

# Military Fact Sheet

NAVIENT<sup>SM</sup>

**FACT:** Navient was the first student loan servicer to establish a dedicated team to work exclusively with service members.

- ▶ Most of these experts have family members who are veterans or currently on active duty, or are veterans themselves.
- ▶ The team relies on several tools to inform and assist military customers to include the U.S. Department of Defense's human resource information center, an online case management system, deployment checklists and more.

**FACT:** Navient offers a best-in-class call center and website exclusively for service members.

- ▶ Launched in 2012, the call center handles an average of approximately 6,600 calls per month and each call ends with a thank you for military service.
- ▶ A website for military customers ([www.Navient.com/military](http://www.Navient.com/military)), launched in June of 2013, offers additional resources such as a deployment checklist and education benefit information.

**FACT:** Navient believes members of the military deserve the highest level of service and makes processing SCRA benefits a priority.

- ▶ Today, Navient receives more than 1,000 SCRA requests a month.
- ▶ SCRA notifications may be submitted through a secure upload functionality on our website, by mail, email, or fax.
- ▶ Navient offers expedited processing on service member transactions.
- ▶ SCRA eligibility is among the more complex benefits the company administers — some military orders can be up to 60+ pages long with multiple dates embedded in lengthy military code that have to be deciphered carefully. As part of a recent agreement with the U.S. Department of Education, Navient is able to simplify the requirements for SCRA benefits for customers going forward.
- ▶ Navient extends SCRA benefits without requiring an update from the service member.
- ▶ Navient uses a quality review process that puts every notification through multiple reviews in an effort to process every request accurately.

**FACT:** Navient is committed to hiring veterans.

- ▶ Navient joined the 100,000 Jobs Mission, a coalition with other major corporate employers committed to hiring U.S. military veterans. This year, the coalition surpassed its goal. The coalition has announced it will double its original hiring goal to a total of 200,000 military and veterans.
- ▶ Veteran job seekers can visit <http://jobs.navient.com/article/military> to learn more about opportunities at Navient.

Navient designated a

**call center  
and website  
to assist military  
customers.**

**Phone: 855-284-4879**

**[www.navient.com/military](http://www.navient.com/military)**

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