

# 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.

# 300,000

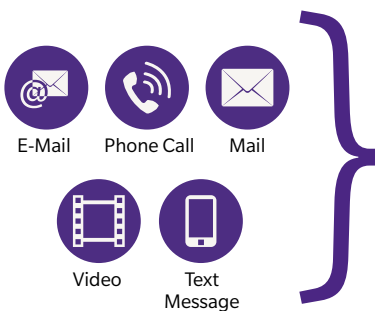
Number of Department of Education borrowers who would not have defaulted in 2015 if all major servicers were as effective as Navient.

[Source: FSA Servicer Performance Metrics Percent of Borrowers 271-360 Days Delinquent, 2015.](#)



### 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.

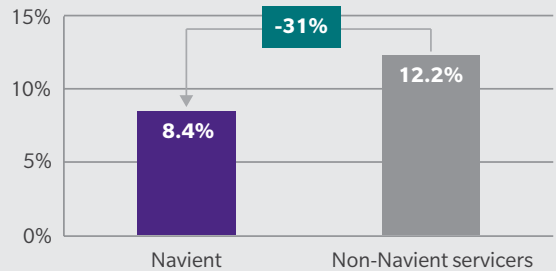
# 170 million

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

# 230-300

Number of attempts to contact a borrower during the year-long period of missed payments leading up to federal loan default.

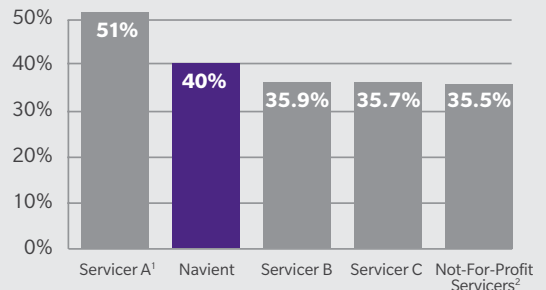
### Navient-serviced federal student loan borrowers are 31% less likely to default.



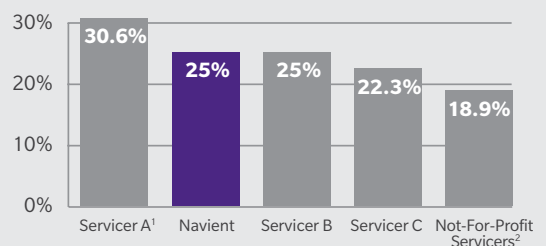
[Source: Cohort Default Rate released Sept. 28, 2016.](#)

### Department of Education loans serviced by Navient are more likely to be enrolled in income-driven repayment plans than comparable servicers.

40% of Navient-serviced dollar balances are enrolled in IDR



1 in 4 Navient-serviced borrowers are enrolled in IDR



<sup>1</sup>Servicer 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.

<sup>2</sup>Not-For-Profit (NFP) Servicers includes aggregated data for all NFP student loan servicers.

Source: Direct Loan and ED-owned FFELP loans, Federal Student Aid Data Center, as of September 30, 2016.

As of Dec. 31, 2016, 49 percent 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.

Source: Navient data

# Student Loan Servicers Play a Critical Role in Higher Ed

## 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.
- The three-year default rate for Department of Education borrowers has fallen by nearly 20 percent since 2010, down to 11.8 percent in 2012.

## Navient is an industry-leading student loan servicer

- Navient is the nation's largest student loan servicer, with more than \$300 billion in servicing volume.
- 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.

## Key Facts About Navient:

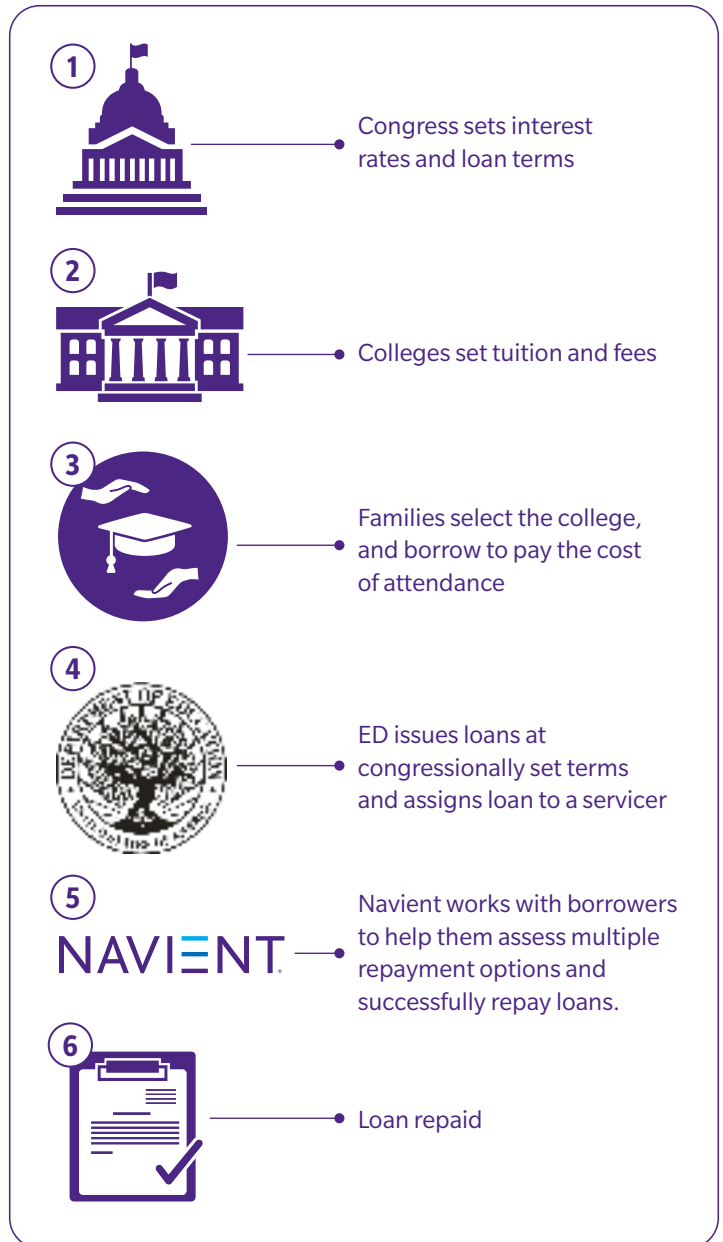
**40+ years**  
experience  
serving borrowers

**\$300 billion**  
in student  
loans serviced

**12 million**  
student loan  
customers served

**7,000**  
employees in  
10+ states

## The Student Loan Process Is Determined By Congress



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