



National Student Loan Program

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Customers Give NSLP High Marks for Service

Majority of schools and lenders prefer NSLP over other guarantors they use

(September 26, 2005) – For the third consecutive year, NSLP customers have given the student loan guaranty agency high marks for providing customer service. The majority of schools and lenders also reported that NSLP's service is better than other guarantors they use.

"Our staff looks for ways to be helpful and provide excellent products and services for our customers," says NSLP President Kent Londre. "It's a high priority for us and it differentiates us from other guaranty agencies."

The independent survey shows 92% of customers are satisfied with NSLP's service, and 88% indicate they will recommend NSLP to their colleagues and others. Londre credits the high ratings to NSLP's strong track record of being flexible enough to meet the individual needs of schools and lenders.

Customers also provided many positive comments on NSLP's strengths –

- "NSLP seems to be much more proactive than most guarantors...they offer something before I've even thought to ask!"
- "Such excellent service that I do not have to call."
- "The quality of the people. Very responsive and caring."
- "I get what I need when I need it."

Schools and lenders are choosing NSLP because of the company's excellent service. "We've had phenomenal growth in the last four years," says Londre. "It's nice to know our customers appreciate our tradition of providing outstanding customer service."

For more information about NSLP visit <http://www.nslp.org>.

Headquartered in Lincoln, Nebraska, the National Student Loan Program is a private, nonprofit corporation in its second decade as a student loan guaranty agency. NSLP works with lenders and post-secondary schools across the nation to help students gain access to low-cost student loans. With annual loan guarantees of over \$2.3 billion, NSLP is one of the nation's major guaranty agencies and continues to serve as the designated guaranty agency for Nebraska.