Federal Student Loan Servicing Fact Sheet

Navient Helps Borrowers Successfully Repay Loans

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.


9 times out of 10

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

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

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

90% of borrowers who default have not responded to Navient outreach during the year of missed payments leading up to default.

9 times out of 10
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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