

**Quarterly Customer Service Performance Results
Quarter Ending March 31, 2015**

FedLoan Servicing (PHEAA), Great Lakes Educational Loan Services, Inc., Navient, and Nelnet

Attachment to July 2015 Electronic Announcement

MARCH SCORE BY ALLOCATION METRIC

METRIC		Servicers			
		FedLoan Servicing (PHEAA)	Great Lakes	Navient	Nelnet
1	% of Borrowers In Current Repayment Status	68.30%	75.61%	67.63%	63.41%
2	% of Borrowers 91-270 Days Delinquent	11.87%	10.37%	9.53%	13.86%
3	% of Borrowers 271-360 Days Delinquent	3.06%	2.33%	2.69%	4.02%
4	Borrower Survey	72.75	77.25	73.75	78.00
5	Federal Personnel Survey	66.00	75.00	61.00	67.00