



MAKE YOUR PAYMENTS  
QUICKLY & SECURELY ONLINE!

Navient.com

Create or log in to your account at Navient.com to make a one-time secure online payment. Or, you can enroll in automatic debit.

## PAYMENTS

Please visit [Navient.com/allocation](http://Navient.com/allocation) for more detailed information including illustrative examples about how your payments are allocated across all your loans.

### How do you allocate my payment across my loans on this statement?

We automatically allocate your payments across your loans as follows: if you include your remittance slip, pay by automatic debit, or pay online, your payment will go first to any delinquent loans in the loan group (loans with the oldest delinquency will be paid first). Once all loans are current or at the same delinquency level, your payment will be prorated to each loan in the loan group according to its monthly payment amount. After the Current Amount Due and Past Due Amounts (if applicable) are satisfied, or if no payment is due (for example, if your loans aren't yet in repayment), your payment will be allocated among the loans in the loan group, prorated based on each loan's outstanding balance. If you do not pay the total amount due on the statement, every loan in the loan group may become delinquent, may be reported to the consumer reporting agencies, and may be subject to a late fee.

If your payment is received without a remittance slip, and the payment matches the payment information on your statement, it will be allocated as described above. If, however, your payment does not exactly match the payment information on your statement, it will be allocated as described above, across all loans, including loans in different loan groups that have the same payment address as the address to which you mailed your payment.

Once we allocate a payment to a specific loan or loans, payments are applied based on the terms of each loan's promissory note, usually first to fees, then to outstanding interest, and then to principal.

### How can I be sure my payments are allocated correctly and on a timely basis?

To ensure accurate and timely processing of your payment, you can send your payment with the included remittance slip, pay by automatic debit, or pay online at Navient.com.

You can instruct us to allocate payments differently. Clearly write your instructions on a separate piece of paper included with your check. We cannot process instructions written on the check or remittance slip.

**What happens if I pay more than my Total Amount Due?** The extra funds will be applied to your Current Balance. Unless you make your payments through automatic debit, extra payments will reduce the amount of any future payments. For example, if you pay an extra \$50 and your regular monthly payment amount is \$100, your next payment due will be \$50. If the extra funds are more than the next monthly payment(s), your billing statement(s) will show zero due. Even if you have a zero amount due on your billing statement, continuing to make payments will reduce your total costs of borrowing.

**Making Payments:** To help avoid misapplied payments or a delay in payment processing, please send your payment to the address in the Contact Information section and be sure to include your 16-digit Loan Group Number on your check or money order and make it payable to Navient.

**REMEMBER! If paying by mail: Be sure to mail your payment at least 7-10 days before your due date in order for your payment to be credited in time.**

**If paying online: Be sure to pay your bill 2-4 days before your due date in order for your payment to be credited in time.**

## HOW TO READ YOUR STATEMENT

**What does a Loan Group Number represent?** The 16-digit Loan Group Number refers to the grouping of one or more loans displayed on a specific statement.

**What does a Loan ID represent?** Loan ID refers to a specific loan within a grouping of loans displayed under a Loan Group Number. If you're making your payment without the monthly billing statement or establishing a new third-party bill-pay service, please reference the 16-digit Loan Group Number on your statement to ensure your payment is posted properly.

## FREQUENTLY ASKED QUESTIONS

**What is a loan group?** If you have multiple loans, we may automatically put them in a loan group. Each loan group has its own statement that shows all of the loans within that group. If you prefer a separate statement for each loan, please call us.

**How does interest accrue?** Daily. To find out how much interest accrues daily, use this simple formula: (Unpaid Principal x Interest Rate) ÷ Number of Days in the Year = **Approximate Daily Interest**. Approximate Daily Interest x Number of Days in Your Billing Period = **Approximate Interest Due**

**What are the most common fees charged?** Late fees may be assessed if your payment is not made by the due date. Forbearance fees may be charged on private loans when forbearance is requested and will be disclosed to you prior to being assessed. A returned check fee may be charged when a payment does not clear the bank for any reason, including insufficient funds, missing signature, or account closure. Unpaid fees are fees that have been assessed for a prior billing period and remain due on the account.

**Need More Information?** To find out more information about your loan, including how interest accrues, obtaining a payoff amount, or an explanation of common fees that may be charged on your account, go to Navient.com or call one of our customer service representatives.

## IMPORTANT DISCLOSURES

**Disputed Sums:** Payments pursuant to a disputed sum or balance and/or regarding which you demand complete or partial satisfaction for a loan must be sent to: Navient, P.O. Box 9650, Wilkes-Barre, PA 18773-9650, with a description of the alleged dispute and the remedy sought. As provided in the underlying loan note(s), Navient reserves the right to accept the payment and deny the requested relief whether or not it returns or refunds such payments.

**Impact of Late Payments on Borrower Benefits:** In addition to being assessed a late fee, you may lose eligibility for borrower benefits or repayment incentives if you don't make your scheduled payments on time. Late payments may also be reported to consumer reporting agencies and may negatively impact your credit report.

**Electronic Check Processing:** When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution.

## CONTACT INFORMATION

### CUSTOMER SERVICE

888-272-5543 • TDD: 888-833-7562

Fax: 800-443-9723 • International: 001-850-767-7471

Monday – Thursday 8 a.m. to 9 p.m., and Friday 8 a.m. to 8 p.m., ET

### CORRESPONDENCE ADDRESS

Navient, P.O. Box 9640, Wilkes-Barre, PA 18773-9640

### BORROWER PAYMENT ADDRESS

Navient, P.O. Box 13611, Philadelphia, PA 19101-3611

### COSIGNER PAYMENT ADDRESS

Navient, P.O. Box 13612, Philadelphia, PA 19101-3612

**We support our troops!** Service members, to learn more about your benefits, please call us at 855-284-4879.

**Payment Terms Change\***

You currently have a modified repayment plan, which requires payments of \$0.00 until 12/22/2014. Interest will continue to accrue while you are in the plan. Any unpaid interest will be capitalized (added to your principal balance) at the end of the plan. Not paying this interest will result in more interest accruing, a higher monthly payment amount, and more payments over the remaining life of the loan. You may pay this interest at any time. Paying this accrued interest will result in less total interest and total cost over the remaining life of the loan. Any fees, if applicable, will appear in the transaction section of your statements. On or after the end of the modified repayment period, your new required payment amount will be listed on your billing statement.

**Important Messages**

Save with automatic debit. Log in to your account at [Navient.com](http://Navient.com) to enroll online.