



Navient market-leading BPO solutions now available to federal government entities through GSA schedule

June 7, 2021

HERNDON, Va., June 8, 2021 — Navient B.P.O. announced today it has been awarded a MAS (Multiple Award Schedule) contract by the U.S. General Services Administration (GSA), the centralized procurement arm of the federal government. The five-year Indefinite Delivery, Indefinite Quantity Contract (IDIQ) enables federal, state, and local government to cost-effectively and efficiently access operational support for complex finance, revenue, and health programs.

GSA has approved Navient B.P.O., LLC to participate as a prime contractor for awards under these Special Item Numbers:

561422 - Automated Contact Center Solutions

522310 - Financial Advising, Loan Servicing, and Asset Management

541611 - Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services

"We are excited that the types of citizen contact and mission support services we provide to states, especially during the COVID Pandemic, are now available to federal agencies," said Chad Wilson, president of Navient B.P.O., LLC.

GSA's MAS award recognizes Navient, B.P.O., LLC's strong past performance providing public sector agencies with operational support in complex, heavily regulated domains. Now federal agencies can have easier access to these quick start-up, rigorously controlled operations capabilities through the MAS contract.

GSA's Multiple Award Schedule (MAS) is a long-term contract with commercial firms providing federal, state, and local government buyers access to more than 11 million commercial products and services at discounted rates and faster contracting timelines.

For more information, please contact Navient B.P.O., LLC at BPOInfo@navient.com, 703-984-6669 or visit navient.com/bpo.

About Navient

Navient (Nasdaq: NAVI) is a leading provider of education loan management and business processing solutions for education, healthcare, and government clients at the federal, state, and local levels. Navient helps clients and millions of Americans achieve success through technology-enabled financing, services, and support. Learn more at Navient.com.

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