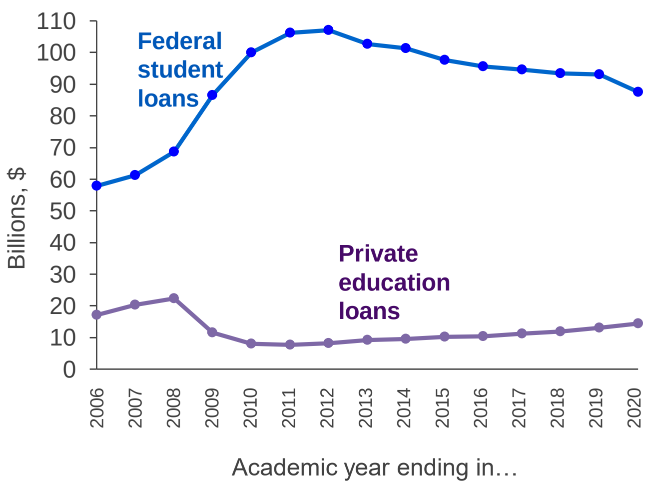
Keep track of the most up-to-date information at Navient.com/COVID-19

Higher Education Industry

At $1.6 trillion in student loans, the federal government is the largest non-mortgage consumer lender

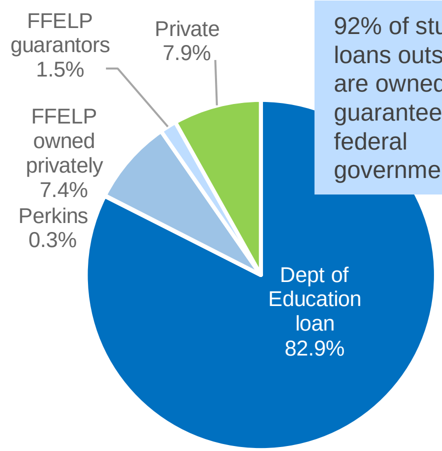
- Federal loan interest rates, limits and terms are set by Congress.
- All federal loans are issued directly by the U.S. Department of Education since 2010 when federally guaranteed loans ended.
- Federal loans have no traditional underwriting, and no truth in lending disclosures.
- In AY 19-20, ED disbursed $88B in student loans, a decline from peak of $125B in AY 10-11.
- The number of federal borrowers is up by 52% since 2007.

Total student loan originations, by type



The increasing dominance of federal student loan originations versus private loans reflects the federal government's massive involvement in student loans: it owns or guarantees 92% of the $1.7 trillion outstanding in student loans.

Ownership distribution of student loans

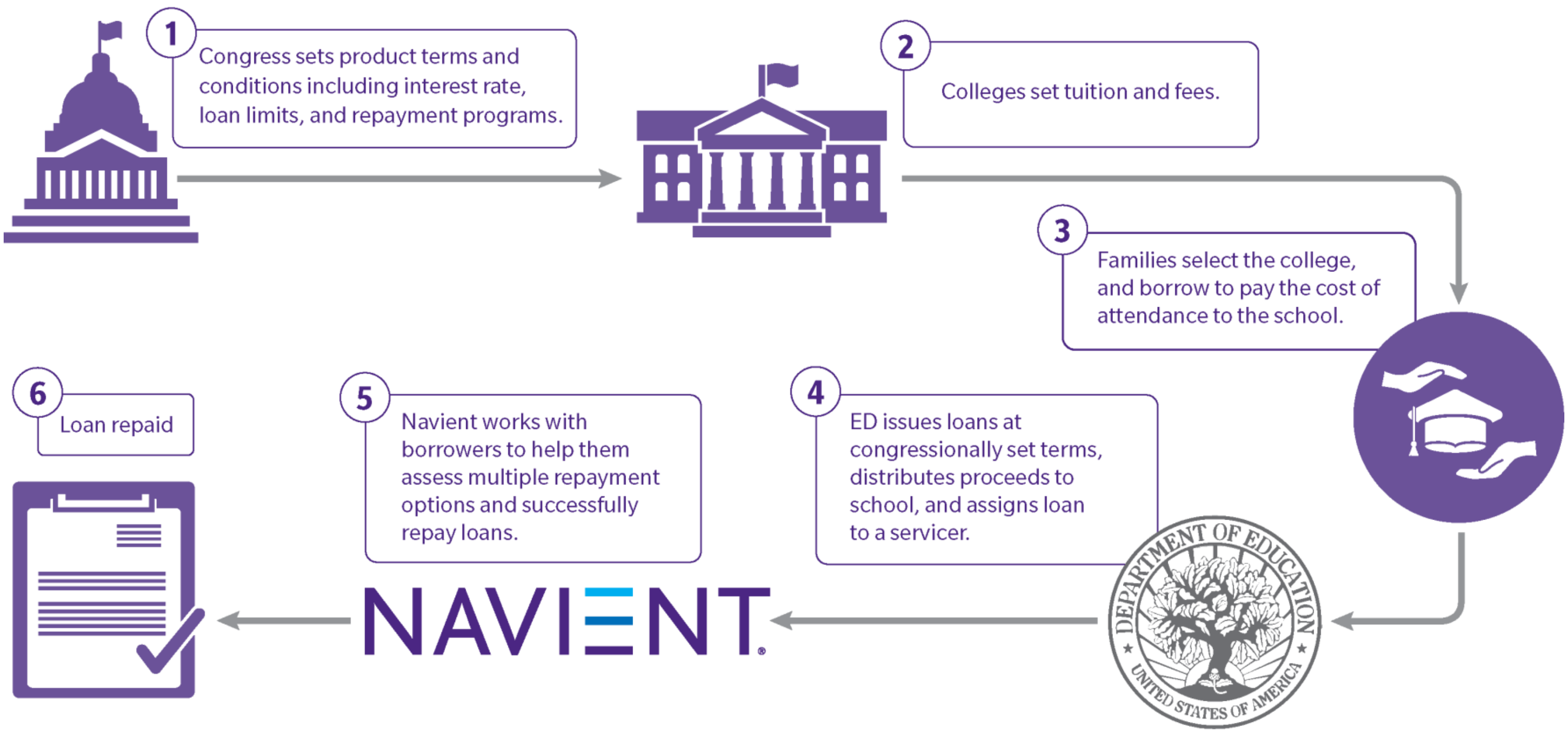


92% of student loans outstanding are owned or guaranteed by the federal government.

Source: Outstanding data from FSA Data Center, Student Loan Portfolio data for 3rd quarter 2021 (3/31/2021); originations from College Board, “Trends in Student Aid 2020”
Note: The $1.6 trillion in the title refers to the total amount owned or guaranteed by the federal government

In its role as a federal student loan servicer, Navient helps borrowers successfully repay their loans

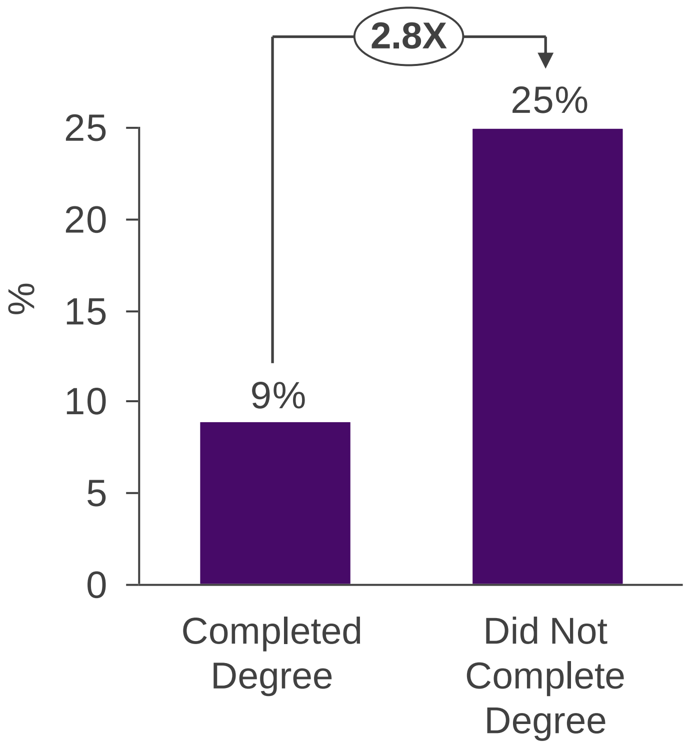
Servicers begin helping borrowers navigate repayment after important financial decisions about the total cost and experience of their education have already been made.



The borrowers who struggle most are often non-completers with less than $10,000 in debt

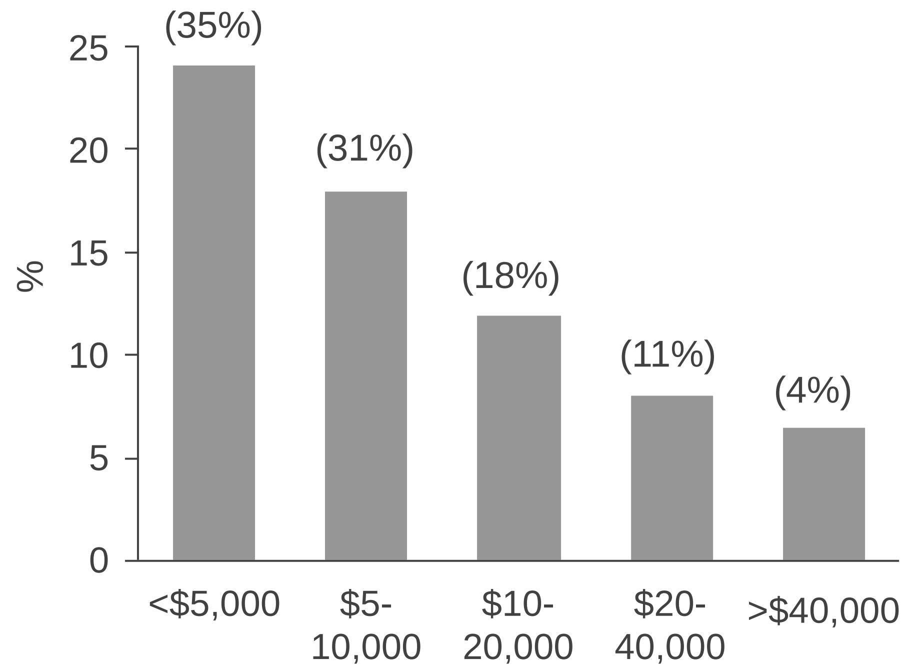
Borrowers who do not complete a degree default at a rate almost three times higher than borrowers who earned a degree …

Borrowers in default by attainment



… As a result, borrowers who run into trouble repaying usually have below-average amounts of debt.

3-Year Default Rate by loan size and Repayment Cohort (parentheses contain share of all defaults)



Source: President Obama's Council of Economic Advisors, "Investing In Higher Education: Benefits, Challenges, And The State Of Student Debt," July 2016
Note: Years are fiscal years. Loan size is based on balance of loan when entering repayment.

Navient Corporation Appendix

Navient Continues to Advance Environmental, Social and Governance Initiatives

Social Initiatives

Community partnerships
- National partnership with Boys & Girls Clubs of America to bring career and college planning resources to support equity for youth, including those from under-resourced communities

Customer initiatives
- Advocacy to improve the education finance system in America
- Tools and resources to help people successfully manage their student loans and develop healthy credit habits
- More than 400,000 student loan borrowers serviced by Navient pay off their student loans every year

Philanthropy
- Giving in our communities through employee-led fundraising and the Navient Community Fund
- Up to four hours of paid time off per month for employees to volunteer in their communities

Employee programs
- Inclusion, Diversity & Equity Council
- Employee Resource Groups
- Award-winning employee training and development opportunities such as Leadership Development Program

Environmental Initiatives

- Ongoing efforts to reduce already low carbon footprint
- Enterprise-wide emphasis on electronic communications to support enhanced customer experience and reduce environmental impact and cost
- Energy-efficient buildings and systems
- Flexible work options and use of technology that can reduce commuting, travel and office footprint
- Participant in the Carbon Disclosure Project (CDP)

Governance Initiatives

- Strong focus shareholder rights, including majority voting, proxy access and annual election for all board members
- Adoption of governance best practices, board refreshment policies, annual board and committee assessments
- Emphasis on board diversity—Navient's Board of Directors continues to be recognized for its leadership in gender parity by Women's Forum of New York, 2020 Women on Boards, Forum of Executive Women and New York Stock Exchange Governance Services
- Long-term compensation incentive metrics designed to promote growth and sustainable profitability
- Robust risk and compliance oversight framework

Learn more in our Corporate Social Responsibility Report at about.navient.com/Social-Responsibility

Notes on Non-GAAP Financial Measures

(Dollars in Millions)

In addition to financial results reported on a GAAP basis, Navient also provides certain performance measures which are non-GAAP financial measures. The following non-GAAP financial measures are presented within this Presentation:

1. **Core Earnings** – The difference between the company's Core Earnings and its GAAP results is that Core Earnings excludes the impacts of: (1) mark-to-market gains/losses on derivatives and (2) goodwill and acquired intangible asset amortization and impairment. Management uses Core Earnings in making decisions regarding the company's performance and the allocation of corporate resources and, as a result, our segment results are presented using Core Earnings. In addition, Navient's equity investors, credit rating agencies and debt capital investors use these Core Earnings measures to monitor the company's business performance. For further detail and reconciliation, see page 51 of this presentation and pages 15 - 23 of Navient's first quarter 2021 earnings release.

2. **Core Earnings Return on Equity (CEROE)** – Core Earnings Return on Equity is calculated as Adjusted Core Net income, excluding restructuring and regulatory-related expenses, divided by the quarterly average of GAAP equity for the trailing four quarters. This measure allows management, as well as investors and analysts, to measure the company's use of its equity. The calculation for Q1 2021 is as follows:

$$\text{Q1 2021} = \frac{\text{Adjusted Core Earnings Net income}}{\text{Average Equity}} = \frac{\$316^{(1)}}{(\$2{,}115 + 2{,}254 + \$2{,}433 + 2{,}723) / 4} = 54\%^{(2)}$$

3. **Core Earnings Efficiency Ratio** – The Core Earnings Efficiency Ratio measures the company's Core Earnings Expenses, excluding restructuring and regulatory-related expenses, relative to its Adjusted Core Earnings Revenue. This ratio can be calculated by dividing Core Earnings Expenses, excluding restructuring and regulatory-related expenses, by Adjusted Core Earnings Revenue. Adjusted Core Earnings Revenue is derived by adding provision for loan losses, and excluding gains or loss on debt repurchases, to Total Core Earnings Revenue. This is a useful measure to management as we plan and forecast, as it removes variables that cannot be easily predicted in advance. By using this measure, management can make better short-term and long-term decisions related to expense management and allocation. The calculations for Q1 2021 is as follows:

$$\text{Q1 2021} = \frac{\text{Adjusted Core Earnings Expense}}{\text{Adjusted Core Earnings Revenue}} = \frac{\$251^{(1)}}{\$576} = 44\%$$

[1] Excludes $14 million of net restructuring and regulatory-related expenses in first quarter 2021.
[2] Return on Equity has been annualized.

Notes on Non-GAAP Financial Measures

(Dollars in Millions)

4. **Earnings before Interest, Taxes, Depreciation and Amortization Expense ("EBITDA") –** This metric measures the operating performance of the Business Processing segment and is used by management and our equity investors to monitor operating performance and determine the value of those businesses. For further detail and reconciliation, see page 23 of Navient's first quarter earnings release.

5. **Adjusted Tangible Equity Ratio (ATE)** – The Adjusted Tangible Equity Ratio measures Navient's tangible equity, relative to its tangible assets. We adjust this ratio to exclude the assets and equity associated with our FFELP portfolio because FFELP Loans are no longer originated and the FFELP portfolio bears a 3% maximum loss exposure under the terms of the federal guaranty. Management believes that excluding this portfolio from the ratio enhances its usefulness to investors. To determine Adjusted Tangible Equity Ratios, we calculate the Adjusted Tangible Equity, (GAAP Total Equity less Goodwill & Acquired Intangible Assets less Equity held for FFELP Loans), and divide by Adjusted Tangible Assets (Total Assets less Goodwill & Acquired Intangible Assets less FFELP Loans). For further detail and reconciliation, see page 23 of Navient's first quarter earnings release.

   i. **Pro Forma Adjusted Tangible Equity Ratio –** The following provides a pro forma of what the Adjusted Tangible Equity Ratio would be if the cumulative net mark-to-market losses related to derivative accounting under GAAP were excluded. These cumulative losses reverse to $0 upon the maturity of the individual derivative instruments. As these losses are temporary, we believe this pro forma presentation is a useful basis for management and investors to further analyze the Adjusted Tangible Equity Ratio. For further detail and reconciliation, see page 23 of Navient's first quarter earnings release.

Differences Between Core Earnings And GAAP

Core Earnings adjustments to GAAP: (Dollars in Millions)	Quarters Ended Jun. 30, 2021	Mar. 31, 2021	Jun. 30, 2020
GAAP net income (loss)	$185	$370	$125
Net impact of derivative accounting	(30)	(91)	59
Net impact of goodwill and acquired intangible assets	5	5	5
Net income tax effect	5	21	(10)
Total Core Earnings adjustments to GAAP	(20)	(65)	54
Core Earnings net income (loss)	$165	$305	$179

Investor Relations Website

www.navient.com/investors
www.navient.com/abs

- **NAVI / SLM student loan trust data (Debt/asset backed securities – NAVI / SLM Student Loan Trusts)**
  - Static pool information – detailed portfolio stratifications by trust as of the cutoff date
  - Accrued interest factors
  - Quarterly distribution factors
  - Historical trust performance – monthly charge-off, delinquency, loan status, CPR, etc. by trust
  - Since issued CPR – monthly CPR data by trust since issuance

- **NAVI / SLM student loan performance by trust – Issue details**
  - Current and historical monthly distribution reports
  - Distribution factors
  - Current rates
  - Prospectus for public transactions and Rule 144A transactions are available through underwriters

- **Additional information (Webcasts and presentations)**
  - Archived and historical webcasts, transcripts and investor presentations

- **Environmental Social Governance (ESG) Information**

NAVIENT®