

**Quarterly Customer Service Performance Results
Quarter Ending March 31, 2012**

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

Attachment to May 2012 Electronic Announcement

MARCH SCORE BY ALLOCATION METRIC

METRIC		Servicers			
		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.21%	1.41%	0.73%	1.55%
2	Defaulted Borrower Amount	0.74%	0.86%	0.44%	0.90%
3	Borrower Survey	75.00	76.33	76.33	75.00
4	School Survey	71.33	76.67	74.00	73.00
5	Federal Personnel Survey	80.00	78.00	71.00	72.00