NAVIENT

Credit Suisse 22nd Annual Virtual Financial Services Forum

February 25, 2021

Forward-Looking Statements; Non-GAAP Financial Measures

The following information is current as of December 31, 2020 (unless otherwise noted) and should be read in connection with Navient Corporation's "Navient" Annual Report on Form 10-K for the year ended December 31, 2019 (the "2019 Form 10-K"), filed by Navient with the Securities and Exchange Commission (the "SEC") on February 27, 2020 and subsequent reports filed by Navient with the SEC. Definitions for capitalized terms in this presentation not defined herein can be found in the 2019 Form 10-K. This presentation contains "forward-looking statements", within the meaning of the federal securities laws, about our business, and other information that is based on management's current expectations as of the date of this presentation. Statements that are not historical facts, including statements about the company's beliefs, opinions or expectations and statements that assume or are dependent upon future events, are forward-looking statements and often contain words such as "expect," "anticipate," "intend," "plan," "believe," "seek," "see," "will," "would," "may," "could," "should," "goal," or "target." Forward-looking statements are subject to risks, uncertainties, assumptions and other factors that may cause actual results to be materially different from those reflected in such forward-looking statements.

For Navient, these factors include, among others, the risks and uncertainties associated with:

- the severity, magnitude and duration of the COVID-19 pandemic, including changes in the macroeconomic environment, restrictions on business, individual or travel activities intended to slow the spread of the pandemic and volatility in market conditions resulting from the pandemic including interest rates, the value of equities and other financial assets;
- the risks and uncertainties associated with increases in financing costs;
- unanticipated increases in costs associated with compliance with federal, state or local laws and regulations;
- changes in the demand for asset management and business processing solutions or other changes in marketplaces in which we compete (including increased competition);
- changes in accounting standards including but not limited to changes pertaining to loan loss reserves and estimates or other accounting standards that may impact our operations;
- adverse outcomes in any significant litigation to which the company is a party;
- credit risk associated with the company's underwriting standards or exposure to third parties, including counterparties to hedging transactions; and
- changes in the terms of education loans and the educational credit marketplace (including changes resulting from the CARES Act or other new laws and the implementation of existing laws).

The company could also be affected by, among other things:

- unanticipated repayment trends on loans including prepayments or deferrals in our securitization trusts that could accelerate or delay repayment of the bonds;
- reductions to our credit ratings, the credit ratings of asset-backed securitizations we sponsor or the credit ratings of the United States of America;
- failures of our operating systems or infrastructure or those of third-party vendors;
- risks related to cybersecurity including the potential disruption of our systems or those of our third-party vendors or customers or potential disclosure of confidential customer information;
- damage to our reputation resulting from cyber-breaches, litigation, the politicization of student loan servicing or other actions or factors;
- failure to successfully implement cost-cutting initiatives and adverse effects of such initiatives on our business;
- failure to adequately integrate acquisitions or realize anticipated benefits from acquisitions including delays or errors in converting portfolio acquisitions to our servicing platform;
- changes in law and regulations whether new laws or regulations or new interpretations of existing laws and regulations applicable to any of our businesses or activities or those of our vendors, suppliers or customers;
- changes in the general interest rate environment, including the availability of any relevant money-market index rate, including LIBOR, or the relationship between the relevant money-market index rate and the rate at which our assets are priced;
- our ability to successfully effectuate any acquisitions and other strategic initiatives;
- activities by shareholder activists, including a proxy contest or any unsolicited takeover proposal;
- changes in general economic conditions; and
- the other factors that are described in the "Risk Factors" section of the 2019 Form 10-K and in our other reports filed with the Securities and Exchange Commission.

The preparation of the company's consolidated financial statements also requires management to make certain estimates and assumptions including estimates and assumptions about future events. These estimates or assumptions may prove to be incorrect and actual results could differ materially. All forward-looking statements contained in this release are qualified by these cautionary statements and are made only as of the date of this release. The company does not undertake any obligation to update or revise these forward-looking statements except as required by law.

Navient reports financial results on a GAAP basis and also provides certain non-GAAP performance measures, including Core Earnings, Adjusted Tangible Equity Ratio, and various other non-GAAP financial measures derived from Core Earnings. When compared to GAAP results, Core Earnings exclude the impact of: (1) mark-to-market gains/losses on derivatives; and (2) goodwill and acquired intangible asset amortization and impairment. Navient provides Core Earnings measures because this is what management uses when making management decisions regarding Navient's performance and the allocation of corporate resources. Navient Core Earnings are not defined terms within GAAP and may not be comparable to similarly titled measures reported by other companies. For additional information, see Core Earnings in Navient's fourth quarter earnings release and pages 16 - 18 of this presentation for a further discussion and a complete reconciliation between GAAP net income and Core Earnings.

We are the leader in education loan management and business processing solutions for education, healthcare and government clients at the federal, state and local levels

We help our clients and millions of Americans achieve financial success through our services and support, leveraging our 45+ years of data, analytics and processing experience and excellence

Originations Franchise and Existing Loan Portfolio Generate Significant Cash Flows

- ✓ Our originations platform and its low-cost to acquire generates highly accretive loans
- ✓ Education loan portfolios will generate predictable and stable cash flows over 20+ years

Leveraging Our Scalable Technology Platform to Deliver Value

- ✓ Through our dynamic operating mode, we continue to deliver solutions to a broad universe of customers
- ✓ Optimized scale and infrastructure leave us well positioned for continued EBITDA growth

Disciplined Expense Management & Prudent Capital Allocation

- ✓ We drive efficiency through continuous expense rationalization throughout the business
- ✓ Focused on maintaining our dividend and returning excess capital to shareholders

Executing on our long-term value-creation strategy and utilizing our core strengths

Delivering Long-term Value to Shareholders

Federal Education Loans Segment

- ✓ Providing **payment relief** to borrowers impacted by COVID-19
- ✓ Improved net interest margin from **83 bps** to **99 bps**, year over year, as our portfolio benefits from a low-rate environment
- ✓ Actively managed our portfolio, decreasing our delinquency rate from **11.7%** to **9.2%** year over year
- ✓ Reduced operating expenses **$72 million**, or **20%**, year over year

99 bps NIM

Consumer Lending Segment

- ✓ Originated **$4.6 billion** of Private Education Refinance Loans
- ✓ By **optimizing our funding mix**, we produce assets with durable margins and superior risk adjusted returns
- ✓ Actively managed our portfolio, decreasing our delinquency rate from **4.6%** to **2.6%** year over year
- ✓ Reduced operating expenses by **$10 million**, or **6%**, year over year

320 bps NIM

Business Processing Segment

- ✓ Leveraged our **technology enabled platform** to win new contracts and serve our customers and clients
- ✓ Utilizing Navient's flexible infrastructure and **over 4,500 employees** to support clients by providing critical COVID-19 services in their communities [1]
- ✓ **Grew revenue 18%** year over year despite unprecedented disruption
- ✓ Demonstrated our differentiated **expertise and franchise value** to new and existing clients

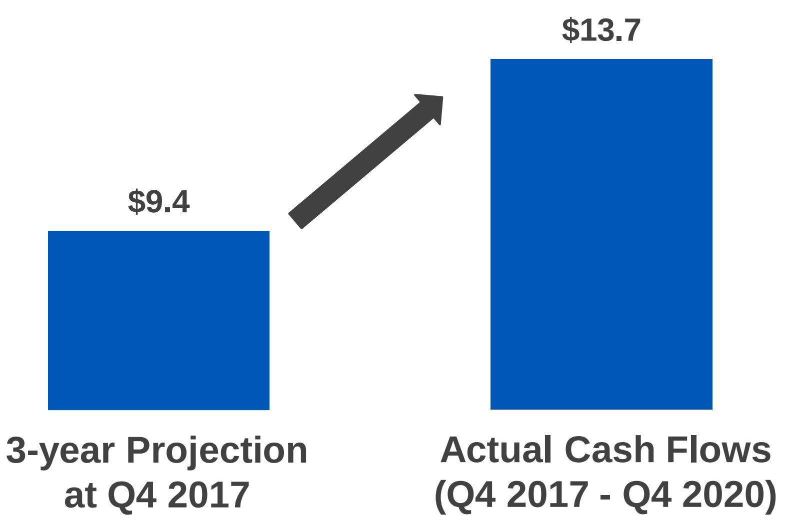
19% EBITDA margin [2]

Note: Yearly data is as of 12/31/2020, unless otherwise noted.
[1] As of 2/19/2021
[2] Item is a non-GAAP financial measure. See pages 16 - 18 for a description and reconciliation.

Actual Cash Flows From Our Education Loan Portfolio Have Exceeded Projections

Actual Cash Flows Continue to Exceed Projections [1]

December, 2017 to December 31, 2020
($'s in Billions)



Prudent Investment of Cash Flows Drives Margins and Creates Value

Cash flows generated Q4 2017 - Q4 2020 were invested in the following:

- ✓ Acquired over $13 billion of education loans
- ✓ Reduced unsecured debt by $5.6 billion [2]
- ✓ Share repurchases of $1.1 billion
- ✓ Returned $435 million to shareholders in dividends
- ✓ No Corporate Acquisitions [3]

Actual cash flows exceeded projections [1] by over $4 billion, primarily through financing activity and accretive acquisitions of education loans

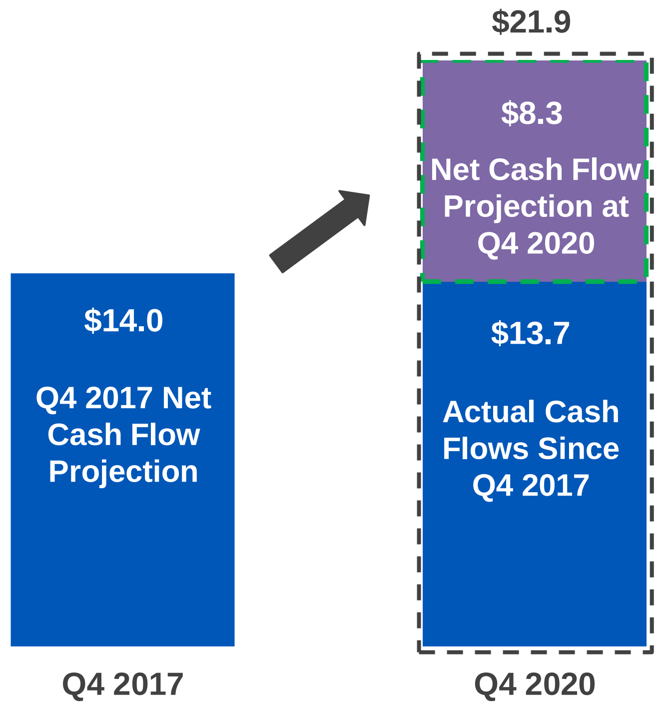
[1] Projections provided in Q4 2017 earnings presentation, published on January 24, 2018, available at Navient.com/investors.
[2] Unsecured debt at par value.
[3] Excludes tuck-in acquisitions.

Lifetime Cash Flows Will Exceed Original Projections

Navient's student loan portfolios continues to exceed expectations [1]

($'s in Billions)

Life of Loan Projections	Q4 2017	Q4 2020
Total FFELP Cash Flows	$12.7	$8.3
Total Private Education Cash Flows	$15.3	$8.4
Combined Cash Flows	**$28.0**	**$16.7**
Unsecured Debt [2]	**$14.0**	**$8.4**
Net Cash Flow	**$14.0**	**$8.3**



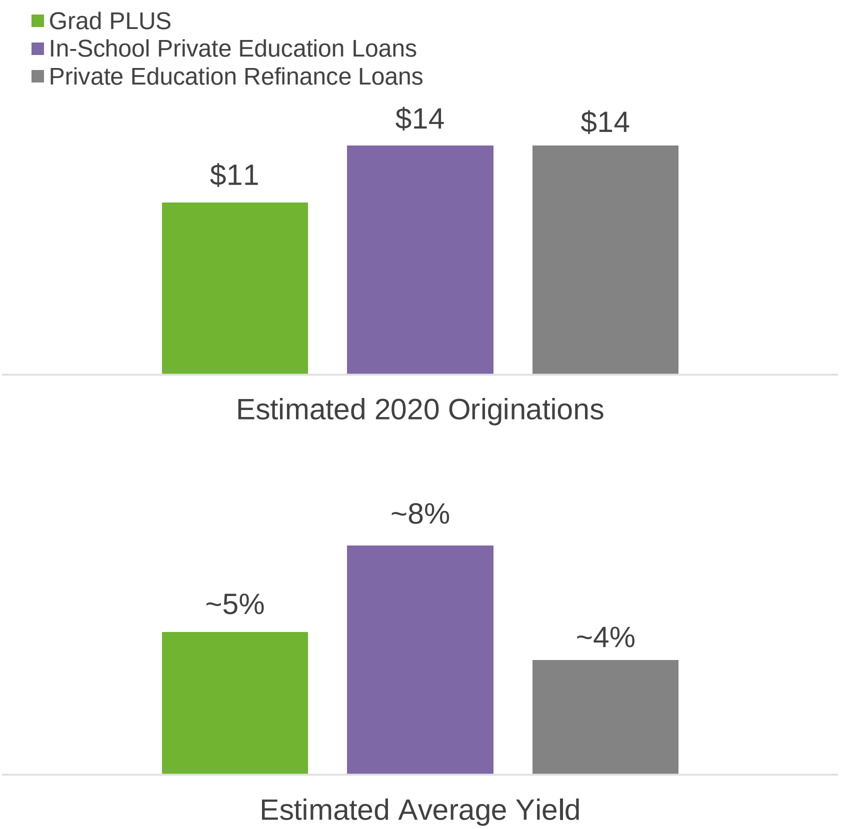
[1] Projections provided in Q4 2017 earnings presentation, published on January 24, 2018, available at Navient.com/investors.
[2] Unsecured debt at par value.
Net cash flows are equal to combined cash flows less unsecured debt at par.

Note: These projections are based on internal estimates and assumptions and are subject to ongoing review and modification. These projections may prove to be incorrect.
Note: Numbers may not add due to rounding.

Originating Education Loans is An Attractive Opportunity

Sizable Market With Attractive Yields[1]

Estimated Total Market Annual Originations and Yields ($'s in billions)



Leveraging Our Existing Infrastructure to Generate Value

- **Private Education Refinance Loans**:
  - Using our data and expertise to deploy capital at mid-teens ROE
  - Life of loan loss expectation of 1.25% [2]
  - Weighted average life of ~3.5 years
- **In-School Private Education Loans**:
  - Using our data and expertise to deploy capital at high-teens ROE
  - Life of loan loss expectations of 6% [2]
  - Weighted average life of ~8 years

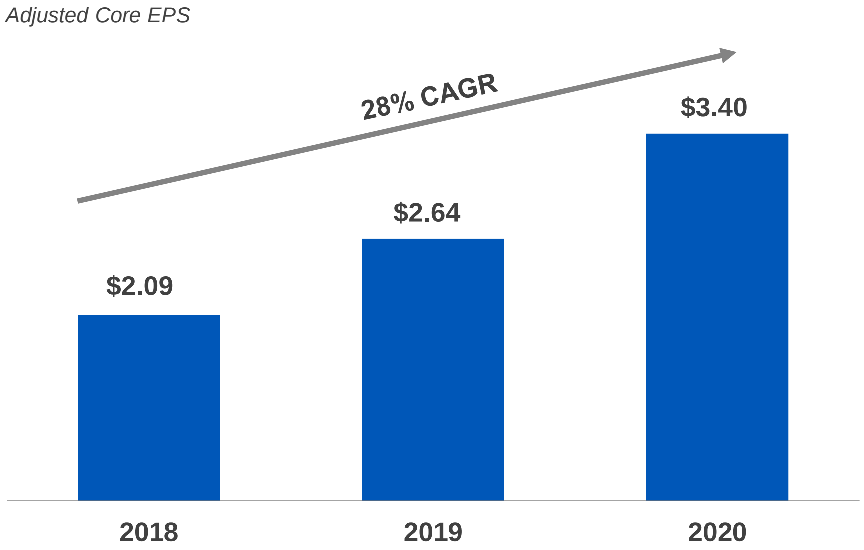
Typical Refi Borrower Profile [3]

Borrower Age	33
Months since Graduation	72
Education	63% advanced degrees
FICO	764
Income	$133,354
Monthly Real Free Cash Flow	$4,333
Original Loan Amount	$70,989

[1] Source: Navient estimates for total originations based on "Jennifer Ma, Matea Pender, and CJ Libassi (2020), Trends in Student Aid 2020, New York: The College Board"; Navient estimates for average yields based on FSA Data Center and third-party company filings.
[2] Life of loan loss expectations are on a gross basis.
[3] Weighted average.

Growing Earnings and Generating Shareholder Value

Driving EPS Accretion for Shareholders



Delivering Value

- ✓ Long-term value for shareholders driven by consistent earnings and capital return
- ✓ Allocating capital to attractive investments, including portfolio acquisitions and new originations
- ✓ Continuously driving efficiency improvements and expense structure rationalization
- ✓ Returning excess capital to shareholders

By focusing on highly accretive investments with consistent margins, Navient creates value for shareholders

Metrics shown on a "Core Earnings" basis, and are non-GAAP financial measures.

Navient is Focused on Cost Efficiency

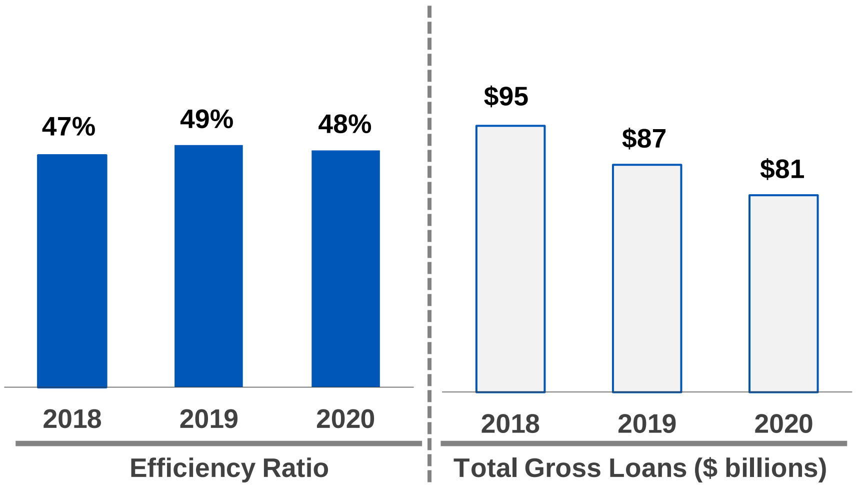
Industry-Lending Efficiency

- ✓ Innovative financing reduces interest expense, maximizing cashflow and shareholder value
- ✓ Continue to drive strong margins through capital-efficient fee businesses, leveraging our scaled infrastructure and technical expertise

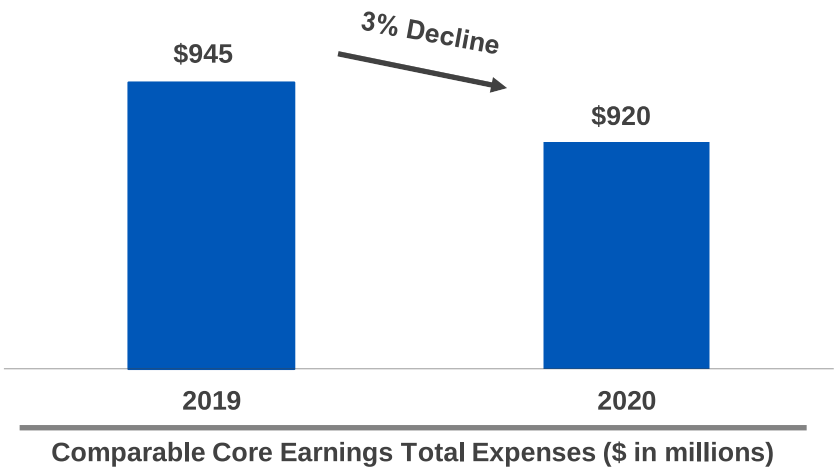
Continuously Rationalizing Our Expense Base

- ✓ Focused on reducing expenses and improving efficiency across our businesses
- ✓ Delivering significant efficiency gains and migrating to a more variable expense structure

Stable Efficiency Ratio While Managing An Amortizing Portfolio



Efficiency Initiatives Have Reduced Gross Expenses



"Adjusted" and "Comparable" expenses are non-GAAP financial measures. By using these measures, management can make better short-term and long-term decisions related to expense management and allocation.

Asset Generation Drives Meaningful Returns

		Since 2014 Separation [1]
Loan originations	✓ Our competitive franchise, with its highly attractive return profile, leverages our core expertise to drive profits and growth	Originated **$12+ billion** of Education Refi Loans
Loan portfolios and corporate acquisitions	✓ Accretive, high-return portfolio acquisitions, and capital-lite fee businesses generate organic income	Acquired **$42 billion** of Education Loans
Dividends	✓ Consistent quarterly distributions since separation	Paid **$1.2 billion** in dividends
Share repurchase	✓ Since separation, repurchased nearly 60% of outstanding shares, with $600 million of repurchase authority remaining	Repurchased **$3.6 billion** of Navient shares
Reduce unsecured debt	✓ Optimizing capital structure and return profile, ensuring ongoing access to unsecured debt markets	Reduced unsecured debt by **$8.8 billion**

Total Payout Ratio of nearly 120% Since Separation

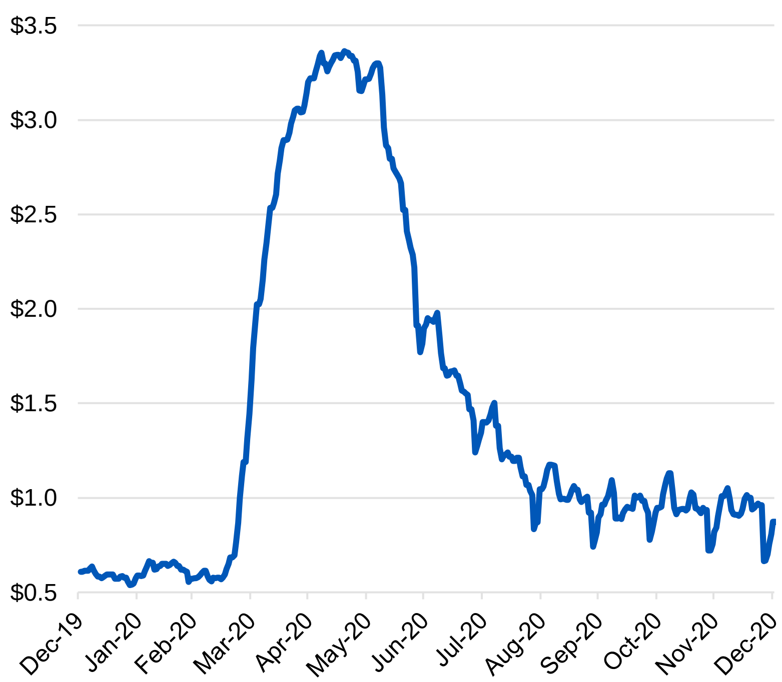
All data as of 12/31/2020; Payout ratio shown on the basis of Adjusted Core Earnings, a non-GAAP financial measure.

[1] Separation values are as reported 6/30/2014.

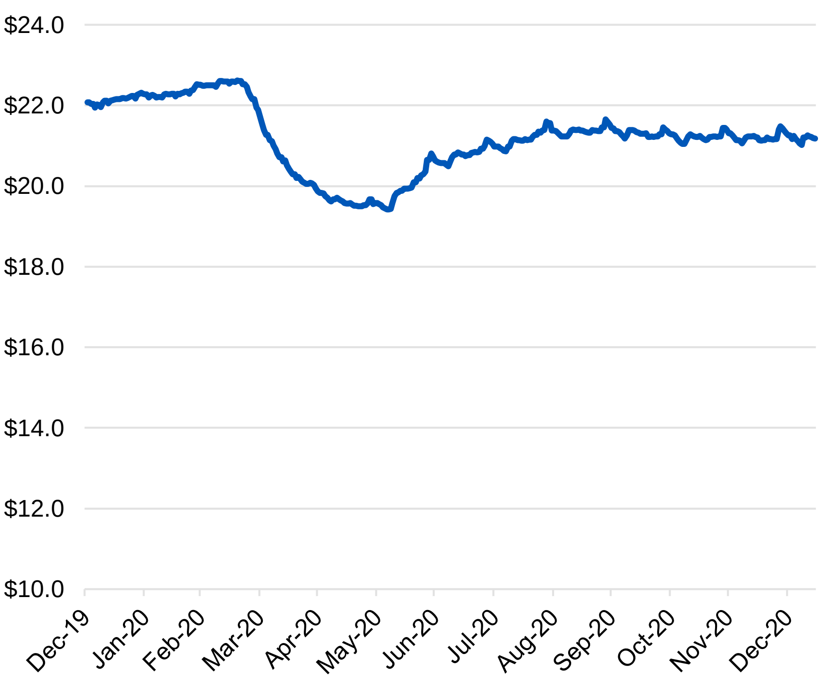
Appendix

Assisting Borrowers Through the Crisis

Total Private Education Loans in Forbearance [1]
($'s in billions)



Total Private Education Loans in Current Repayment [1]
($'s in billions)



- Implemented an extensive, data driven outreach program to inform and assist customers before they return to repayment

- Continue to provide immediate payment relief options to borrowers who have been negatively impacted by the COVID-19 emergency

[1] As of 12/31/2020

Education Loan Portfolio Generates Significant Cash Flows

Projected Life of Loan Cash Flows over ~20 Years

$'s in Billions	
FFELP Cash Flows	**12/31/20**
Secured	
Residual (including O/C)	$4.3
Floor Income	1.8
Servicing	1.8
Total Secured	$7.9
Unencumbered	0.4
Total FFELP Cash Flows	**$8.3**
Private Credit Cash Flows	
Secured	
Residual (including O/C)	$4.9
Servicing	0.5
Total Secured	$5.4
Unencumbered	3.0
Total Private Cash Flows	**$8.4**
Combined Cash Flows before Unsecured Debt	**$16.7**
Unsecured Debt (par value)	**$8.4**

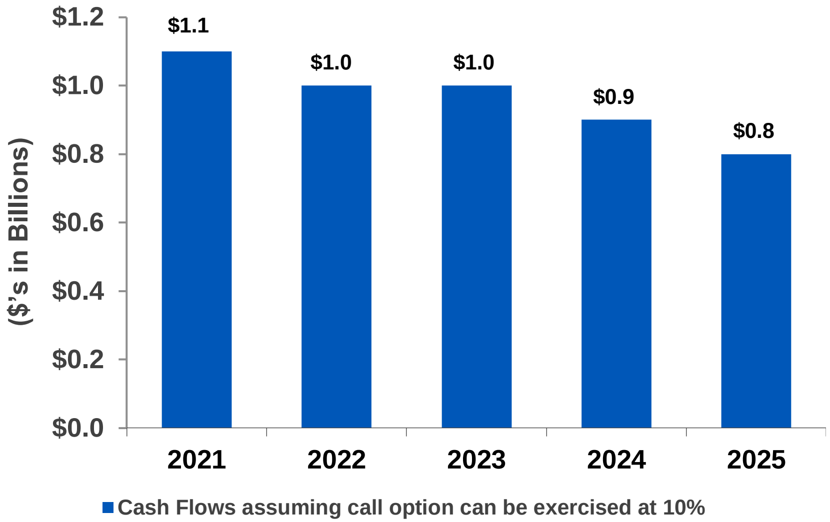
Enhancing Cash Flows

- Generated $2.7 billion of cash flows in 2020
- Reduced total unsecured debt by $1.1 billion
- Returned $0.5 billion to shareholders through share repurchase and dividends in 2020
- Acquired $4.6 billion of student loans in 2020
- $16.7 billion of estimated future cash flows remain over ~ 20 years
  - Includes ~$6 billion of overcollateralization[1] (O/C) to be released from residuals
- $2.6 billion of unencumbered student loans
- $0.5 billion of hedged FFELP Loan embedded floor income

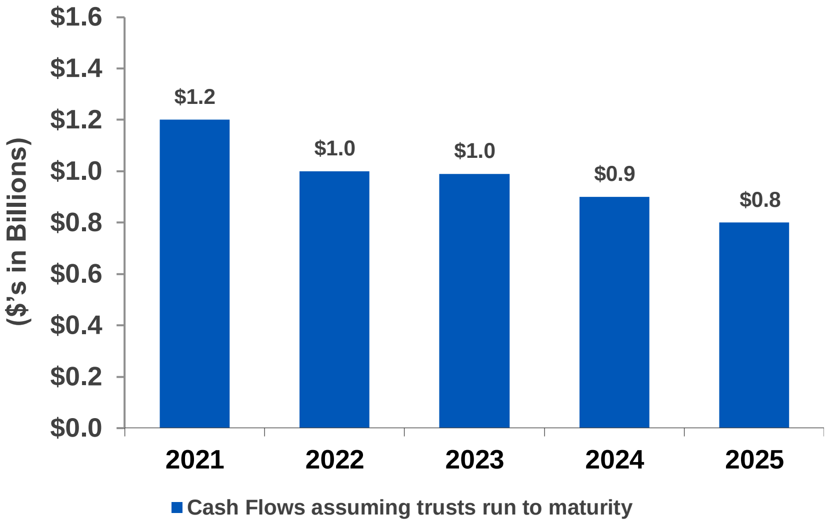
These projections are based on internal estimates and assumptions and are subject to ongoing review and modification. These projections may prove to be incorrect.
[1] Includes the PC Turbo Repurchase Facility Debt totaling $1.2 B as of 12/31/2020.

Education Loan Portfolio Generates Meaningful Cash Flows Over The Next Five Years

Projected Annual Private Education Loan Cash Flows



Projected Annual FFELP Loan Cash Flows



Private Education Loan Portfolio Assumptions

- The Private Education Loan portfolio is projected to generate $4.8 billion in cash flows through 2025 excluding operating expenses, taxes and unsecured debt principal and interest payments
- Future loan originations are not included
- Unencumbered loans of $2.4 billion are not securitized to term
- Includes the repayment of debt related to asset-backed securitization repurchase facilities when the call option is exercised

FFELP Loan Portfolio Assumptions

- The FFELP loan portfolio is projected to generate $4.9 billion in cash flows through 2025 excluding operating expenses, taxes and unsecured debt principal and interest payments
- Unencumbered loans of $0.2 billion are not securitized to term
- Includes projected floor income

These projections are based on internal estimates and assumptions and are subject to ongoing review and modification. These projections may prove to be incorrect.

Navient is Focused on Expense Efficiency

Notable Items Impacting Total Expenses Compared to Prior Periods

($ In millions)	Q4 20	Q4 19	2020	2019
Reported Core Earnings Expenses	**$269**	**$237**	**$973**	**$990**
Year over Year Change in Reported Core Earnings Expenses	**14%**		**(2%)**	
Restructuring & Reorganization Expenses	-	$2	$9	$6
Regulatory-Related Expenses	$20	($9)	$33	$6
Adjusted Core Earnings Expenses [1]	**$249**	**$244**	**$931**	**$978**
Year over Year Change in Adjusted Core Earnings Expenses	**2%**		**(5%)**	
Transition Services Agreement	-	$4	$11	$20
Costs Associated with Proxy Contest Matters	-	$1	-	$13
Comparable Core Earnings Total Expenses [1]	**$249**	**$239**	**$920**	**$945**
Year over Year Change in Comparable Core Earnings Total Expenses	**4%**		**(3%)**	

[1] "Adjusted" and "Comparable" expenses are non-GAAP financial measures. By using these measures, management can make better short-term and long-term decisions related to expense management and allocation.

Notes on Non-GAAP Financial Measures

(Dollars in Millions)

In addition to financial results reported on a GAAP basis, Navient also provides certain performance measures which are non-GAAP financial measures. The following non-GAAP financial measures are presented within this Presentation:

1. **Core Earnings** – The difference between the company's Core Earnings and its GAAP results is that Core Earnings excludes the impacts of: (1) mark-to-market gains/losses on derivatives and (2) goodwill and acquired intangible asset amortization and impairment. Management uses Core Earnings in making decisions regarding the company's performance and the allocation of corporate resources and, as a result, our segment results are presented using Core Earnings. In addition, Navient's equity investors, credit rating agencies and debt capital investors use these Core Earnings measures to monitor the company's business performance. For further detail and reconciliation, see page 18 of this presentation and pages 19 - 29 of Navient's fourth quarter 2020 earnings release.

2. **Core Earnings Return on Equity (CEROE)** – Core Earnings Return on Equity is calculated as Adjusted Core Net income, excluding restructuring and regulatory-related expenses, divided by the quarterly average of GAAP equity for the trailing four quarters. This measure allows management, as well as investors and analysts, to measure the company's use of its equity. The calculation for Q4 2020 & Full Year 2020 is as follows:

$$\text{Q4 2020} = \frac{\text{Adjusted Core Earnings Net income}}{\text{Average Equity}} = \frac{\$182^{(1)}}{(\$2{,}035 + 2{,}115 + \$2{,}254 + 2{,}433)\ /\ 4} = 33\%^{(2)}$$

$$\text{2020} = \frac{\text{Adjusted Core Earnings Net income}}{\text{Average Equity}} = \frac{\$663^{(1)}}{(\$2{,}035 + 2{,}115 + \$2{,}254 + 2{,}433)\ /\ 4} = 30\%^{(2)}$$

3. **Core Earnings Efficiency Ratio** – The Core Earnings Efficiency Ratio measures the company's Core Earnings Expenses, excluding restructuring and regulatory-related expenses, relative to its Adjusted Core Earnings Revenue. This ratio can be calculated by dividing Core Earnings Expenses, excluding restructuring and regulatory-related expenses, by Adjusted Core Earnings Revenue. Adjusted Core Earnings Revenue is derived by adding provision for loan losses, and excluding gains or loss on debt repurchases, to Total Core Earnings Revenue. This is a useful measure to management as we plan and forecast, as it removes variables that cannot be easily predicted in advance. By using this measure, management can make better short-term and long-term decisions related to expense management and allocation. The calculations for Q4 2020 & Full Year 2020 are as follows:

$$\text{Q4 2020} = \frac{\text{Adjusted Core Earnings Expense}}{\text{Adjusted Core Earnings Revenue}} = \frac{\$249^{(1)}}{\$489} = 51\%$$

$$\text{2020} = \frac{\text{Adjusted Core Earnings Expense}}{\text{Adjusted Core Earnings Revenue}} = \frac{\$931^{(1)}}{\$1{,}953} = 48\%$$

[1] Excludes $20 million and $42 million of net restructuring and regulatory-related expenses in fourth quarter 2020 and full year 2020, respectively.
[2] Return on Equity has been annualized.

Notes on Non-GAAP Financial Measures

(Dollars in Millions)

4. **Earnings before Interest, Taxes, Depreciation and Amortization Expense ("EBITDA") –** This metric measures the operating performance of the Business Processing segment and is used by management and our equity investors to monitor operating performance and determine the value of those businesses. For further detail and reconciliation, see page 29 of Navient's fourth quarter earnings release.

5. **Adjusted Tangible Equity Ratio (ATE)** – The Adjusted Tangible Equity Ratio measures Navient's tangible equity, relative to its tangible assets. We adjust this ratio to exclude the assets and equity associated with our FFELP portfolio because FFELP Loans are no longer originated and the FFELP portfolio bears a 3% maximum loss exposure under the terms of the federal guaranty. Management believes that excluding this portfolio from the ratio enhances its usefulness to investors. To determine Adjusted Tangible Equity Ratios, we calculate the Adjusted Tangible Equity, (GAAP Total Equity less Goodwill & Acquired Intangible Assets less Equity held for FFELP Loans), and divide by Adjusted Tangible Assets (Total Assets less Goodwill & Acquired Intangible Assets less FFELP Loans). For further detail, see page 29 of Navient's fourth quarter 2020 earnings release. The calculation for Q4 2020 is as follows:

Adjusted Tangible Equity = (Equity - Goodwill & Intangibles) - Equity held for FFELP Loans
Adjusted Tangible Assets = Total Assets - Goodwill & Intangibles - FFELP Loans

Adjusted Tangible Equity = ($2,433 - $735) - (0.005*$58,284) = $1,407
Adjusted Tangible Assets = $87,412 - $735 - $58,284 = $28,393

$$\frac{\text{Adjusted Tangible Equity}}{\text{Adjusted Tangible Assets}} = \frac{\$1{,}407}{\$28{,}393} = 5.0\%$$

i. **Pro Forma Adjusted Tangible Equity Ratio –** The following provides a pro forma of what the Adjusted Tangible Equity Ratio would be if the cumulative net mark-to-market losses related to derivative accounting under GAAP were excluded. These cumulative losses reverse to $0 upon the maturity of the individual derivative instruments. As these losses are temporary, we believe this pro forma presentation is a useful basis for management and investors to further analyze the Adjusted Tangible Equity Ratio. The pro forma calculation for Q4 2020 is as follows:

Pro Forma Adjusted Tangible Equity = Adjusted Tangible Assets - Ending impact of derivative accounting on GAAP equity

$$\frac{\text{Pro Forma Adjusted Tangible Equity}}{\text{Adjusted Tangible Assets}} = \frac{\$1{,}407 - (\$616)}{\$28{,}393} = \frac{\$2{,}023}{\$28{,}393} = 7.1\%$$

Differences Between Core Earnings And GAAP

Core Earnings adjustments to GAAP: (Dollars in Millions)	Quarters Ended Dec. 31, 2020	Dec. 31, 2019	Years Ended 2020	2019
GAAP net income (loss)	$186	$171	$412	$597
Net impact of derivative accounting	(28)	(27)	265	(5)
Net impact of goodwill and acquired intangible assets	5	6	22	30
Net income tax effect	3	3	(68)	(15)
Total Core Earnings adjustments to GAAP	(20)	(18)	219	10
Core Earnings net income (loss)	$166	$153	$631	$607

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