

Federal Loan Servicing Snapshot

as of December 31, 2017

Sample School

123456

Portfolio Summary *

Borrowers	20,500
Loans	92,400
Outstanding \$\$	\$858,000,000
Avg. \$\$ / Borr.	\$41,000

* Includes ED and FFELP Loans

Default Prevention Summary

Borrowers Who Are 31+ Days Past Due ¹	742	5%	Outbound Call Contact Rate ³	18%
Borrowers Who Are 271+ Days Past Due ¹	56	0%	% in Skip Status ²	5.8%
Borrowers Who Went Past Due (Last 3 Months) ²	5,121	27%	Letters Sent (Last 3 Months) ⁴	6,608
Borrowers Brought Current (Last 3 Months)	4,103	80%		









¹ - % is of those in a Repayment status

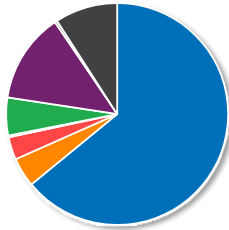
² - % is of those in a Repayment, Forbearance or Deferment status

³ - the % of borrowers we were able to talk to

⁴ - Total delinquency notice emails and letters

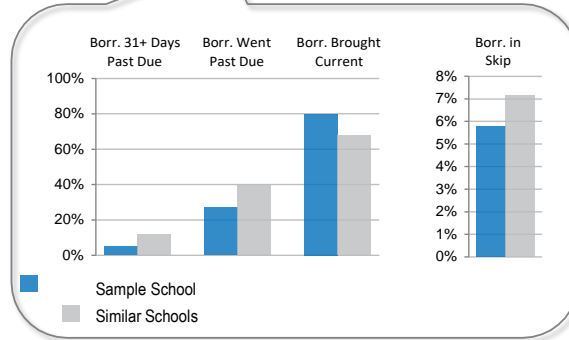
Borrower Status Summary

Repayment (Current)	64.1%	
Repayment (1-30 Days Past Due)	4.3%	
Repayment (31-270 Days Past Due)	3.3%	
Repayment (271+ Days Past Due)	0.3%	
Forbearance	5.5%	
Deferment	13.1%	
Grace	0.4%	
School	9.1%	



Call Center Metrics

Total Borrower Calls Taken (Last 3 Months)	3,459
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Total Borrowers Who Called (Last 3 Months)	2,146
Borrower Call Rate	10%

Website Metrics

Aidvantage.com Borrower Logins (Last 3 Months)	81,133
Total Borrowers Who Logged In (Last 3 Months)	10,509
Borrower Login Rate	50%

Repayment Plan Metrics **

Borrowers in a Standard Repayment Plan	11,927	63%
Borrowers in a Graduated Repayment Plan	2,578	14%
Borrowers in an Income-Driven Repayment Plan	3,877	21%
Borrowers Enrolled in an IDR Plan (Last 3 Months)	200	5%
Borrowers in an Other Repayment Plan	1,328	7%
Borrowers in Multiple Repayment Plan Types ⁵	459	2%

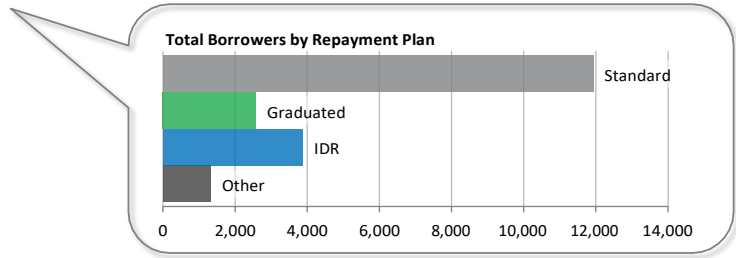
** Metrics are just for borrowers in Repayment, Forbearance or Deferment

⁵ - Multiple repayment plans occur when borrowers have loans in more than one repayment plan at the same time. This is also why the total may be greater than 100%.

Portfolio Default Summary	Aidvantage Serv. Federal	Non-Aidvantage Serv. Federal	Total Federal	Variance ²
2014 Cohort ¹				
In Default	18	173	191	
In Repayment	1,625	7,797	9,422	
Default Rate	1.1%	2.2%	2.0%	

¹ - FSA Fiscal year 2014 official 3-year cohort default rate

² - Aidvantage cohort default rate vs. Non-Aidvantage Federal servicers



Demographic Metrics

			Average ⁸	Variance
Borrowers with a Valid Email Address	20,458	98%	97%	1%
Borrowers Who Opted in to Email ⁷	18,724	92%	85%	7%
Average Borrower Email Open Rate		57%	46%	24%
Borrowers with a Valid Mailing Address	20,701	99%	99%	1%
Borrowers with a Valid Phone Number	19,797	95%	94%	1%

⁷ - Of the borrowers with a valid email address, the percentage of those who have opted in to receive email

⁸ - The same percentages for similar schools

Key Highlights

- ■ ■ Together, we have helped bring 4,103 borrowers current in the past three months.
- ■ ■ Our combined effort has resulted in a lower default rate compared to your overall rate. We look forward to working with you to improve it further.
- ■ ■ The 31+ delinquency rate of 5% is very good compared to similar schools. Let's team up on tips to keep lowering that rate!
- ■ ■ There are currently 56 borrowers 271+ days past due who could negatively impact your cohort default rate very soon. Let's work together to try to resolve them.
- ■ ■ The skip rate of 5.8% is good compared to similar schools. Keep on collecting good contact information from your students as they are exiting school.
- ■ ■ Only 50% of your borrowers are managing their accounts online. Let's work together to overcome any obstacles and encourage them to use this convenient and free resource.
- ■ ■ 21% of your borrowers are currently in an IDR plan. By collaboratively identifying potentially eligible borrowers, we can reach out to those who may benefit from this plan.
- ■ ■ Your opt in email rate of 92% is very good.