

**Quarterly Customer Service Performance Results
Quarter Ending December 31, 2010**

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

**Attachment to February 2011 Electronic Announcement
(Updated April 20, 2011)**

DECEMBER SCORE BY ALLOCATION METRIC

		Servicers			
METRIC		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
1	Defaulted Borrower Count	1.74%	1.74%	1.78%	1.05%
2	Defaulted Borrower Amount	1.20%	1.08%	1.13%	0.55%
3	Borrower Survey	74.00	70.00	70.67	73.67
4	School Survey	67.00	77.67	67.00	72.67
5	Federal Personnel Survey	79.00	77.00	77.00	73.00