

**Quarterly Customer Service Performance Results  
Quarter Ending September 30, 2013**

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

**Attachment to March 2014 Electronic Announcement**

**SEPTEMBER SCORE BY ALLOCATION METRIC**

METRIC		Servicers			
		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
<b>1</b>	Defaulted Borrower Count*	<b>1.68%</b>	<b>1.27%</b>	<b>0.58%</b>	<b>0.90%</b>
<b>2</b>	Defaulted Borrower Amount*	<b>1.08%</b>	<b>0.77%</b>	<b>0.34%</b>	<b>0.51%</b>
<b>3</b>	Borrower Survey	<b>74.33</b>	<b>76.67</b>	<b>75.00</b>	<b>73.00</b>
<b>4</b>	School Survey	<b>77.33</b>	<b>83.67</b>	<b>80.67</b>	<b>74.00</b>
<b>5</b>	Federal Personnel Survey	<b>75.00</b>	<b>70.00</b>	<b>69.00</b>	<b>69.00</b>

\*Displayed scores represent results based on each servicer's entire portfolio as of the end of each quarter. Fluctuations in quarterly results may reflect the impact of final loan transfers from the legacy servicing system; the Department is assessing the impact of these transfers and other elements outside a servicer's control and may adjust yearly default scores at the time of annual allocation.