

Portfolio Summary *

Borrowers	12,543
Loans	35,132
Outstanding \$\$	\$117,748,821
Avg. \$\$ / Borr.	\$9,388

* Includes ED and FFELP Loans

Default Prevention Summary

Borrowers Who Are 31+ Days Past Due ¹	349	6%
Borrowers Who Are 271+ Days Past Due ¹	55	1%
Borrowers Who Went Past Due (Last 3 Months) ²	5,879	61%
Borrowers Brought Current (Last 3 Months)	5,209	89%

1 - % is of those in a Repayment status

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

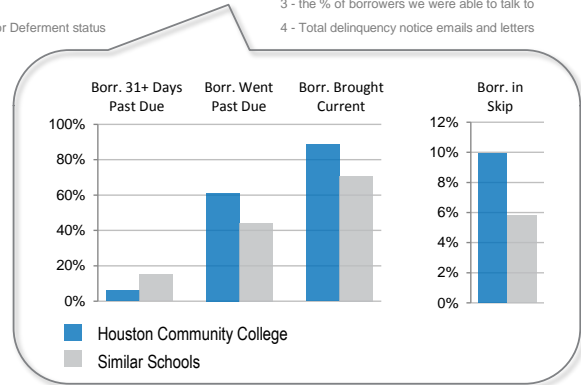
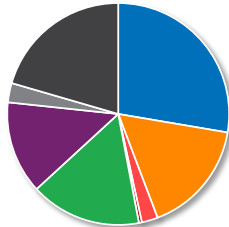
Outbound Call Contact Rate ³	14%
% in Skip Status ²	9.9%
Letters Sent (Last 3 Months) ⁴	11,254

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

4 - Total delinquency notice emails and letters

Borrower Status Summary

Repayment (Current)	27.7%
Repayment (1-30 Days Past Due)	16.6%
Repayment (31-270 Days Past Due)	2.3%
Repayment (271+ Days Past Due)	0.4%
Forbearance	16.2%
Deferment	13.5%
Grace	2.8%
School	20.5%



Call Center Metrics

Total Borrower Calls Taken (Last 3 Months)	1,908
Total Borrowers Who Called (Last 3 Months)	1,297
Borrower Call Rate	10%

Website Metrics

Navient.com Borrower Logins (Last 3 Months)	11,653
Total Borrowers Who Logged In (Last 3 Months)	2,566
Borrower Login Rate	20%

Portfolio Default Summary

2012 Cohort ¹	Navient Serv. Federal	Non-Navient Serv. Federal	Total Federal	Variance ²
In Default	248	1,713	1,961	
In Repayment	1,486	7,309	8,795	
Default Rate	16.6%	23.4%	22.2%	29%

1 - FSA Fiscal year 2012 official 3-year cohort default rate

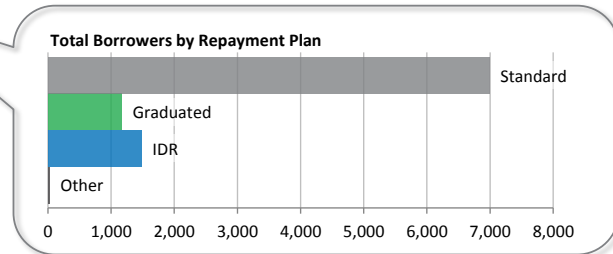
2 - Navient cohort default rate vs. Non-Navient Federal servicers

Repayment Plan Metrics **

Borrowers in a Standard Repayment Plan	6,990	73%
Borrowers in a Graduated Repayment Plan	1,170	12%
Borrowers in an Income-Driven Repayment Plan	1,482	15%
Borrowers Enrolled in an IDR Plan (Last 3 Months)	148	10%
Borrowers in an Other Repayment Plan	24	0%
Borrowers in Multiple Repayment Plan Types ⁵	85	1%

** 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%.



Demographic Metrics

			Average ⁸	Variance
Borrowers with a Valid Email Address	11,956	95%	96%	0%
Borrowers Who Opted in to Email ⁷	9,110	76%	79%	-4%
Average Borrower Email Open Rate		54%	61%	-11%
Borrowers with a Valid Mailing Address	12,028	96%	98%	-3%
Borrowers with a Valid Phone Number	11,652	93%	96%	-3%

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 5,209 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 6% is very good compared to similar schools. Let's team up on tips to keep lowering that rate!
- There are currently 55 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 9.9% is higher than similar schools. Let's work together on tips to exchange demographics to lower that rate.
- Only 20% 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.
- 15% 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 76% is very good.