

**Quarterly Customer Service Performance Results  
Quarter Ending September 30, 2011**

**FedLoan Servicing (PHEAA), Great Lakes, Nelnet, and Sallie Mae**

**Attachment to November 2011 Electronic Announcement**

**SEPTEMBER SCORE BY ALLOCATION METRIC**

		Servicers			
		FedLoan Servicing (PHEAA)	Great Lakes	Nelnet	Sallie Mae
	METRIC				
<b>1</b>	Defaulted Borrower Count	<b>1.12%</b>	<b>1.09%</b>	<b>1.33%</b>	<b>0.97%</b>
<b>2</b>	Defaulted Borrower Amount	<b>0.70%</b>	<b>0.63%</b>	<b>0.78%</b>	<b>0.54%</b>
<b>3</b>	Borrower Survey	<b>75.00</b>	<b>74.67</b>	<b>71.67</b>	<b>69.33</b>
<b>4</b>	School Survey	<b>72.67</b>	<b>74.00</b>	<b>75.67</b>	<b>72.67</b>
<b>5</b>	Federal Personnel Survey	<b>66.00</b>	<b>73.00</b>	<b>61.00</b>	<b>63.00</b>