

Navient celebrates anniversary of military customer service team

November 6, 2017

WILMINGTON, Del., Nov. 06, 2017 (GLOBE NEWSWIRE) -- Navient (Nasdaq:NAVI) today marks the five-year anniversary of its Military Benefits Team, a highly skilled group of customer care professionals who assist service members with the benefits uniquely available to them. The company was the first student loan servicer to offer a specialized team for military customers.

A photo accompanying this announcement is available at <http://www.globenewswire.com/NewsRoom/AttachmentNg/2c3def9d-afd6-4bca-914d-4f92b496288d>

"We're proud to offer dedicated student loan assistance to those who serve in the armed forces," said Greg Beckley, senior director, Navient. "These brave men and women often face unique circumstances, especially if they're far from home. We're committed to getting them the information they need to ensure they succeed in loan repayment."

Since its beginning, the Military Benefits Team has stood ready to help thousands of service members and their families with their student loans. In 2012, a team of 10 fielded about 1,500 calls each month. Today, 18 specialists average 5,500 calls per month. Another 23 specialists are exclusively dedicated to processing often-complex military paperwork.

The Military Benefits Team is among the most experienced at Navient and that experience makes a difference to military customers. According to customer surveys, 96 percent of military customers and families rate their satisfaction with the team as excellent.

With a high-touch, case-management approach, specialists help military service members manage their student loans and take advantage of benefits. Those with an existing federal or private education loan may qualify for a reduction in interest rate to 6 percent during qualifying military service under the Servicemember Civil Relief Act. Navient automatically applies the benefit by cross referencing account records with a U.S. Department of Defense database. Other benefits may include:

- Military No-Interest Accrual available when service members are in a hostile zone and qualify for special pay;
- Military Service and Post-Active Duty Deferment;
- HEROES Act waiver of documentation requirements attached to certain federal student loan benefits for those serving in connection with a war or other military operation; and
- Public Service Loan Forgiveness.

Information on these benefits is available on Navient's [website](#) for military members and their families. An [interactive online course](#) about military student loan repayment benefits includes helpful scenarios, illustrations and a checklist for managing student loan debt during military service.

Military customers and their families can also call the dedicated toll-free number at 855-284-4879 (888-272-5543 international) or send an email to militarybenefits@navient.com.

Connect with @Navient on [Facebook](#), [Twitter](#), [LinkedIn](#) and [Medium](#).

About Navient

Navient (Nasdaq:NAVI) is a leading provider of asset management and business processing solutions for education, healthcare, and government clients at the federal, state, and local levels. The company helps its clients and millions of Americans achieve financial success through services and support. Headquartered in Wilmington, Delaware, Navient employs team members in western New York, northeastern Pennsylvania, Indiana, Tennessee, Texas, Virginia, Wisconsin and other locations. Learn more at navient.com.

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Military Customers: militarybenefits@navient.com, 855-284-4879

Customers: 888-272-5543

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Source: Navient Corporation

Navient Military Benefits Team



Navient was the first student loan servicer to establish a dedicated team to work exclusively with service members. Today, the team celebrates its five-year anniversary.
Navient Corporation