

# SERVICING SUMMARY JANUARY 2014

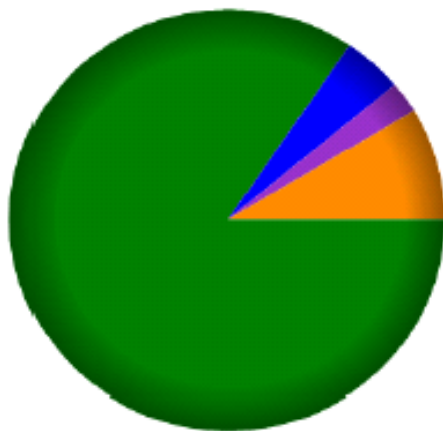


Name  
 University  
 Address  
 City, State ZIP

School Code:  
 XXXXXXXX

5,549 Borrowers    23,514 Loans    \$104,935,874

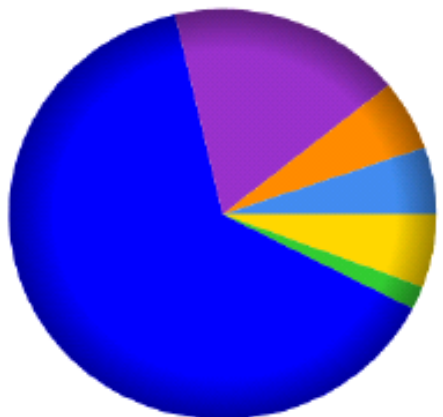
## Federal Loan Portfolio Serviced by MOHELA\*



- In School: 1 (0%)
- In Grace: 0 (0%)
- In Repayment (Current): 19657 (84%)
- In Deferment: 1054 (4%)
- In Forbearance: 571 (2%)
- Delinquent: 2031 (9%)

\*Includes active loans with balances greater than \$0

## Repayment Plan Summary By Borrower



- Income Based: 306 (6%)
- Income Contingent: 86 (2%)
- Pay As You Earn: 0 (0%)
- Level: 3395 (64%)
- Graduated: 943 (18%)
- Extended: 295 (6%)
- Other: 282 (5%)

22 borrowers are due to renew their Income-Driven Repayment Plans within 30 days

### SCHOOLS

FAO Hotline: (888) 866-4353  
 Fax: (636) 787-2791  
 Email: [SchoolRelations@mohela.com](mailto:SchoolRelations@mohela.com)  
 Web: [www.mohela.com](http://www.mohela.com)

### BORROWERS

Customer Service: (888) 866-4352  
 TDD: 711  
 Fax: (866) 222-7060  
 Web & Email: [www.mohela.com](http://www.mohela.com)

For your school's complete loan volume information, visit [NSLDSfap.ed.gov](http://NSLDSfap.ed.gov)

Visit our booth and say "Hi!" at a conference near you:

- MSFAA  
January 26-29, 2014
- SASFAA  
February 15-19, 2014
- MASFAP  
March 12-14, 2014
- ILASFAA  
April 2-4, 2014

# Cohort Default Data and Risk Information



## Cohort Tracking By Delinquency Category

Cohort Year	Current	Delinquency Category				In Default
		1-89	90-179	180-239	240-359	
2011						
2012						
2013						
2014						

## Repayment Plan By Delinquency Category

Repayment Plan	Current	Delinquency Category			
		1-89	90-179	180-239	240-359
<b>Total Borrowers</b>					
Income-Based	%	%	%	%	%
Income-Contingent	%	%	%	%	%
Pay As You Earn	%	%	%	%	%
Level	%	%	%	%	%
Graduated	%	%	%	%	%
Extended	%	%	%	%	%
Other	%	%	%	%	%

Note: Borrowers may be included in multiple types of repayment plans and delinquency categories

## Risk Type By Delinquency Category

Risk Type	Current	Delinquency Category			
		1-89	90-179	180-239	240-359
<b>Total Borrowers</b>					
Invalid Mailing Address	%	%	%	%	%
Invalid Home Phone	%	%	%	%	%
Invalid Email Address	%	%	%	%	%
No Web Account Access	%	%	%	%	%
No Auto Debit	%	%	%	%	%

Note: Borrowers may be included in multiple risk categories and delinquency categories

## How Can I Help?

We are dedicated to keeping borrowers in an active repayment plan that meets their unique needs. If we can make contact with a borrower, we can find a plan where they can make payments — helping them and their credit, and helping your school maintain a lower cohort default rate. We are here to work hand-in-hand with you and your borrowers.

How You Can Help:

- Create an account and access detailed reports on MOHELA.com/Schools. If you have updated contact information where we show a student with invalid contact information, please notify our FAO hotline.
- Encourage students to keep in touch with their servicer and set up web accounts so they can easily access their most up-to-date information, make changes to their accounts, set up payments and more.
- Educate students about the variety of available repayment plans, including the income-driven repayment plans based on income and family size.