

**Quarterly Customer Service Performance Results  
Quarter Ending December 31, 2011**

**FedLoan Servicing (PHEAA), Great Lakes, Nelnet, and Sallie Mae**

**Attachment to February 2012 Electronic Announcement**

**DECEMBER SCORE BY ALLOCATION METRIC**

|          |                           | Servicers                 |              |              |              |
|----------|---------------------------|---------------------------|--------------|--------------|--------------|
| METRIC   |                           | FedLoan Servicing (PHEAA) | Great Lakes  | Nelnet       | Sallie Mae   |
| <b>1</b> | Defaulted Borrower Count  | <b>1.50%</b>              | <b>1.89%</b> | <b>1.18%</b> | <b>1.81%</b> |
| <b>2</b> | Defaulted Borrower Amount | <b>0.95%</b>              | <b>1.15%</b> | <b>0.70%</b> | <b>0.94%</b> |
| <b>3</b> | Borrower Survey           | <b>76.33</b>              | <b>76.33</b> | <b>73.00</b> | <b>76.67</b> |
| <b>4</b> | School Survey             | <b>70.67</b>              | <b>79.33</b> | <b>74.67</b> | <b>74.33</b> |
| <b>5</b> | Federal Personnel Survey  | <b>63.00</b>              | <b>70.00</b> | <b>59.00</b> | <b>56.00</b> |