

Federal Student Loan Servicing Fact Sheet

Navient Helps Borrowers Successfully Repay Loans



STUDENT LOAN SERVICING

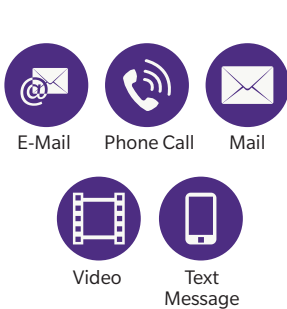
With extensive student loan outreach, Navient keeps borrowers on track.

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.



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.

150+ million

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

Key Facts About Navient:

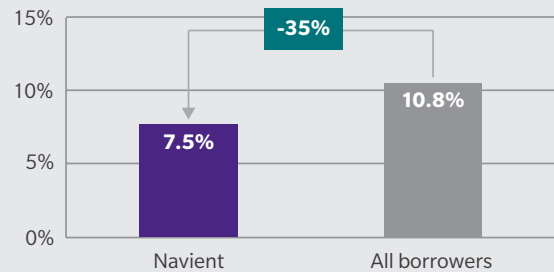
40+ years
experience
serving borrowers

\$300 billion
in student
loans serviced

12 million
student loan
customers served

6,100
employees in
10+ states

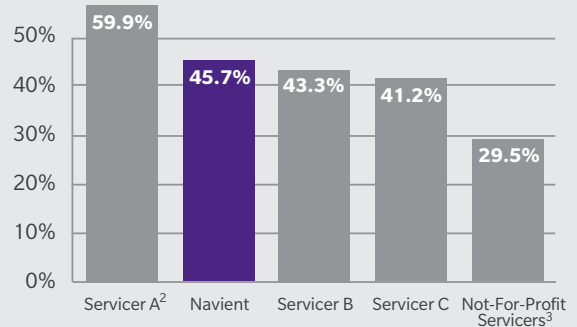
Navient-serviced federal student loan borrowers are 35% less likely to default.¹



Source: [Cohort Default Rate released Sept. 24, 2018](#)

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

45.7% of Navient-serviced dollar balances are enrolled in IDR*



Source: [Direct Loan and ED-owned FFELP loans, Federal Student Aid Data Center, as of Sept. 2018.](#)

¹The 2015 Cohort Default Rate analyzes data from the group of borrowers who entered repayment between Oct. 1, 2014, and Sept. 30, 2015, and who defaulted in a three-year window by fall of 2018. To isolate the difference in defaults between Navient borrowers and others, the difference is calculated by removing Navient's marketshare from the overall national cohort default rate; the resulting CDR for non-Navient serviced borrowers is 11.6%.

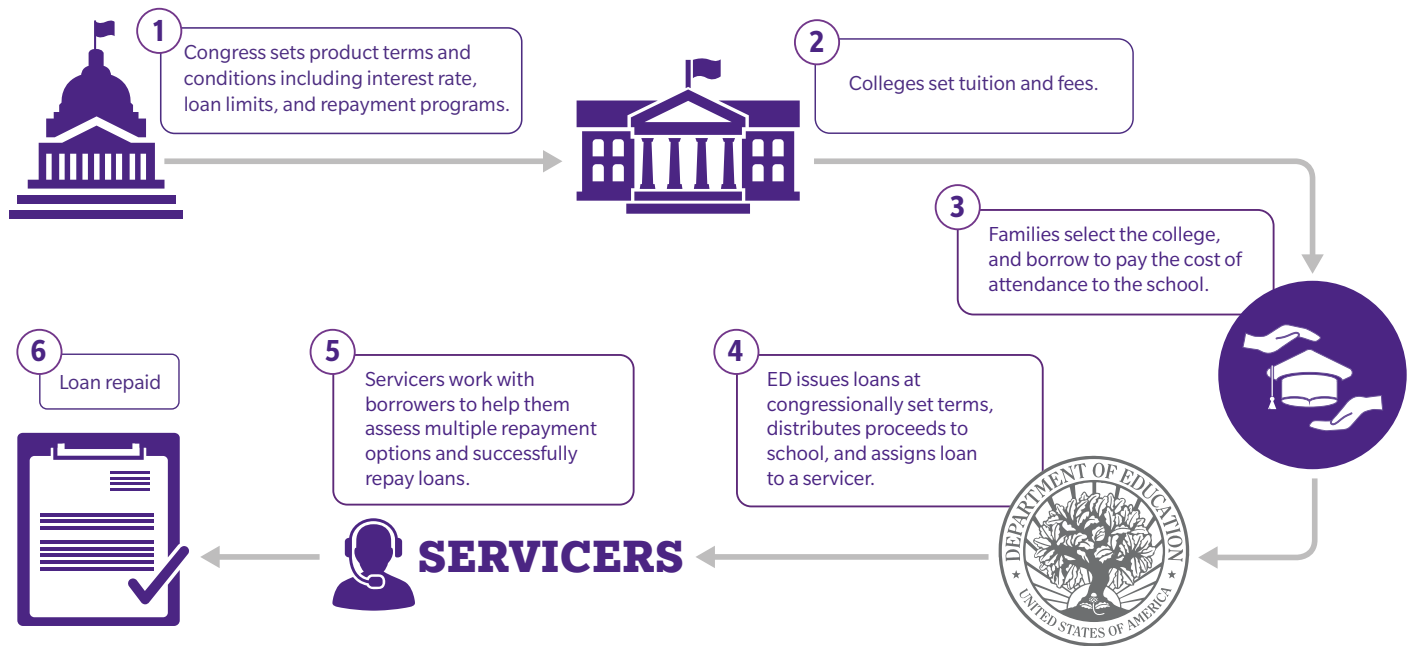
²Servicer A's IDR enrollment is automatically higher than other servicers because all borrowers who certify they are pursuing Public Service Loan Forgiveness are assigned to Servicer A.

³Not-For-Profit (NFP) Servicers includes aggregated data for all NFP student loan servicers.

*More than half 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

The Student Loan Process Is Determined By Congress



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 September 2015, the rate of federal borrowers entering default has decreased by 29 percent.

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.

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