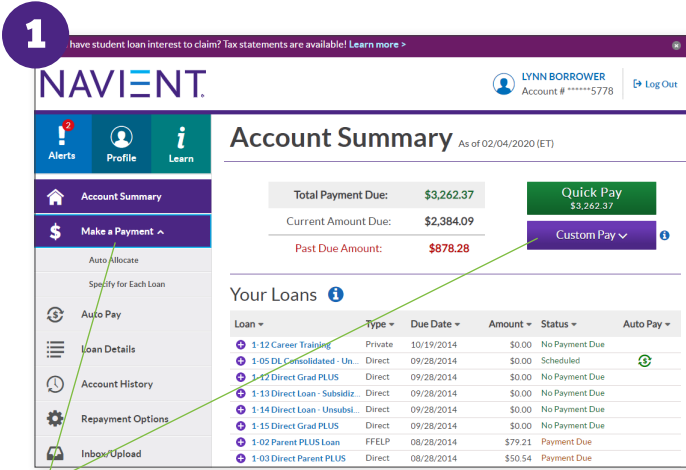
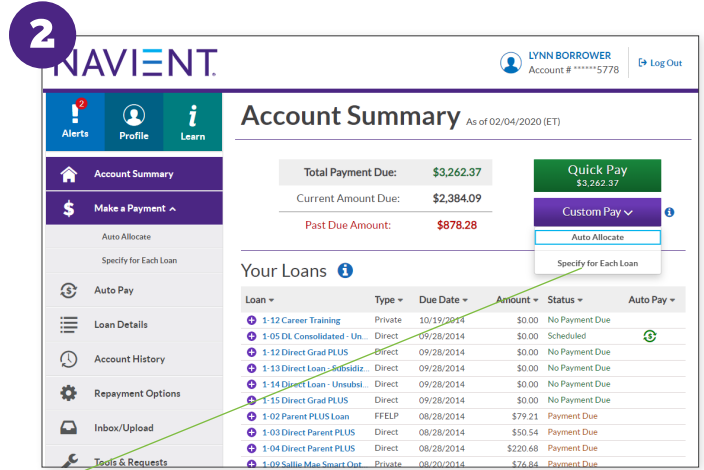


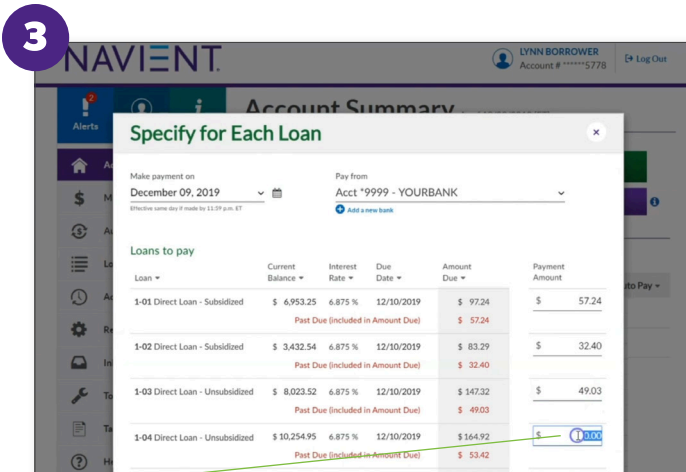
How to pay a past-due amount



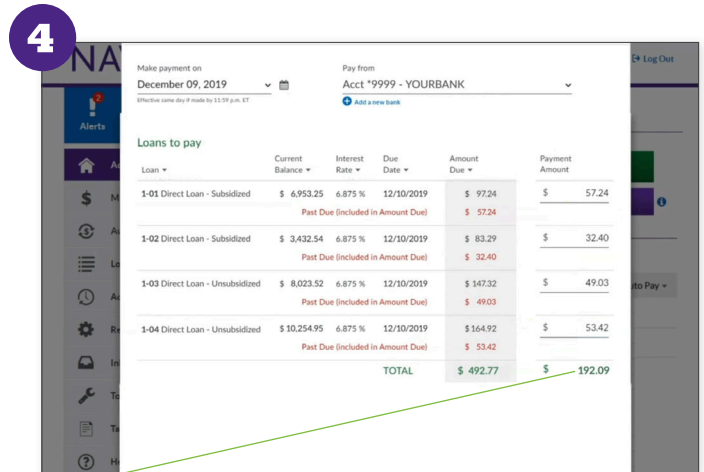
Click "Custom Pay" or "Make a Payment"



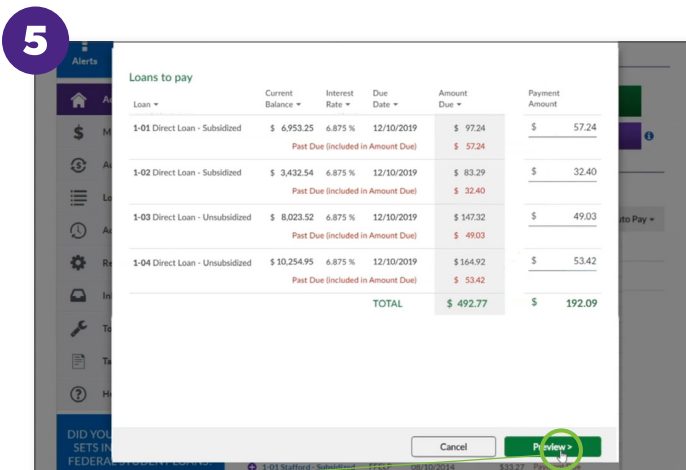
Click "Specify for Each Loan"



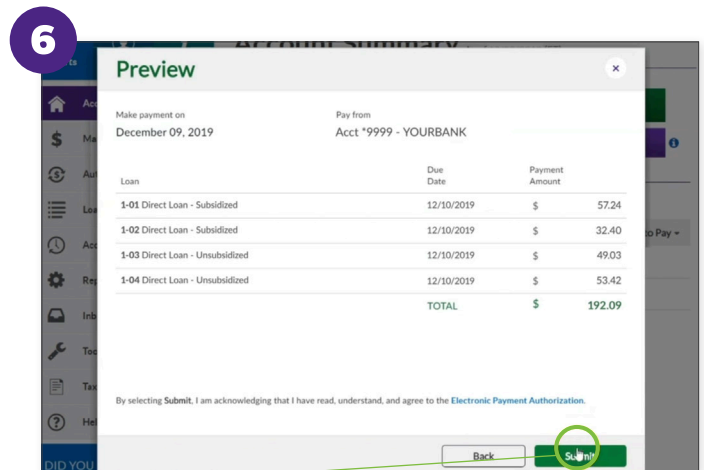
Determine which loans are past due. The past due amount is indicated in red. Type in the exact amount you wish to pay toward each past due loan, then scroll to the bottom of the page.



Double check the total to make sure it is as expected. When paying only past due balances, the Amount Due and Payment Amount won't match, as Amount Due automatically includes the current month's payment. Scroll to the bottom of the page.



Click "Preview" to continue



Confirm it looks correct. Click "Submit"