



February 15, 2017

Navient recognizes Wilkes-Barre employee for support to military student loan borrowers

WILKES-BARRE, Pa., Feb. 15, 2017 (GLOBE NEWSWIRE) -- Jennifer Groeling, Wilkes-Barre resident and business technical coordinator for Navient, the nation's leading loan management, servicing and asset recovery company, received the company's quarterly Solutions Navigator Award for providing a high level of service to customers and exemplifying Navient's values.

A photo accompanying this announcement is available at <http://www.globenewswire.com/NewsRoom/AttachmentNg/951c1b88-2146-4213-93ab-67f600a848e8>.

Jeff Whorley, group president, asset management and servicing for Navient, presented Groeling with the award, which recognizes one employee who demonstrates one or more of Navient's core values: customer-centricity, proactivity, leadership, stability and integrity.

With a tenure of nearly four years at Navient, Groeling is the primary point of contact for analyzing military-related customer feedback, which the company uses to enhance customer experience. Groeling, whose brother is currently enrolled in the military, has a personal commitment to her duties on the job.

When asked what advice she would give to employees looking to excel in the workplace, Groeling noted the importance of thinking ahead.

"Do not be afraid to ask questions and understand the 'why' behind the process," Groeling said. "This information provides additional knowledge and an overall better understanding of how a process impacts our work and how we can enhance our service."

In her spare time, Groeling enjoys doing anything involving her 8-year-old son.

Navient, headquartered in Delaware, supports U.S. military members and veterans through ongoing hiring efforts, an employee-led Veterans Resource Group and customer service. In 2012, Navient became the first student loan servicer to establish a military benefits team dedicated exclusively for service members.

Connect with @Navient on [Facebook](#), [Twitter](#) and [LinkedIn](#).

About Navient

As the nation's leading loan management, servicing and asset recovery company, Navient (Nasdaq:NAVI) helps customers navigate the path to financial success. Servicing more than \$300 billion in student loans, the company supports the educational and economic achievements of more than 12 million Americans. A growing number of public and private sector clients rely on Navient for proven solutions to meet their financial goals. Learn more at navient.com.

Contact:

Nick LaMastra, 302-283-2964, nicholas.lamastra@navient.com