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Subject: Loan Servicing Information - First Quarter's Customer Service Performance Results

Per the contractual agreement with each of our federal loan servicers, the Department of Education (the Department) will annually measure servicer performance in the areas of customer satisfaction and default prevention. We will then use these results to determine each servicer's allocation of future loan volume when applicable.

This announcement is intended to share the customer service performance results for the first quarter (ending September 30, 2012) with the financial aid community. The Department measured customer satisfaction with each of the federal loan servicers exclusively through independently administered customer satisfaction surveys. We assessed default prevention through analysis of each servicer's portfolio.

The federal loan servicers with third quarter customer service performance results are as follows:

- FedLoan Servicing (PHEAA)
- Great Lakes Educational Loan Services, Inc.
- Nelnet
- Sallie Mae

#### Not-For-Profit (NFP) Members of the Federal Loan Servicer Team

- Aspire Resources Inc.
- CornerStone
- ESA/Edfinancial

- Granite State - GSMR
- MOHELA

We provide the customer service performance results in three attachments to this announcement.

- In the attachment titled "Explanation of Customer Service Performance Measure Methodology," we provide an explanation of the overall performance measure methodology.
- In the attachment titled "Quarterly Customer Service Performance Results for FedLoan Servicing (PHEAA), Great Lakes Educational Loan Services, Inc., Nelnet, and Sallie Mae – Quarter Ending September 30, 2012," we provide the first quarter's customer satisfaction and default prevention results for these four servicers.
- In the attachment titled "Quarterly Customer Service Performance Results for Not-For-Profit (NFP) Members of the Federal Loan Servicer Team – Quarter Ending September 30, 2012," we provide the first quarter's customer satisfaction and default prevention results for Aspire Resources Inc., CornerStone, ESA/Edfinancial, Granite State - GSMR, and MOHELA.

We value the participation of all customers in the loan servicing process and thank you for your ongoing feedback.

Attachments/Enclosures:

[Explanation of Customer Service Performance Measure Methodology in PDF Format, 51KB, 3 Pages](#)

[Quarterly Customer Service Performance Results for FedLoan Servicing \(PHEAA\), Great Lakes Educational Loan Services, Inc., Nelnet, and Sallie Mae – Quarter Ending September 30, 2012 in PDF Format, 13KB, 1 Page](#)

[Quarterly Customer Service Performance Results for Not-For-Profit \(NFP\) Members of the Federal Loan Servicer Team – Quarter Ending September 30, 2012 in PDF Format, 14KB, 1 Page](#)

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