



STATEMENT

Navient Statement on April 10, 2017 Article

Student loans provide access to higher education for millions of Americans. For the vast majority of student loan borrowers, the investment they make is a good one as their education creates new career opportunities with higher earnings.

Unlike other consumer loans, student loans are made based on the borrower's prospective ability to repay. This means one expects the borrower's education will lead to new job opportunities with higher wages. Because students are generally not working when they borrow and have little to no credit experience, virtually no borrower would be classified as a prime credit.

We understand that there are some for whom the investment did not pay off as hoped. We encourage all customers who are struggling to reach out to us, so we can help them understand their options and they can make an informed choice about what's best for them.

Our servicing practices are designed to help our customers find the right repayment program to fit their budget. As a result:

- Federal student loan borrowers we service are less likely to be delinquent and are 31 percent less likely to default.
- 49 percent of loan balances we service for the government are enrolled in income-driven repayment.
- 9 times out of 10, when we can reach federal loan borrowers who are struggling with repayment, we help them find a solution that keeps them out of default.
- The vast majority of our private education loan customers are successfully repaying their loans, and delinquency and default rates are among historic lows.
- In 2009, we created a private education loan modification program to support borrowers who needed a more affordable payment.

For more information, please see the [fact sheet](#) available at Navient.com/legalfacts.