
5 Things Your Students Need to Know

August 2015



Since 2009, we have serviced federal student loans on behalf of the U.S. Department of Education.

We manage over \$300 billion in outstanding student loan balances and help more than 12 million Americans achieve success.

Learn more at Navient.com

Welcome to the webinar

- **To download today's presentation**

Go to Navient.com/Schools, click Support & Resources. The presentation is in the Training & Webinars section.

www.navient.com/schools/support-and-resources/training-and-webinars/

- **Today's facilitator:**



Steve Wynne

Director
Client Communications

- **If you have technical difficulties**

Audio: Press *0 to speak to an operator

WebEx access issues: Dial (800) 508-8758, select option 3

Servicing contacts and today's speakers

Your Relationship Managers

Providing **schools** with answers and guidance on delinquency management initiatives, portfolio analysis, training and any campus specific concerns.



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All Proprietary Schools

CollegeServ®

Providing expert support for **schools**, M-F, 8:00 am - 8:00 pm ET, to assist with borrower related issues/repayment counseling, enrollment updates or guidance with our online reports.

Phone: 888-272-4665 Fax: 800-828-0250

Email: collegeserv@navient.com

Electronic Services

Providing technical support M-F, 8:00 am - 5:00 pm ET, for monitoring of electronic file delivery and assistance with school servicing portal navigation.

Phone: 800-348-4606

Email: ESNAVI@navient.com

Agenda

- Sharing feedback from our school partners through our relationship management team
- Sharing feedback from our loan customers through our call centers, social media, and borrower webcast
- Exploring key findings from our independent research study of borrowers to clarify our loan customers' needs regarding communication and customer service
 - Borrowers were a mix of those in deferment, grace, and repayment
- Providing a roadmap of information and resources to fill in those student borrower knowledge gaps, with tips on how to reach your students

5 Things Your Students Need to Know

Student Loan Basics

Finding how many and what types of student loans a student has, their interest rates, servicer information and online accounts

1

Payments & Repayment Plans

Payment allocations, how to lower or postpone payments, different repayment plans, protection from fraud

2

Financial Literacy

5 Habits of Successful Student Loan Borrowers, managing personal finances with online tools and resources

3

Loan Consolidation

Eligibility, where and how to apply, adding additional eligible loans, interest rates and extending the repayment period

4

For Military Personnel

Servicemembers Civil Relief Act, benefits, helpful tips and student loan resources for members of the armed forces

5

Student Loan Basics

Student Loan Basics

Finding how many and what types of student loans a student has, their interest rates, servicer information and online accounts 1

Student loan basics – what we have learned

- Even after entrance counseling, and with available resources at www.studentaid.gov/login, students still need basic loan information, including:
 - Types of student loans and the number of student loans a student borrower has
 - Explanation of interest rates and who sets them
- Student loan borrowers need a collaborative communication partnership with their loan servicer – starting when they are in school and continuing when they reach grace and repayment – for example through:
 - Email and resources
 - Customer service call center
 - Web/social media/mobile
- Student loan borrowers need clear, concise messages, with a defined call to action, next steps/actions to be taken, and timing
- Student loan borrower need to receive information several times and in different formats to make it stick!

Email

- Targeted communication, clearly written and sent at the right time
- Each message also provides successful borrowing tips and promotes tools and resources on personal finances, budgeting, and student loan repayment

NAVIENT | Department of Education Loan Servicing

IMPORTANT MESSAGE

Where you are in your student loan cycle

YOU'RE IN SCHOOL → IN GRACE → IN REPAYMENT

Steven,

Here are some good things to keep in mind while you're in school:

No payment is due at this time, but paying a little now could save you a lot later!

- ▶ Making payments now, even if it's just a little each month, can significantly decrease the amount you'll pay over the life of your loan. Get ahead!

How do I make a payment?

- ▶ Create or log in to your account at [Navient.com](#)
- ▶ Access the **Make Payment** menu at the top of the page.
- ▶ Select **Make a Payment** under *Department of Education Loans*, and follow the steps to submit your payment.

Looking for information on all of your federal student loans?

- ▶ Visit [NSLDS.ED.gov](#) and sign in using your FSA ID.

We appreciate the opportunity to help you navigate the path to financial success.

Sincerely,

Navient – Department of Education Loan Servicing

Tools and Resources

- ▶ **FAQs**
Here are the answers to some of the most common student loan borrower questions.
- ▶ **My Monthly Budget**
This interactive tool helps you create and stick to a monthly budget.
- ▶ **Money-Saving Strategies**
On a tight budget? Here are some helpful tips on saving money on housing, banking services, and more.

U.S. Department of Education
Information about your federal student loan

NAVIENT | Department of Education Loan Servicing

IMPORTANT MESSAGE

Where you are in your student loan cycle

YOU'RE IN SCHOOL → IN GRACE → IN REPAYMENT

Steven,

We're reaching out to let you know that **as your federal student loan servicer we're here to help you** if you have any questions or need assistance.

No action is required from you at this time.

If you'd like to review information about your student loan(s), your account information is just a click or phone call away.

- ▶ Create or log in to your account at [Navient.com](#)
- ▶ Or call us toll free at 800-722-1300.

We're here to help you Monday – Thursday 8 a.m. to 9 p.m., and Friday 8 a.m. to 6 p.m., ET.

We appreciate the opportunity to help you navigate the path to financial success.

Sincerely,

Navient – Department of Education Loan Servicing

Tools and Resources

- ▶ **FAQs**
- ▶ **My Monthly Budget**
- ▶ **Money-Saving Strategies**
- ▶ **My Financial Goals**

U.S. Department of Education
Information about your federal student loan

NAVIENT | Department of Education Loan Servicing

Where you are in your student loan cycle

IN SCHOOL → YOU'RE IN GRACE → IN REPAYMENT

Steven, once your student loan grace period ends, your monthly payments will begin. We want to help you get ready.

A great place to start is by [managing your account at Navient.com](#). There, you can review your loan information, make payments, and explore options for changing your payment plan or your monthly payment amount. Check out the following resources too. They can help boost your financial know-how, keep you on target for success, and simplify your life.

"How do other people repay their student loans successfully?"

We analyzed 100+ student loan borrowers. Discover...

NAVIENT | Department of Education Loan Servicing

"Where can I find more resources?"

Helpful information is available on [Navient.com](#). These modules can help you understand the following topics:

- Federal student loan programs
- Savings and budgeting
- Payment types and options
- Credit scores and how to improve them
- Personal budgeting

"How can I save money?"

Our free mobile app can help you monitor your loan activity and make payments. Download it from your app store.

We hope you find these resources helpful. Your monthly payment amount, payment due date, and account information are available online.

We look forward to helping you navigate the path to financial success.

Sincerely,

Navient – Department of Education Loan Servicing

NAVIENT | Department of Education Loan Servicing

Steven,

After several attempts, we've been unable to reach you. We realize paying back your loan(s) can be overwhelming and we're here to help!

Your Time, Your Terms

Without having to pick up the phone, there may be several options available to you that can help make repaying your federal loan(s) easier. Here's a quick snapshot of some of the options that can get you back on track if you are having financial difficulty—you may even be able to postpone payments!

Income-Based Repayment Plan: Payments are based on your annual income, family size, and total federal loan balance. Available to FFELP and Direct Loan programs.

Pay As You Earn Repayment Plan: Payments are based on your annual income, family size, and total Direct Loan balance. Available to Direct Loan programs.

Deferment: Temporary postponement or reduction of payments for a period of time due to financial hardship. Interest will continue to accrue during this time and may be capitalized. Available to FFELP and Direct Loan programs.

Did you know?

- Most borrowers don't choose the standard repayment option. Over 50% of those who need payment relief and meet the eligibility criteria, qualify for a 50 monthly payment under the Income-Based Repayment plan.
- Student loans are one of the best ways to build your credit. Making consistent, on-time payments can help you when you apply for a job, get housing, or buy a car.

Explore other repayment plans that you may be eligible for by visiting [Navient.com/PlanComparison](#).

How to Lower Your Payments

- ✓ Log in to your account at [Navient.com](#) and click on the **Change Payment** menu.
- ✓ Then select the **Change Your Payment** link under the Department of Education Loans section.
- ✓ Explore your options by clicking the link under the **Change Monthly Payment Amount**.
- ✓ You'll be prompted to enter your current financial information so we can determine what repayment option is available for you and calculate an estimated monthly payment amount.

If you find a repayment plan that's right for you, you can apply online at [StudentLoans.gov](#) or at [Navient.com](#) with the steps above.

Do the Numbers

Check out this [repayment estimator](#) on the Federal Student Aid website, [StudentLoans.gov](#).

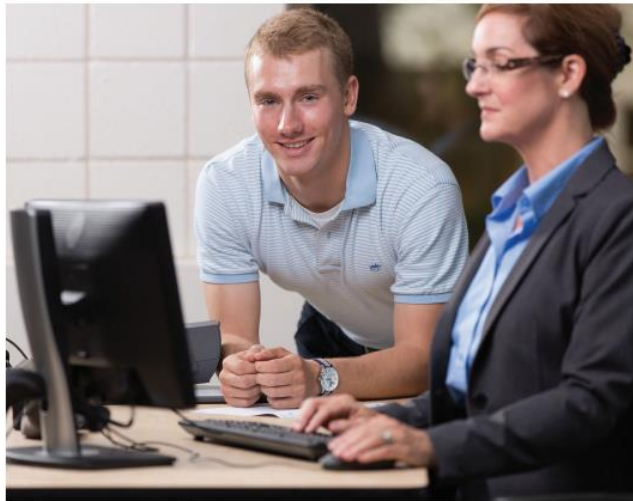
- ✓ Quickly calculate your estimated monthly payment under several repayment plans.
- ✓ You can also apply right there and if you've filed taxes with the IRS, you can have your most recent income information forwarded to us so you don't have to send it separately.

Have detailed resources available

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Loan Servicing

Counseling Your Borrowers to Avoid Default

A guide to helping your borrowers reduce delinquency and avoid default



NAVIENT | Department of Education
Loan Servicing

The top 10 things to do when it's time to repay your student loans

Navigating the path to successful repayment

Congratulations! Your investment in higher education will pay off in many ways—widened career opportunities, increased intellectual fulfillment, and an enhanced quality of life. If student loans were a part of your college funding strategy, you'll start repaying them soon. Follow these helpful tips along your path to repayment and you could be well on your way to a bright financial future.

1. Know what you owe.
 - Visit NSLDS.ed.gov to view all of your federal student loans and know your servicer(s)
 - Forgot your PIN? Visit PIN.ed.gov
2. Make sure your servicer knows how to contact you.
 - Change your servicer if you change your street address
 - Change your phone number
 - Change your email address
3. Make your budget at navient.com
 - View your budget
 - Make a payment
 - Update your budget
 - Send us your budget
4. Sign up to receive your statements
 - Save paper about you
5. Save money
 - Loan pay bank acct
 - Ensures it's automatic
 - You may make one payment
 - Check your benefits

Student Loan and Financial Planning Checklist

To stay up to date, we've created this checklist to assist you in finding and recording your loan information. Step through the checklist, and use the chart on the reverse to track your repayment strategy. Be sure to collect your student loan documents and keep them in one file.

- YOUR FEDERAL STUDENT LOANS**
- Know what you owe. Log in to My Federal Student Aid to review a summary of your:
 - Loan type
 - Total borrowed
 - Outstanding interest
 - Loan date
 - Know your loan servicer(s) and gather contact information.
 - Tip: you may have more than one servicer.
 - Loan documents: master promissory notes, disclosure statements:
 - Federal Loans — Direct Loans
 - Federal Perkins Loan documents
 - Repayment plans and calculators — Research and identify the repayment plan option that's best for you. Enroll in an income-driven repayment (IDR) plan at StudentAid.gov if needed.
 - Income-based Repayment (IBR)
 - Pay As You Earn — Direct Loans only
 - Extended Repayment — Direct Loans only
 - Income-contingent Repayment (ICR) — Direct Loans only
 - Standard Repayment
 - Graduated Repayment
 - Extended Repayment
 - Income-sensitive Repayment (ISR) — FFEL Loans only
 - Use the repayment estimator to get an early look at which plans you may be eligible for and to estimate your monthly and overall payments.
 - Postponing repayment — Research deferment, forbearance, and other forms of payment relief.
 - Research loan consolidation to determine if it's the best option for you. To apply visit StudentAid.gov to complete the application and promissory note electronically.
 - Check eligibility for loan forgiveness, cancellation, and discharge for federal loans.
 - Public Service Loan Forgiveness (PSLF)
 - Cancellation and Discharge Options for Teachers
 - Discharge: Cancellation

- YOUR PRIVATE STUDENT LOANS**
- Loan documents: Promissory notes, truth-in-lending disclosures, bills, emails, letters
 - Repaying your loans — Refer to the promissory note and communications from your servicer.

- GENERAL**
- Save time — manage your account online and receive email communications from your servicer.
 - Save money — Sign up for automatic debit and research any borrower benefit or repayment incentive that may save you money.
 - Keep your contact information up to date. Update your address with the [National Student Loan Data System \(NSLDS\)](https://NationalStudentLoanDataSystemNSLDS.gov).
 - Know your payment amounts and key dates that require action. When your loan(s) enter repayment, contact your servicer for assistance as needed.
 - Understand student loan interest deduction — IRS Form 1098-E (Student Loan Interest Statement)

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Navigating Your Monthly Budget

NAVIENT® can help guide you along the path to successfully budgeting your monthly income and expenses. Use this worksheet to create a budget and assess how you're doing each month compared with your budget goal. The worksheet will total your income and expenses at the bottom so you can see if you need to make adjustments—like cutting expenses or boosting your income—to reach your desired amount of spendable income.

INCOME		BUDGET	ACTUAL	EXPENSES		BUDGET	ACTUAL
\$	\$	\$	\$	Family expenses	\$	\$	
\$	\$	\$	\$	Babysitter	\$	\$	
\$	\$	\$	\$	Day care	\$	\$	
\$	\$	\$	\$	Other	\$	\$	
\$	\$	\$	\$	Miscellaneous	\$	\$	
\$	\$	\$	\$	Clothing/Laundry	\$	\$	
\$	\$	\$	\$	Pet supplies	\$	\$	
\$	\$	\$	\$	Other	\$	\$	
\$	\$	\$	\$	Savings	\$	\$	
\$	\$	\$	\$	IRA	\$	\$	
\$	\$	\$	\$	Savings/Money market	\$	\$	
\$	\$	\$	\$	Transportation	\$	\$	
\$	\$	\$	\$	Car payment	\$	\$	
\$	\$	\$	\$	Car insurance	\$	\$	
\$	\$	\$	\$	Car maintenance/Repair	\$	\$	
\$	\$	\$	\$	Gasoline	\$	\$	
\$	\$	\$	\$	Public transportation	\$	\$	
\$	\$	\$	\$	Other	\$	\$	

Overview of Direct Loan and FFEL Program Repayment Plans

View information from <https://studentaid.ed.gov/repay-loans/understand-plans>.
View information on Income-Driven repayment plans at www.StudentAid.gov/idr
Download a fact sheet for Income-Driven repayment plans at <https://studentaid.ed.gov/sites/default/files/income-driven-repayment.pdf>

Repayment Plan	Eligible Loans	Monthly Payment and Time Frame	Quick Comparison
Income-Based Repayment Plan	<ul style="list-style-type: none"> • Direct Subsidized and Unsubsidized Loans • Subsidized and Unsubsidized Federal Stafford Loans • All PLUS Loans made to students • Consolidation Loans (Direct or FFEL) that do not include Direct or FFEL PLUS Loans made to parents 	<ul style="list-style-type: none"> • Your monthly payments will be 15% (10% if you are a new borrower) of your discretionary income, the difference between your adjusted gross income and 15% of the poverty guideline for your family size and state of residence (other conditions apply). • Your payments change as your income changes. • Up to 25 years. 	<ul style="list-style-type: none"> • You must have a partial financial hardship. • You'll pay more for your loan over time than you would under the 10-year standard plan. • If you have not repaid your loan in full after making the equivalent of 25 years (20 years if you are a new borrower) of qualifying monthly payments, any outstanding balance on your loan will be forgiven. • You may have to pay income tax on any amount that is forgiven.
Pay As You Earn Repayment Plan	<ul style="list-style-type: none"> • Direct Subsidized and Unsubsidized Loans • Direct PLUS Loans made to students • Direct Consolidation Loans that do not include Direct or FFEL PLUS Loans made to parents 	<ul style="list-style-type: none"> • Your monthly payments will be 10% of your discretionary income, the difference between your adjusted gross income and 10% of the poverty guideline for your family size and state of residence (other conditions apply). • Your payments change as your income changes. • Up to 20 years. 	<ul style="list-style-type: none"> • You must have a new borrower on or after Oct. 1, 2007, and must have received a disbursement of a Direct Loan on or after Oct. 1, 2011. • You must have a partial financial hardship. • Your monthly payments will be lower than payments made under the 10-year standard plan. • If you have not repaid your loan in full after you made the equivalent of 20 years of qualifying monthly payments, any outstanding balance on your loan will be forgiven. • You may have to pay income tax on any amount that is forgiven.
Relative Income Certification Repayment Plan	<ul style="list-style-type: none"> • Direct Subsidized and Unsubsidized Loans • Direct PLUS Loans made to students • Direct Consolidation Loans 	<ul style="list-style-type: none"> • Payments are calculated each year and are based on your adjusted gross income, family size, and the total amount of your Direct Loans. • Your payments change as your income changes. • Direct Consolidation Loans • Up to 25 years. 	<ul style="list-style-type: none"> • You'll pay more for your loan over time than under the 10-year standard plan. • If you do not repay your loan after making the equivalent of 25 years of qualifying monthly payments, the unpaid portion will be forgiven. • You may have to pay income tax on the amount that is forgiven.

For online support, links, and collateral:

www.navient.com/schools/borrower-communications-and-education/financial-education/

NAVIENT

Have detailed resources available

NAVIENT About Us Loan Customers Schools Professional Services

Search School Log In

Borrower Communications & Education Preventing Delinquency Newsletters Support & Resources Library

Library

Navient makes it easy for you to locate and download helpful forms, flyers and documents with a library of information to help you and your borrowers navigate the path to successful repayment.

Income Driven-Repayment, Deferment, and Forbearance Forms

View all forms and download the ones your borrowers need.

Documents and Forms

Borrower Education

- Federal Direct Student Loan 2015-2016 Interest Rates
- Federal Direct Student Loan 2014-2015 Interest Rates
- Borrower Contact Information for loans through the U.S. Department of Education
- 5 Habits of Successful Student Loan Borrowers
- Top 10 Things to Do When It's Time to Repay Your Student Loans
- Student Loan and Financial Planning Checklist
- Overview of Direct Loan and FFELP Loan Repayment Plans
- Military Student Loan Benefits Brochure
- Navient Path to Success Interactive Financial Education Series
- Keeping students on the right financial path
- My Financial Goals
- My Monthly Budget

HAVE QUESTIONS? Contact CollegeServ®

Dedicated to helping you with your school-related questions.
Call 888-272-4665
Monday-Friday
8 AM - 8 PM ET
CollegeServ@Navient.com
Meet the CollegeServ Team

Forms for Borrowers

- In-School Deferment Request
- Unemployment Deferment Request
- Economic Hardship Deferment Request

More forms in Loan Customers

Documents & Forms

Federal Loan Resources

- National Student Loan Data System (NSLDS)
- StudentLoans.gov
- Federal Student Aid (FSA)

New library for schools

- We've created a new online library, making it easier for you to find information that can help your students succeed.
- Visit the library at Navient.com/Schools/Library to download, print, and share tip sheets and other helpful resources

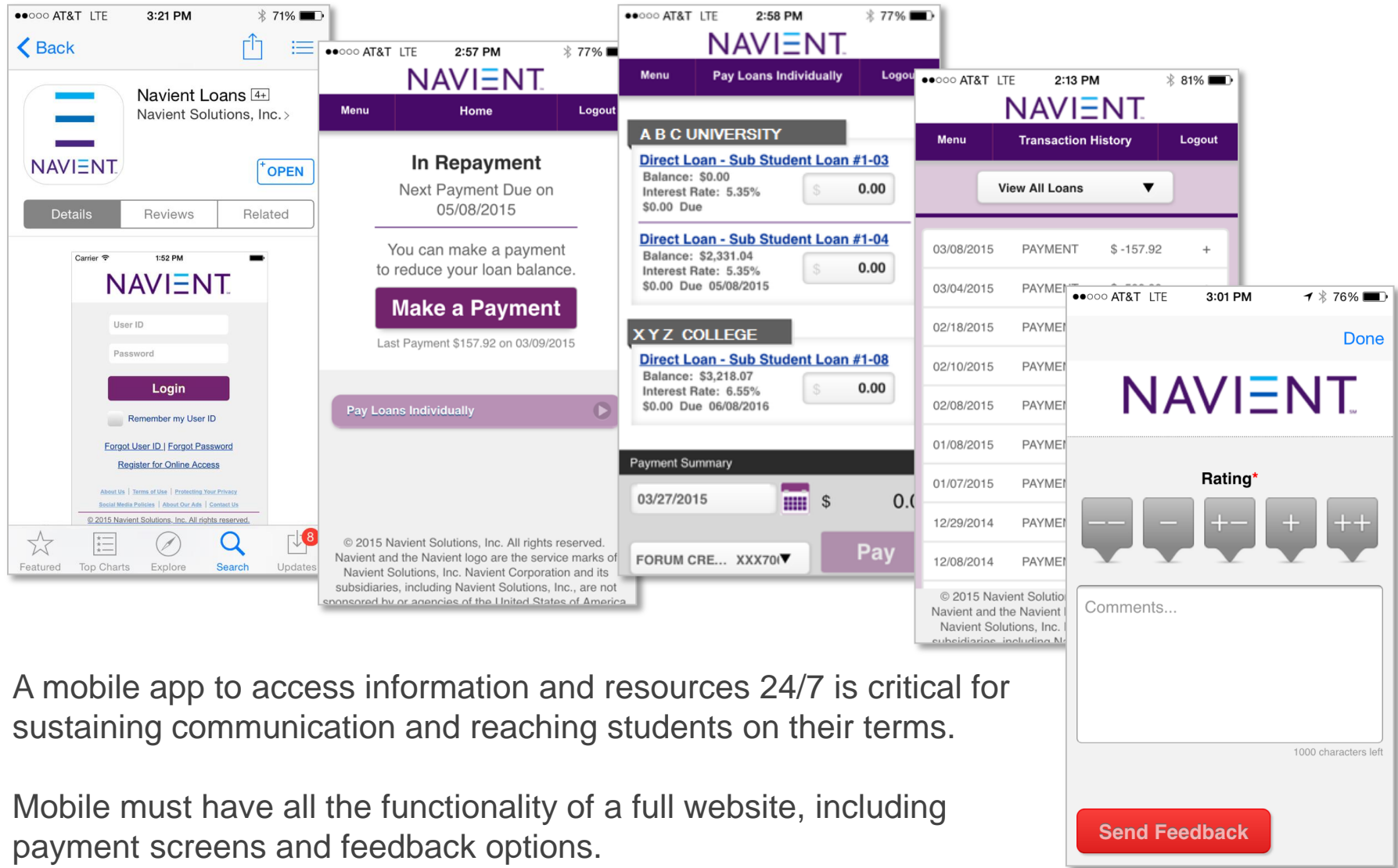
Use relevant online resources for borrowers

The screenshot shows the Navient website's main navigation and content. The top navigation bar includes 'About Us', 'Loan Customers', 'Schools', and 'Professional Services'. A search bar and a 'Customer Log In' button are on the right. Below the navigation is a horizontal menu with categories: 'Getting Started', 'Repayment Plans', 'How Payments Work', 'Interest & Taxes', 'Postponing Payments', 'For Military Personnel', and 'Documents & Forms'. The main content area features a 'Loan Customer Log In' form with fields for 'User ID' and 'Password', a 'Remember My User ID' checkbox, and 'Log In' and 'Register' buttons. Below the form is a 'Did You Know?' section with a woman's image and text about federal student loan interest rates. A link 'Learn more about your interest rates' is provided. At the bottom, there are three sections: 'Beware of Offers for Debt Relief', 'Are You in an Income-Driven Plan?', and 'Members of the Military'.

The screenshot shows a detailed article page on the Navient website. The top navigation and menu are identical to the home page. The article title is 'How Student Loan Interest Works'. The text explains that interest is calculated as a percentage of the amount repaid and that interest rates vary by loan type and lender. A 'Contact Navient' button is visible. Below the article, there is a section titled 'Protect Yourself From Fraud' with a 'Know the Facts' sub-section. The 'Know the Facts' section discusses aggressive marketing practices and provides a 'Don't Get Ripped Off' warning. A 'Danger Signs' section at the bottom lists warning signs for fraudulent debt relief organizations. The right sidebar contains 'Information About 1098-E' and 'Repaying Your Loans' sections.

Information regarding interest rates and avoiding fraud:
www.navient.com/loan-customers

Update mobile resources for borrowers



A mobile app to access information and resources 24/7 is critical for sustaining communication and reaching students on their terms.

Mobile must have all the functionality of a full website, including payment screens and feedback options.

Payments & Repayment Plans

Payments & Repayment Plans

Payment allocations, how to lower or postpone payments, different repayment plans, protection from fraud

2

Payments & repayment plans

We communicate to borrowers that they need to

- Know what they owe
- Make sure their servicer can contact them
- Sign up to manage their accounts online and to receive email
- Save money using auto debit¹
- Make on-time payments and consider paying a little extra each month
- Seek help at the first sign of financial difficulty
- Protect themselves from fraud – some third-party companies may claim they can reduce or eliminate student loan debt, but they charge fees for services that Navient and other federal loan servicers offer for free
- Use deferment and forbearance as a last resort²

"An interest rate reduction is often available as an incentive for paying by auto debit."

¹ Recurring automatic monthly payments must be successfully deducted from designated bank account for rate reduction to apply. Benefit suspended during periods of forbearance and certain deferments.

² During periods of deferment, the federal government pays the interest on subsidized federal loans and borrowers are responsible for paying the interest on unsubsidized federal loans and private loans. During periods of forbearance, borrowers are responsible for paying the interest on subsidized federal loans, unsubsidized federal loans, and private loans.

Payments & repayment plans

And, most importantly, borrowers need to select a repayment plan that is right for them. Federal student loans have a wide range of repayment plan options, including:

- Standard repayment plan: borrowers pay less interest over time than under other plans
- Income-driven repayment plans: based on borrower income and other factors; borrower must meet eligibility requirements and recertify annually
- Graduated repayment plan: starts out with low monthly payment amounts and increases, usually every two years
- Extended repayment plan: provides a longer period to make fixed or graduated payments

Overview available on
Navient.com

Repayment Plan	Eligible Loans	Monthly Payment and Time Frame	Quick Comparison
Income-Based Repayment Plan (IBR)	<ul style="list-style-type: none">• Direct Subsidized and Unsubsidized Loans• Subsidized and Unsubsidized Federal Stafford Loans• all PLUS loans made to students• Consolidation Loans (Direct or FFEL) that do not include Direct or FFEL PLUS loans made to parents	<ul style="list-style-type: none">• Your monthly payments will be 15% (10% if you are a new borrower¹) of your discretionary income, the difference between your adjusted gross income and 150% of the poverty guideline for your family size and state of residence (other conditions apply) divided by 12.• Your payments change as your income changes.• Up to 25 years.	<ul style="list-style-type: none">• You must have a partial financial hardship.• Your monthly payments will be lower than payments made under the 10-year standard plan.• You'll pay more for your loan over time than you would under the 10-year standard plan.• If you have not repaid your loan in full after making the equivalent of 25 years (20 years if you are a new borrower¹) of qualifying monthly payments, any outstanding balance on your loan will be forgiven.• You may have to pay income tax on any amount that is forgiven. <p><small>¹ New borrower for the IBR plan has no outstanding balance on a Direct or FFEL loan as of July 1, 2014, or has no outstanding balance on a Direct or FFEL loan when the loan is made on or after July 1, 2014.</small></p>
Pay As You Earn Repayment Plan	<ul style="list-style-type: none">• Direct Subsidized and Unsubsidized loans• Direct PLUS Loans made to students• Direct Consolidation Loans that do not include Direct or FFEL PLUS loans made to parents	<ul style="list-style-type: none">• Your monthly payments will be 10% of your discretionary income, the difference between your adjusted gross income and 150% of the poverty guideline for your family size and state of residence (other conditions apply) divided by 12.• Your payments change as your income changes.• Up to 20 years.	<ul style="list-style-type: none">• You must be a new borrower on or after Oct. 1, 2007, and must have received a disbursement of a Direct Loan on or after Oct. 1, 2011.• You must have a partial financial hardship.• Your monthly payments will be lower than payments made under the 10-year standard plan.• You'll pay more for your loan over time than you would under the 10-year standard plan.• If you have not repaid your loan in full after you made the equivalent of 20 years of qualifying monthly payments, any outstanding balance on your loan will be forgiven.• You may have to pay income tax on any amount that is forgiven.
Income Contingent Repayment Plan	<ul style="list-style-type: none">• Direct Subsidized and Unsubsidized Loans• Direct PLUS Loans made to students• Direct Consolidation Loans	<ul style="list-style-type: none">• Payments will be the lesser of:<ul style="list-style-type: none">- 20% of your discretionary income, the difference between your adjusted gross income and 150% of the poverty guideline for your family size and state of residence (other conditions apply)- 12-year standard payment multiplied by income percentage factor that is published annually by the Dept. of Education.• Your payments change as your income changes.• Up to 25 years.	<ul style="list-style-type: none">• You'll pay more for your loan over time than under the 10-year standard plan.• If you do not repay your loan after making the equivalent of 25 years of qualifying monthly payments, the unpaid portion will be forgiven.• You may have to pay income tax on the amount that is forgiven.

www.navient.com/assets/loan-customers/documents-and-forms/Repayment-Plans-Overview.pdf

Financial Literacy

Financial Literacy

5 Habits of Successful
Student Loan Borrowers,
managing personal finances
with on-line tools and
resources

3

Financial literacy, a critical component

- As recommended on **StudentLoans.gov**, financial literacy education is critical for students, providing tools and information to help borrowers understand financial aid and help manage finances
- Navient has created Path to Success to deliver on our commitment to borrowers and schools through enhanced financial literacy tools
- Path to Success consists of free, brief, interactive modules available to anyone with a web connection at **Navient.com/path** – you do not have to have a loan serviced by Navient

Overview of Path to Success current modules



POWERED BY EVERFI

You are logged in as: steven.wynne@navient.com



Student Loan Repayment Options

Learn how student loans work, the different repayment options available to you, and methods for comparing different repayment plans.



Income-Driven Repayment

Learn how switching to an Income-Driven Repayment Plan may be an option to help you repay your student loan if you experience short or long-term financial hardship.



Creating an Effective Budget

Explore how to differentiate between spending needs and wants, how to allocate your expenses between voluntary spending and savings goals, and how to build an effective budget.



Savings & Investments

Learn about different savings plans and which might best fit your needs. Explore different investment options and how to develop a strategy that helps meet your short and long-term savings goals.



Payment Types & Credit Cards

Compare common payment options such as electronic checks, credit cards, and debit cards. Learn about your rights as a consumer and strategies for paying off your credit card balance.



Credit Scores & Reports

Learn about the importance of your credit score and how it is calculated. Explore the factors that impact your credit score and different ways to protect it.

Help students use Path to Success

Keeping students on the right financial path



Life moves fast. It can be hard for students to stop and think about financial decisions. When they do pause to learn, they need information that's practical, relevant, and clear. That's why we offer Path to Success. Our interactive modules cover financial basics, helping students make smart, confident choices. Below are more details about the program. Consider stepping through a module or two yourself – at navient.com/path – to become familiar with them. Thanks for helping spread the word about this program and keeping your students on the Path to Success.

What is Path to Success?
It's an interactive learning series providing insights into key financial topics. Several modules are already available, and Navient will expand the program over time to cover more topics.

Who should use Path to Success?
It's for anyone looking to make smart, informed financial decisions. You don't need to be a Navient customer to access Path to Success. Feel free to share the web address (Navient.com/path) with friends and family.

How do I access Path to Success?
The modules are free and available through any device at Navient.com/path.

Why does Navient offer Path to Success?
Navient is committed to helping you achieve financial success. Path to Success can help you make smart, informed decisions... now and for your future.

Is Path to Success tied in any way to my student loan?
No. Path to Success is a separate system, with no connection to Navient accounts.

Why are you asking for my email address?
How will you use that and other information I share on Path to Success?
Navient won't share your email address – or any other information you share through Path to Success – with outside parties. The email address is a way for the site to identify you, when you return and want to learn more. Also, should you have access issues, Navient can use your email address to get you back up and running.

Who is EverFI?
Navient partnered with EverFI to develop Path to Success. EverFI is a leading education technology company, focused on teaching, assessing, and certifying individuals in critical skills. They deliver cutting-edge and personalized technology through partnerships with organizations – like Navient – that are committed to innovation.



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FAQs for school staff

Are you on the right path?



It's hard to slow it down and think carefully about all your financial choices. But helpful information is at your fingertips with Path to Success. These brief, free, interactive, and mobile-friendly modules can help you more confidently toward your goals, covering topics like:

- Federal student loan repayments
- Savings and Investments
- Payment types and credit cards
- Credit scores and reports
- And more

Path to Success is available to anyone, so you can share Navient.com/path with friends and family.

Path to Success Learning Modules:



Desktop computer

Tablet

Laptop computer

Smartphone

Find your Path to Success at Navient.com/path

- Accessible on any web-enabled device
- Free to use
- Confidential
- Available to anyone

Path to Success is managed by the EverFI. Navient is independent development partner. Navient.com/path will be governed by that site's privacy policy and terms of use.
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Loan Customer Log In

User ID:

Password:

Remember My User ID

Log In

Register

Forgot User ID | Forgot Password

[Difficulty logging in?](#)

Did You Know?
The U.S. Congress sets interest rates on federal student loans. Your student loan servicer does not set your federal loan interest rate and cannot change it.

Learn more about your interest rates

Beware of Offers for Debt Relief
Some third-party debt relief companies may claim they can reduce or eliminate your student loan debt, but they charge for services that Navient and other loan servicers offer for free.

Protect yourself from fraud

Are you in an Income-Driven Plan?
You need to "certify" your income on an annual basis. When it's time for you to renew – and before your annual deadline – be sure to reapply on StudentLoans.gov.

Learn more about plans based on your income

Having Trouble Paying?
If you're facing a temporary hardship, find out ways to stay current on your loans and how Navient can help.

Options if you're having trouble

Navient Path to Success
Our interactive series helps you manage your finances.

Start learning more today

Members of the Military
You may qualify for special benefits, including the Servicemembers Civil Relief Act (SCRA) interest rate cap.

Benefits for military personnel

Links from Navient.com and promotions in print and web communications

For online support, links, and collateral:

www.navient.com/schools/borrower-communications-and-education/financial-education/

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Loan Consolidation

Loan Consolidation

Eligibility, where and how to apply, adding additional eligible loans, interest rates and extending the repayment period

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Loan consolidation

Loan consolidation can be helpful for borrowers who want to combine their eligible federal student loans into a single Direct Consolidation Loan. Borrowers should understand and carefully consider all factors before consolidating.

- Enables borrowers to consolidate all of their federal loans into one new loan
- FFEL and Direct Loans, Perkins Loans, and PLUS Loans may be consolidated
- Interest rate: weighted average of the interest rates on the loans being consolidated, rounded up to the next one-eighth of one percent
- Multiple repayment options: Standard, Graduated, Extended, Income Contingent, Income Based, and Pay As You Earn
- Benefits:
 - Possible longer repayment period
 - Potential lower monthly payment
 - Single servicer
- Application process and more information available:
www.studentaid.ed.gov/consolidation

For Military Personnel

For Military Personnel

Servicemembers Civil Relief Act, benefits, helpful tips and student loan resources for members of the armed forces

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For military personnel

- There are special benefits and repayment options for servicemembers' student loans available from the U.S. Department of Education (ED) and the U.S. Department of Defense (DOD)
- ED and federal student loan servicers recognize and appreciate the sacrifices servicemembers make for our country; we pledge to support them by providing information and access to counseling
- For example, Navient's teams of dedicated customer care representatives can help servicemembers access benefits available on loans, review repayment options, and create a plan to manage their student loans while far from home
- Servicemembers should contact their student loan servicer for additional information on these options, including eligibility information and what documentation should be provided to receive benefits

For military personnel

- The **Servicemembers Civil Relief Act (SCRA)**, formerly known as the Soldiers' and Sailors' Civil Relief Act (SSCRA), is a federal law that provides protections for military members as they enter active duty

§ 502. Purpose [Sec. 2]

The purposes of this Act are –

- (1) to provide for, strengthen, and expedite the national defense through protection extended by this Act to servicemembers of the United States to enable such persons to devote their entire energy to the defense needs of the Nation; and
- (2) to provide for the temporary suspension of judicial and administrative proceedings and transactions that may adversely affect the civil rights of servicemembers during their military service.

- It covers issues such as rental agreements, security deposits, prepaid rent, eviction, installment contracts, credit card interest rates, mortgage interest rates, mortgage foreclosure, civil judicial proceedings, automobile leases, life insurance, health insurance, income tax payments, **and student loans**

2014 requirements for granting SCRA benefits

- Historically, a servicemember (or their representative) had to provide a servicer with a copy of their military orders that reflected active duty status, and the servicemember then had to make a written request to the servicer
- In 2014 U.S. Dept. of Education issued guidance to reduce the burden on both servicemembers and loan servicers in providing SCRA benefits
 - Servicemembers can now request their SCRA benefits verbally by calling their servicer
- Servicers can now use the Department of Defense's (DOD) Defense Manpower Data Center (DMDC) database to confirm military service – and the dates of that service – without further contact with the servicemember
- **Navient is proactively applying SCRA benefits based on our monthly scans of the DMDC database**

Navient.com secure online document upload feature

Servicemembers also can submit military orders or certification by signing in to their account at Navient.com and visiting the Customer Support section to use the Securely Upload Documents feature.

(Note: Navient will accept photographs of orders as long as they are readable.)

The screenshot shows the Navient.com website interface. At the top left is the NAVIENT logo. At the top right, it says 'WELCOME John' and 'LOGOUT'. Below the logo is a navigation bar with 'MY ACCOUNT #' and a dropdown arrow. The main navigation bar has 'MY LOANS', 'MAKE PAYMENT', 'CHANGE PAYMENT', and 'CUSTOMER SUPPORT'. The 'CUSTOMER SUPPORT' dropdown is active, showing 'Customer Support' and 'Customer Support' as a sub-section. Under 'Customer Support', there are three columns of links: 'Common Answers' (including 'Frequently Asked Questions (FAQ)', 'Calculators', 'Glossary', 'Learn about Navient's credit reporting policy and procedures', and 'Military benefit'), 'Communicating With Us', and 'Printable Statements, Documents and Forms' (including 'Forms Center', 'View Correspondence/Inbox', and 'Printable Statements and Documents'). A search bar is located to the right of the 'Printable Statements, Documents and Forms' section. Below the search bar is a 'Loan Advisor' section with a warning icon and text: 'Sign up for monthly recurring Automatic Debit! You may be eligible to receive a 0.25 percentage point interest rate reduction. To learn about the terms and conditions and to see if you qualify, visit the Borrower Benefits page.' At the bottom left, a red box highlights the 'Online' section, which includes 'Securely Upload Documents' and a dropdown menu with 'Military Orders or Certification' selected, followed by a 'Go' button.

For Navient-serviced student loans

Navient.com/Military

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Servicemembers Civil Relief Act More Military Benefits Forms for Service Members

Servicemembers Civil Relief Act

As a member of the military, both your federal and private loans may qualify for Servicemembers Civil Relief Act (SCRA) benefits.

[Read detailed information about SCRA on the Military.com website](#)

The SCRA Interest-Rate Cap for Federal and Private Loans

The Servicemembers Civil Relief Act (SCRA) interest-rate cap is available for federal student loans and private student loans, for both borrowers and cosigners. Interest on student loans obtained prior to your military service is limited to 6% during periods of active duty. (If your existing interest rate is less than 6%, it will not change.)

You won't be assessed service charges, renewal charges, fees, or any other charges while taking advantage of this benefit.

This benefit applies to loans that were disbursed prior to active-duty service. Federal student loans are eligible for the SCRA Benefit for Active Duty from August 14, 2008 forward.

For the fastest and most efficient way to access this benefit, service members should call us at 855-284-4879.

A dedicated specialist will assist in all aspects of the SCRA benefit. Specialists are available Monday – Friday 8 am to 8 pm ET.

Questions? Call our Military Benefits Team at 855-284-4879

Monday – Friday:
8 am – 8 pm ET

24/7 automated phone support
Send us an email
Fax 800-848-1949

Living abroad?
Call 001-888-272-5543 (toll-free)

Members of the U.S. Armed Forces – What you need to know about your federal student loan benefits:

For Members of the U.S. Armed Forces
What you need to know about your federal student loan benefits

Detailed information on SCRA benefits, SCRA interest rates, military service deferments, and public service loan forgiveness, including forms and contact information.

Navient military benefits team

855-284-4879

Monday – Friday 8 am – 8 pm ET

24/7 automated phone support

E-mail

MilitaryBenefits@navient.com

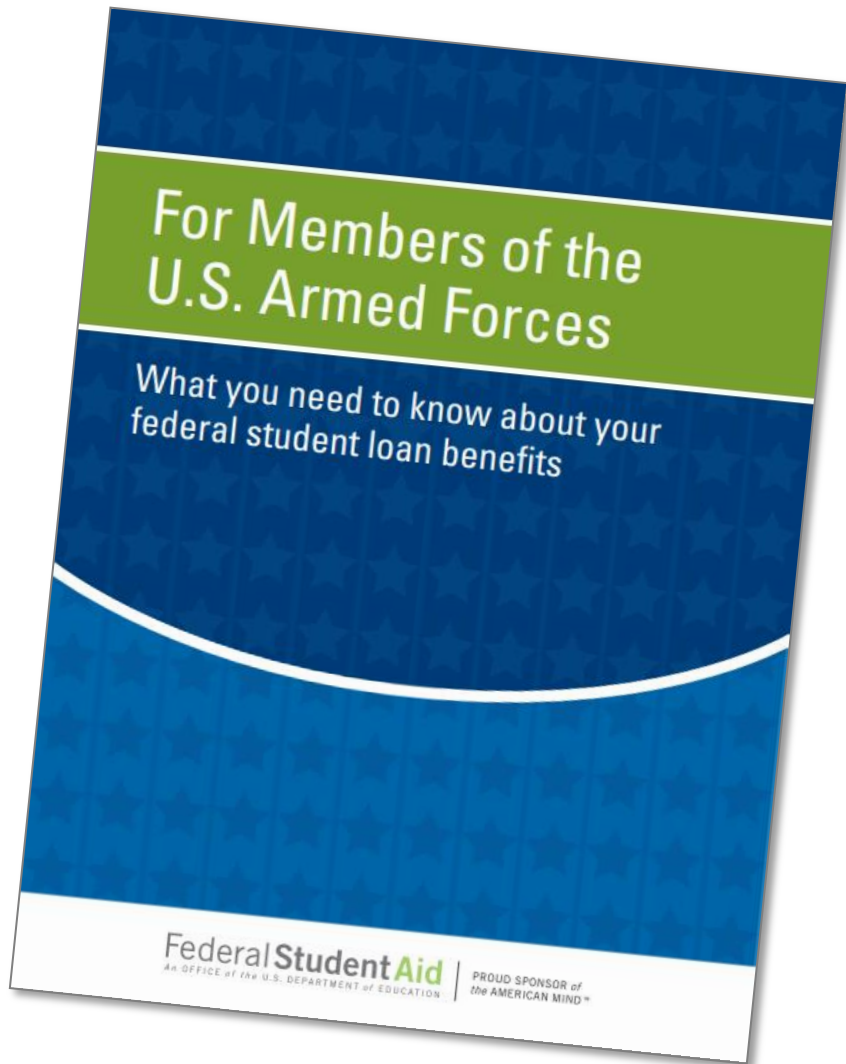
Fax

800-848-1949

Overseas

001-888-272-5543 (toll-free)

Federal Student Aid military benefits brochure



Anyone may download a copy of the U.S. Department of Education's Office of Federal Student Aid brochure at

Navient.com/Military

Q&A

Servicing contacts

Your Relationship Managers

Providing **schools** with answers and guidance on delinquency management initiatives, portfolio analysis, training and any campus specific concerns.



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All Proprietary Schools

CollegeServ®

Providing expert support for **schools**, M-F, 8:00 am - 8:00 pm ET, to assist with borrower related issues/repayment counseling, enrollment updates or guidance with our online reports.

Phone: 888-272-4665 Fax: 800-828-0250

Email: collegeserv@navient.com

Electronic Services

Providing technical support M-F, 8:00 am - 5:00 pm ET, for monitoring of electronic file delivery and assistance with school servicing portal navigation.

Phone: 800-348-4606

Email: ESNAVI@navient.com



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