Our Guiding Principles

• Dedicated to serving borrowers, schools, lenders, and business partners
• Committed to supporting access to higher education
Our Mission and Structure

• We change lives for the better
  – We support our partners with financial, educational, and operational resources
  – We provide student-focused services that make higher education more accessible and affordable
Our Mission and Structure

• We are a nonprofit holding company with multiple operating subsidies, including:
  – Great Lakes Higher Education Guaranty Corporation
  – Great Lakes Educational Loan Services, Inc.
  – Northstar Guarantee Inc.

• Headquarters in Madison, WI

• Operating centers in St. Paul, MN; Aberdeen, SD; and Boscobel and Eau Claire, WI
Servicing Overview

• Servicer highlights

• Support for schools
  – mygreatlakes.org
  – My Support Team and Support Central
  – Borrower Status Tool
  – Reporting, Default Management, Federal Loan Servicing Support

• Support for borrowers
  – Repayment services
  – Quality Assurance
  – mygreatlakes.org
Servicer Highlights

- We service more than $75 billion in federal and private loans*
  - Awarded ED contract in 2009 to service federally held student debt
  - Began servicing Federal Direct Loan Program loans in 2010
  - Loan servicer since 1977

*As of Dec. 31, 2010
Pennsylvania School Servicing Volume

- As of September 31, 2011
  - 743,074 Loans
  - $3.4 Billion
  - 597 schools
Servicer Highlights

• We rate as an exceptional servicer
  – Maintained the Exceptional Performer servicer designation from ED during the duration of the program from June 2003 to September 2007
  – Have earned the SQ1 (highest) rating for FFELP servicing and SQ2 rating for private loan servicing from Moody’s Investors Service since 2005
  – Highest rating among Title IV Student Loan servicers in FSA survey results for two years in a row.
Support for Schools
My Support Team

Experienced and Knowledgeable

- Personal representatives for high-level help
  - Default prevention
  - Servicing support
  - Training opportunities

- Client Services team
  - Day-to-day operations assistance with products and services

- Support Central
  - Secure location for our supporting documents
  - Find help with contacts, procedures, and products
• Free training on essential topics to financial aid professionals everywhere
• Trainers have years of financial aid experience
• SmartSessions for New Professionals
School Support
on mygreatlakes.org

• Tools to make your job easier
  – Contact our support team for answers to your questions
  – Identify borrowers who have loans serviced by Great Lakes
  – Manage delinquency and default tracking
  – Access our suite of training webinars, and more
Student Support on mygreatlakes.org

- Account information
- Deferments
- Forbearances
- Repayment options
See What Your Student Sees
with the Borrower Status Tool

- Up-to-date loan-servicing information
- Loan summaries
- Disbursement information
- Borrower account status
- Available payment options
Reporting, Default Management, Federal Servicing Support

• Reporting flexibility
  – Centralized access to on-demand, subscriptions, multiple formats

• Default management data
  – Borrowers At Risk report
  – Delinquency Letters and Labels

• Federal loan servicing support
  – Up-to-date information and tools
  – Detail reports to identify put loans and Direct loans we service
Reports
Borrowers at Risk Report

The Borrowers at Risk Report includes all Stafford and PLUS loan borrowers who are 30 days or more delinquent.

Generated By: On Demand
School: XXXX - YOUR UNIVERSITY
Data Refreshed: 06/22/2010

Section 1
Borrowers >= 320 Days Delinquent, Current Cohort Year

<table>
<thead>
<tr>
<th>Borrower Name</th>
<th>Address</th>
<th>Phone #</th>
<th>Email</th>
<th>SSN</th>
<th>Loan Type</th>
<th>Loan Program</th>
<th>Cohort Year</th>
<th># of Days Delinquent</th>
<th>Lender/Servicer</th>
<th>Outstanding Balance</th>
</tr>
</thead>
<tbody>
<tr>
<td>JEFFRIES, CARY S.</td>
<td>208 MULLITOR DR MADISON, WI 53710</td>
<td>(333) 457 5555</td>
<td><a href="mailto:address@email.com">address@email.com</a></td>
<td>000-00-0000</td>
<td>Unsubsidized Stafford</td>
<td>FFEL</td>
<td>2009</td>
<td>343 00000000</td>
<td>LENDER B</td>
<td>$1,000</td>
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<tr>
<td>BASK TON P.</td>
<td>550 MICHIGAN AVE MADISON, WI 53710</td>
<td>(555) 456 5575</td>
<td><a href="mailto:address@email.com">address@email.com</a></td>
<td>000-00-0000</td>
<td>Unsubsidized Stafford</td>
<td>FFEL</td>
<td>2010</td>
<td>199 00000000</td>
<td>DEPT OF ED/GREAT LAKES</td>
<td>$1,000</td>
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</tbody>
</table>

*Total Monthly Payment Amount: $120.00

Total number of borrowers >= 320 days delinquent: 2

- Stafford and PLUS loan borrowers
- Serviced by Great Lakes
- At least 31 days delinquent
### Federally-Held Loans Serviced by Great Lakes Detail

This report provides borrower and loan-level details of FFELP loans sold to the Department of Education and serviced by Great Lakes.


#### Activity for October 1, 2009 to October 31, 2009

<table>
<thead>
<tr>
<th>Borrower SSN</th>
<th>Borrower First Name</th>
<th>Borrower Last Name</th>
<th>Borrower Address 1</th>
<th>Borrower Address 2</th>
<th>Borrower City</th>
<th>Borrower State</th>
<th>Zip Code</th>
<th>Borrower ZIP-4</th>
<th>Borrower Country</th>
<th>School Name</th>
<th>School Number</th>
<th>Guarantee Date</th>
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<tr>
<td>000-CC-0000 WILLIAM</td>
<td>BORROWER</td>
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<td>0000000</td>
<td>5/5/2008</td>
<td></td>
<td></td>
<td></td>
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<td>000-CC-0000 MARGARET</td>
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<tr>
<td>000-CC-0000 KERIE</td>
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</tr>
</tbody>
</table>

- Displays students with “put” loans and Direct loans serviced by Great Lakes.
School Servicing Portfolio

• Servicing data helps you better serve students, manage defaults
  – Delivers information on more than 60 loan-servicing categories for FFELP and Direct loans serviced by Great Lakes.
  – Available via subscription
  – Automatically generated three times per month and delivered to your secure Reports Inbox on mygreatlakes.org.
  – After you’ve imported the data, you can extract, sort, and manipulate the information to address your unique default management needs.
Support for Borrowers
Providing Support for Borrowers—In School and After

• Repayments Services
• Quality Assurance
• Phone Center Support
  – Highly trained representatives
  – Open 7:00 a.m. to 8:45 p.m., Monday through Thursday, and 7:00 a.m. to 5:45 p.m., Friday (Central time)
• Online, 24/7 secure access to accounts on mygreatlakes.org
Repayment Services

• Our representatives who work with borrowers average six years of experience
• New reps receive four weeks of training and frequent evaluations
• All reps receive ongoing mentoring and coaching, as well as weekly industry and regulatory updates
Quality Assurance—Best Practices

• Sophisticated call recording and tracking software
  – Real time scheduling to accommodate fluctuating call volumes
  – Finely tuned forecasts based on historical evaluations in 15-minute increments
  – Monitoring of individual representatives and monthly evaluations
  – Close tracking of call volume, wait times, abandonment rates, etc.
  – Average answer speed is 22 seconds and abandonment rate is a low 1.4%
Borrower Help at mygreatlakes.org

• Tools to help borrowers manage their loans
  – Easy and secure access
  – Set up automatic monthly or one-time payments
  – Personal Message Center for important information
  – Summary of loans and account details including payoff date, last payment, and next due date
  – Repayment options
  – Financial literacy tools and information
Borrower Access

• Quick and easy, automated account creation
• Secure
• Available 24/7
• Help content for easy resolution of log-in issues
Detailed Loan Information

- Borrowers can easily and securely
  - Make payments directly from account summary and sign up for automatic payments
  - Sign up for electronic correspondence
  - View account details
    - Loan balance (principal and interest)
    - Next payment due date and amount
    - Payment history
    - Loan payoff date
  - Get help with repayment problems
Repayment, Deferment, Forbearance

• Borrowers can
  – Potentially qualify for an interest rate reduction if they sign up for automatic payments
  – Make electronic payments on demand
  – Estimate monthly payments under different plans
  – Download deferment forms
  – Calculate the impact of forbearance
Financial IQ

• Borrowers can
  – Create a budget and spending plan
  – Understand how to manage student loan repayment
  – Learn the steps to building a good credit history
  – Protect against identity theft
  – Identify available tax credits
Any questions?

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Thank You!