



National Student Loan Program

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NSLP Sets \$2.3 Billion Record for Loan Guarantees

Exceptional customer service, successful default prevention lead to growth.

(October 1, 2004) – The National Student Loan Program grew by 56% in fiscal year 2004, guaranteeing a record of more than \$2.3 billion in student loans. This is NSLP's second consecutive year of unprecedented growth at a time when student loan volume is increasing less than 20% annually.

"Our school and lender partners know they can depend on our exceptional customer service and they're telling their colleagues," says Nancy Wiederspan, NSLP President. "Service has been the cornerstone of our business since we started in 1986." Two recent customer surveys gave NSLP high marks for responsiveness, knowledge, and quick problem resolution.

Listening to what schools and lenders need, then providing it is another way NSLP stays in the forefront. New and enhanced services introduced in the past year include –

- Online loan summaries to help students keep tabs on their education loans.
- Electronic delinquent reports schools use to help student loan borrowers get back on track repaying their loans.
- Online loan change transactions schools and lenders use to make fast, last-minute changes to student loan disbursements.
- *Money Management Counseling*, a comprehensive, online course that teaches students about credit, budgeting, banking, and home finance.

NSLP also provides schools with financial literacy experts who deliver specialized, on-campus programs to teach students how to manage money and avoid unnecessary debt.

Wiederspan attributes part of the company's success to helping student loan borrowers stay out of default. "Schools and lenders know we're committed to keeping the default rate low. It helps them and their students, so they want to work with us." NSLP's cohort default rate dropped to a record low of 4.4% for fiscal year 2002, the third lowest among top ten guaranty agencies.

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.