

Federal Student Loan Servicing Fact Sheet

Navient Helps Borrowers Successfully Repay Loans



STUDENT LOAN SERVICING

With extensive student loan outreach, Navient keeps borrowers on track.

Data-driven analytics help identify at-risk borrowers in order to direct resources to borrowers who need them the most. Proactive communications help federal loan borrowers stay on track and learn about repayment options.

300,000

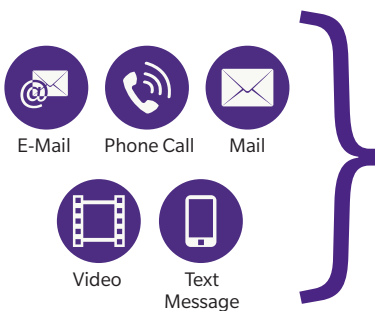
Number of Department of Education (ED) borrowers who would not have defaulted in 2015 if all major servicers were as effective as Navient.

Source: [FSA Servicer Performance Metrics Percent of Borrowers 271-360 Days Delinquent, 2015](#).



9 times out of 10

...when we can reach a past-due federal student loan borrower, Navient can help him or her avoid default.



90%

of borrowers who default have not responded to Navient outreach during the year of missed payments leading up to default.

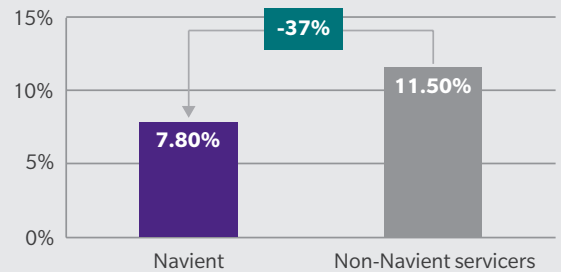
154 million

Number of communications promoting IDR and other repayment options per year to 10 million federal loan borrowers.

200

Number of attempts to contact a borrower during the year-long period of missed payments leading up to federal loan default.

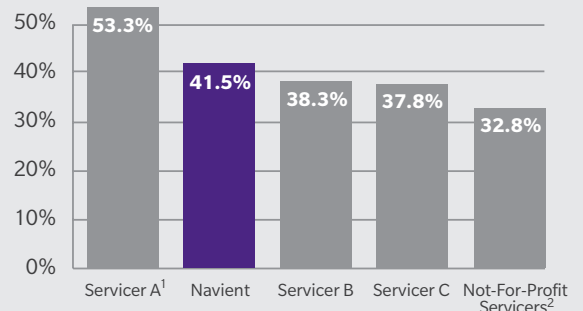
Navient-serviced federal student loan borrowers are 37% less likely to default.



Source: [Cohort Default Rate released Sept. 27, 2017](#)

Department of Education loans serviced by Navient are more likely to be enrolled in IDR plans than comparable servicers.

41.5% of Navient-serviced dollar balances are enrolled in IDR*



Source: [Direct Loan and ED-owned FFELP loans, Federal Student Aid Data Center, as of June 2017](#).

High-risk borrowers have lower delinquency rates when serviced by Navient.

Borrowers who did not graduate and are new to repayment have serious delinquency rates

11% to 35% lower

when serviced by Navient, compared to the five other largest servicers

Source: [FSA Quarterly Performance Results, quarter ending June 30, 2017](#)

¹Servicer A's IDR enrollment is automatically higher than other servicers because all borrowers who certify they are pursuing Public Service Loan Forgiveness are assigned to Servicer A.

²Not-For-Profit (NFP) Servicers includes aggregated data for all NFP student loan servicers.

*As of Sept. 30, 2017, 53 percent of Direct Loan balances serviced by Navient are enrolled in IDR. This figure excludes Parent PLUS loans which are not eligible for these payment plans.

Student Loan Servicers Play a Critical Role in Higher Ed

Federal Student Loan Servicers Help Student Borrowers Succeed

- Student loan servicers partner with the Department of Education to help borrowers find the repayment options that put students on the path to financial success.
- Since June 2015, the rate of federal borrowers entering default has decreased by 24%.

Navient is an industry-leading student loan servicer

- Navient services more than \$300 billion in student loans.
- Navient is a leader in advancing policy recommendations to streamline enrollment and reenrollment in income-driven plans—reforms which we believe would make a meaningful difference for millions of Americans with student loans.

Key Facts About Navient:

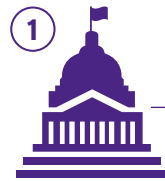
40+ years
experience
serving borrowers

\$300 billion
in student
loans serviced

12 million
student loan
customers served

7,000
employees in
10+ states

The Student Loan Process Is Determined By Congress



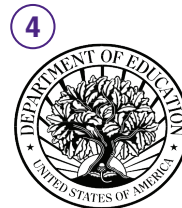
1 Congress sets interest rates and loan terms



2 Colleges set tuition and fees



3 Families select the college, and borrow to pay the cost of attendance



4 ED issues loans at congressionally set terms and assigns loan to a servicer



5 Navient works with borrowers to help them assess multiple repayment options and successfully repay loans.



6 Loan repaid

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