

UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION

Washington, D.C. 20549

Form 10-K

(Mark One)

ANNUAL REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the fiscal year ended December 31, 2017

or

TRANSITION REPORT PURSUANT TO SECTION 13 OR 15(d) OF THE SECURITIES EXCHANGE ACT OF 1934

For the transition period from \_\_\_\_\_ to \_\_\_\_\_

Commission file numbers 001-36228

Navient Corporation

(Exact Name of Registrant as Specified in Its Charter)

Delaware  
(State or Other Jurisdiction of  
Incorporation or Organization)

123 Justison Street, Wilmington, Delaware 19801  
(Address of Principal Executive Offices)

46-4054283  
(I.R.S. Employer  
Identification No.)

(302) 283-8000  
(Telephone Number)

Securities registered pursuant to Section 12(b) of the Act

Title of Each Class	Name of Exchange on which Listed
Common stock, par value \$.01 per share	The NASDAQ Global Select Market
Medium Term Notes, Series A, CPI-Linked Notes due 2018	The NASDAQ Global Select Market
6% Senior Notes due December 15, 2043	The NASDAQ Global Select Market

Securities registered pursuant to Section 12(g) of the Act:  
None.

Indicate by check mark if the registrant is a well-known seasoned issuer, as defined in Rule 405 of the Securities Act. Yes  No

Indicate by check mark if the registrant is not required to file reports pursuant to Section 13 or 15(d) of the Act. Yes  No

Indicate by check mark whether the registrant: (1) has filed all reports required to be filed by Section 13 or 15(d) of the Securities Exchange Act of 1934 during the preceding 12 months (or for such shorter period that the registrant was required to file such reports), and (2) has been subject to such filing requirements for the past 90 days. Yes  No

Indicate by check mark whether the registrant has submitted electronically and posted on its corporate Web site, if any, every Interactive Data File required to be submitted and posted pursuant to Rule 405 of Regulation S-T during the preceding 12 months (or for such shorter period that the registrant was required to submit and post such files). Yes  No

Indicate by check mark if disclosure of delinquent filers pursuant to Item 405 of Regulation S-K is not contained herein, and will not be contained, to the best of registrant's knowledge, in definitive proxy or information statements incorporated by reference in Part III of this Form 10-K or any amendment to this Form 10-K

Indicate by check mark whether the registrant is a large accelerated filer, an accelerated filer, a non-accelerated filer, smaller reporting company, or an emerging growth company. See the definitions of "large accelerated filer," "accelerated filer," "smaller reporting company," and "emerging growth company" in Rule 12b-2 of the Exchange Act. (Check one):

Large accelerated filer  Accelerated filer   
Non-accelerated filer  (Do not check if a smaller reporting company) Smaller reporting company   
Emerging growth company

If an emerging growth company, indicate by check mark if the registrant has elected not to use the extended transition period for complying with any new or revised financial accounting standards provided pursuant to Section 13(a) of the Exchange Act.

Indicate by check mark whether the registrant is a shell company (as defined in Rule 12b-2 of the Exchange Act). Yes  No

The aggregate market value of voting stock held by non-affiliates of the registrant as of June 30, 2017 was \$4.5 billion (based on closing sale price of \$16.65 per share as reported for the NASDAQ Global Select Market).

As of January 31, 2018, there were 263,388,482 shares of common stock outstanding.

DOCUMENTS INCORPORATED BY REFERENCE

Portions of the proxy statement (the "2018 Proxy Statement") relating to the Registrant's 2018 Annual Meeting of Stockholders, currently scheduled to be held on May 24, 2018, are incorporated by reference into Part III of this Annual Report on Form 10-K.

# NAVIENT CORPORATION

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## FORWARD-LOOKING AND CAUTIONARY STATEMENTS

This report contains “forward-looking” statements and other information that is based on management’s current expectations as of the date of this report. Statements that are not historical facts, including statements about our beliefs, opinions, or expectations and statements that assume or are dependent upon future events, are forward-looking statements and often contain words such as “expect,” “anticipate,” “intend,” “plan,” “believe,” “seek,” “see,” “will,” “would,” or “target.” Forward-looking statements are subject to risks, uncertainties, assumptions and other factors that may cause actual results to be materially different from those reflected in such forward-looking statements.

For us, these factors include, among others, the risks and uncertainties associated with:

- increases in financing costs;
- the availability of financing or limits on liquidity resulting from disruptions in the capital markets or other factors;
- unanticipated increases in costs associated with compliance with federal, state or local laws and regulations;
- changes in the demand for asset management and business processing solutions or other changes in marketplaces in which we compete (including increased competition);
- changes in accounting standards including but not limited to changes pertaining to loan loss reserves and estimates or other accounting standards that may impact our operations;
- adverse outcomes in any significant litigation to which we are a party;
- credit risk associated with the Company’s underwriting standards or exposure to third parties, including counterparties to hedging transactions; and
- changes in the terms of education loans and the educational credit marketplace (including changes resulting from new laws and the implementation of existing laws).

We could also be affected by, among other things:

- unanticipated repayment trends on loans including prepayments or deferrals in our FFELP securitization trusts that could accelerate or delay repayment of the bonds beyond their legal final maturity date;
- reductions to our credit ratings, the credit ratings of asset-backed securitizations we sponsor or the credit ratings of the United States of America;
- failures of our operating systems or infrastructure, or those of third-party vendors;
- risks related to cybersecurity including the potential disruption of our systems or those of our third-party vendors or customers, or potential disclosure of confidential customer information;
- damage to our reputation resulting from cyber-breaches, litigation, the politicization of student loan servicing or other actions or factors;
- failure to successfully implement cost-cutting initiatives and adverse effects of such initiatives on our business;
- failure to adequately integrate acquisitions or realize anticipated benefits from acquisitions including delays or errors in converting portfolio acquisitions to our servicing platform;
- changes in law and regulations whether new laws or regulations, or new interpretations of existing laws and regulations applicable to any of our businesses or activities or those of our vendors, suppliers or customers;
- changes in the general interest rate environment, including the availability of any relevant money-market index rate, including LIBOR, or the relationship between the relevant money-market index rate and the rate at which our assets are priced;
- our ability to successfully effectuate any acquisitions and other strategic initiatives;
- changes in general economic conditions; and
- the other factors that are described in the “Risk Factors” section of this Annual Report on Form 10-K and in our other reports filed with the Securities and Exchange Commission (“SEC”).

The preparation of our consolidated financial statements also requires management to make certain estimates and assumptions including estimates and assumptions about future events. These estimates or assumptions may prove to be incorrect and actual results could differ materially. All forward-looking statements contained in this report are qualified by these cautionary statements and are made only as of the date of this report. We do not undertake any obligation to update or revise these forward-looking statements except as required by law.

Definitions for certain capitalized terms used but not otherwise defined in this Annual Report on Form 10-K can be found in the “Glossary” at the end of this report.

Through this discussion and analysis, we intend to provide the reader with some narrative context for how our management views our consolidated financial statements, additional context within which to assess our operating results, and information on the quality and variability of our earnings, liquidity and cash flows.

## AVAILABLE INFORMATION

Our website address is [www.navient.com](http://www.navient.com). Our Annual Reports on Form 10-K, Quarterly Reports on Form 10-Q, Current Reports on Form 8-K, and amendments to reports filed pursuant to Sections 13(a) and 15(d) of the Securities Exchange Act of 1934, as amended (the “Exchange Act”), are filed with the Securities and Exchange Commission (the “SEC”). We are subject to the informational requirements of the Exchange Act and file or furnish reports, proxy statements and other information with the SEC. Copies of these reports, as well as any amendments to these reports, are available free of charge through our website at [www.navient.com/about/investors/stockholderinfo/secfilings](http://www.navient.com/about/investors/stockholderinfo/secfilings), as soon as reasonably practicable after they are electronically filed with, or furnished to, the SEC. The public may also read and copy any materials filed by the Company with the SEC at the SEC’s Public Reference Room at 100 F Street, NE, Room 1580, Washington, DC 20549. The public may obtain information on the operation of the Public Reference Room by calling the SEC at 1-800-SEC-0330. The SEC maintains an Internet site that contains reports, proxy and information statements and other information regarding issuers that file electronically with the SEC at [www.sec.gov](http://www.sec.gov).

In addition, copies of our Board Governance Guidelines, Code of Business Conduct (which includes the code of ethics applicable to our Principal Executive Officer, Principal Financial Officer and Principal Accounting Officer) and the governing charters for each committee of our Board of Directors are available free of charge on our website at [www.navient.com/about/investors/corp\\_governance](http://www.navient.com/about/investors/corp_governance), as well as in print to any stockholder upon request. We intend to disclose any amendments to or waivers from our Code of Business Conduct (to the extent applicable to our Principal Executive Officer or Principal Financial Officer) by posting such information on our website.

Information contained or referenced on the foregoing websites is not incorporated by reference into and does not form a part of this Annual Report on Form 10-K. Further, the Company’s references to the URLs for these websites are intended to be inactive textual references only.

## PART I.

### Item 1. Business

#### Overview

Navient is a leading provider of asset management and business processing solutions for education, health care, and government clients at the federal, state, and local levels. We help our clients and millions of Americans achieve financial success through services and support. Headquartered in Wilmington, Delaware, Navient employs team members in western New York, northeastern Pennsylvania, Indiana, Delaware, Tennessee, Texas, Virginia, Wisconsin, California and other locations.

Navient is the largest private sector holder of education loans insured or federally guaranteed under the Federal Family Education Loan Program (“FFELP”). We also hold the largest portfolio of Private Education Loans. We also have begun originating Private Education Refinance Loans. Navient services its own portfolio of education loans, as well as education loans owned by the United States Department of Education (“ED”), financial institutions and nonprofit education lenders. Navient is one of the largest servicers to ED under its Direct Student Loan Program (“DSLP”). Our data-driven insight, service and innovation support customers on the path to successful education loan repayment.

The Company leverages its scale and expertise to provide business processing solutions to a variety of clients, including federal agencies, state and local governments, regional authorities, courts, hospitals, health care systems and other health care providers, and financial service providers. Navient also provides business processing solutions to education-related clients, such as guaranty agencies and colleges and universities.

For all our clients, we aim to improve their financial performance, optimize their operations, and maintain compassionate, compliant service for their customers and constituents.

As of December 31, 2017, Navient’s principal assets consisted of:

- \$81.7 billion in FFELP Loans, with a net interest margin of 0.79 percent for the year ended December 31, 2017 on a “Core Earnings” basis and a weighted average life of 7 years;
- \$23.4 billion in Private Education Loans, with a net interest margin of 3.33 percent for the year ended December 31, 2017 on a “Core Earnings” basis and a weighted average life of 6 years;
- a leading education loan servicing platform that services loans for approximately 12 million DSLP Loan, FFELP Loan and Private Education Loan customers (including cosigners), including 6.1 million customer accounts serviced under Navient’s contract with ED;
- a leading loan origination platform that assists borrowers in refinancing their education loan debt; and
- a leading business processing platform through which we provide services for over 1,000 clients in the education, health care and public sectors.

#### Strengths and Opportunities

Navient possesses a number of competitive advantages that distinguish it from its competitors, including:

**Large, high quality asset base generating significant and predictable cash flows.** At December 31, 2017, Navient’s \$105.1 billion education loan portfolio is 78 percent funded to term and is expected to produce predictable cash flows over the remaining life of the portfolio. Navient’s \$81.7 billion portfolio of FFELP Loans generally bears a maximum 3 percent loss exposure under the terms of the federal guaranty. Navient’s \$23.4 billion portfolio of Private Education Loans bears the full credit risk of the borrower and any cosigner. Navient expects that cash flows from its FFELP Loan and Private Education Loan portfolios will significantly exceed future debt service obligations. Our interest earning assets are funded by both secured and unsecured debt.

**Efficient and large-scale operating platforms.** Navient services over \$300 billion in education loans for approximately 12 million customers. Navient’s inventory of contingent asset recovery receivables is \$26.4 billion as of December 31, 2017. We provide services to over 1,000 education, health care and public sector clients. Navient has demonstrated scalable infrastructure with capacity to add volume at a low cost. Our market share and tested infrastructure have enabled expansion to additional clients and asset types.

**Superior performance.** Navient has demonstrated superior default prevention performance and industry-leading services. The combined portfolio of federal loans serviced by Navient experienced a Cohort Default Rate (“CDR”) that is 37 percent lower than our

peers, as calculated from the most recent CDR released by ED in September 2017. We are consistently a top performer in our asset recovery business and deliver superior service to our public and private sector clients. We continually leverage data-driven insights and customer service to identify new ways to add value to our clients.

**Commitment to compliance and customer centricity.** Navient fosters a robust compliance culture driven by a “customer first” approach. We invest in rigorous training programs, quality assurance, reviews and audits, complaint tracking and analysis, and customer research to enhance our compliance and customer service.

**Strong capital return.** As a result of our significant cash flow and capital generation, Navient expects to return excess capital to stockholders through dividends and share repurchases. Navient repurchased 29.6 million shares of common stock (10 percent of shares outstanding) for \$440 million and 59.6 million shares of common stock (17 percent of shares outstanding) for \$755 million in 2017 and 2016, respectively. Effective October 4, 2017, Navient temporarily suspended its remaining share repurchase program (\$160 million authorization remains) to allocate capital towards building book value. The Company’s dividend policy is unchanged. On January 24, 2018, we announced that we expect to restart our share repurchases in the second half of 2018.

Navient has paid a quarterly dividend of \$0.16 per share of common stock since the first quarter of 2015. For the years ended December 31, 2017 and 2016, Navient paid \$176 million and \$201 million, respectively, in dividends.

**Meaningful growth opportunities.** In the Asset Management business, Navient has targeted the origination of Private Education Refinance Loans to financially responsible professionals as a meaningful growth opportunity. In November 2017, Navient acquired Earnest to accelerate its growth opportunity originating Private Education Refinance Loans. Earnest originated \$900 million in Private Education Refinance Loans in 2017 and positions Navient to be a leading player in the growing education loan refinance space. Navient originated or acquired approximately \$1.2 billion of Private Education Refinance Loans in 2017.

Navient will continue to pursue opportunistic acquisitions of FFELP and Private Education Loan portfolios. In 2017, Navient acquired \$10 billion of education loans including \$5.7 billion of FFELP loans and \$4.3 billion of Private Education Loans.

In the Business Processing Solutions business, Navient has acquired several complementary businesses since 2015 as part of its strategy of leveraging its core skills to pursue meaningful growth opportunities. Navient leverages its large-scale operating platforms, superior and data-driven default prevention and asset recovery performance, operating efficiency, and regulatory compliance and risk management infrastructure in growing these businesses and in pursuing other growth opportunities. Navient provides a variety of business processing solutions that help our clients improve financial performance. These solutions include asset recovery and other business processing services for federal, state, court, and municipal clients, public authorities, and health care organizations. In 2017, the Company won new or renewed services with 110 non-education related clients totaling \$47 million of revenue.

#### ***Navient’s Approach to Helping Education Loan Borrowers Achieve Success***

Navient services loans for approximately 12 million DSLP Loan, FFELP Loan and Private Education Loan customers, including 6.1 million customers whose accounts are serviced under Navient’s contract with ED. We help our customers navigate the path to financial success through proactive outreach and innovative, data-driven approaches.

**Leveraging four decades of expertise:** We define customer success as making steady progress toward repayment and avoiding falling behind on or putting off payments. With customer success and default prevention as our top priorities, we apply data-driven outreach that draws from our more than 40 years of experience. Our strategists employ risk modeling to pinpoint struggling borrowers and deploy resources where needed. By tailoring our approach to each borrower’s unique situation — e.g., recent graduates, students re-entering school, those experiencing hardships or those with student debt but no degree — we help ensure industry-leading outcomes, as evidenced by a default rate that is 37 percent lower than all other servicers. Nine times out of 10, when we can reach federal loan customers who have missed payments, we can identify a solution to help them avoid default.

**Getting borrowers into the right payment plans:** We help customers understand the complex array of federal loan repayment options so they can make informed choices about the plans that are aligned with their financial circumstances and goals. We promote awareness of federal repayment plan options, including Income-Driven Repayment (“IDR”), through more than 162 million communications annually, including mail, email, phone calls, videos and text messages. As a result, we continue to lead in enrolling customers in affordable income-driven repayment plans: nearly one in three federal student borrowers and more than half of student loan balances serviced by Navient for the government were enrolled in an IDR plan (excluding loan types ineligible for the plans). We also help borrowers understand that options lengthening their repayment term may increase the total cost of their loans, while reminding them that they may pay extra or switch repayment plans at any time.

**Leading the industry:** Navient is a leader in recommending policy reforms that would enhance the student loan program. For example, we have recommended improving financial literacy and simplifying federal loan repayment options — reforms that we believe would make a meaningful difference for millions of Americans with student loans and encourage college completion.

In 2009, we pioneered the creation of a loan modification program to help Private Education Loan borrowers needing additional assistance. As of December 31, 2017, \$2.7 billion of our Private Education Loans were enrolled in this interest rate reduction program, helping customers through more affordable monthly payments while making progress in repaying their principal loan balance.

We continually make enhancements designed to help our customers, drawing from a variety of inputs including customer surveys, analysis of customer inquiries and complaint data, regulator commentary and website activity. We regularly use customer and employee research panels to gather real-time feedback to inform enhancements underway.

Our Office of the Customer Advocate, established in 1997, offers escalated assistance to customers who request it. We are committed to working with customers and appreciate customer comments, which, combined with our own customer communication channels, help us improve the ways we assist our customers.

We also continue to offer free resources to help customers and the general public build knowledge on personal finance topics. We offer Path to Success, a series of interactive financial literacy videos, and Career Playbook, a career development video series. We also conduct a national research study, *Money Under 35*, that measures the financial health of Americans ages 22 to 35.

We take seriously our commitment to serve military customers and have developed a best-in-class approach to assist them. Navient was the first student loan servicer to launch a dedicated military benefits customer service team, website (*Navient.com/military*), and toll-free number. Navient's military benefits team offers a single point of contact for all calls from service members and their families to help them learn about and access the benefits designed for them, including interest rate benefits, deferment and other options.

## **Business Segments**

We have three primary reportable business segments: FFELP Loans; Private Education Loans; and Business Services. A fourth segment — Other — primarily consists of financial results of our holding company, including the repurchase of debt, our corporate liquidity portfolio, unallocated overhead, restructuring/other reorganization expenses, regulatory-related costs, and the deferred tax asset remeasurement loss recognized due to the enactment of the "Tax Cuts and Jobs Act" ("TCJA") in the fourth quarter of 2017. Each of these business segments are discussed below.

### ***FFELP Loans Segment***

In the FFELP Loans segment, we acquire and finance FFELP Loans. Although FFELP Loans are no longer originated, we continue to pursue acquisitions of FFELP Loan portfolios. These acquisitions leverage our servicing scale and generate incremental earnings and cash flow. In this segment, we generate revenue primarily through net interest income on the FFELP Loan portfolio (after provision for loan losses). This segment is expected to generate significant amounts of earnings and cash flow over the remaining life of the portfolio.

We are currently the largest private sector holder of FFELP Loans. Navient's portfolio of FFELP Loans as of December 31, 2017 was \$81.7 billion. We expect this portfolio to have an amortization period in excess of 20 years with a 7-year remaining weighted average life. Navient's goal is to maximize the amount and optimize the timing of the cash flows generated by its FFELP Loan portfolio. Navient also seeks to acquire FFELP Loan portfolios from third parties to add net interest income and servicing revenue. During the year ended December 31, 2017, Navient acquired \$5.7 billion of FFELP Loans. FFELP Loans are insured or guaranteed by state or not-for-profit agencies and are protected by contractual rights to recovery from the United States pursuant to guaranty agreements among ED and these agencies. These guaranty agreements generally cover at least 97 percent of a FFELP Loan's principal and accrued interest for loans disbursed. For more discussion of the FFELP and related credit support mechanisms, see Appendix A "Description of Federal Family Education Loan Program."

As a result of the long-term funding strategy used for our FFELP Loan portfolio and the insurance and guarantees provided on these loans, the portfolio generates consistent and predictable cash flows. As of December 31, 2017, approximately 84 percent of the FFELP Loans held by Navient were funded to term with non-recourse, long-term securitization debt.

The Higher Education Act of 1965 ("HEA") continues to regulate every aspect of FFELP Loans, including ongoing communications with borrowers and default aversion requirements. Failure to service FFELP Loans properly could jeopardize the



insurance, guarantees and federal support on these loans. The insurance and guarantees on Navient's existing FFELP Loans were not affected by the termination of FFELP originations.

### ***Private Education Loans Segment***

In this segment, we originate, acquire, finance, and service our Private Education Loans. With the acquisition of Earnest, we began originating Private Education Refinance Loans. Private Education Loans primarily bridge the gap between the cost of higher education and the amount funded through financial aid, federal loans, or students' and families' resources. They also allow borrowers to refinance existing education loans at a lower rate. Originations and acquisitions leverage our servicing scale and generate incremental earnings and cash flow. In this segment, we generate revenue primarily through net interest income on the Private Education Loan portfolio (after provision for loan losses). This segment is expected to generate significant amounts of earnings and cash flow over the remaining life of the portfolio.

With over 40 years of experience, we have seen that borrowers who graduate gain the benefit of their investment in education with higher levels of employment, higher incomes and stronger financial health. Our loan products are focused on helping consumers refinance their education loans at the lower rates they have earned. We believe our product offerings, digital marketing strategies and origination platform provide a unique competitive advantage. Earnest, which was acquired in November 2017, originated \$380 million and \$900 million of Private Education Refinance Loans in the fourth-quarter and full-year 2017, respectively. At December 31, 2017, Navient held \$1.3 billion of Private Education Refinance Loans, compared with \$225 million of Private Education Refinance Loans held at December 31, 2016.

Unlike FFELP Loans, the holder of a Private Education Loan bears the full credit risk of the borrower and any cosigner. Navient believes the credit risk of the Private Education Loans it owns is well managed through the rigorous underwriting practices and risk-based pricing applied when the loans were originated, the continued high levels of qualified cosigners, our internal servicing and risk mitigation practices, and our careful use of forbearance and loan modification programs. Navient believes that these elements and practices reduce the risk of payment interruptions and defaults on its Private Education Loan portfolio.

We are currently the largest holder of Private Education Loans. Navient's portfolio of Private Education Loans as of December 31, 2017 was \$23.4 billion. We expect this portfolio to have an amortization period in excess of 20 years with a 6-year remaining weighted average life. Navient's goal is to maximize and optimize the timing of the cash flows generated by its Private Education Loan portfolio. As of December 31, 2017, approximately 55 percent of the Private Education Loans held by Navient were funded to term with non-recourse, long-term securitization debt.

### ***Business Services Segment***

Our Business Services segment generates revenue from business processing services related to servicing, asset recovery and other business processing activities. Within this segment, we generate revenue primarily through servicing our FFELP Loan portfolio as well as servicing education loans for Guarantors of FFELP Loans and other institutions, including ED. We provide asset recovery services for loans and receivables on behalf of Guarantors of FFELP Loans and higher education institutions. In addition, we provide asset recovery and other business processing solutions for federal, state, court, and municipal clients, public authorities, and health care organizations. This market is highly fragmented and provides attractive organic growth opportunities.

#### ***Non-Education Related Fee Revenues***

Non-education related revenues increased 21 percent, from \$174 million in 2016 to \$211 million in 2017. Non-education related fee revenues in the Business Services segment accounted for 20 percent of total Business Services segment revenues in 2017 compared with 17 percent and 10 percent in 2016 and 2015, respectively. This revenue is generated from over 1,000 clients in the government, municipal and health care markets.

- Non-education related fee revenues from government services totaled \$133 million in 2017 compared to \$106 million in 2016. Government services include receivables management services and account processing solutions for state governments, agencies, court systems, municipalities, toll authorities and financial services entities.
- Non-education related fee revenues from health care revenue cycle management ("RCM") services totaled \$78 million in 2017 compared to \$68 million in 2016. Health care RCM services include revenue cycle outsourcing, accounts receivable management, extended business office support and consulting engagements provided to hospitals, health care systems and other health care providers.

### *Education Related Fee Revenues*

In 2017, federal education loan (FFELP and ED) related revenues in the Business Services segment accounted for 78 percent of total Business Services segment revenues compared with 80 percent in 2016.

Navient is currently the largest servicer and collector of loans made under the FFELP program, and the majority of our income has been derived, directly or indirectly, from our portfolio of FFELP Loans and the servicing and asset recovery we provide for Guarantors and third-party owners of FFELP Loans. In 2010, Congress passed legislation ending the origination of education loans under FFELP. As a result, the revenue we earn from providing servicing and asset recovery services on FFELP Loans will decline over time.

Servicing revenues from the FFELP Loans we own represent intercompany charges to the FFELP Loans segment at rates paid to us by the securitization trusts which own the loans. These fees are contractually the first payment priority of the trusts after the payment of the trustee fees and exceed the actual cost of servicing the loans. Intercompany loan servicing revenues declined to \$348 million in 2017 from \$389 million in 2016. We expect intercompany loan servicing revenues will continue to decline as our FFELP Loan portfolio amortizes.

Since 2009, Navient has been one of four TIVAS that provides loan servicing for federal loans owned by ED. We continually strive to help our customers successfully navigate the repayment of their loans. Under the contract, we seek to improve on the performance metrics that determine the allocation of new accounts under the servicing contract with ED. Under this servicing contract as of December 31, 2017, we service approximately 6.1 million accounts, or \$205.9 billion in loans. We earned \$150 million of revenue under the contract for the year ended December 31, 2017. This contract currently expires in 2019.

In December 2016, Great Lakes Higher Education Assistance Corp. (“Great Lakes”) assumed control of United Student Aid Funds, Inc. (“USAF”). As part of this transfer, Great Lakes terminated our contracts with USAF and Northwest Education Loan Association (“NELA”), effective as of December 31, 2017. At the same time, they notified us of their intent to rebid the services we provided for USAF, NELA and Great Lakes. In the third quarter of 2017, we entered into a new contract with Great Lakes in which we agreed to provide asset recovery and portfolio management services on the combined Great Lakes, USAF and NELA portfolios. We were not awarded the default aversion services component of the contract which resulted in the recognition of \$47 million of previously deferred revenue, net of a reserve. Including the \$47 million of previously deferred revenue, education related fee revenues related to these services totaled \$238 million in 2017 compared to \$172 million in 2016.

Since 1997, Navient has provided asset recovery services on defaulted education loans to ED. In February 2015, ED did not grant an additional term extension (“ATE”) and this contract expired by its terms on February 21, 2015. As a result, our Pioneer Credit Recovery (“Pioneer”) subsidiary stopped receiving new account placements under the contract. Shortly after that decision by ED, Pioneer filed a bid protest against ED, which bid protest was eventually consolidated with several other related protests. In an effort to resolve that litigation, in May 2017, ED awarded Pioneer a new ATE on substantially similar terms to the additional term extensions awarded to other contractors in 2015. In December 2017, Pioneer received new accounts under that new contract.

In January 2018, ED completed its ongoing procurement for replacement collection contracts originally begun in 2016. Neither Pioneer nor our other subsidiary, General Revenue Corporation, received a contract award. In February 2018, Pioneer filed a bid protest which protest has been consolidated with the other protests on this procurement. As of the date of this report, ED has the right to place additional accounts with Pioneer under its ATE during the pendency of the new protests. ED’s ability to do so may be affected by any temporary restraining order or injunction granted by the court in the consolidated protests. For additional information on the ED collection contract, please refer to Item 7. “Management’s Discussion and Analysis of Financial Condition and Results of Operations – Business Segment Earnings Summary – ‘Core Earnings Basis’ – Business Services Segment” of this Form 10-K. As a leading provider of asset recovery services, Pioneer Credit Recovery has a long track record of assisting individuals who default on their student loan payments to recover from the negative consequences of default. Since 2012, Navient and its subsidiaries have helped more than 261,000 borrowers successfully rehabilitate their loans.

On April 4, 2016, ED published the first part of a two-part RFP related to a new servicing platform for the DSLP. The first part of the RFP focused on screening candidates’ capabilities relative to certain published criteria. In July 2016, Navient was selected as one of three companies eligible to submit responses in the second part of the RFP process. In January 2017, Navient submitted its bid for ED’s single servicing solution contract. While ED announced in May 2017 that it planned to select a single servicer for the DSLP, in August of 2017, the Department cancelled the prior RFP and announced a new upcoming solicitation for the FSA Next Generation Processing and Servicing Environment. Based upon the statements from ED, it is anticipated that the new environment will provide for a single data processing platform to house all student loan information while at the same time allowing for customer account servicing to be performed either by a single contract servicer or by multiple contract servicers. On February 20, 2018, ED issued Phase 1 of a new RFP entitled the Solicitation for the Next Generation Financial Services Environment which is intended to centralize student loan servicing on a single platform. Responses to Phase 1 are due by April 6, 2018.

## **Other Segment**

Our Other segment primarily consists of activities of our holding company, including the repurchase of debt, our corporate liquidity portfolio, unallocated overhead, restructuring/other reorganization expenses, regulatory-related costs, and the deferred tax asset remeasurement loss recognized due to the enactment of the TCJA in the fourth quarter of 2017. We also include results from certain smaller wind-down operations within this segment.

## **Employees**

At December 31, 2017, we had approximately 6,700 employees. None of our employees are covered by collective bargaining agreements.

## **Supervision and Regulation**

### ***The Dodd-Frank Act***

The Dodd-Frank Act was adopted to reform and strengthen regulation and supervision of the U.S. financial services industry. The Dodd-Frank Act contains comprehensive provisions that govern the practices and oversight of financial institutions (including large non-bank financial institutions) and other participants in the financial markets. It imposed significant regulations, additional requirements and oversight on almost every aspect of the U.S. financial services industry, including increased capital and liquidity requirements, limits on leverage and enhanced supervisory authority. Some of these provisions apply to Navient and its various businesses and securitization vehicles.

The Consumer Financial Protection Act established the Consumer Financial Protection Bureau (“CFPB”), which has authority to write regulations under federal consumer financial protection laws and to directly or indirectly enforce those laws and examine financial institutions for compliance. The CFPB is authorized to impose fines and provide consumer restitution in the event of violations, engage in consumer financial education, track consumer complaints, request data and promote the availability of financial services to underserved consumers and communities. It also has authority to prevent unfair, deceptive or abusive practices. Since its creation, the CFPB has been active in its supervision, examination and enforcement of financial services companies, most notably bringing enforcement actions, imposing fines and mandating large refunds to customers of several large banking institutions, auto financing companies and debt collection companies. The CFPB has filed a lawsuit against Navient alleging several unfair, deceptive or abusive practices, and other violations of consumer protection statutes. Additional information on the CFPB lawsuit is included in Item 3. “Legal Proceedings” in this Form 10-K.

The Dodd-Frank Act also authorizes state officials to enforce regulations issued by the CFPB and to enforce the Dodd-Frank Act’s general prohibition against unfair, deceptive and abusive practices. The Attorneys General of the State of Illinois, the State of Washington and the Commonwealth of Pennsylvania also filed lawsuits against Navient and some of its subsidiaries containing similar alleged violations of consumer protection laws as the CFPB lawsuit. Additional information on the State Attorneys General lawsuits is included in Item 3. “Legal Proceedings” in this Form 10-K.

### ***Regulatory Outlook***

A number of prominent themes appear to be emerging from these actions:

- Even if the CFPB takes a less active role in enforcement, the number and configuration of regulators is likely to change which may add to the complexity, cost and unpredictability of timing for resolution of particular regulatory issues.
- The regulatory, compliance and risk control structures of financial institutions subject to enforcement actions by state and federal regulators are frequently cited, regardless of whether past practices have been changed, and enforcement orders have often included detailed demands for increased compliance, audit and board supervision, as well as the use of third-party consultants or monitors to recommend further changes or monitor remediation efforts.
- Issues first identified with respect to one consumer product class or distribution channel are often applied to other product classes or channels.

Navient is subject to oversight from several regulatory entities. We expect that the regulators overseeing our businesses will continue to be active and that consumer protection regulations, standards, supervision, examination and enforcement practices will continue to evolve in both detail and scope. This evolution has added and may continue to significantly add to Navient’s compliance, servicing and operating costs. We have invested in compliance through multiple steps including realignment of Navient’s compliance management system to a servicing, collections and business services business model; dedicated compliance resources for certain

topics (such as the Servicemembers Civil Relief Act (“SCRA”); the Telephone Consumer Protection Act (“TCPA”); unfair, deceptive, or abusive acts and practices (“UDAAP”); and third-party vendor management) to focus on regulator and consumer expectations; formation of business support operations to enhance risk, control and compliance functions in each business area; additional regulatory training for front-line employees to ensure obligations are understood and followed during interactions with customers as well as additional regulatory training for our board of directors to enhance their ability to oversee the Company’s risk framework and compliance as it and the regulatory environment changes; expanded oversight of our incentive compensation programs; and expanded oversight and analysis of complaint trends to identify and remediate if necessary, areas of potential consumer harm.

Our current operations and compliance processes may not satisfy evolving regulatory standards. Past practices or products may become the focus of examinations, inquiries or lawsuits.

As described in Item 7. “Management’s Discussion and Analysis of Financial Condition and Results of Operations — Risk Management,” Navient has implemented a coordinated, formal enterprise risk management system aimed at reducing business and regulatory risks.

Listed below are some of the most significant recent and pending regulatory changes that have the potential to affect Navient.

*Consumer Financial Protection Bureau.* The CFPB has been active in the education loan industry and undertook a number of initiatives in recent years relative to the private education loan market and education loan servicing. In October 2016, the CFPB also revised the education loan examination procedures, incorporating information it gathered from its three years of supervisory and enforcement work, reflecting its revised supervisory priorities. On January 18, 2017, the CFPB commenced a civil action against Navient Corporation and several of our subsidiaries alleging various servicing failures and violations of Federal consumer financial laws. Additional information on the CFPB lawsuit is included in Item 3. “Legal Proceedings” in this Form 10-K.

*Debt Collection Supervision.* The CFPB also maintains supervisory authority over larger consumer debt collectors. On October 24, 2012, the CFPB issued its Larger Participant rule and examination procedures that allow the agency to federally supervise larger consumer debt collectors. The rule, which became effective January 2, 2013, defines larger participants as third-party debt collectors, debt buyers and collection attorneys with more than \$10 million in annual receipts resulting from consumer debt collection. Under the rule, Navient’s collection subsidiaries are considered larger participants and are subject to supervision. In July 2016, the CFPB proposed new rules that would change the rules applicable to the debt collection industry generally. Under the proposed rules, debt collectors would, among other things, be required to limit communications attempts with borrowers, provide enhanced disclosure of debt details, and make it easier to dispute the debt. When responding to disputes, collectors would be prohibited from continuing to pursue debt without sufficient evidence. These requirements and restrictions would follow the debt if it were sold or transferred. The CFPB recently updated its regulatory agenda and indicated that the proposed regulations are currently scheduled to be finalized in early 2018. The issuance of the CFPB’s rules does not preempt the various and varied levels of state consumer and collection regulations to which the activities of Navient’s subsidiaries are currently subject. Navient also utilizes third-party debt collectors to collect defaulted and charged-off education loans and will continue to be responsible for oversight of their procedures and controls.

*Oversight of Derivatives.* The Dodd-Frank Act created a comprehensive new regulatory framework for derivatives transactions, to be implemented by the Commodity Futures Trading Commission (“CFTC”), other prudential regulators and the SEC. This framework, among other things, subjects certain swap participants to new capital and margin requirements, recordkeeping and business conduct standards and imposes registration and regulation of swap dealers and major swap participants. The scope of potential exemptions continues to be defined through agency rulemakings. Even where Navient or a securitization trust sponsored by Navient qualifies for an exemption, many of its derivatives counterparties are subject to the new capital, margin and business conduct requirements and therefore Navient’s business may be impacted. Where Navient or the securitization trusts it sponsors do not qualify for an exemption, Navient or an existing or future securitization trust sponsored by Navient may be unable to enter into new swaps to hedge interest rate or currency risk or the costs associated with such swaps may increase. With respect to existing securitization trusts, an inability to amend, novate or otherwise materially modify existing swap contracts could result in a downgrade of its outstanding asset-backed securities. As a result, Navient’s business, ability to access the capital markets for financing and costs may be impacted by new regulations for derivatives transactions.

#### ***Other Significant Sources of Regulation***

Many aspects of Navient’s businesses are subject to federal and state regulation and administrative oversight. Some of the most significant of these are described below.

*Higher Education Act.* Navient is subject to the HEA and its education loan operations are periodically reviewed by ED and Guarantors. As a servicer of federal education loans, Navient is subject to ED regulations regarding financial responsibility and

administrative capability that govern all third-party servicers of insured education loans. In connection with its servicing operations on behalf of Guarantor clients, Navient must comply with ED regulations that govern Guarantor activities as well as agreements for reimbursement between ED and our Guarantor clients.

The Higher Education Act Reauthorization Bill (H.R. 4508 “Prosper Act”) is currently under consideration by the House of Representatives. The HEA is the primary law that authorizes federal student aid programs for higher education. While the HEA is required to be reviewed and “reauthorized” by Congress every five years, Congress has not reauthorized the HEA since 2008, choosing to temporarily extend the Act each year since 2013. In its current form, the Prosper Act proposes, among other changes, eliminating Stafford and Plus loans for first-time borrowers and replacing these options with a new Federal ONE Loan. The new ONE Loans would only be eligible for two repayment plans, a standard 10-year loan repayment plan of 120 equal payments and a single income-based plan. While some of the provisions of the Prosper Act may ultimately prove beneficial to our customers and to investors, we cannot provide any assurances that the Act, if passed, will not be significantly modified from its current form.

*Federal Financial Institutions Examination Council.* As a third-party service provider to financial institutions, Navient is also subject to periodic examination by the Federal Financial Institutions Examination Council (“FFIEC”). FFIEC is a formal interagency body of the U.S. government empowered to prescribe uniform principles, standards, and report forms for the federal examination of financial institutions by the Federal Reserve Banks (the “FRB”), the Federal Deposit Insurance Corporation (the “FDIC”), the National Credit Union Administration, the Office of the Comptroller of the Currency and the CFPB and to make recommendations to promote uniformity in the supervision of financial institutions.

*Consumer Protection and Privacy.* Navient’s education loan servicing business is subject to federal and state consumer protection, privacy and related laws and regulations and is subject to examination by the CFPB. Some of the more significant federal laws and regulations include:

- various laws governing unfair, deceptive or abusive acts or practices;
- the Truth-In-Lending Act and Regulation Z, which governs disclosures of credit terms to consumer borrowers;
- the Fair Credit Reporting Act and Regulation V, which governs the use and provision of information to consumer reporting agencies;
- the Equal Credit Opportunity Act and Regulation B, which prohibit discrimination on the basis of race, creed or other prohibited factors in extending credit;
- the SCRA, which applies to all debts incurred prior to commencement of active military service (including education loans) and limits the amount of interest, including certain fees or charges that are related to the obligation or liability; and
- the TCPA, which governs communication methods that may be used to contact customers.

Several states have passed or proposed student loan bills of rights or licensing requirements that may also apply to Navient’s education loan servicing business. It is possible that more states will propose or pass similar or different requirements on either holders of education loans or their servicers. Depending on the nature of these laws or rules, they may impose additional or different requirements than Navient faces at the federal level.

Navient’s business processing services businesses are subject to federal and state consumer protection, privacy and related laws and regulations, including supervision by the CFPB as discussed above. Some of the more significant federal statutes are the Fair Debt Collection Practices Act and additional provisions of the acts listed above, as well as the HEA and the various laws and regulations that govern government contractors. These activities are also subject to state laws and regulations similar to the federal laws and regulations listed above.

## **Item 1A. Risk Factors**

Navient employs a Risk Appetite Framework which defines the most significant risks impacting our business and provides a process for evaluating and quantifying such risks. Our Enterprise Risk Committee monitors approved risk limits and thresholds to ensure our businesses are operating within approved risk parameters. Through ongoing monitoring of risk exposures, management endeavors to identify potential risks and develop appropriate responses and mitigation strategies. Our Risk Appetite Framework segments Navient’s risks across nine domains: (1) credit; (2) market; (3) funding and liquidity; (4) compliance; (5) legal; (6) operational; (7) reputational/political; (8) governance; and (9) strategy. The risk factors enumerated in this section are presented in a manner that is consistent with our overall risk framework.

These are not the only risks facing our Company. Additional risks not currently known to us or that we currently deem to be immaterial also may materially adversely affect our business, financial conditions or results of operations in future periods. In addition, our reaction to material future developments as well as our competitors' and regulators' reactions to these developments will affect our future results.

In addition to the other information set forth in this report including any forward-looking statements, you should carefully consider the following factors because these factors could cause our business, actual results of operations or financial condition to be materially different from our historic results or from our anticipated results of operations, cash flows or financial condition for future periods.

**CREDIT RISK. Credit risk is the risk to earnings or capital resulting from an obligor's failure to meet the terms of any contract with us or otherwise fail to perform as agreed. Credit risk is found in all activities where success depends on counterparty, issuer or borrower performance.**

***Economic conditions and the creditworthiness of third parties could have a material adverse effect on Navient's business, results of operations, financial condition and stock price.***

We anticipate that, for a period of time, Navient's earnings will be largely dependent on the expected future creditworthiness of its education loan customers, especially with respect to its Private Education Loan portfolio. Our research consistently indicates that borrower unemployment rates and the failure of in-school borrowers to graduate or otherwise complete their education are two of the most significant macroeconomic factors that increase loan delinquencies and defaults. Additionally, modifications to the original repayment terms in the form of loan forbearance, deferment, grace periods and the use of payment modification programs, including income-based repayment programs can individually and cumulatively impact the performance of the Company's FFELP Loan and Private Education Loan portfolios. Modifications to private loans may lower the potential return on investment and may have the related effect of delaying defaults which would otherwise have become apparent in the performance of our portfolios. Therefore, deterioration in the economy could adversely affect the credit quality of our borrowers requiring more frequent use of these loan modification tools. Higher credit-related losses and weaker credit quality could negatively affect Navient's business, financial condition and results of operations and limit its funding options, including Navient's access to the capital markets, which could also adversely impact its liquidity position.

***Defaults on education loans held by Navient, particularly Private Education Loans, could adversely affect Navient's earnings.***

FFELP Loans are insured or guaranteed by state or not-for-profit agencies and are also protected by contractual rights to recovery from the United States pursuant to guaranty agreements among ED and these agencies. These guarantees generally cover at least 97 percent of a FFELP Loan's principal and accrued interest and, in limited circumstances, 100 percent of the loan's principal and accrued interest. Nevertheless, Navient is exposed to credit risk on the non-guaranteed portion of the FFELP Loans in its portfolio. Under certain circumstances, if we fail to service FFELP Loans in compliance with HEA regulations that relate to our ongoing communications with borrowers and default aversion requirements, we may jeopardize the insurance, guarantees and federal support we receive on these loans. A small percentage of our FFELP Loan portfolio has become permanently uninsured as a result of these regulations and we anticipate this will continue to a limited extent in the future. Under such circumstances, Navient bears the full credit exposure on such previously insured loans.

Navient bears the full credit exposure on all its Private Education Loans. Navient believes that delinquencies are an important indicator of the potential future credit performance for Private Education Loans. Navient's delinquencies as a percentage of Private Education Loans in repayment were 5.8 percent at December 31, 2017. For a complete discussion of Navient's loan delinquencies, see Item 7. "Management's Discussion and Analysis of Financial Condition and Results of Operations — Private Education Loan Portfolio Performance."

The evaluation of Navient's allowance for loan losses is inherently subjective and it requires estimates that may be subject to significant changes. Additionally, GAAP accounting rules can require us to determine allowances for loan losses differently based upon the manner in which we acquired the applicable loan assets. For additional information on our allowance for loan losses, please refer to Item 7. "Management's Discussion and Analysis of Financial Condition and Results of Operations – Critical Accounting Policies and Estimates – Allowance for Loan Losses." Future defaults could be higher than anticipated due to a variety of factors outside of Navient's control, such as downturns in the economy, regulatory or operational changes and other unforeseen future trends. According to Company-sponsored independent research, young adults who stopped attending college before earning a degree or certificate are among those most likely to have trouble making payments. Losses on Private Education Loans are also impacted by various risk characteristics that may be specific to individual loans. Loan status (in-school, grace, forbearance, repayment and delinquency), loan seasoning (number of months in which a payment has been made by a customer), underwriting criteria (e.g., credit scores), existence of a cosigner are all factors that can impact the likelihood of default. The type of school may also play a significant role in loan performance. Additionally, general economic and employment conditions, including employment rates for recent college graduates can have a significant impact on loan delinquency and default rates. If actual loan performance is worse than currently

estimated, it could materially affect Navient's estimate of the allowance for loan losses and the related provision for loan losses in Navient's statements of income and as a result adversely affect Navient's results of operations.

***The FASB has recently issued an accounting standard update that will result in a significant change in how we recognize credit losses.***

In June 2016, the Financial Accounting Standards Board ("FASB") issued Accounting Standards Update ("ASU") No. 2016-13, "Financial Instruments – Credit Losses," which replaces the current "incurred loss" model for recognizing credit losses with an "expected loss" model referred to as the Current Expected Credit Loss ("CECL") model. Under the CECL model, we will be required to present certain financial assets carried at amortized cost, such as our loans held for investment, at the net amount expected to be collected. The measurement of expected credit losses is to be based on information about past events, including historical experience, current conditions, and reasonable and supportable forecasts that affect the collectability of the reported amount. This measurement will take place at the time the financial asset is first added to the balance sheet and periodically thereafter. This differs significantly from the "incurred loss" model required under current GAAP, which delays recognition until it is probable a loss has been incurred. Accordingly, we expect that the adoption of the CECL model will materially affect how we determine our allowance for loan losses and could require us to significantly increase our allowance, which would reduce shareholders' equity and capital. Moreover, the CECL model may create more volatility in the level of our allowance for loan losses. If we are required to materially increase our level of allowance for loan losses, such increase could adversely affect our business, financial condition and results of operations.

The new CECL standard will become effective for us on January 1, 2020. We are currently evaluating the impact the CECL model will have on our allowance for loan losses, but we expect to recognize a one-time cumulative-effect adjustment to our allowance for loan losses as of the beginning of the first reporting period in which we adopt the new standard. We cannot yet determine the magnitude of any such one-time cumulative adjustment or of the overall impact of the new standard on our financial condition or results of operations.

***Our recent acquisition of Earnest and our other private education refinance products expose us to credit underwriting risks based upon the credit model we use to forecast loss rates. If we are unable to effectively forecast loss rates, it can materially adversely affect our operating results.***

In the fourth quarter of 2017, we acquired Earnest, a leading financial technology and education finance company. Navient underwrites Private Education Loans for our Earnest subsidiary and for similarly originated loans based upon our analysis of extensive credit criteria. Criteria reviewed in underwriting Private Education Loans may include any or all of the following: (i) verified employment or offer of employment, income and assets, which is generally verified through connected accounts; (ii) career experience, stability of employment, and specialization; (iii) qualifying credit history, taking into account credit score; (iv) debt to income ratio; (v) demonstrated ability to pay through free cash flow calculations; (vi) graduation from an eligible post-secondary school; (vii) verified savings in the form of retirement and non-retirement assets; and (viii) individual data points gathered from accounts connected in the application process, such as late fees, overdraft fees, and credit card interest. We define free cash flow generally as after-tax monthly income of a borrower minus the sum of rent or mortgage payments, student loan payments and any other fixed expenses of such borrower.

We do not rely on any single factor in making our underwriting decisions. Each of the above factors are reviewed and weighted depending on the individual borrower's circumstances at the time the underwriting decision is made. For example, a greater weight may be given to the post-secondary school(s) of a borrower when such borrower is a recent graduate and less weight given to such borrower's limited employment history or savings. Conversely, in the circumstances where several years have passed since a borrower has graduated from a post-secondary school, less weight may be given to such borrower's school and greater emphasis may be placed on the borrower's employment history, credit history and savings. Navient's proprietary underwriting process weighs these various factors based on the borrower's overall credit and personal circumstances.

***MARKET, FUNDING & LIQUIDITY RISK.*** Market risk is the risk to earnings or capital resulting from changes in market conditions. Navient is exposed to various types of market risk, in particular the risk of loss resulting in a mismatch between the maturity/duration of assets and liabilities, interest rate risk, foreign currency exchange rates and other risks that arise through the management of our investment, debt and education loan portfolios. Funding and liquidity risk is the risk to earnings, capital or the conduct of our business arising from the inability to meet our obligations when they become due, such as the ability to access the unsecured or asset backed securities credit markets to fund liability maturities or invest in future asset growth and business operations at reasonable market rates.

***Navient's business is affected by the cost and availability of funding in the capital markets.***

The capital markets have from time to time experienced periods of significant volatility. This volatility can dramatically and adversely affect financing costs when compared to historical norms or make funding unavailable at any costs. Additional factors that

could make financing more expensive or unavailable to Navient include, but are not limited to, financial losses, events that have an adverse impact on Navient's reputation, changes in the activities of Navient's business partners, events that have an adverse impact on the financial services industry generally, counterparty availability, negative credit rating actions with respect to Navient, asset-backed securities sponsored by Navient or the U.S. federal government, changes affecting Navient's assets, the ability of existing or future Navient-sponsored securitization trusts to hedge interest rate and currency risk, corporate and regulatory actions, absolute and comparative interest rate changes, general economic conditions and the legal, regulatory and tax environments governing funding transactions, including existing or future securitization and derivatives transactions. If financing is difficult, expensive or unavailable, Navient's results of operations, cash flow or financial condition could be materially and adversely affected.

***Higher or lower than expected prepayments of loans could change the expected net interest income the Company receives as the holder of the Residual Interests of securitization trusts holding education loans or cause the bonds issued by the securitization trust to be paid at a different speed than originally anticipated. These factors could materially alter our net interest margin or the value of our Residual Interests.***

The rate at which borrowers prepay their loans can have a material impact on our net interest margin or the value of our Residual Interests. Prepayment rates and levels are subject to a variety of economic, social, competitive and other factors, including changes in interest rates, availability of alternative financings, regulatory changes affecting the education loan market and the general economy.

FFELP Loans and Private Education Loans may be voluntarily prepaid without penalty by the borrower or consolidated with the borrower's other education loans through refinancing.

FFELP Loans may also be repaid after default by the Guarantors of FFELP Loans. Conversely, borrowers might not choose to prepay their education loans or the terms of the education loans may be extended as a result of grace periods, deferment periods, income-driven repayment plans or other repayment terms or monthly payment amount modifications agreed to by the servicer, for example. FFELP Loan borrowers may be eligible for various existing income-based repayment programs under which borrowers can qualify for reduced or zero monthly payment or even debt forgiveness after a certain number of years of repayment.

Future initiatives by ED or by Congress to encourage or force consolidation, create additional income-based repayment or debt forgiveness programs or establish other policies and programs that influence the rate at which borrowers repay their loans, could also affect prepayments on education loans. Additionally, recent entrants into the student loan refinancing market may increase borrower prepayments. These companies specialize in consolidating and refinancing student loans and may have certain advantages including lower cost structures, fewer regulatory constraints and the ability to be highly selective in choosing borrowers who are eligible to refinance. We acquired Earnest in 2017 to participate in this refinancing market and to appeal to "digitally native" borrowers with higher incomes, high credit scores or other favorable credit determinants. We cannot be certain that our acquisition of Earnest or similar acquisitions will reduce the rate at which borrowers prepay their loans.

While we anticipate some variability in prepayment levels, extraordinary or extended increases or decreases in prepayment rates could materially affect our liquidity, interest income, net interest margin and the value of our Residual Interests. Additionally, a prolonged introduction of significant amounts of subsidized funding into the Private Education Loan market at below market interest rates — whether from Federal or private sources — could increase the prepayment rates of our existing Private Education Loans and have a material adverse effect on our business, results of operations and cash flows. When, as a result of unanticipated prepayment levels, education loans within a securitization trust amortize faster than originally contracted, the trust's pool balance may decline at a rate faster than the prepayment rate assumed when the trust's bonds were originally issued. If the trust's pool balance declines faster than originally anticipated, in most of our securitization structures, the bonds issued by that trust will also be repaid faster than originally anticipated. In such cases, the Company's net interest income may decrease and the value of any retained Residual Interest in the trust may similarly decline.

Conversely, when education loans within a securitization trust amortize more slowly than originally contracted, the trust's pool balance may decline more slowly than the prepayment rate assumed when the trust's bonds were originally issued and the bonds may be repaid more slowly than originally anticipated. In these cases, the Company's net interest income increases and the value of any retained Residual Interest in the trust may increase. In addition, if the prepayment rate is especially slow and certain rights of the sellers or the servicer are not exercised or are insufficient or other action is not taken to counter the slower prepayment rate, the trust's bonds may not be repaid by their legal final maturity date(s), which could result in an event of default under the underlying securitization agreements. Beginning in 2016, Moody's and Fitch took final ratings actions on our non-recourse FFELP ABS sponsored by our affiliates due to concerns that trust cash flows may not be sufficient to pay all bonds by the legal final maturity date. For a discussion of the rating agencies actions and the Company's efforts to mitigate the "legal final maturity" risk, see Item 7. "Management's Discussion and Analysis of Financial Condition and Results of Operations — Liquidity and Capital Resources — Funding and Liquidity Risk Management."



Finally, rating agencies may place bonds on watch or change their ratings on (or their ratings methodology for) the bonds issued by a securitization trust, possibly raising or lowering their ratings, based upon these prepayment rates and their perception of the risk posed by those rates to the timing of the trust cash flows. Placing bonds on watch, or changing ratings negatively or proposing or making changes to ratings methodology could: (i) affect our liquidity; (ii) impede our access to the securitization markets; (iii) require changes to our securitization structures; (iv) impact our net interest margins; and/or (v) raise or lower the value of our Residual Interests of our future securitization transactions.

***High or increasing interest rate environments may cause Navient's Floor Income to decline, which may adversely affect its earnings.***

FFELP Loans disbursed before April 1, 2006 generally earn interest at the higher of either the borrower rate, which is fixed over a period of time, or a floating rate based on a Special Allowance Payment or SAP formula set by ED. Navient has generally financed its FFELP Loans with floating rate debt whose interest is matched closely to the floating nature of the applicable SAP formula. Historically, these loans have been indexed to either the Treasury bill, commercial paper or one-month LIBOR rates. If a decline in interest rates causes the borrower rate to exceed the SAP formula rate, Navient will continue to earn interest on the loan at the fixed borrower rate while the floating rate interest on Navient debt will continue to decline. The additional spread earned between the fixed borrower rate and the SAP formula rate is referred to as "Floor Income." The replacement of LIBOR as a benchmark rate may have a further detrimental impact on our LIBOR-indexed debt if rates suddenly rise as new market borrowing activity transfers to other benchmark rates.

Depending on the type of FFELP Loan and when it was originated, the borrower rate is either fixed to term or is reset to a market rate on July 1 of each year. For loans where the borrower rate is fixed to term, Navient may earn Floor Income for an extended period of time; for those loans where the borrower interest rate is reset annually on July 1, Navient may earn Floor Income to the next reset date. In accordance with legislation enacted in 2006, holders of FFELP Loans are required to rebate Floor Income to ED for all FFELP Loans disbursed on or after April 1, 2006.

Floor Income can be volatile as rates on the underlying education loans move up and down. Subject to prevailing market conditions, Navient generally hedges this risk by using derivatives in an effort to lock in a portion of our Floor Income over the term of the contract. A rise in interest rates will reduce the amount of Floor Income received on the FFELP Loans not presently hedged with derivatives, which will compress Navient's net interest margins. Additionally, net interest margins can be negatively impacted by unusual variances between one-month and three-month LIBOR.

***Navient's credit ratings are important to its liquidity. A reduction in its credit ratings could adversely affect its liquidity, increase its borrowing costs or limit its access to the capital markets.***

As of December 31, 2017, Moody's, S&P and Fitch rated Navient's long term unsecured debt below investment grade. In addition, the capital markets for sub-investment grade companies are not as liquid as those involving investment grade entities. These factors have resulted in a higher cost of funds for the Company, and has caused our senior unsecured debt to trade with greater volatility.

Navient's unsecured debt totaled \$13.9 billion at December 31, 2017, and Navient utilizes the unsecured debt markets to help fund its business and refinance outstanding debt. The amount, type and cost of its funding directly affects the cost of operating its business and growing its assets and is dependent upon outside factors, including its credit rating from rating agencies. There can be no assurance that the Company's credit ratings will not be reduced further. A reduction in the credit ratings of the Company's senior unsecured debt could adversely affect Navient's liquidity, increase its borrowing costs, limit its access to the capital markets and place incremental pressure on its net interest income.

***Adverse market conditions or an inability to effectively manage its liquidity risk could negatively impact Navient's ability to meet its liquidity and funding needs, which could materially and adversely impact its results of operations, cash flow or financial condition.***

Navient must effectively manage its liquidity risk. Navient requires liquidity to meet cash requirements such as day-to-day operating expenses, required payments of principal and interest on borrowings, and distributions to stockholders. As of December 31, 2017, a total of \$5.7 billion of our unsecured debt will mature before the year-end of 2020. We expect to fund our ongoing liquidity needs, including the repayment of \$1.3 billion of senior unsecured notes that mature in 2018, primarily through our current cash, investments and unencumbered FFELP Loan portfolio, the predictable operating cash flows provided by operating activities (\$1.2 billion in the year ended December 31, 2017), the repayment of principal on unencumbered education loan assets, and the distribution of overcollateralization from our securitization trusts. We may also draw down on our secured FFELP Loan and Private Education Loan facilities, issue term ABS, enter into additional repurchase facilities called "Private Education Loan ABS Repurchase Facilities" to finance the Residual Interests in existing Private Education Loan ABS trusts or issue additional unsecured debt. Navient

may maintain too much liquidity, which can be costly, or may be too illiquid, which could result in financial distress during times of financial stress or capital market disruptions.

***The interest rate characteristics of Navient's earning assets do not always match the interest rate characteristics of its funding arrangements, which may increase the price of, or decrease Navient's ability to obtain, necessary liquidity.***

Net interest income will be the primary source of cash flow generated by Navient's portfolios of FFELP Loans and Private Education Loans. At the present, interest earned on FFELP Loans and Private Education Loans is primarily indexed to one-month LIBOR and either one-month LIBOR or the one-month Prime rate, respectively, but Navient's debt is primarily indexed to rates other than one-month LIBOR and Prime.

The different interest rate characteristics of Navient's loan portfolios and the liabilities funding these loan portfolios result in basis risk and repricing risk. It is not economically feasible to hedge all of Navient's exposure to such risks. While the asset and hedge indices are short-term with rate movements that are typically highly correlated, there can be no assurance that the historically high correlation will not be disrupted by capital market dislocations or other factors not within our control. For example, during the second half of 2016, Navient experienced widening spreads between one-month and three-month LIBOR and the cost of hedging this variance was prohibitive. We cannot provide any assurance that such a situation will not reoccur which will reduce our net interest margins and net income. In these circumstances, Navient's earnings could be materially adversely affected.

***Navient's use of derivatives to manage interest rate and foreign currency sensitivity exposes it to credit and market risk that could have a material adverse effect on its earnings and liquidity.***

Navient strives to maintain an overall strategy that uses derivatives to minimize the economic effect of interest rate and/or foreign currency changes. However, developing an effective strategy for dealing with these movements is complex, and no strategy can completely avoid the risks associated with these fluctuations. For example, Navient's education loan portfolio is subject to prepayment risk that could result in its being under- or over-hedged, which could result in material losses. In addition, Navient's use of derivatives in its risk management activities could expose it to mark-to-market losses if interest rates or foreign currencies move in a materially different way than was expected when Navient entered into the related derivative contracts. As a result, there can be no assurance that hedging activities using derivatives will effectively manage Navient's interest rate or foreign currency sensitivity, have the desired beneficial impact on its results of operations or financial condition or not adversely impact its liquidity and earnings.

Navient's use of derivatives also exposes it to market risk and credit risk. Market risk is the chance of financial loss resulting from changes in interest rates, foreign exchange rates and market liquidity. For example, during 2016, Navient's net interest margin was negatively impacted by unusually wide variances between one-month and three-month LIBOR. Navient's Floor Income Contracts and some of the basis swaps it uses to manage earnings variability caused by different reset characteristics on interest-earning assets and interest-bearing liabilities do not qualify for hedge accounting treatment. Therefore, the change in fair value, called the "mark-to-market," of these derivative instruments is included in Navient's statement of income without a corresponding mark-to-market of the economically hedged item. A decline in the fair value of these derivatives could have a material adverse effect on Navient's reported earnings.

Credit risk is the risk that a counterparty will not perform its obligations under a contract. Credit risk is limited to the loss of the fair value gain in a derivative that the counterparty or clearinghouse owes or will owe in the future to Navient. If a counterparty or clearinghouse fails to perform its obligations, Navient could, depending on the type of counterparty arrangement, experience a loss of liquidity or an economic loss. In addition, Navient might not be able to cost effectively replace the derivative position depending on the type of derivative and the current economic environment.

Navient's securitization trusts, which it consolidates on its balance sheet, had \$6.7 billion of Euro and British Pound Sterling denominated bonds outstanding as of December 31, 2017. To convert these non-U.S. dollar denominated bonds into U.S. dollar liabilities, the trusts have entered into foreign-currency swaps with highly rated counterparties. A failure by a swap counterparty to perform its obligations could, if the swap has a positive fair value to Navient, materially and adversely affect Navient's earnings.

**REGULATORY, COMPLIANCE & LEGAL RISK.** Compliance risk is the risk to earnings or capital or reputation arising from violations of, or non-conformance with, laws, rules, regulations, prescribed practices, internal policies and procedures, or ethical standards. Legal risk is the risk to earnings, capital or reputation manifested by claims made through the legal system and may arise from a product or service, a transaction, a business relationship, property (real, personal or intellectual), conduct of an employee or change in law or regulation.

*Navient's businesses are subject to a wide variety of laws, rules, regulations and government policies that may change in significant ways and changes to such laws and regulations or changes in existing regulatory guidance or their interpretation or enforcement could materially adversely impact Navient's business and results of operations.*

Our businesses are subject to regulation under a wide variety of U.S. federal and state and non-U.S. laws, rules, regulations and policies. There can be no assurance that these laws, rules, regulations and policies will not be changed in ways that will require us to modify our business models or objectives or in ways that affect our returns on investment by restricting existing activities or services, change how our companies operate or the characteristics of our assets, subjecting them to escalating costs or prohibiting them outright.

In particular, the CFPB has authority with respect to Navient's loan servicing business. It has authority to write regulations under federal consumer financial protection laws and to directly or indirectly enforce those laws and examine Navient for compliance. The CFPB also has examination and enforcement authority with respect to various federal consumer financial laws for some providers of consumer financial products and services, including Navient. In July 2016, the CFPB proposed new rules that would, among other things, impose strict limitations on the frequency with which we are permitted to contact borrowers. The cumulative impact of these proposed regulations, if implemented, could have a material effect on our asset recoveries and may result in significant capital expenditures to develop systems that enable us to comply with the new regulations.

The CFPB is authorized to impose monetary penalties, collect fines and provide consumer restitution in the event of violations, engage in consumer financial education, track consumer complaints, request data and promote the availability of financial services to underserved consumers and communities. The CFPB has authority to prevent unfair, deceptive or abusive acts or practices and to ensure that all consumers have access to fair, transparent and competitive markets for consumer financial products and services. The review of products and practices to prevent unfair, deceptive or abusive conduct will be a continuing focus of the CFPB. The ultimate impact of this heightened scrutiny is uncertain, but it has resulted in, and could continue to result in, changes to pricing, practices, products and procedures. It could also result in increased costs related to regulatory oversight, supervision and examination, additional remediation efforts and possible penalties.

In addition, where a company has violated Title X of the Dodd-Frank Act or CFPB regulations implemented under Title X of the Dodd-Frank Act, the Dodd-Frank Act empowers state attorneys general and state regulators to bring civil actions to remedy violations of state law. If the CFPB or one or more state attorneys general or state regulators believe that Navient has violated any of the applicable laws or regulations, they could exercise their enforcement powers in ways that could have a material adverse effect on Navient or its business. Since the CFPB filed its action against the Company in January of 2017, the attorneys general of Illinois, Washington and Pennsylvania have filed separate actions alleging various violations of state and federal consumer protection laws.

Loans serviced under the FFELP are subject to the HEA and related laws, rules, regulations and policies. Navient's servicing operations are designed and monitored to comply with the HEA, related regulations and program guidance; however, ED could determine that Navient is not in compliance for a variety of reasons, including that it misinterpreted ED guidance or incorrectly applied the HEA and its related laws, rules, regulations and policies. Failure to comply could result in fines, the loss of the insurance and related federal guarantees on affected FFELP Loans, expenses required to cure servicing deficiencies, suspension or termination of its right to participate as a FFELP servicer, negative publicity and potential legal claims. The imposition of significant fines, the loss of the insurance and related federal guarantees on a material number of FFELP Loans, the incurrence of additional expenses and/or the loss of its ability to participate as a FFELP servicer could individually or in the aggregate have a material, negative impact on its business, financial condition or results of operations. From time to time, legislation is also considered that could affect the treatment of our loan assets in bankruptcy.

In addition to CFPB regulation, Navient's asset recovery business is also subject to regulation and oversight by various state and federal agencies, particularly in the area of consumer protection, and is subject to numerous state and federal laws and regulations.

Imposition of new laws, rules or regulations or the failure to comply with these laws and regulations may result in significant costs, including litigation costs, and/or business sanctions including but not limited to termination or non-renewal of contracts.

***Expanded regulatory and governmental oversight of Navient's businesses will increase its costs and risks.***

Navient's businesses and operations are increasingly subject to governmental and regulatory oversight and scrutiny, both at the federal and state levels. Navient is now, and may be subject in the future, to inquiries and audits from state and federal regulators as well as litigation from private plaintiffs. In recent years, Navient has entered into consent orders and other settlements with the FDIC,

the United States Department of Justice (“DOJ”) and other banking and state regulators. Navient has paid fines and penalties or provided monetary and other relief in connection with many of these actions and settlements. We have also enhanced our procedures and controls, expanded the risk and control functions within each line of business, invested in technology and hired additional risk, control and compliance personnel.

If Navient fails to successfully address the requirements of the Consent Orders or other settlements it is currently subject, or more generally to effectively enhance its risk and control procedures and processes to meet the heightened expectations of its regulators and other government agencies, it could be required to enter into further orders and settlements, pay additional fines, penalties or judgments, or accept material regulatory restrictions on its businesses, which could adversely affect its operations and, in turn, its financial results.

Navient expects heightened regulatory scrutiny and governmental investigations and enforcement actions to continue for it and for the financial services industry as a whole. Navient anticipates that regulators will continue to take formal enforcement action, rather than taking informal supervisory actions, more frequently than they have done historically. Such actions can have significant consequences for a financial institution such as Navient, including loss of customers and business and the inability to operate certain businesses.

Due to the uncertainty engendered by these new regulations, guidance and actions, coupled with the likelihood of additional changes or additions to the local, state and federal statutes, regulations and practices applicable to its business, Navient is not able to estimate the ultimate impact of changes in law on its financial results, business operations or strategies. Navient believes that the cost of responding to and complying with these evolving laws and regulations, as well as any guidance from enforcement actions, will continue to increase, as will the risk of penalties and fines from any enforcement actions that may be imposed on its businesses. Navient’s profitability, results of operations, financial condition, cash flows or future business prospects could be materially and adversely affected as a result.

***Navient’s framework for managing risks may not be effective in mitigating the risk of loss.***

Navient’s risk management framework seeks to mitigate risk and appropriately balance risk and returns. Navient has established processes and procedures intended to identify, measure, monitor, control and report the types of risk to which it is subject. Navient seeks to monitor and control risk exposure through a framework of policies, procedures, limits and reporting requirements. Management of risks in some cases depends upon the use of analytical and forecasting models. If the models that Navient uses to mitigate these risks are inadequate, it may incur increased losses. In addition, there may be risks that exist, or that develop in the future, that Navient has not appropriately anticipated, identified or mitigated. If Navient’s risk management framework does not effectively identify or mitigate risks, Navient could suffer unexpected losses, and its results of operations, cash flow or financial condition could be materially adversely affected.

***We are subject to various legal proceedings and some of these legal proceedings or other contingencies may materially adversely affect our business, financial condition or results from operations.***

We are subject to a variety of legal proceedings in virtually every part of our businesses including the legal proceedings described in the Legal Proceedings section of this Annual Report on Form 10-K. While we believe we have adopted appropriate legal and risk management and compliance programs, the diverse nature of our operations, including operations of business we have recently acquired, means that legal and compliance risks will continue to exist and additional legal proceedings and other contingencies, the outcome of which cannot be predicted with certainty, will arise from time to time. Some of these legal proceedings or other contingencies may materially adversely affect our business, financial condition or results from operations.

***Navient is subject to evolving and complex tax laws, which may result in additional liabilities that may affect its results of operations.***

Navient is subject to evolving and complex federal and state tax laws. Significant judgment is required for determining Navient’s tax liabilities. Navient’s tax returns continue to be periodically examined by various tax authorities. Navient has, among other tax liabilities, risks for future tax contingencies arising from operations post-Spin-Off. Due to the complexity of tax contingencies, the ultimate resolution of any tax matters related to operations post-Spin-Off may result in payments greater or less than amounts accrued.

In addition, Navient may be impacted by changes in tax laws, including tax rate changes, changes to the laws related to the treatment and remittance of foreign earnings, new tax laws and subsequent interpretations of tax laws by federal and state tax authorities.

***Incorrect estimates and assumptions by management in connection with the preparation of Navient's consolidated financial statements could adversely affect Navient's reported assets, liabilities, income, revenue or expenses.***

The preparation of Navient's consolidated financial statements requires management to make critical accounting estimates and assumptions that affect the reported amounts of assets, liabilities, income, revenue or expenses during the reporting periods. Incorrect estimates and assumptions by management could adversely affect Navient's reported amounts of assets, liabilities, income, revenue and expenses during the reporting periods. If Navient makes incorrect assumptions or estimates, it may under- or overstate reported financial results, which could materially and adversely affect its business, financial condition and results of operations.

***OPERATIONAL RISKS. Operational risk relates to risks arising from systems, process, people and external events that affect the operation of our business, it includes information management, data protection and cybersecurity, business disruption and other risks including human resources.***

***If Navient does not effectively and continually align its cost structure with its business operations, its results of operations and financial condition could be materially adversely affected.***

Navient continually needs to align its cost structure with its business operations. Navient's ability to properly size its cost structure is dependent upon a number of variables, including its ability to successfully execute on its business plans and growth initiatives and future legislative or regulatory changes. If Navient undertakes cost reductions based on its business plan, those reductions could be too dramatic and could cause disruptions in its business, reductions in the quality of the services it provides or cause it to fail to comply with applicable regulatory standards. Alternatively, Navient may fail to implement, or be unable to achieve, necessary cost savings commensurate with its business and prospects. In either case, Navient's business, results of operations and financial condition could be adversely affected.

***A failure of the operating systems or infrastructure of Navient could disrupt its business, cause significant losses, result in regulatory action or damage its reputation.***

A failure of Navient's operating systems or infrastructure could disrupt our business. Navient's business is dependent on its ability to process and monitor large numbers of daily transactions in compliance with contractual, legal and regulatory standards and its own product specifications, both currently and in the future. As Navient's processing demands and loan portfolios change, both in volume and in terms and conditions, Navient's ability to develop and maintain its operating systems and infrastructure may become increasingly challenging. There is no assurance that Navient has adequately or efficiently developed, maintained or acquired such systems and infrastructure or will do so in the future.

The servicing, financial, accounting, data processing and other operating systems and facilities that support Navient's business may fail to operate properly or become disabled as a result of events that are beyond Navient's control, adversely affecting its ability to timely process transactions. Any such failure could adversely affect Navient's ability to service its clients, and result in financial loss or liability to its clients, disrupt its business, and result in regulatory action or cause reputational damage.

Despite the plans and facilities Navient has in place, its ability to conduct business may be adversely affected by a disruption in the infrastructure that supports its business. This may include a disruption involving electrical, communications, Internet, transportation or other services used by Navient or third parties with which it conducts business. Notwithstanding efforts to maintain business continuity, a disruptive event impacting Navient's processing locations could adversely affect its business, financial condition and results of operations.

***Navient depends on secure information technology, and a breach of its information technology systems could result in significant losses, disclosure of confidential customer information and reputational damage, which would adversely affect Navient's business.***

Navient's operations rely on the secure processing, storage and transmission of personal, confidential and other information in its computer systems and networks. Although Navient takes protective measures it deems reasonable and appropriate, its computer systems, software and networks may be vulnerable to unauthorized access, computer viruses, malicious attacks and other events that could have a security impact beyond Navient's control. These technologies, systems and networks, and those of third parties, may become the target of cyber-attacks or information security breaches that could result in the unauthorized release, gathering, monitoring, misuse, loss or destruction of Navient's or its customers' confidential, proprietary and other information, or otherwise disrupt Navient's business operations or those of its customers or other third parties. Information security risks for institutions that handle large numbers of financial transactions on a daily basis such as Navient have generally increased in recent years, in part because of the proliferation of new technologies, the use of the Internet and telecommunications technologies to conduct financial transactions, and the increased sophistication and activities of organized crime, hackers, terrorists, activists and other external parties.

If one or more of such events occur, personal, confidential and other information processed and stored in, and transmitted through, Navient's computer systems and networks could be jeopardized or could cause interruptions or malfunctions in Navient's operations that could result in significant losses or reputational damage. Navient routinely transmits and receives personal, confidential and proprietary information, some of it through third parties. Navient maintains secure transmission capability and works

to ensure that third parties follow similar procedures. Nevertheless, an interception, misuse or mishandling of personal, confidential or proprietary information being sent to or received from a customer or third party could result in legal liability, regulatory action and reputational harm. In the event personal, confidential or other information is jeopardized, intercepted, misused or mishandled, Navient may need to expend significant additional resources to modify its protective measures or to investigate and remediate vulnerabilities or other exposures, and it may be subject to fines, penalties, litigation and settlement costs and financial losses that may either not be insured against or not be fully covered through insurance. If one or more of such events occur, Navient's business, financial condition or results of operations could be significantly and adversely affected.

***Navient depends on third parties for a wide array of services, systems and information technology applications, and a breach or violation of law by one of these third parties could disrupt Navient's business or provide its competitors with an opportunity to enhance their position at Navient's expense.***

Navient depends on third parties for a wide array of services, systems and information technology applications. Third-party vendors are significantly involved in many aspects of Navient's software and systems development, servicing systems, the timely transmission of information across its data communication network, and for other telecommunications, processing, remittance and technology-related services in connection with Navient's servicing or payment services businesses. Navient also utilizes various third-party debt collectors in the collection of defaulted Private Education Loans and in other areas. If a service provider fails to provide the services required or expected, or fails to meet applicable contractual or regulatory requirements such as service levels or compliance with applicable laws, the failure could negatively impact Navient's business by adversely affecting its ability to process customers' transactions in a timely and accurate manner, otherwise hampering Navient's ability to serve its customers, or subjecting Navient to litigation and regulatory risk for matters as diverse as poor vendor oversight or improper release or protection of personal information. Such a failure could also adversely affect the perception of the reliability of Navient's networks and services and the quality of its brands, which could materially adversely affect Navient's business and results of operations.

***Navient's work with government clients exposes it to additional risks inherent in the government contracting environment.***

Navient's clients include federal, state and local governmental entities. This work carries various risks inherent in the government contracting process. These risks include, but are not limited to, the following:

- Government entities in the United States often reserve the right to audit contract costs and conduct inquiries and investigations of business practices. These entities also conduct reviews and investigations and make inquiries regarding systems, including systems of third parties, used in connection with the performance of the contracts. Negative findings from audits, investigations or inquiries could affect the contractor's future revenues and profitability by preventing them, by operation of law or in practice, (i) from receiving new government contracts for some period of time or (ii) from being paid at the rate they believe is warranted.
- If improper or illegal activities are found in the course of government audits or investigations, the contractor may become subject to various civil and criminal penalties, including those under the civil U.S. False Claims Act. Additionally, Navient may be subject to administrative sanctions, which may include termination or non-renewal of contracts, forfeiture of profits, suspension of payments, fines and suspensions or debarment from doing business with other agencies of that government. Due to the inherent limitations of internal controls, it may not be possible to detect or prevent all improper or illegal activities.

The occurrences or conditions described above could affect not only Navient's business with the particular government entities involved, but also its business or potential future business with other entities of the same or other governmental bodies or with commercial clients, and could have a material adverse effect on its business or its results of operations.

***If Navient is unable to attract and retain professionals with strong leadership skills, its business, results of operations and financial condition may be materially adversely affected.***

Navient's success is dependent, in large part, on its ability to attract and retain personnel with the knowledge and skills to lead its business. Experienced personnel in its industry are in high demand, and competition for talent is very high. Navient must hire, retain and motivate appropriate numbers of talented people with diverse skills in order to serve its clients, respond quickly to rapid and ongoing technology, industry and macroeconomic developments, and grow and manage its business. As Navient expands its services and solutions, it must also hire and retain an increasing number of professionals with different skills and professional expectations than those of the professionals it has historically hired and retained. If Navient is unable to successfully integrate, motivate and retain these professionals, its ability to continue to secure work in those industries and for its services and solutions may suffer.

**REPUTATIONAL/POLITICAL RISK.** Reputational risk is the risk to earnings or capital arising from damage to our reputation in the view of, or loss of the trust of, customers and the general public. Political risk is the closely related risk to earnings or capital arising from damage to our relationships with governmental entities, regulators and political leaders and candidates. These risks can arise due to both our own acts and omissions (both real and perceived), and the acts and omissions of other industry participants or other third parties, and they are inherent in all of our businesses.

***Federal funding constraints and spending policy changes triggered by associated federal spending deadlines and ongoing lawmaker and regulatory efforts to change the student lending sector may result in disruption of federal payments for services Navient provides to the government, which could materially and adversely affect Navient's business strategy or future business prospects.***

Navient receives payments from the federal government on its FFELP Loan portfolio and for other services it provides, including servicing loans under the DSLP, providing default aversion and contingency collections to ED, and providing performance-based services to the IRS to support its national recovery program. Payments for these services may be affected by various factors, including the following:

- **The Budget Act:** The Budget Act enacted on December 26, 2013, included several provisions that will have or could have an effect on Navient's business. First, the Budget Act reduced the amount paid to guaranty agencies for defaulted FFELP Loans rehabilitated under Section 428F of the HEA, beginning on July 1, 2014. In addition, the Budget Act eliminated funding for the Direct Loan servicing performed by not-for-profit servicers. The Budget Act requires that all servicing funding be provided through the annual appropriations process which is subject to certain limitations. Although the payments for Navient's DSLP servicing contract are already funded from annual appropriations, the requirement to fund all servicing from the limited appropriated funding could have an effect on our future business in ways the Company cannot predict at this time.
- **Other Higher Education Legislation:** As Congress and the current Administration consider the reauthorization of the Higher Education Act, they may consider legislation that would reduce the payments to Guarantors or change the consolidation program in a way that would incentivize education loan borrowers to refinance their existing education loans, both private and federal. Such reforms could reduce Navient's cash flows from servicing and interest income as well as its net interest margin.

ED has also announced its intention to replace the current servicing contracts with various third parties including Navient's Direct Loan servicing contract. ED has not issued a new RFP or RFPs for these services. As such, it is impossible to predict what changes, if any, will result.

It is possible that the administration and Congress in the future could engage in a prolonged debate linking the federal deficit, debt ceiling and other budget issues. If U.S. lawmakers in the future fail to reach agreement on these issues, the federal government could stop or delay payment on its obligations, including those on services Navient provides. The 2016 presidential election in the United States had resulted in significant changes (or uncertainty) in governmental policies, regulatory environments, spending sentiment and many other factors and conditions, some of which could adversely impact Navient's business, financial condition and results of operations. Further, legislation to address the federal deficit and spending could impose proposals that would adversely affect FFELP and DSLP-related servicing businesses. A protracted reduction, suspension or cancellation of the demand for the services Navient provides, or proposed changes to the terms or pricing of services provided under existing contracts with the federal government, including its contract with ED, could have a material adverse effect on Navient's revenues, cash flows, profitability and business outlook, and, as a result, could materially adversely affect its business, financial condition and results of operations. Navient cannot predict how or what programs or policies will be impacted by any actions that the Administration, Congress or the federal government may take.

***Reputational Risk and Social Factors May Impact Our Results and Damage Our Brand.***

Negative public opinion or damage to our brand could also result from actual or alleged conduct in any number of activities or circumstances, including lending practices, regulatory compliance, security breaches (including the use and protection of customer information), corporate governance, and sales and marketing, and from actions taken by regulators or other persons in response to such conduct. Such conduct could fall short of our customers' and the public's heightened expectations of companies of our size with rigorous data, privacy and compliance practices, and could further harm our reputation. In addition, third parties with whom we have important relationships may take actions over which we have limited control that could negatively impact perceptions about us or the financial services industry. The proliferation of social media may increase the likelihood that negative public opinion from any of the events discussed above will impact our reputation and business.

## **RISKS ASSOCIATED WITH OUR SPIN-OFF**

**Navient owes obligations, including service and indemnification obligations, to SLM BankCo under various transaction agreements that were executed as part of the Spin-Off. These obligations could be materially disruptive to Navient's business or subject it to substantial liabilities, including contingent liabilities and liabilities that are presently unknown.**

In connection with the Spin-Off, Navient, SLM Corporation and SLM BankCo entered into various agreements. The performance by Navient of its obligations to SLM BankCo under these agreements may require the diversion of a significant amount of Navient management's time from Navient's operations and could be disruptive to its business operations.

The separation and distribution agreement between Navient, SLM Corporation and SLM BankCo provides for, among other things, indemnification obligations designed to make Navient financially responsible for substantially all liabilities that may exist whether incurred prior to or after the Spin-Off, relating to the business activities of SLM Corporation prior to the Spin-Off, other than those arising out of the consumer banking business and expressly assumed by SLM BankCo pursuant to the Spin-Off and the separation and distribution agreement. This includes Navient being financially responsible for all servicing and collections activities that it performed or directed on behalf of Sallie Mae Bank. If Navient is required to indemnify SLM BankCo under the circumstances set forth in the separation and distribution agreement, Navient may be subject to substantial liabilities including liabilities that are accrued, contingent or otherwise and regardless of whether the liabilities were known or unknown at the time of the Spin-Off. SLM BankCo is party to various claims, litigation and legal, regulatory and other proceedings resulting from ordinary business activities relating to its current and former operations. Previous business activities of SLM BankCo, including originations and acquisitions of various classes of consumer loans outside of Sallie Mae Bank, may also result in liability due to future laws, rules, interpretations or court decisions which purport to have retroactive effect, and such liability could be significant. SLM BankCo may also be subject to liabilities related to past activities of acquired businesses. It is inherently difficult, and in some cases impossible, to estimate the probable losses associated with contingent and unknown liabilities of this nature, but future losses may be substantial and will be borne by Navient in accordance with the terms of the separation and distribution agreement.

**There could be significant liability to Navient if the Spin-Off is determined to be a taxable transaction.**

The Spin-Off of Navient from SLM BankCo was intended to qualify as a reorganization under various provisions of the Code and as such to not be a taxable transaction. The Spin-Off was therefore conditioned on the receipt by SLM Corporation of a private letter ruling from the IRS to the effect that, among other things, (i) the merger of SLM Corporation with and into a limited liability company wholly owned by SLM BankCo (the "SLM Merger") (together with the conversion of the shares of SLM Corporation common and preferred stock into shares of SLM BankCo common and preferred stock pursuant to the SLM Merger) would qualify as a "reorganization" within the meaning of Section 368(a)(1)(F) of the Code and will not be integrated with the rest of the Spin-Off, and (ii) the Spin-Off would qualify as a "reorganization" for U.S. federal income tax purposes under Sections 355 and 368(a)(1)(D) of the Code. In addition, the Spin-Off was conditioned on SLM BankCo's receipt of an opinion from outside tax counsel to the effect that, with respect to certain requirements for tax-free treatment under Section 355 of the Code on which the IRS will not rule, such requirements will be satisfied. Both of these conditions were satisfied or waived prior to the Spin-Off. Navient received the private letter ruling from the IRS after the Spin-Off.

The ruling and the opinion rely on facts, assumptions, representations and undertakings from SLM Corporation, SLM BankCo and Navient regarding the past and future conduct of the companies' respective businesses and other matters. If any of these facts, assumptions, representations or undertakings is incorrect, SLM BankCo and its stockholders may not be able to rely on the ruling or the opinion of tax counsel and could be subject to significant tax liabilities. In addition, notwithstanding receipt of the private letter ruling from the IRS and opinion of tax counsel, the IRS could determine on audit that the SLM Merger and/or Spin-Off was taxable if it determines that any of these facts, assumptions, representations or undertakings were not correct or have been violated or if it disagrees with the conclusions in the opinion that are not covered by the private letter ruling, or for other reasons, including as a result of significant changes in the share ownership of SLM BankCo or Navient after the Spin-Off. If the SLM Merger and/or Spin-Off is determined to be taxable for U.S. federal income tax purposes, SLM BankCo and its stockholders that are subject to U.S. federal income tax could incur significant U.S. federal income tax liabilities and Navient could incur significant liabilities related thereto.

**GOVERNANCE RISK. Governance risk is the risk of not establishing and maintaining a control environment that aligns with stakeholder and regulatory expectations, including our relationship with the regulators as well as compliance environment within the Company and board oversight. These risks are inherent in all of our businesses.**

**Certain provisions of Delaware law and Navient's amended and restated certificate of incorporation and amended and restated by-laws prevent or delay an acquisition of Navient, which could decrease the trading price of Navient's common stock.**

Certain provisions of Delaware law and of Navient's amended and restated certificate of incorporation and amended and restated by-laws are intended to deter coercive takeover practices and inadequate takeover bids by, among other things, encouraging



prospective acquirers to negotiate directly with Navient's board of directors rather than to attempt a hostile takeover. These provisions include, among others:

- limitations on the ability of Navient's stockholders to call a special meeting such that stockholder-requested special meetings will only be called upon the request of the holders of at least one-third of Navient's capital stock issued and outstanding and entitled to vote at an election of directors;
- rules regarding how stockholders may present proposals or nominate directors for election at stockholder meetings;
- the right of Navient's board of directors to issue one or more series of preferred stock without stockholder approval;
- the inability of Navient's stockholders to fill vacancies on Navient's board of directors;
- the requirement that the affirmative vote of the holders of at least 75 percent in voting power of Navient's stock entitled to vote thereon is required for stockholders to amend Navient's amended and restated by-laws; and
- the inability of Navient stockholders to cumulate their votes in the election of directors.

In addition, Navient's amended and restated certificate of incorporation makes it subject to Section 203 of the Delaware General Corporation Law. Section 203 generally provides that, with limited exceptions, persons who acquire, or are affiliated with a person that acquires, 15 percent or more of the outstanding voting stock of a Delaware corporation shall not engage in any business combination with that corporation, including by merger, consolidation or acquisitions of additional shares, for a three-year period following the time at which that person or its affiliates becomes the holder of 15 percent or more of the corporation's outstanding voting stock. Being subject to Section 203 could cause a delay in or completely prevent a change of control that stockholders may favor.

Navient believes these provisions protect its stockholders from coercive or otherwise unfair takeover tactics by requiring potential acquirers to negotiate with Navient's board of directors and by providing our board of directors with more time to assess any acquisition proposal. These provisions are not intended to make the Company immune from takeovers. However, these provisions will apply even if the offer may be considered beneficial by some stockholders and could delay or prevent an acquisition that Navient's board of directors determines is not in the best interests of Navient and Navient's stockholders.

***Stockholders' percentage ownership in Navient may be diluted in the future.***

In the future, stockholders' percentage ownership in Navient may be diluted as a result of equity issuances for acquisitions, capital market transactions or otherwise, including equity awards that Navient may grant to its directors, officers and employees. For a period of time, Navient will continue and certain SLM BankCo employees may continue to have options to purchase shares of Navient common stock after the Spin-Off as a result of conversion of a portion of their SLM Corporation stock options to Navient stock options. From time to time, Navient may issue additional stock options or other equity-based awards to its employees under Navient's employee benefits plans. Such awards will have a dilutive effect on Navient's earnings per share, which could adversely affect the market price of shares of Navient common stock.

In addition, Navient's amended and restated certificate of incorporation authorizes Navient to issue, without the approval of Navient's stockholders, one or more series of preferred stock. Navient's board of directors generally may determine the rights of preferred stockholders including their powers, preferences and relative, participating, optional and other special rights, including preferences over Navient's common stock with respect to dividends and distributions. If Navient's board were to approve the issuance of preferred stock in the future, the terms of one or more series of such preferred stock could dilute the voting power or reduce the value of Navient's common stock. For example, Navient could grant the holders of preferred stock the right to elect some number of Navient's directors in all circumstances or upon the happening of specified events, or the right to veto specified transactions. Similarly, it could grant the preferred stockholders certain repurchase or redemption rights or liquidation preferences that could affect the value of the common stock.

***Our certificate of incorporation designates the Court of Chancery of the State of Delaware as the exclusive forum for certain litigation that may be initiated by our shareholders, which could limit our shareholders' ability to obtain a favorable judicial forum for disputes with us.***

Our certificate of incorporation provides that the Court of Chancery of the State of Delaware will be the sole and exclusive forum for (i) any derivative action or proceeding brought on our behalf, (ii) any action asserting a claim of breach of a fiduciary duty owed to us or our shareholders by any of our directors, officers, employees or agents, (iii) any action asserting a claim against us arising under the General Corporation Law of the State of Delaware ("DGCL") or (iv) any action asserting a claim against us that is governed by the internal affairs doctrine. By becoming a shareholder in our company, holders of our common stock will be deemed to have notice of and have consented to the provisions of our amended and restated certificate of incorporation related to choice of forum. The choice of forum provision in our amended and restated certificate of incorporation may limit our shareholders' ability to obtain a favorable judicial forum for disputes with us.

**STRATEGIC RISK.** Strategic risk is the risk to results of operations, cash flow or financial condition arising from our potential inability to successfully carry out our strategy. This risk can arise due to both our own acts or omissions, and the acts or omissions of other industry participants or other third parties, and it is inherent in all of our businesses. The success of our business plans depends upon achieving our strategic objectives, including through acquisition, joint ventures, dispositions and restructurings.

**Acquisitions or strategic investments that Navient pursues may not be successful and could disrupt its business, harm its financial condition or reduce its earnings.**

Navient's growth strategy includes making opportunistic acquisitions of, or material investments in, loan portfolios, complementary businesses and products. In 2017, we acquired Duncan Solutions, a transportation revenue management company, and Earnest, a financial technology loan origination platform. Navient may not be able to identify suitable opportunities and, if not, this strategy could fail. Even if it is able to identify suitable opportunities, Navient may not be able to obtain financing necessary to allow Navient to make such acquisitions or investments on satisfactory terms or at all or obtain necessary regulatory approvals, or be able to complete the transactions on satisfactory terms. If the purchase price of any acquisition or investment is paid in cash, it may have an adverse effect on Navient's financial condition; if the purchase price is paid with Navient stock, it could be dilutive to stockholders. Navient may assume liabilities, including unrecorded liabilities that are not discovered at the time of the transaction, and the repayment of those liabilities may have an adverse effect on our results of operations, cash flow or financial condition.

In addition to the financial risks, acquisitions involve operational risks and Navient may not be able to successfully integrate personnel, operations, businesses, products or technologies acquired in an acquisition. There may be additional risks if Navient enters into a line of business in which it has limited experience or which operates in a legal, regulatory or competitive environment with which Navient is not familiar. Navient may not have or be able to maintain the expertise needed to manage the new business. The expected benefits of acquisitions and investments also may not be realized for various reasons, including the loss of key personnel, customers or vendors. If Navient fails to integrate or realize the expected benefits of its acquisitions or investments, it may lose the return on these acquisitions or investments or incur additional transaction costs, and its business and financial condition may be harmed as a result.

**Under the separation and distribution agreement, Navient is precluded from conducting certain activities until January 1, 2019, including originating Private Education Loans. As a result, interest income and fee-based servicing revenue derived from its existing Private Education Loan portfolio is anticipated to decline as our existing portfolio amortizes. We also may not be able to develop revenue streams to replace the declining revenue from Private Education Loans.**

Navient is not presently originating new in-school Private Education Loans and as part of its Spin-Off transaction agreed not to originate certain of these loans until January 1, 2019. As a result, interest income on Navient's Private Education Loan portfolio and fee-based revenue on that portfolio are anticipated to decline over time as the loans are paid down, refinanced or charged off. If Navient does not begin to originate Private Education Loans as permitted under its separation and distribution agreement, acquire additional Private Education Loans or otherwise grow or develop new revenue streams to replace or supplement its Private Education Loan net interest and servicing revenue, Navient's consolidated revenue and operating income will continue to decrease which could materially and adversely impact our results of operations, cash flow or financial condition.

**Navient's businesses operate in competitive environments and could lose market share and revenues if competitors compete more aggressively or effectively.**

Navient competes with for-profit and not-for-profit servicing, asset recovery and business processing businesses, many with strong records of performance. Navient competes based on effectiveness and customer service metrics. To the extent its competitors compete aggressively or more effectively than Navient, Navient could lose market share to them or Navient's service offerings may not prove to be profitable.

Since the second quarter of 2009, Navient has been one of four large servicers (TIVAS) awarded a servicing contract by ED to service federal loans owned by ED. On August 27, 2014, ED extended its servicing contract with Navient to service federal loans for five more years. Under the terms of the contract extension, the allocation of additional volume will be determined twice each year based on the relative performance of the servicers utilizing five performance metrics. Quarterly scores in each metric are averaged together twice each year to calculate the final result for each metric. Beginning on January 1, 2015, ED increased the aggregate allocation for not-for-profit servicers to 25 percent of all new DSLP borrowers.

If Navient is unable to improve its performance and increase its relative standing compared to the three other servicing companies with whom it competes, its ability to maintain or increase its servicing business with ED may be materially adversely affected.

***Legislation passed by Congress in 2010 ended new loan originations under the FFELP program, and, as a result, net income on Navient's existing FFELP Loan portfolio is anticipated to decline over time. Navient may not be able to develop revenue streams to fully replace the declining revenue from FFELP Loans.***

In 2010, Congress passed legislation ending the origination of education loans under the FFELP program. Since then, all federal education loans have been originated through the DSLP of the ED. While the 2010 law did not alter or affect the terms and conditions of existing FFELP Loans, it significantly impacted the education loan industry. As a result of this legislation, net income on Navient's FFELP Loan portfolio is anticipated to decline over time as existing FFELP Loans are paid down, refinanced or repaid after default by Guarantors. Additionally, the law has encouraged consolidation among FFELP servicers and guaranty agencies.

**Item 1B. Unresolved Staff Comments**

None.

## Item 2. Properties

The following table lists the principal facilities owned by us as of December 31, 2017:

Location	Function	Business Segment(s)	Approximate Square Feet
Fishers, IN	Loan Servicing and Data Center	FFELP Loans; Private Education Loans; Business Services	450,000
Wilkes-Barre, PA	Loan Servicing Center	FFELP Loans; Private Education Loans; Business Services	133,000
Muncie, IN	Collections Center	Private Education Loans; Business Services	75,400
Big Flats, NY	GRC and Pioneer Credit Recovery — Business Processing Solutions	Business Services	60,000
Arcade, NY	Pioneer Credit Recovery — Collections Center	Business Services	46,000
Perry, NY	Pioneer Credit Recovery — Collections Center	Business Services	45,000
Lake City, FL	Gila MSB — Collections Center	Business Services	8,000

The following table lists the principal facilities leased by us as of December 31, 2017:

Location	Function	Business Segment(s)	Approximate Square Feet
Hendersonville, TN	Xtend Healthcare — Revenue Cycle Management	Business Services; Other	92,015
Reston, VA <sup>(1)</sup>	Administrative Offices	FFELP Loans; Private Education Loans; Business Services; Other	90,000
Newark, DE	Operations Center and Administrative Offices	FFELP Loans; Private Education Loans; Business Services; Other	85,568
Austin, TX	Gila MSB — Business Processing Solutions	Business Services; Other	55,000
Mason, OH	GRC Headquarters and Collections Center	Business Services	54,000
Wilmington, DE	Headquarters	FFELP Loans; Private Education Loans; Business Services; Other	46,000
San Francisco, CA	Earnest — Loan Originations	Business Services; Other	36,462
Milwaukee, WI	Duncan Solutions — Business Processing Solutions	Business Services; Other	31,200
Moorestown, NJ	Pioneer Credit Recovery — Collections Center	Business Services; Other	30,000
Nashville, TN	Xtend Healthcare — Revenue Cycle Management	Business Services; Other	28,000
Guaynabo, PR	Gila MSB Puerto Rico — Business Processing Solutions	Business Services; Other	21,379

(1) Includes 32,276 square feet sublet to Sallie Mae Bank.

None of the facilities that we own is encumbered by a mortgage. We believe that our headquarters, loan servicing centers, data center, back-up facility and data management and collections centers are generally adequate to meet our long-term needs and business goals. Our headquarters is currently in leased space at 123 Justison Street, Wilmington, Delaware, 19801.

## Item 3. Legal Proceedings

We and our subsidiaries and affiliates are subject to various claims, lawsuits and other actions that arise in the normal course of business. We believe that these claims, lawsuits and other actions will not, individually or in the aggregate, have a material adverse effect on our business, financial condition or results of operations, except as otherwise disclosed. Most of these matters are claims including individual and class action lawsuits against our servicing or business processing subsidiaries alleging the violation of state or federal laws in connection with servicing or collection activities on their education loans and other debts.

In the ordinary course of our business, the Company and our subsidiaries and affiliates receive information and document requests and investigative demands from state attorneys general, U.S. Attorneys, legislative committees, individual members of Congress and administrative agencies. These requests may be informational or regulatory in nature and may relate to our business practices, the industries in which we operate, or other companies with whom we conduct business. Generally, our practice has been and continues to be to cooperate with these bodies and to be responsive to any such requests.

The number of these inquiries and the volume of related information demands continue to increase and therefore continue to increase the time, costs and resources we must dedicate to timely respond to these requests and may, depending on their outcome, result in payments of restitution, fines and penalties.

### Certain Cases

On March 18, 2011, an education loan borrower filed a putative class action complaint against SLM Corporation as it existed prior to the Spin-Off (“Old SLM”) in the U.S. District Court for the Northern District of California. The complaint was captioned *Tina M. Ubaldi v. SLM Corporation et. al*. The plaintiff brought the complaint on behalf of a putative class consisting of other similarly situated California borrowers. The complaint alleged, among other things, that Old SLM’s practice of charging late fees that were proportional to the amount of missed payments constituted liquidated damages in violation of California law and that Old SLM engaged in unfair business practices by charging daily interest on private educational loans. Plaintiffs subsequently amended their complaint to include usury claims under California state law and to seek restitution of late charges and interest paid by members of the

putative class and other relief. In the fourth quarter of 2016, the parties reached a settlement in principle that would resolve the Ubaldi matter, as well as the related lawsuit of *Marlene Blyden v. Navient Corporation, et al.* A reserve was established for this matter as of December 31, 2016. Plaintiffs filed on September 25, 2017, an Amended Motion for Preliminary Approval of Settlement. This motion awaits action by the Court. While we cannot provide any assurances that the Court will ultimately approve the proposed settlement, we do not believe that the financial impact of the final settlement, if any, will be material. The Company agreed to settle these matters to avoid the burden, expense, risk, and uncertainty of continued litigation.

During the first quarter of 2016, Navient Corporation, certain Navient officers and directors, and the underwriters of certain Navient securities offerings were sued in three putative securities class action lawsuits filed on behalf of certain investors in Navient stock or Navient unsecured debt. These three cases, which were filed in the U.S. District Court for the District of Delaware, were consolidated by the District Court, with Lord Abbett Funds appointed as Lead Plaintiff. The caption of the consolidated case is *Lord Abbett Affiliated Fund, Inc., et al. v. Navient Corporation, et al.* The plaintiffs filed their amended and consolidated complaint in September 2016. In September 2017, the Court granted the Navient defendants' motion and dismissed the complaint in its entirety with leave to amend. The plaintiffs filed a second amended complaint with the court on November 17, 2017. The Navient defendants deny the allegations and intend to vigorously defend against the allegation in this lawsuit and anticipate filing their motion to dismiss prior to the applicable deadline. Additionally, two putative class actions have been filed in the U.S. District Court for the District of New Jersey captioned *Eli Pope v. Navient Corporation, John F. Remondi, Somsak Chivavibul and Christian Lown*, and *Melvin Gross v. Navient Corporation, John F. Remondi, Somsak Chivavibul and Christian M. Lown*, both of which allege violations of the federal securities laws under Sections 10(b) and 20(a) of the Securities Exchange Act of 1934. These cases have been consolidated and we anticipate a consolidated amended complaint will be filed in early 2018. The Company denies the allegations and intends to vigorously defend itself.

The Company has been named as defendant in a number of putative class action cases alleging violations of various state and federal consumer protection laws including the Telephone Consumer Protection Act ("TCPA"), the Consumer Financial Protection Act of 2010 ("CFPA"), the Fair Credit Reporting Act ("FCRA"), the Fair Debt Collection Practices Act ("FDCPA") and various other state consumer protection laws.

On January 18, 2017, the CFPB and Attorneys General for the State of Illinois and the State of Washington initiated civil actions naming Navient Corporation and several of its subsidiaries as defendants alleging violations of certain Federal and State consumer protection statutes, including the CFPA, the FCPA, FCRA, FDCPA and various state consumer protection laws. On October 5, 2017, the Attorney General for the Commonwealth of Pennsylvania initiated a civil action against Navient Corporation and Navient Solutions, LLC, containing similar alleged violations of the CFPA and the Pennsylvania Unfair Trade Practices and Consumer Protection Law. We refer to the Illinois Attorney General, the Pennsylvania Attorney General and the Washington Attorney General collectively as the "Attorneys General." We intend to vigorously defend against the allegations in each of these cases. For additional information on these civil actions, please refer to section entitled "Regulatory Matters" below.

At this point in time, the Company is unable to anticipate the timing of a resolution or the ultimate impact that these legal proceedings may have on the Company's consolidated financial position, liquidity, results of operation or cash flows. As a result, it is not possible at this time to estimate a range of potential exposure, if any, for amounts that may be payable in connection with these matters and reserves have not been established. It is possible that an adverse ruling or rulings may have a material adverse impact on the Company.

### **Regulatory Matters**

With respect to alleged civil violations of the Servicemembers Civil Relief Act (the "SCRA"), Navient Solutions LLC ("Solutions"), a wholly owned subsidiary of Navient, and Sallie Mae Bank entered into a consent order with the DOJ in May 2014. The DOJ consent order (the "DOJ Order") covers all loans either owned by Sallie Mae Bank or serviced by Solutions from November 28, 2005 until the effective date of the settlement. In the third quarter of 2016, the Company completed the distributions from the fund by distributing the remaining funds to charities approved by the DOJ pursuant to the terms of the order. The total reserves established by the Company in 2013 and 2014 to cover these costs were \$177 million, and as of December 31, 2017, substantially all of this amount had been paid to customers or credited or refunded to customer accounts. The final cost of these proceedings will remain uncertain until the remaining consent order is lifted or terminates in accordance with its terms in late 2018. The Company believes it has complied with the terms of the DOJ Order.

As previously disclosed, the Company and various of its subsidiaries have been subject to the following investigations and inquiries:

- In December 2013, Navient received Civil Investigative Demands ("CIDs") issued by the State of Illinois Office of Attorney General and the State of Washington Office of the Attorney General and multiple other state Attorneys General. According to the CIDs, the investigations were initiated to ascertain whether any practices declared to be unlawful under the Consumer Fraud and Deceptive Business Practices Act have occurred or are about to occur. The Company subsequently received separate but similar CIDs or subpoenas from the Attorneys General of the District of Columbia and Kansas.

- In April 2014, Solutions received a CID from the Consumer Financial Protection Bureau (the “CFPB”) as part of the CFPB’s separate investigation regarding allegations relating to Navient’s disclosures and assessment of late fees and other matters. Navient has received a series of supplemental CIDs on these matters. In August 2015, Solutions received a letter from the CFPB notifying Solutions that, in accordance with the CFPB’s discretionary Notice and Opportunity to Respond and Advise (“NORA”) process, the CFPB’s Office of Enforcement is considering recommending that the CFPB take legal action against Solutions. The NORA letter related to a previously disclosed investigation into Solutions’ disclosures and assessment of late fees and other matters and states that, in connection with any action, the CFPB may seek restitution, civil monetary penalties and corrective action against Solutions. The Company responded to the NORA letter in September 2015.
- In November 2014, Navient’s subsidiary, Pioneer Credit Recovery, Inc. (“Pioneer”), received a CID from the CFPB as part of the CFPB’s investigation regarding Pioneer’s activities relating to rehabilitation loans and collection of defaulted student debt.
- In December 2014, Solutions received a subpoena from the New York Department of Financial Services (the “NY DFS”) as part of the NY DFS’s inquiry with regard to whether persons or entities have engaged in fraud or misconduct with respect to a financial product or service under New York Financial Services Law or other laws.

On January 18, 2017, the CFPB and Attorneys General for the State of Illinois and the State of Washington initiated civil actions naming Navient Corporation and several of its subsidiaries as defendants alleging violations of Federal and State consumer protection statutes, including the DFPA, FCRA, FDCPA and various state consumer protection laws. On October 5, 2017, the Attorney General for the Commonwealth of Pennsylvania initiated a civil action against Navient Corporation and Navient Solutions, LLC, alleging violations of the CFPA and the Pennsylvania Unfair Trade Practices and Consumer Protection Law. These civil actions are related to matters which were covered under the CIDs and the NORA letter discussed above that were previously issued by the CFPB and the Attorneys General. The Company filed its Motion to Dismiss on March 20, 2017 with respect to the Attorneys General actions and on March 24, 2017 with respect to the CFPB action. In relation to the CFPB action, after a hearing, our Motion to Dismiss was denied in full in August 2017. In relation to the Washington action, following a hearing, our Motion to Dismiss was denied in full in July 2017. In relation to the Illinois action, a hearing on our Motion to Dismiss was held on July 18, 2017 and no ruling has been issued as of the date of this Form 10-K. In addition to these matters, a number of lawsuits have been filed by nongovernmental parties or, in the future, may be filed by additional governmental or nongovernmental parties seeking damages or other remedies related to similar issues raised by the CFPB and the Attorneys General. In relation to the Pennsylvania Attorney General lawsuit, the Company filed its Motion to Dismiss on December 22, 2017. This motion has not been heard by the court. As the Company has previously stated, we believe the suits improperly seek to impose penalties on Navient based on new, unannounced servicing standards applied retroactively only against one servicer, and that the allegations are false. As stated above, we intend to vigorously defend against the allegations in each of these cases.

In addition, Navient and its subsidiaries are subject to examination or regulation by the SEC, CFPB, FFIEC, ED and various state agencies as part of its ordinary course of business. Items or matters similar to or different from those described above may arise during the course of those examinations. We also routinely receive inquiries or requests from various regulatory entities or bodies or government agencies concerning our business or our assets. Generally, the Company endeavors to cooperate with each such inquiry or request.

Under the terms of the Separation Agreement, Navient has agreed to indemnify SLM BankCo for all claims, actions, damages, losses or expenses that may arise from the conduct of all activities of pre-Spin-Off SLM BankCo occurring prior to the Spin-Off other than those specifically excluded in the Separation and Distribution Agreement. As a result, subject to the terms, conditions and limitations set forth in the Separation and Distribution Agreement, Navient has agreed to indemnify and hold harmless Sallie Mae and its subsidiaries, including Sallie Mae Bank from liabilities arising out of the regulatory matters and CFPB and State Attorneys General lawsuits mentioned above, other than fines or penalties directly levied against Sallie Mae Bank and other matters specifically excluded. Navient has no additional reserves related to indemnification matters with SLM BankCo as of December 31, 2017.

#### ***OIG Audit***

The Office of the Inspector General (the “OIG”) of ED commenced an audit regarding Special Allowance Payments (“SAP”) on September 10, 2007. On September 25, 2013, we received the final audit determination of Federal Student Aid (the “Final Audit Determination”) on the final audit report issued by the OIG on August 3, 2009 related to this audit. The Final Audit Determination concurred with the final audit report issued by the OIG and instructed us to make adjustment to our government billing to reflect the policy determination. In August 2016, we filed our notice of appeal relating to this Final Audit Determination to the Administrative Actions and Appeals Service Group of ED. A hearing on this matter was held in April 2017 and a ruling has not yet been issued. We continue to believe that our SAP billing practices were proper, considering then-existing ED guidance and lack of applicable regulations. The Company established a reserve for this matter in 2014 as part of the total reserve for pending regulatory matters discussed previously and does not believe, at this time, that an adverse ruling would have a material effect on the Company as a whole.

**Item 4. Mine Safety Disclosures**

N/A

**PART II.**

**Item 5. Market for Registrant’s Common Equity, Related Stockholder Matters and Issuer Purchases of Equity Securities**

Our common stock is listed and traded on the NASDAQ under the symbol NAVI. As of January 31, 2018, there were 263,388,482 shares of our common stock outstanding and 341 holders of record.

The following table presents the high and low sales prices for Navient’s common stock for each quarter within the two most recent fiscal years.

	Sales Price	
	High	Low
<b>2017</b>		
1st Quarter (Jan 1 — Mar 31, 2017)	\$ 17.05	\$ 13.67
2nd Quarter (May 1 — Jun 30, 2017)	16.97	13.36
3rd Quarter (Jul 1 — Sep 30, 2017)	16.93	13.09
4th Quarter (Oct 1 — Dec 31, 2017)	15.10	11.48
<b>2016</b>		
1st Quarter (Jan 1 — Mar 31, 2016)	\$ 12.60	\$ 8.20
2nd Quarter (May 1 — Jun 30, 2016)	14.00	11.01
3rd Quarter (Jul 1 — Sep 30, 2016)	14.82	11.53
4th Quarter (Oct 1 — Dec 31, 2016)	17.95	12.66

We paid quarterly cash dividends on our common stock of \$0.16 per share for each quarter of 2016 and 2017.

**Issuer Purchases of Equity Securities**

The following table provides information relating to our purchases of shares of our common stock in the three months ended December 31, 2017.

(In millions, except per share data)	Total Number of Shares Purchased <sup>(1)</sup>	Average Price Paid per Share	Total Number of Shares Purchased as Part of Publicly Announced Plans or Programs <sup>(2)</sup>	Approximate Dollar Value of Shares that May Yet Be Purchased Under Publicly Announced Plans or Programs <sup>(2)</sup>
<b>Period:</b>				
Oct 1 – Oct 31, 2017	—	\$ —	—	\$ 160
Nov 1 – Nov 30, 2017	—	—	—	160
Dec 1 – Dec 31, 2017	.1	12.76	—	160
<b>Total fourth quarter</b>	<b>.1</b>	<b>\$ 12.76</b>	<b>—</b>	<b>160</b>

<sup>(1)</sup> The total number of shares purchased includes: (i) shares purchased under the stock repurchase program discussed below and (ii) shares of our common stock tendered to us to satisfy the exercise price in connection with cashless exercise of stock options, and tax withholding obligations in connection with exercise of stock options and vesting of restricted stock and restricted stock units.

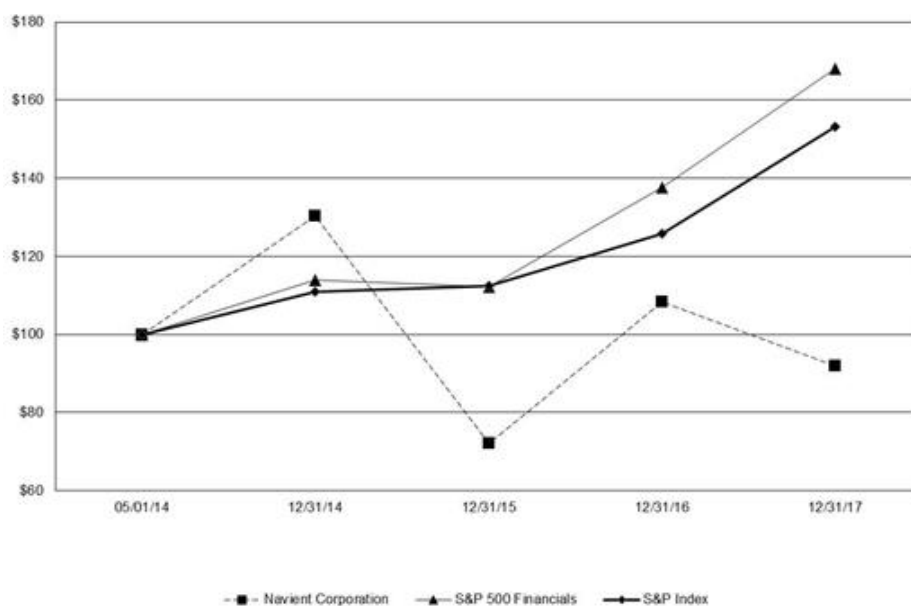
<sup>(2)</sup> In December 2016, our board of directors authorized us to purchase up to \$600 million of shares of our common stock.



## Stock Performance

The following performance graph compares the monthly dollar change in our cumulative total shareholder return on our common stock to that of the S&P 500 Financials Index and the S&P 500 following the Spin-Off on April 30, 2014. The graph assumes a base investment of \$100 at May 1, 2014 and reinvestment of dividends through December 31, 2017.

**Cumulative Total Stockholder Return since Spin-Off**



Company/Index	5/1/14	12/31/14	12/31/15	12/31/16	12/31/17
Navient Corporation	\$ 100.0	\$ 130.4	\$ 72.1	\$ 108.3	\$ 92.0
S&P 500 Financials Index	100.0	113.9	112.1	137.7	168.1
S&P 500	100.0	110.9	112.4	125.8	153.3

Source: Bloomberg Total Return Analysis

**Item 6. Selected Financial Data.**

**Selected Financial Data 2013-2017**  
**(Dollars in millions, except per share amounts)**

The following table sets forth our selected financial and other operating information prepared in accordance with GAAP. The selected financial data in the table is derived from our consolidated financial statements. The data should be read in conjunction with the consolidated financial statements, related notes, and Item 7. "Management's Discussion and Analysis of Financial Condition and Results of Operations."

	2017	2016	2015	2014	2013
<b>Operating Data:</b>					
Net interest income	\$ 1,412	\$ 1,705	\$ 2,221	\$ 2,667	\$ 3,167
Net income (loss) attributable to Navient Corporation:					
Continuing operations, net of tax	\$ 292	\$ 681	\$ 983	\$ 1,137	\$ 1,312
Discontinued operations, net of tax	—	—	1	—	106
Net income (loss) attributable to Navient Corporation <sup>(1)</sup>	<u>\$ 292</u>	<u>\$ 681</u>	<u>\$ 984</u>	<u>\$ 1,137</u>	<u>\$ 1,418</u>
Basic earnings (loss) per common share attributable to Navient Corporation:					
Continuing operations	\$ 1.06	\$ 2.15	\$ 2.62	\$ 2.71	\$ 2.94
Discontinued operations	—	—	—	—	.24
Total <sup>(1)</sup>	<u>\$ 1.06</u>	<u>\$ 2.15</u>	<u>\$ 2.62</u>	<u>\$ 2.71</u>	<u>\$ 3.18</u>
Diluted earnings (loss) per common share attributable to Navient Corporation:					
Continuing operations	\$ 1.04	\$ 2.12	\$ 2.58	\$ 2.66	\$ 2.89
Discontinued operations	—	—	—	—	.23
Total <sup>(1)</sup>	<u>\$ 1.04</u>	<u>\$ 2.12</u>	<u>\$ 2.58</u>	<u>\$ 2.66</u>	<u>\$ 3.12</u>
Dividends per common share attributable to Navient Corporation common shareholders	\$ .64	\$ .64	\$ .64	\$ .60	\$ .60
Return on common stockholders' equity	8%	18%	25%	26%	29%
Net interest margin	1.24	1.38	1.64	1.89	1.98
Return on assets	.26	.55	.73	.80	.89
Dividend payout ratio	62	30	25	23	19
Average equity/average assets	3.04	2.90	2.82	3.12	3.28
<b>Balance Sheet Data:</b>					
Education loans, net	\$ 105,122	\$ 111,070	\$ 122,796	\$ 134,241	\$ 142,043
Total assets	114,991	121,136	134,046	146,299	159,501
Total borrowings	109,783	114,702	127,403	139,529	150,443
Total Navient Corporation stockholders' equity	3,454	3,699	3,909	4,144	5,595
Book value per common share	13.13	12.72	11.22	10.32	11.73

(1) Results include \$208 million of DTA Remeasurement Loss in 2017 in connection with the enactment of the TCJA in December 2017. See Item 7. "Management's Discussion and Analysis of Financial Condition and Results of Operations – Key Financial Measures – Income Tax Expense" for further discussion.

## Item 7. Management’s Discussion and Analysis of Financial Condition and Results of Operations

The following discussion and analysis should be read in conjunction with our consolidated financial statements and related notes included elsewhere in this Annual Report on Form 10-K. This discussion and analysis also contains forward-looking statements and should also be read in conjunction with the disclosures and information contained in “Forward-Looking and Cautionary Statements” and Item 1A. “Risk Factors” in this Annual Report on Form 10-K.

Through this discussion and analysis, we intend to provide the reader with some narrative context for how our management views our consolidated financial statements, additional context within which to assess our operating results, and information on the quality and variability of our earnings, liquidity and cash flows.

### Selected Historical Financial Information and Ratios

For a discussion of how “Core Earnings” results are different than GAAP results, see “‘Core Earnings’ — Definition and Limitations” and “Differences between ‘Core Earnings’ and GAAP.”

(In millions, except per share data)	Years Ended December 31,		
	2017	2016	2015
<b>GAAP Basis</b>			
Net income attributable to Navient Corporation <sup>(1)</sup>	\$ 292	\$ 681	\$ 984
Diluted earnings per common share attributable to Navient Corporation <sup>(1)</sup>	\$ 1.04	\$ 2.12	\$ 2.58
Weighted average shares used to compute diluted earnings per share	281	322	382
Net interest margin, FFELP Loans <sup>(2)</sup>	.80%	.98%	1.22%
Net interest margin, Private Education Loans <sup>(2)</sup>	3.38%	3.36%	3.61%
Return on assets	.26%	.55%	.73%
Ending FFELP Loans, net	\$ 81,703	\$ 87,730	\$ 96,402
Ending Private Education Loans, net	23,419	23,340	26,394
Ending total education loans, net	\$ 105,122	\$ 111,070	\$ 122,796
Average FFELP Loans	\$ 84,989	\$ 92,497	\$ 100,421
Average Private Education Loans	23,762	25,361	28,803
Average total education loans	\$ 108,751	\$ 117,858	\$ 129,224
<b>“Core Earnings” Basis<sup>(3)</sup></b>			
Net income attributable to Navient Corporation <sup>(1)</sup>	\$ 251	\$ 587	\$ 681
Diluted earnings per common share attributable to Navient Corporation <sup>(1)</sup>	\$ .89	\$ 1.82	\$ 1.79
Weighted average shares used to compute diluted earnings per share	281	322	382
Net interest margin, FFELP Loans <sup>(2)</sup>	.79%	.85%	.84%
Net interest margin, Private Education Loans <sup>(2)</sup>	3.33%	3.41%	3.67%
Return on assets	.22%	.48%	.50%
Ending FFELP Loans, net	\$ 81,703	\$ 87,730	\$ 96,402
Ending Private Education Loans, net	23,419	23,340	26,394
Ending total education loans, net	\$ 105,122	\$ 111,070	\$ 122,796
Average FFELP Loans	\$ 84,989	\$ 92,497	\$ 100,421
Average Private Education Loans	23,762	25,361	28,803
Average total education loans	\$ 108,751	\$ 117,858	\$ 129,224

<sup>(1)</sup> Results include \$208 million and \$224 million of DTA Remeasurement Loss in 2017 on a GAAP and “Core Earnings” basis, respectively, in connection with the enactment of the “Tax Cuts and Jobs Acts” (“TCJA”) in December 2017. See “Key Financial Measures – Income Tax Expense” for further discussion.

<sup>(2)</sup> In 2017, there was a net \$28 million decrease in net interest income due to a cumulative adjustment related to an increase in prepayment speed assumptions used to amortize loan premiums and discounts. The FFELP Loan portfolio had a \$34 million acceleration of premium (expense) which lowered the FFELP Loan net interest margin by 4 basis points in 2017. The Private Education Loan portfolio had a \$6 million acceleration of discount (revenue) which increased the Private Education Loan net interest margin by 2 basis points in 2017.

<sup>(3)</sup> “Core Earnings” are non-GAAP financial measures and do not represent a comprehensive basis of accounting. For a greater explanation of “Core Earnings,” see the section titled “‘Core Earnings’ — Definition and Limitations” and subsequent sections.

## **Overview**

The following discussion and analysis presents a review of our business and operations as of and for the year ended December 31, 2017.

We monitor and assess our ongoing operations and results based on the following four reportable segments: (1) FFELP Loans (2) Private Education Loans, (3) Business Services and (4) Other. See “Core Earnings’ — Definition and Limitations” for further discussion.

### ***FFELP Loans Segment***

In the FFELP Loans segment, we acquire and finance FFELP Loans. Although FFELP Loans are no longer originated, we continue to pursue acquisitions of FFELP Loan portfolios. These acquisitions leverage our servicing scale and generate incremental earnings and cash flow. In this segment, we generate revenue primarily through net interest income on the FFELP Loan portfolio (after provision for loan losses). This segment is expected to generate significant amounts of earnings and cash flow over the remaining life of the portfolio.

### ***Private Education Loans Segment***

In this segment, we originate, acquire, finance, and service Private Education Loans. In 2017, we began originating Private Education Refinance Loans. Private Education Loans primarily bridge the gap between the cost of higher education and the amount funded through financial aid, federal loans, or students’ and families’ resources. They also allow borrowers to refinance existing education loans at a lower rate. Originations and acquisitions leverage our servicing scale and generate incremental earnings and cash flow. In this segment, we generate revenue primarily through net interest income on the Private Education Loan portfolio (after provision for loan losses). This segment is expected to generate significant amounts of earnings and cash flow over the remaining life of the portfolio.

### ***Business Services Segment***

Our Business Services segment generates revenue from business processing solutions related to servicing, asset recovery and other business processing activities. Within this segment, we generate revenue primarily through servicing our FFELP Loan portfolio as well as servicing education loans for Guarantors of FFELP Loans and other institutions, including ED. We provide asset recovery services for loans and receivables on behalf of Guarantors of FFELP Loans and higher education institutions. In addition, we provide asset recovery and other business processing solutions for federal, state, court, and municipal clients, public authorities, and health care organizations.

### ***Other***

Our Other segment primarily consists of activities of our holding company, including the repurchase of debt, our corporate liquidity portfolio, unallocated overhead, restructuring/other reorganization expenses, regulatory-related costs, and the deferred tax asset remeasurement loss recognized due to the enactment of the TCJA in the fourth quarter of 2017. We also include results from certain smaller wind-down operations within this segment.

## **Key Financial Measures**

Our operating results are primarily driven by net interest income, provisions for loan losses and expenses incurred in our education loan portfolios; the revenues and expenses generated by our servicing, asset recovery and business processing businesses; gains and losses on loan sales and debt repurchases; and income tax expense. A brief summary of our key financial measures are listed below.

### ***Net Interest Income***

The most significant portion of our earnings is generated by the spread earned between the interest income we receive on assets in our education loan portfolios and the interest expense on debt funding these loans. We report these earnings as net interest income. Net interest income in our FFELP Loans and Private Education Loans segments are driven by significantly different factors.

### *FFELP Loans Segment*

Net interest income will be the primary source of net income generated by this segment. We expect this portfolio to have an amortization period in excess of 20 years with a 7-year remaining weighted average life. Interest earned on our FFELP Loans is primarily indexed to daily one-month LIBOR and our cost of funds is primarily indexed to rates other than daily one-month LIBOR, creating the possibility of basis and repricing risk related to these assets. The FFELP Loans segment's "Core Earnings" net interest margin was 0.79 percent in 2017 compared with 0.85 percent in 2016. At December 31, 2017, 84 percent of our FFELP Loan portfolio was funded to term with non-recourse, long-term securitization debt. As of December 31, 2017, we had \$81.7 billion of FFELP Loans outstanding, compared with \$87.7 billion outstanding at December 31, 2016.

A source of variability in net interest income could be Floor Income we earn on certain FFELP Loans. Pursuant to the terms of the FFELP, certain FFELP Loans can earn interest at the stated fixed rate of interest as underlying debt interest rate expense remains variable. We refer to this additional spread income as "Floor Income." Floor Income can be volatile since it is dependent on interest rate levels. We frequently hedge this volatility with derivatives which lock in the value of the Floor Income over the term of the contract.

### *Private Education Loans Segment*

Net interest income will be the primary source of net income generated by this segment. We expect this portfolio to have an amortization period in excess of 20 years with a 6-year remaining weighted average life. Interest earned on our Private Education Loans is generally indexed to either Prime or one-month LIBOR rates and our cost of funds is primarily indexed to one-month or three-month LIBOR, creating the possibility of basis and repricing risk related to these assets. The Private Education Loans segment's "Core Earnings" net interest margin was 3.33 percent in 2017 compared with 3.41 percent in 2016. At December 31, 2017, 55 percent of our Private Education Loan portfolio was funded to term with non-recourse, long-term securitization debt. As of December 31, 2017, we had \$23.4 billion of Private Education Loans outstanding, compared with \$23.3 billion outstanding at December 31, 2016.

### **Provisions for Loan Losses**

Management estimates and maintains an allowance for loan losses at a level sufficient to cover charge-offs expected over the next two years, plus an additional allowance to cover life-of-loan expected losses for loans classified as a troubled debt restructuring ("TDR"). The provision for loan losses increases the related allowance for loan losses. Generally, the provision for loan losses rises when future charge-offs are expected to increase and falls when future charge-offs are expected to decline. Our loss exposure and resulting provision for loan losses is small for FFELP Loans because we generally bear a maximum of 3 percent loss exposure on defaults. We bear the full credit exposure on our Private Education Loans. Our provision for loan losses in our FFELP Loans segment was \$42 million in 2017 compared with \$43 million in 2016. Losses in our Private Education Loans segment are determined by risk characteristics, such as school type, loan status (in-school, grace, forbearance, repayment and delinquency), loan seasoning (number of months a payment has been made by a customer), underwriting criteria (e.g., credit scores), existence of a cosigner and the current economic environment. Our provision for loan losses in our Private Education Loans segment was \$382 million in 2017 compared with \$383 million in 2016.

### **Charge-Offs and Delinquencies**

When we conclude a loan is uncollectible, the unrecoverable portion of the loan is charged against the allowance for loan losses in the applicable segment. Charge-off data provides relevant information with respect to the performance of our loan portfolios. Management focuses on delinquencies as well as the progression of loans from early to late stage delinquency. The Private Education Loans segment's charge-offs decreased to \$443 million in 2017, down \$70 million from \$513 million in 2016. Delinquencies are a very important indicator of the potential future credit performance. Private Education Loan delinquencies decreased to \$1.3 billion in 2017, down \$310 million from \$1.6 billion in 2016. The FFELP Loans segment's charge-offs decreased to \$49 million in 2017 compared with \$54 million in 2016.

### **Servicing, Asset Recovery and Business Processing Revenues**

We earn servicing revenues from servicing education loans which is primarily driven by the underlying volume of loans we are servicing on behalf of others. We earn asset recovery revenue primarily related to default aversion and post-default collection work we perform on education loans and on various receivables on behalf of our federal, state, court and municipal clients. The fees we recognize are primarily driven by our success in collecting or rehabilitating defaulted or delinquent loans and receivables. We also earn business processing revenue related to transaction processing we perform on behalf of our municipal, public authority and health care clients. The fees we recognize are primarily driven by the number of transactions processed.

### ***Other Income / (Loss)***

In managing our loan portfolios and funding sources, we periodically engage in sales of loans and the repurchase of our outstanding debt. In each case, depending on market conditions, we may incur gains or losses from these transactions that affect our results from operations.

### ***Operating Expenses***

The operating expenses reported for our Private Education Loans and Business Services segments are those that are directly attributable to the generation of revenues by those segments. The operating expenses for the FFELP Loans segment primarily represent an intercompany servicing charge from the Business Services segment and do not reflect our actual underlying costs incurred to service the loans. We include unallocated corporate overhead expenses and certain information technology costs (together referred to as “Overhead”) as well as restructuring/other reorganization and regulatory-related costs in our Other segment. Overhead expenses primarily include executive management, the board of directors, accounting, finance, legal, human resources, compliance and risk management, stock-based compensation expense and certain information technology and infrastructure costs. Regulatory-related costs include actual settlement amounts as well as third-party professional fees we incur in connection with regulatory matters.

### ***Income Tax Expense***

The TCJA, enacted on December 22, 2017, made significant changes to all aspects of income taxation, including a reduction to the corporate federal statutory tax rate. GAAP requires the effects of the TCJA to be recognized in the period the law is enacted, even though the effective date of the law for most provisions is January 1, 2018. The primary impact to us is the reduction to the corporate federal statutory tax rate from 35 percent to 21 percent as of January 1, 2018. This rate reduction required us to remeasure our deferred tax asset at December 31, 2017, at the 21 percent corporate federal statutory tax rate and resulted in a DTA Remeasurement Loss of \$208 million for GAAP and \$224 million for “Core Earnings,” which is reflected as incremental income tax expense in 2017. This non-cash remeasurement adjustment is included in the Other segment. Future periods’ income tax expense will be significantly benefitted as our corporate federal statutory tax rate will be 21 percent compared to 35 percent previously.

### ***“Core Earnings”***

We report financial results on a GAAP basis and also present certain “Core Earnings” performance measures. Our management, equity investors, credit rating agencies and debt capital providers use these “Core Earnings” measures to monitor our business performance. “Core Earnings” is the basis in which we prepare our segment disclosures as required by GAAP under ASC 280, “Segment Reporting” (see “Note 15 — Segment Reporting”). For a full explanation of the contents and limitations of “Core Earnings,” see the section titled ““Core Earnings’ — Definition and Limitations” of this Item 7.

### **2017 Summary of Results**

2017 GAAP net income was \$292 million (\$1.04 diluted earnings per share), versus net income of \$681 million (\$2.12 diluted earnings per share) in the prior year. The changes in GAAP net income are impacted by the same “Core Earnings” items discussed below, as well as changes in net income attributable to (1) restructuring and reorganization expense incurred in connection with the spin-off of Navient from SLM Corporation on April 30, 2014, (2) unrealized, mark-to-market gains/losses on derivatives and (3) goodwill and acquired intangible asset amortization and impairment. These items are recognized in GAAP but have not been included in “Core Earnings” results. In 2017, GAAP results included gains of \$45 million from derivative accounting treatment that are excluded from “Core Earnings” results, compared with gains of \$212 million in the prior year. See ““Core Earnings’ — Definition and Limitations — Differences between ‘Core Earnings’ and GAAP” for a complete reconciliation between GAAP net income and “Core Earnings.”

“Core Earnings” for the year were \$251 million (\$0.89 diluted “Core Earnings” per share), compared with \$587 million (\$1.82 diluted “Core Earnings” per share) for 2016. The decrease in 2017 diluted “Core Earnings” per share compared with 2016 was primarily the result of the \$224 million DTA Remeasurement Loss, \$29 million of restructuring expenses and a \$224 million reduction in net interest income primarily due to the amortization of the portfolio. Excluding the DTA Remeasurement Loss of \$224 million and restructuring and regulatory-related expenses of \$43 million, full-year 2017 “Core Earnings” net income was \$502 million (\$1.79 diluted “Core Earnings” per share) compared with full-year 2016 “Core Earnings” net income of \$597 million (\$1.86 diluted “Core Earnings” per share), excluding regulatory-related expenses of \$17 million.

During 2017, we:

- acquired \$10 billion of education loans;
- issued \$5.7 billion of FFELP asset-backed securities (“ABS”) and \$662 million of Private Education Loan ABS;
- extended the maturity date of our FFELP asset-backed commercial paper (“ABCP”) facility from March 2018 to April 2019 and increased the maximum financing amount from \$6.75 billion to \$7.75 billion;
- extended the maturity date of our Private Education Loan ABCP facility from June 2017 to June 2018, and closed on a new \$2.0 billion Private Education Loan ABCP facility that matures in June 2020;
- closed on four new Private Education Loan ABS repurchase facilities totaling \$1.5 billion;
- issued \$1.6 billion in unsecured debt;
- retired or repurchased \$1.5 billion of our senior unsecured debt;
- repurchased 29.6 million common shares for \$440 million;
- paid \$176 million in common dividends;
- acquired Duncan Solutions, a transportation revenue management company serving municipalities and toll authorities; and
- acquired Earnest, a leading financial technology and education finance company.

## Results of Operations

We present the results of operations below first on a consolidated basis in accordance with GAAP. Following our discussion of consolidated earnings results on a GAAP basis, we present our results on a segment basis. We have four business segments: FFELP Loans, Private Education Loans, Business Services and Other. Since these segments operate in distinct business environments and we manage and evaluate the financial performance of these segments using non-GAAP financial measures, these segments are presented on a “Core Earnings” basis (see “Core Earnings’ — Definition and Limitations”).

## GAAP Consolidated Statements of Income

(Dollars in millions, except per share amounts)	Years Ended December 31,			Increase (Decrease)			
				2017 vs. 2016		2016 vs. 2015	
	2017	2016	2015	\$	%	\$	%
<b>Interest income</b>							
FFELP Loans	\$ 2,693	\$ 2,528	\$ 2,524	\$ 165	7%	\$ 4	—%
Private Education Loans	1,634	1,587	1,756	47	3	(169)	(10)
Other loans	13	9	7	4	44	2	29
Cash and investments	43	22	8	21	95	14	175
<b>Total interest income</b>	<b>4,383</b>	<b>4,146</b>	<b>4,295</b>	<b>237</b>	<b>6</b>	<b>(149)</b>	<b>(3)</b>
<b>Total interest expense</b>	<b>2,971</b>	<b>2,441</b>	<b>2,074</b>	<b>530</b>	<b>22</b>	<b>367</b>	<b>18</b>
<b>Net interest income</b>	<b>1,412</b>	<b>1,705</b>	<b>2,221</b>	<b>(293)</b>	<b>(17)</b>	<b>(516)</b>	<b>(23)</b>
Less: provisions for loan losses	426	429	581	(3)	(1)	(152)	(26)
<b>Net interest income after provisions for loan losses</b>	<b>986</b>	<b>1,276</b>	<b>1,640</b>	<b>(290)</b>	<b>(23)</b>	<b>(364)</b>	<b>(22)</b>
<b>Other income (loss):</b>							
Servicing revenue	290	304	340	(14)	(5)	(36)	(11)
Asset recovery and business processing revenue	475	390	367	85	22	23	6
Other income	9	7	17	2	29	(10)	(59)
Gains (losses) on sales of loans and investments	3	—	(9)	3	100	9	(100)
Gains (losses) on debt repurchases	(3)	1	21	(4)	(400)	(20)	(95)
Gains (losses) on derivative and hedging activities, net	22	117	166	(95)	(81)	(49)	(30)
<b>Total other income</b>	<b>796</b>	<b>819</b>	<b>902</b>	<b>(23)</b>	<b>(3)</b>	<b>(83)</b>	<b>(9)</b>
<b>Expenses:</b>							
Operating expenses	966	951	918	15	2	33	4
Goodwill and acquired intangible assets impairment and amortization expense	23	36	12	(13)	(36)	24	200
Restructuring/other reorganization expenses	29	—	32	29	100	(32)	(100)
<b>Total expenses</b>	<b>1,018</b>	<b>987</b>	<b>962</b>	<b>31</b>	<b>3</b>	<b>25</b>	<b>3</b>
<b>Income from continuing operations, before income tax expense</b>	<b>764</b>	<b>1,108</b>	<b>1,580</b>	<b>(344)</b>	<b>(31)</b>	<b>(472)</b>	<b>(30)</b>
<b>Income tax expense</b>	<b>472</b>	<b>427</b>	<b>597</b>	<b>45</b>	<b>11</b>	<b>(170)</b>	<b>(28)</b>
<b>Net income from continuing operations</b>	<b>292</b>	<b>681</b>	<b>983</b>	<b>(389)</b>	<b>(57)</b>	<b>(302)</b>	<b>(31)</b>
<b>Income from discontinued operations, net of tax expense</b>	<b>—</b>	<b>—</b>	<b>1</b>	<b>—</b>	<b>—</b>	<b>(1)</b>	<b>(100)</b>
<b>Net income attributable to Navient Corporation</b>	<b>\$ 292</b>	<b>\$ 681</b>	<b>\$ 984</b>	<b>\$ (389)</b>	<b>(57)%</b>	<b>\$ (303)</b>	<b>(31)%</b>
<b>Basic earnings per common share attributable to Navient Corporation</b>	<b>\$ 1.06</b>	<b>\$ 2.15</b>	<b>\$ 2.62</b>	<b>\$ (1.09)</b>	<b>(51)%</b>	<b>\$ (.47)</b>	<b>(18)%</b>
<b>Diluted earnings per common share attributable to Navient Corporation</b>	<b>\$ 1.04</b>	<b>\$ 2.12</b>	<b>\$ 2.58</b>	<b>\$ (1.08)</b>	<b>(51)%</b>	<b>\$ (.46)</b>	<b>(18)%</b>
<b>Dividends per common share</b>	<b>\$ .64</b>	<b>\$ .64</b>	<b>\$ .64</b>	<b>\$ —</b>	<b>—%</b>	<b>\$ —</b>	<b>—%</b>

## Consolidated Earnings Summary — GAAP basis

### Year Ended December 31, 2017 Compared with Year Ended December 31, 2016

For the year ended December 31, 2017, net income was \$292 million, or \$1.04 diluted earnings per common share, compared with net income of \$681 million, or \$2.12 diluted earnings per common share, for the year ended December 31, 2016. The decrease in net income was primarily due to a \$293 million decrease in net interest income, a \$95 million decrease in net gains on derivative and hedging activities, a \$29 million increase in restructuring/other reorganization expenses and a \$208 million DTA Remeasurement Loss. This was partially offset by an \$85 million increase in asset recovery and business processing revenue.



The primary contributors to each of the identified drivers of changes in net income for the current period compared with the year-ago period are as follows:

- Net interest income decreased by \$293 million, primarily as a result of the amortization of the education loan portfolio and a decline in the net interest margin. The decline in net interest margin was primarily due to higher funding credit spreads, a reduction in floor income due to the increase in interest rates, and the \$28 million cumulative adjustment recorded in 2017 related to an increase in prepayment speed assumptions used to amortize loan premiums and discounts. The \$28 million net cumulative adjustment was comprised of a \$34 million acceleration of premium (expense) in the FFELP Loan portfolio and a \$6 million acceleration of discount (revenue) in the Private Education Loan portfolio.
- Asset recovery and business processing revenue increased \$85 million primarily due to the recognition of \$47 million of previously deferred asset recovery revenue, net of a reserve, related to loans for which the Company performs default aversion services. In connection with providing these services, a fee is received when a loan is initially placed with us and we provide the services for the remaining life of the loan for no additional fee. As a result, in accordance with GAAP, the fee was deferred net of estimated rebates, and recognized as revenue as it was earned over the expected lives of the related loans. In the third quarter of 2017, the Company was notified that it would no longer perform these services after 2017 due to the termination of the related contract as of December 31, 2017. In accordance with GAAP, we recognized this previously deferred revenue during the third quarter of 2017 to reflect a shortened period over which it is expected to be earned. In addition, there was also an increase in non-education related revenue.
- Net gains on derivative and hedging activities decreased \$95 million. The primary factors affecting the change were interest rate and foreign currency fluctuations, which primarily affected the valuations of our Floor Income Contracts, basis swaps and foreign currency hedges during each period. Valuations of derivative instruments fluctuate based upon many factors including changes in interest rates, credit risk, foreign currency fluctuations and other market factors. As a result, net gains and losses on derivative and hedging activities may vary significantly in future periods.
- In 2017 and 2016, we recorded regulatory-related costs of \$14 million and \$17 million, respectively. Excluding these regulatory-related costs, operating expenses were \$952 million, an \$18 million increase from 2016. The increase was primarily due to an increase in operating costs related to Duncan Solutions (acquired in July 2017) and to Earnest (acquired in November 2017).
- During the fourth quarter of 2017, the Company incurred \$29 million of restructuring/other reorganization expenses in connection with an effort that will reduce costs and improve operating efficiency. These charges were due primarily to severance-related costs.
- The effective income tax rates for 2017 and 2016 were 62 percent and 39 percent, respectively. The increase in the effective income tax rate was primarily the result of the \$208 million DTA Remeasurement Loss in connection with the enactment of the TCJA on December 22, 2017. GAAP requires the effects of the TCJA to be recognized in the period the law is enacted, even though the effective date of the law for most provisions is January 1, 2018. The primary impact to us was a reduction to corporate federal statutory tax rate from 35 percent to 21 percent as of January 1, 2018. This required us to remeasure our DTA at December 31, 2017, at the 21 percent corporate federal statutory tax rate. This remeasurement resulted in a reduction of the DTA by \$208 million for GAAP which is reflected as incremental income tax expense in 2017.

We repurchased 29.6 million and 59.6 million shares of our common stock during the years ended December 31, 2017 and 2016, respectively, as part of our common share repurchase programs. As a result, our average outstanding diluted shares decreased by 41 million common shares (or 13 percent) from the year-ago period.

#### **Year Ended December 31, 2016 Compared with Year Ended December 31, 2015**

For the year ended December 31, 2016, net income was \$681 million, or \$2.12 diluted earnings per common share, compared with net income of \$984 million, or \$2.58 diluted earnings per common share, for the year ended December 31, 2015. The decrease in diluted earnings per share was primarily due to a \$516 million decrease in net interest income, a \$49 million decrease in net gains on derivative and hedging activities, a \$36 million decrease in servicing revenue, a \$33 million increase in operating expenses, a \$20 million decrease in gains on debt repurchases and a \$10 million decrease in other income. This was partially offset by a \$152 million decrease in the provision for loan losses, a \$32 million decrease in restructuring and other reorganization expenses, a \$23 million increase in asset recovery and business processing revenue, a \$9 million decrease in losses on sales of loans and investments and fewer shares outstanding due to common share repurchases.

The primary contributors to each of the identified drivers of changes in net income for the year ended December 31, 2016 compared with the year ended December 31, 2015 are as follows:

- Net interest income decreased by \$516 million, primarily as a result of the amortization of the education loan balance and a decline in the net interest margin. The decline in net interest margin was primarily due to higher funding credit spreads and a widening of the asset and related funding interest rate indices.
- Provisions for loan losses decreased \$152 million from the year-ago period, primarily related to the provision for Private Education Loan losses. The provision for Private Education Loan losses was \$383 million in 2016, down \$155 million from 2015 due to a 12 percent decrease in Private Education Loans outstanding and a \$127 million reduction in delinquent loans compared to the year-ago period. The provision for loan losses was elevated in the year-ago period due to an increase in the amount of loans exiting deferment status in 2014 over prior years and those loans experiencing unfavorable credit trends compared to loans that exited deferment in prior years. These factors led to decreases in expected future charge-offs.
- Servicing revenue decreased by \$36 million primarily due to a benefit recorded in the year-ago period as a result of increasing our recovery expectation on previously assessed servicing fees.
- Asset recovery and business processing revenue increased \$23 million. This increase was primarily due to additional revenue from Gila LLC (acquired in February 2015) and from Xtend Healthcare (acquired in October 2015), which was offset by a reduction in revenue related to a decrease in education loan-related asset recovery volume.
- Other income decreased \$10 million primarily due to a reduction in foreign currency translation gains. The foreign currency translation gains relate to a portion of our foreign currency denominated debt that does not receive hedge accounting treatment. These gains were partially offset by the “gains (losses) on derivative and hedging activities, net” line item on the income statement related to the derivatives used to economically hedge these debt instruments.
- Losses on sales of loans and investments decreased \$9 million due to a \$21 million loss on the sale of \$178 million of Private Education Loans in 2015, partially offset by a \$12 million gain on the sale of \$412 million of FFELP Loans in 2015. There were no sales in 2016.
- Gains on debt repurchases decreased \$20 million. Debt repurchase activity will fluctuate based on market fundamentals and our liability management strategy. As a result, gains or losses on our debt repurchase activity may vary in future periods.
- Net gains on derivative and hedging activities decreased \$49 million. The primary factors affecting the change were interest rate and foreign currency fluctuations, which primarily affected the valuations of our Floor Income Contracts, basis swaps and foreign currency hedges during each period. Valuations of derivative instruments fluctuate based upon many factors including changes in interest rates, credit risk, foreign currency fluctuations and other market factors. As a result, net gains and losses on derivative and hedging activities may vary significantly in future periods.
- In 2016 and 2015, we recorded regulatory-related costs of \$17 million and \$19 million, respectively. Excluding these regulatory-related costs, operating expenses were \$934 million in 2016, a \$35 million increase from 2015. This increase was primarily due to an increase in operating costs related to Gila LLC (acquired in February 2015) and to Xtend Healthcare (acquired in October 2015), as well as an increase in legal contingency expense of approximately \$25 million in 2016. These increases were partially offset by a general reduction in costs primarily related to operating efficiency initiatives as well as reduced education loan-related asset recovery volumes.
- Goodwill and acquired intangible asset impairment and amortization expense increased \$24 million primarily as a result of the intangible assets and related amortization from our acquisitions of Gila LLC and Xtend Healthcare.
- Restructuring and other reorganization expenses decreased \$32 million, from \$32 million to \$0 million. During the second-quarter 2015, the Company launched a restructuring initiative to simplify and streamline its management structure post-Spin-Off to improve the operating efficiency and effectiveness of the organization, and as a result recorded \$29 million of restructuring expense primarily related to expected severance and other related costs.

We repurchased 59.6 million shares and 56.0 million shares of our common stock during the years ended December 31, 2016 and 2015, respectively, as part of our common share repurchase program. Primarily as a result of ongoing common share repurchases, our average outstanding diluted shares decreased by 60 million common shares (or 16 percent) from the year-ago period.

## “Core Earnings” — Definition and Limitations

We prepare financial statements and present financial results in accordance with GAAP. However, we also evaluate our business segments and present financial results on a basis that differs from GAAP. We refer to this different basis of presentation as “Core Earnings.” We provide this “Core Earnings” basis of presentation on a consolidated basis for each business segment because this is what we review internally when making management decisions regarding our performance and how we allocate resources. We also refer to this information in our presentations with credit rating agencies, lenders and investors. Because our “Core Earnings” basis of presentation corresponds to our segment financial presentations, we are required by GAAP to provide “Core Earnings” disclosure in the notes to our consolidated financial statements for our business segments.

“Core Earnings” are not a substitute for reported results under GAAP. We use “Core Earnings” to manage our business segments because “Core Earnings” reflect adjustments to GAAP financial results for three items, discussed below, that are either related to the Spin-Off or create significant volatility mostly due to timing factors generally beyond the control of management. Accordingly, we believe that “Core Earnings” provide management with a useful basis from which to better evaluate results from ongoing operations against the business plan or against results from prior periods. Consequently, we disclose this information because we believe it provides investors with additional information regarding the operational and performance indicators that are most closely assessed by management. When compared to GAAP results, the three items we remove to result in our “Core Earnings” presentations are:

1. Unrealized mark-to-market gains/losses resulting from our use of derivative instruments to hedge our economic risks that do not qualify for hedge accounting treatment or do qualify for hedge accounting treatment but result in ineffectiveness;
2. The accounting for goodwill and acquired intangible assets; and
3. The financial results attributable to the operations of SLM BankCo prior to the Spin-Off and related restructuring and reorganization expense incurred in connection with the Spin-Off, including the restructuring expenses related to the restructuring initiative launched in second-quarter 2015 to simplify and streamline the Company’s management structure post-Spin-Off. For GAAP purposes, Navient reflected the deemed distribution of SLM BankCo on April 30, 2014. For “Core Earnings,” we exclude the consumer banking business (SLM BankCo) as if it had never been a part of Navient’s historical results prior to the deemed distribution of SLM BankCo on April 30, 2014.

While GAAP provides a uniform, comprehensive basis of accounting, for the reasons described above, our “Core Earnings” basis of presentation does not. “Core Earnings” are subject to certain general and specific limitations that investors should carefully consider. For example, there is no comprehensive, authoritative guidance for management reporting. Our “Core Earnings” are not defined terms within GAAP and may not be comparable to similarly titled measures reported by other companies. Accordingly, our “Core Earnings” presentation does not represent a comprehensive basis of accounting. Investors, therefore, may not be able to compare our performance with that of other financial services companies based upon “Core Earnings.” “Core Earnings” results are only meant to supplement GAAP results by providing additional information regarding the operational and performance indicators that are most closely used by management, our board of directors, credit rating agencies, lenders and investors to assess performance.

The following tables show “Core Earnings” for each business segment and our business as a whole along with the adjustments made to the income/expense items to reconcile the amounts to our reported GAAP results as required by GAAP and reported in “Note 15 — Segment Reporting.”

(Dollars in millions)	Year Ended December 31, 2017									
	FFELP Loans	Private Education Loans	Business Services	Other	Eliminations(1)	Total “Core Earnings”	Reclassifications	Adjustments Additions/ (Subtractions)	Total Adjustments(2)	Total GAAP
<b>Interest income:</b>										
Education loans	\$ 2,679	\$ 1,634	\$ —	\$ —	\$ —	\$ 4,313	\$ 69	\$ (55)	\$ 14	\$ 4,327
Other loans	—	—	—	13	—	13	—	—	—	13
Cash and investments	30	4	—	9	—	43	—	—	—	43
<b>Total interest income</b>	<b>2,709</b>	<b>1,638</b>	<b>—</b>	<b>22</b>	<b>—</b>	<b>4,369</b>	<b>69</b>	<b>(55)</b>	<b>14</b>	<b>4,383</b>
Total interest expense	2,016	825	—	149	—	2,990	(8)	(11)	(19)	2,971
Net interest income (loss)	693	813	—	(127)	—	1,379	77	(44)	33	1,412
Less: provisions for loan losses	42	382	—	2	—	426	—	—	—	426
Net interest income (loss) after provisions for loan losses	651	431	—	(129)	—	953	77	(44)	33	986
<b>Other income (loss):</b>										
Servicing revenue	49	10	579	—	(348)	290	—	—	—	290
Asset recovery and business processing revenue	—	—	475	—	—	475	—	—	—	475
Other income	—	—	—	19	—	19	(77)	89	12	31
Gains on sales of loans and investments	—	—	—	3	—	3	—	—	—	3
Losses on debt repurchases	—	—	—	(3)	—	(3)	—	—	—	(3)
Total other income (loss)	49	10	1,054	19	(348)	784	(77)	89	12	796
<b>Expenses:</b>										
Direct operating expenses	357	165	527	27	(348)	728	—	—	—	728
Overhead expenses	—	—	—	238	—	238	—	—	—	238
Operating expenses	357	165	527	265	(348)	966	—	—	—	966
Goodwill and acquired intangible asset impairment and amortization	—	—	—	—	—	—	—	23	23	23
Restructuring/other reorganization expenses	—	—	—	29	—	29	—	—	—	29
<b>Total expenses</b>	<b>357</b>	<b>165</b>	<b>527</b>	<b>294</b>	<b>(348)</b>	<b>995</b>	<b>—</b>	<b>23</b>	<b>23</b>	<b>1,018</b>
Income (loss) before income tax expense (benefit)	343	276	527	(404)	—	742	—	22	22	764
Income tax expense (benefit)(3)	124	99	190	78	—	491	—	(19)	(19)	472
<b>Net income (loss)</b>	<b>\$ 219</b>	<b>\$ 177</b>	<b>\$ 337</b>	<b>\$ (482)</b>	<b>\$ —</b>	<b>\$ 251</b>	<b>\$ —</b>	<b>\$ 41</b>	<b>\$ 41</b>	<b>\$ 292</b>

(1) The eliminations in servicing revenue and direct operating expense represent the elimination of intercompany servicing revenue where the Business Services segment performs the loan servicing function for the FFELP Loans segment.

(2) “Core Earnings” adjustments to GAAP:

(Dollars in millions)	Year Ended December 31, 2017		
	Net Impact of Derivative Accounting	Net Impact of Acquired Intangibles	Total
Net interest income after provisions for loan losses	\$ 33	\$ —	\$ 33
Total other income (loss)	12	—	12
Goodwill and acquired intangible asset impairment and amortization	—	23	23
Total “Core Earnings” adjustments to GAAP	\$ 45	\$ (23)	22
Income tax expense (benefit)	—	—	(19)
Net income (loss)	—	—	\$ 41

(3) Income taxes are based on a percentage of net income before tax for the individual reportable segment with the impact of the DTA Remeasurement Loss included in the Other segment.

**Year Ended December 31, 2016**

<b>(Dollars in millions)</b>						<b>Total "Core Earnings"</b>	<b>Adjustments</b>		<b>Total Adjustments(2)</b>	<b>Total GAAP</b>
	<b>FFELP Loans</b>	<b>Private Education Loans</b>	<b>Business Services</b>	<b>Other</b>	<b>Eliminations(1)</b>		<b>Reclassifications</b>	<b>Additions/ (Subtractions)</b>		
<b>Interest income:</b>										
Education loans	\$ 2,395	\$ 1,587	\$ —	\$ —	\$ —	\$ 3,982	\$ 247	\$ (114)	\$ 133	\$ 4,115
Other loans	—	—	—	9	—	9	—	—	—	9
Cash and investments	16	2	—	4	—	22	—	—	—	22
Total interest income	2,411	1,589	—	13	—	4,013	247	(114)	133	4,146
Total interest expense	1,592	705	—	113	—	2,410	31	—	31	2,441
Net interest income (loss)	819	884	—	(100)	—	1,603	216	(114)	102	1,705
Less: provisions for loan losses	43	383	—	3	—	429	—	—	—	429
Net interest income (loss) after provisions for loan losses	776	501	—	(103)	—	1,174	216	(114)	102	1,276
<b>Other income (loss):</b>										
Servicing revenue	55	14	624	—	(389)	304	—	—	—	304
Asset recovery and business processing revenue	—	—	390	—	—	390	—	—	—	390
Other income	—	—	—	14	—	14	(216)	326	110	124
Gains on debt repurchases	—	—	—	1	—	1	—	—	—	1
Total other income (loss)	55	14	1,014	15	(389)	709	(216)	326	110	819
<b>Expenses:</b>										
Direct operating expenses	401	167	524	28	(389)	731	—	—	—	731
Overhead expenses	—	—	—	220	—	220	—	—	—	220
Operating expenses	401	167	524	248	(389)	951	—	—	—	951
Goodwill and acquired intangible asset impairment and amortization	—	—	—	—	—	—	—	36	36	36
Restructuring/other reorganization expenses	—	—	—	—	—	—	—	—	—	—
Total expenses	401	167	524	248	(389)	951	—	36	36	987
Income (loss) before income tax expense (benefit)	430	348	490	(336)	—	932	—	176	176	1,108
Income tax expense (benefit)(3)	158	129	182	(124)	—	345	—	82	82	427
Net income (loss)	<u>\$ 272</u>	<u>\$ 219</u>	<u>\$ 308</u>	<u>\$ (212)</u>	<u>\$ —</u>	<u>\$ 587</u>	<u>\$ —</u>	<u>\$ 94</u>	<u>\$ 94</u>	<u>\$ 681</u>

- (1) The eliminations in servicing revenue and direct operating expense represent the elimination of intercompany servicing revenue where the Business Services segment performs the loan servicing function for the FFELP Loans segment.
- (2) "Core Earnings" adjustments to GAAP:

<b>(Dollars in millions)</b>	<b>Year Ended December 31, 2016</b>		
	<b>Net Impact of Derivative Accounting</b>	<b>Net Impact of Acquired Intangibles</b>	<b>Total</b>
Net interest income after provisions for loan losses	\$ 102	\$ —	\$ 102
Total other income (loss)	110	—	110
Goodwill and acquired intangible asset impairment and amortization	—	36	36
Total "Core Earnings" adjustments to GAAP	<u>\$ 212</u>	<u>\$ (36)</u>	<u>176</u>
Income tax expense (benefit)	—	—	82
Net income (loss)	—	—	<u>\$ 94</u>

- (3) Income taxes are based on a percentage of net income before tax for the individual reportable segment with the impact of the DTA Remeasurement Loss included in the Other segment.

Year Ended December 31, 2015

(Dollars in millions)	FFELP Loans	Private Education Loans	Business Services	Other	Eliminations(1)	Total "Core Earnings"	Adjustments			Total GAAP
							Reclassifications	Additions/(Subtractions)	Total Adjustments(2)	
Interest income:										
Education loans	\$ 2,112	\$ 1,756	\$ —	\$ —	\$ —	\$ 3,868	\$ 650	\$ (238)	\$ 412	\$ 4,280
Other loans	—	—	—	7	—	7	—	—	—	7
Cash and investments	6	—	—	2	—	8	—	—	—	8
Total interest income	2,118	1,756	—	9	—	3,883	650	(238)	412	4,295
Total interest expense	1,245	680	—	112	—	2,037	37	—	37	2,074
Net interest income (loss)	873	1,076	—	(103)	—	1,846	613	(238)	375	2,221
Less: provisions for loan losses	46	538	—	(3)	—	581	—	—	—	581
Net interest income (loss) after provisions for loan losses	827	538	—	(100)	—	1,265	613	(238)	375	1,640
Other income (loss):										
Servicing revenue	95	21	651	—	(427)	340	—	—	—	340
Asset recovery and business processing revenue	—	—	367	—	—	367	—	—	—	367
Other income	—	—	4	11	—	15	(613)	781	168	183
Gains (losses) on sales of loans and investments	12	(21)	—	—	—	(9)	—	—	—	(9)
Gains on debt repurchases	—	—	—	21	—	21	—	—	—	21
Total other income (loss)	107	—	1,022	32	(427)	734	(613)	781	168	902
Expenses:										
Direct operating expenses	443	168	485	30	(427)	699	—	—	—	699
Overhead expenses	—	—	—	219	—	219	—	—	—	219
Operating expenses	443	168	485	249	(427)	918	—	—	—	918
Goodwill and acquired intangible asset impairment and amortization	—	—	—	—	—	—	—	12	12	12
Restructuring/other reorganization expenses	—	—	—	—	—	—	—	32	32	32
Total expenses	443	168	485	249	(427)	918	—	44	44	962
Income (loss) from continuing operations, before income tax expense (benefit)	491	370	537	(317)	—	1,081	—	499	499	1,580
Income tax expense (benefit)(3)	183	137	199	(118)	—	401	—	196	196	597
Net income (loss) from continuing operations	308	233	338	(199)	—	680	—	303	303	983
Income from discontinued operations, net of tax expense	—	—	—	1	—	1	—	—	—	1
Net income (loss)	\$ 308	\$ 233	\$ 338	\$ (198)	\$ —	\$ 681	\$ —	\$ 303	\$ 303	\$ 984

- (1) The eliminations in servicing revenue and direct operating expense represent the elimination of intercompany servicing revenue where the Business Services segment performs the loan servicing function for the FFELP Loans segment.
- (2) "Core Earnings" adjustments to GAAP:

(Dollars in millions)	Year Ended December 31, 2015			Total
	Net Impact from Spin-Off of SLM BankCo	Net Impact of Derivative Accounting	Net Impact of Acquired Intangibles	
Net interest income after provisions for loan losses	\$ —	\$ 375	\$ —	\$ 375
Total other income (loss)	—	168	—	168
Goodwill and acquired intangible asset impairment and amortization	—	—	12	12
Restructuring/other reorganization expenses	32	—	—	32
Total "Core Earnings" adjustments to GAAP	\$ (32)	\$ 543	\$ (12)	\$ 499
Income tax expense (benefit)	—	—	—	196
Net income (loss)	—	—	—	\$ 303

- (3) Income taxes are based on a percentage of net income before tax for the individual reportable segment with the impact of the DTA Remeasurement Loss included in the Other segment.

### Differences between “Core Earnings” and GAAP

The following discussion summarizes the differences between “Core Earnings” and GAAP net income and details each specific adjustment required to reconcile our “Core Earnings” segment presentation to our GAAP earnings.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
<b>“Core Earnings” net income attributable to Navient Corporation</b>	\$ 251	\$ 587	\$ 681
“Core Earnings” adjustments to GAAP:			
Net impact of the removal of SLM BankCo’s operations and restructuring and reorganization expense in connection with the Spin-Off	—	—	(32)
Net impact of derivative accounting	45	212	543
Net impact of goodwill and acquired intangible assets	(23)	(36)	(12)
Net income tax effect	19	(82)	(196)
<b>Total “Core Earnings” adjustments to GAAP</b>	<b>41</b>	<b>94</b>	<b>303</b>
<b>GAAP net income attributable to Navient Corporation</b>	<b>\$ 292</b>	<b>\$ 681</b>	<b>\$ 984</b>

**1) SLM BankCo’s operations and restructuring and reorganization expense in connection with the Spin-Off:** On April 30, 2014, the Spin-Off of Navient from SLM Corporation was completed and Navient became an independent, publicly-traded company. Due to the relative significance of Navient to SLM Corporation prior to the Spin-Off, among other factors, for financial reporting purposes Navient is treated as the “accounting spinnor” and therefore is the “accounting successor” to SLM Corporation as constituted prior to the Spin-Off, notwithstanding the legal form of the Spin-Off. Since Navient is treated for accounting purposes as the “accounting spinnor,” the GAAP financial statements of Navient reflect the deemed distribution of SLM BankCo to SLM BankCo’s stockholders on April 30, 2014.

For “Core Earnings,” we have assumed SLM BankCo was never a part of Navient’s historical results prior to the deemed distribution of SLM BankCo on April 30, 2014 and we have removed the restructuring and other reorganization expense incurred in connection with the Spin-Off, including the restructuring expenses related to the restructuring initiative launched in second-quarter 2015 to simplify and streamline the Company’s management structure post-Spin-Off. Excluding these items provides management with a useful basis from which to better evaluate results from ongoing operations against results from prior periods.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
SLM BankCo net income, before income tax expense	\$ —	\$ —	\$ —
Restructuring and reorganization expense in connection with the Spin-Off	—	—	(32)
<b>Total net impact of SLM BankCo, before income tax expense</b>	<b>\$ —</b>	<b>\$ —</b>	<b>\$ (32)</b>

**2) Derivative Accounting:** “Core Earnings” exclude periodic unrealized gains and losses that are caused by the fair value adjustments on derivatives that do not qualify for hedge accounting treatment under GAAP, as well as the periodic unrealized gains and losses that are a result of ineffectiveness recognized related to effective hedges under GAAP. These unrealized gains and losses occur in our FFELP Loans, Private Education Loans and Other business segments. Under GAAP, for our derivatives that are held to maturity, the cumulative net unrealized gain or loss over the life of the contract will equal \$0 except for Floor Income Contracts, where the cumulative unrealized gain will equal the amount for which we sold the contract. In our “Core Earnings” presentation, we recognize the economic effect of these hedges, which generally results in any net settlement cash paid or received being recognized ratably as an interest expense or revenue over the hedged item’s life.

The accounting for derivatives requires that changes in the fair value of derivative instruments be recognized currently in earnings, with no fair value adjustment of the hedged item, unless specific hedge accounting criteria are met. We believe that our derivatives are effective economic hedges, and as such, are a critical element of our interest rate and foreign currency risk management strategy. However, some of our derivatives, primarily Floor Income Contracts and certain basis swaps, do not qualify for hedge accounting treatment and the stand-alone derivative must be adjusted to fair value in the income statement with no consideration for the corresponding change in fair value of the hedged item. These gains and losses recorded in “Gains (losses) on derivative and hedging activities, net” are primarily caused by interest rate and foreign currency exchange rate volatility and changing credit spreads during the period as well as the volume and term of derivatives not receiving hedge accounting treatment.

Our Floor Income Contracts are written options that must meet more stringent requirements than other hedging relationships to achieve hedge effectiveness. Specifically, our Floor Income Contracts do not qualify for hedge accounting treatment because the pay

down of principal of the education loans underlying the Floor Income embedded in those education loans does not exactly match the change in the notional amount of our written Floor Income Contracts. Additionally, the term, the interest rate index, and the interest rate index reset frequency of the Floor Income Contract can be different than that of the education loans. Under derivative accounting treatment, the upfront contractual payment is deemed a liability and changes in fair value are recorded through income throughout the life of the contract. The change in the fair value of Floor Income Contracts is primarily caused by changing interest rates that cause the amount of Floor Income paid to the counterparties to vary. This is economically offset by the change in the amount of Floor Income earned on the underlying education loans but that offsetting change in fair value is not recognized. We believe the Floor Income Contracts are economic hedges because they effectively fix the amount of Floor Income earned over the contract period, thus eliminating the timing and uncertainty that changes in interest rates can have on Floor Income for that period. Therefore, for purposes of “Core Earnings,” we have removed the unrealized gains and losses related to these contracts and added back the amortization of the net contractual premiums received on the Floor Income Contracts. The amortization of the net contractual premiums received on the Floor Income Contracts for “Core Earnings” is reflected in education loan interest income. Under GAAP accounting, the premiums received on the Floor Income Contracts are recorded as revenue in the “gains (losses) on derivative and hedging activities, net” line item by the end of the contracts’ lives.

Basis swaps are used to convert floating rate debt from one floating interest rate index to another to better match the interest rate characteristics of the assets financed by that debt. We primarily use basis swaps to hedge our education loan assets that are primarily indexed to LIBOR or Prime. The accounting for derivatives requires that when using basis swaps, the change in the cash flows of the hedge effectively offset both the change in the cash flows of the asset and the change in the cash flows of the liability. Our basis swaps hedge variable interest rate risk; however, they generally do not meet this effectiveness test because the index of the swap does not exactly match the index of the hedged assets as required for hedge accounting treatment. Additionally, some of our FFELP Loans can earn at either a variable or a fixed interest rate depending on market interest rates and therefore swaps economically hedging these FFELP Loans do not meet the criteria for hedge accounting treatment. As a result, under GAAP, these swaps are recorded at fair value with changes in fair value reflected currently in the income statement.

The table below quantifies the adjustments for derivative accounting between GAAP and “Core Earnings” net income.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
<b>“Core Earnings” derivative adjustments:</b>			
Gains (losses) on derivative and hedging activities, net, included in other income	\$ 22	\$ 117	\$ 166
Plus: Realized losses on derivative and hedging activities, net <sup>(1)</sup>	77	216	613
Unrealized gains (losses) on derivative and hedging activities, net <sup>(2)</sup>	99	333	779
Amortization of net premiums on Floor Income Contracts in net interest income for “Core Earnings”	(55)	(114)	(238)
Other derivative accounting adjustments <sup>(3)</sup>	1	(7)	2
<b>Total net impact of derivative accounting</b>	<b>\$ 45</b>	<b>\$ 212</b>	<b>\$ 543</b>

(1) See the section titled “Reclassification of Realized Gains (Losses) on Derivative and Hedging Activities” below for a detailed breakdown of the components of realized losses on derivative and hedging activities.

(2) “Unrealized gains (losses) on derivative and hedging activities, net” comprises the following unrealized mark-to-market gains (losses):

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Floor Income Contracts	\$ 150	\$ 297	\$ 557
Basis swaps	(6)	2	42
Foreign currency hedges	(25)	40	129
Other	(20)	(6)	51
<b>Total unrealized gains (losses) on derivative and hedging activities, net</b>	<b>\$ 99</b>	<b>\$ 333</b>	<b>\$ 779</b>

(3) Other derivative accounting adjustments primarily consist of adjustments related to: (1) foreign currency denominated debt that is adjusted to spot foreign exchange rates for GAAP where such adjustment is reversed for “Core Earnings”; and (2) certain terminated derivatives that did not receive hedge accounting treatment under GAAP but were economic hedges under “Core Earnings” and, as a result, such gains or losses amortized into “Core Earnings” over the life of the hedged item.



### Reclassification of Realized Gains (Losses) on Derivative and Hedging Activities

Derivative accounting requires net settlement income/expense on derivatives and realized gains/losses related to derivative dispositions (collectively referred to as “realized gains (losses) on derivative and hedging activities”) that do not qualify as hedges to be recorded in a separate income statement line item below net interest income. Under our “Core Earnings” presentation, these gains and losses are reclassified to the income statement line item of the economically hedged item. For our “Core Earnings” net interest margin, this would primarily include: (a) reclassifying the net settlement amounts related to our Floor Income Contracts to education loan interest income and (b) reclassifying the net settlement amounts related to certain of our basis swaps to debt interest expense. The table below summarizes the realized losses on derivative and hedging activities and the associated reclassification on a “Core Earnings” basis.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
<b>Reclassification of realized gains (losses) on derivative and hedging activities:</b>			
Net settlement expense on Floor Income Contracts reclassified to net interest income	\$ (69)	\$ (247)	\$ (650)
Net settlement income on interest rate swaps reclassified to net interest income	(8)	31	37
Total reclassifications of realized losses on derivative and hedging activities	<u>\$ (77)</u>	<u>\$ (216)</u>	<u>\$ (613)</u>

### Cumulative Impact of Derivative Accounting under GAAP compared to “Core Earnings”

As of December 31, 2017, derivative accounting has increased GAAP equity by approximately \$5 million as a result of cumulative net unrealized gains (after tax) recognized under GAAP, but not in “Core Earnings.” The following table rolls forward the cumulative impact to GAAP equity due to these unrealized after tax net gains and losses related to derivative accounting.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Beginning impact of derivative accounting on GAAP equity	\$ (90)	\$ (281)	\$ (553)
Net impact of net unrealized gains/(losses) under derivative accounting <sup>(1)</sup>	95	191	272
Ending impact of derivative accounting on GAAP equity	<u>\$ 5</u>	<u>\$ (90)</u>	<u>\$ (281)</u>

(1) Net impact of net unrealized gains (losses) under derivative accounting is composed of the following:

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Total pre-tax net impact of derivative accounting recognized in net income <sup>(a)</sup>	\$ 45	\$ 212	\$ 543
Tax impact of derivative accounting adjustment recognized in net income	(5)	(78)	(211)
Change in unrealized gains on derivatives, net of tax recognized in Other Comprehensive Income	55	57	(60)
Net impact of net unrealized gains (losses) under derivative accounting	<u>\$ 95</u>	<u>\$ 191</u>	<u>\$ 272</u>

(a) See “Core Earnings’ derivative adjustments” table above.

### Hedging Embedded Floor Income

Net Floor premiums received on Floor Income Contracts that have not been amortized into “Core Earnings” as of the respective year-ends are presented in the table below. These net premiums will be recognized in “Core Earnings” in future periods. As of December 31, 2017, the remaining amortization term of the net floor premiums was approximately 4.5 years. Historically, we have sold Floor Income Contracts on a periodic basis and depending upon market conditions and pricing, we may enter into additional Floor Income Contracts in the future. The balance of unamortized Floor Income Contracts will increase as we sell new contracts and decline due to the amortization of existing contracts.

In addition to using Floor Income Contracts, we also use pay-fixed interest rate swaps to hedge the embedded Floor Income within FFELP Loans. These interest rate swaps qualify as GAAP hedges and are accounted for as cash flow hedges of variable rate debt. For GAAP, gains and losses on the effective portion of these hedges are recorded in accumulated other comprehensive income and gains and losses on the ineffective portion are recorded immediately to earnings. Hedged Floor Income from these cash flow hedges that has not been recognized into “Core Earnings” and GAAP as of the respective period-ends is presented in the table below. This hedged Floor Income will be recognized in “Core Earnings” and GAAP in future periods and is presented net of tax. As of December 31, 2017, the remaining hedged period is approximately 5 years. Historically, we have used pay-fixed interest rate swaps on a periodic basis to hedge embedded Floor Income and depending upon market conditions and pricing, we may enter into swaps in the future. The balance of unrecognized hedged Floor Income will increase as we enter into new swaps and decline as revenue is recognized.

(Dollars in millions)	December 31,		
	2017(1)	2016	2015
Unamortized net Floor premiums (net of tax)	\$ (168)	\$ (147)	\$ (145)
Unrecognized hedged Floor Income related to pay-fixed rate swaps (net of tax)	(703)	(551)	(342)
Total(2)(3)	\$ (871)	\$ (698)	\$ (487)

(1) Adjusted to reflect a 23 percent effective tax rate as of December 31, 2017. Prior periods reflect a 37 percent effective tax rate. See “Key Financial Measures – Income Tax Expense” for further discussion.

(2) \$(1.1) billion, \$(1.1) billion and \$(773) million on a pre-tax basis as of December 31, 2017, 2016 and 2015, respectively.

(3) Of the \$871 million as of December 31, 2017, approximately \$238 million, \$218 million and \$189 million will be recognized as part of “Core Earnings” in 2018, 2019 and 2020, respectively.

**3) Goodwill and Acquired Intangible Assets:** Our “Core Earnings” exclude goodwill and intangible asset impairment and the amortization of acquired intangible assets. The following table summarizes the goodwill and acquired intangible asset adjustments.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
“Core Earnings” goodwill and acquired intangible asset adjustments	\$ (23)	\$ (36)	\$ (12)

### Business Segment Earnings Summary — “Core Earnings” Basis

#### FFELP Loans Segment

The following table includes “Core Earnings” results for our FFELP Loans segment.

(Dollars in millions)	Years Ended December 31,			% Increase (Decrease)	
	2017	2016	2015	2017 vs. 2016	2016 vs. 2015
“Core Earnings” interest income:					
FFELP Loans	\$ 2,679	\$ 2,395	\$ 2,112	12%	13%
Cash and investments	30	16	6	88	167
Total “Core Earnings” interest income	2,709	2,411	2,118	12	14
Total “Core Earnings” interest expense	2,016	1,592	1,245	27	28
Net “Core Earnings” interest income	693	819	873	(15)	(6)
Less: provision for loan losses	42	43	46	(2)	(7)
Net “Core Earnings” interest income after provision for loan losses	651	776	827	(16)	(6)
Servicing revenue	49	55	95	(11)	(42)
Gains on sales of loans and investments	—	—	12	—	(100)
Total other income	49	55	107	(11)	(49)
Direct operating expenses	357	401	443	(11)	(9)
Income before income tax expense	343	430	491	(20)	(12)
Income tax expense	124	158	183	(22)	(14)
“Core Earnings”	\$ 219	\$ 272	\$ 308	(19)%	(12)%

“Core Earnings” were \$219 million in 2017, compared with \$272 million and \$308 million in 2016 and 2015, respectively. The \$53 million decrease from 2016 to 2017 was primarily the result of a \$126 million decrease in net interest income resulting primarily from the amortization of the portfolio and a decrease in net interest margin, partially offset by a \$44 million reduction in operating expenses. The \$36 million decrease from 2015 to 2016 was primarily the result of a \$54 million decrease in net interest income due to the amortization of the portfolio and a \$40 million decrease in servicing revenue due to a benefit recorded in the year-ago period as a result of increasing our recovery expectation on previously assessed late fees. This was partially offset by a \$42 million decrease in operating expenses. “Core Earnings” key performance metrics are as follows:

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
FFELP Loan spread	.87%	.94%	.92%
Net interest margin <sup>(1)</sup>	.79%	.85%	.84%
Provision for loan losses	\$ 42	\$ 43	\$ 46
Charge-offs	\$ 49	\$ 54	\$ 61
Charge-off rate	.07%	.07%	.08%
Total delinquency rate	12.7%	12.2%	15.2%
Greater than 90-day delinquency rate	6.2%	6.3%	8.2%
Forbearance rate	11.2%	12.9%	15.3%

(1) In 2017, there was a \$34 million decrease in net interest income due to a cumulative adjustment related to an increase in prepayment speed assumptions used to amortize loan premiums. This cumulative adjustment lowered the FFELP Loan net interest margin by 4 basis points in 2017. Excluding the impact of this cumulative adjustment, the FFELP net interest margin would have been 83 percent in 2017.

### FFELP Loan Net Interest Margin

The following table includes the “Core Earnings” basis FFELP Loan net interest margin along with reconciliation to the GAAP basis FFELP Loan net interest margin.

	Years Ended December 31,		
	2017	2016	2015
“Core Earnings” basis FFELP Loan yield	3.59%	2.99%	2.60%
Hedged Floor Income	.38	.28	.24
Unhedged Floor Income	.08	.22	.15
Consolidation Loan Rebate Fees	(.67)	(.65)	(.64)
Repayment Borrower Benefits	(.11)	(.11)	(.11)
Premium amortization	(.12)	(.14)	(.14)
“Core Earnings” basis FFELP Loan net yield	3.15	2.59	2.10
“Core Earnings” basis FFELP Loan cost of funds	(2.28)	(1.65)	(1.18)
“Core Earnings” basis FFELP Loan spread	.87	.94	.92
“Core Earnings” basis other interest-earning asset spread impact	(.08)	(.09)	(.08)
“Core Earnings” basis FFELP Loan net interest margin <sup>(1)</sup>	.79%	.85%	.84%
“Core Earnings” basis FFELP Loan net interest margin <sup>(1)</sup>	.79%	.85%	.84%
Adjustment for GAAP accounting treatment <sup>(2)</sup>	.01	.13	.38
GAAP basis FFELP Loan net interest margin	.80%	.98%	1.22%

(1) The average balances of our FFELP Loan “Core Earnings” basis interest-earning assets for the respective periods are:

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
FFELP Loans	\$ 84,989	\$ 92,497	\$ 100,421
Other interest-earning assets	3,243	3,505	4,017
Total FFELP Loan “Core Earnings” basis interest-earning assets	\$ 88,232	\$ 96,002	\$ 104,438

(2) Represents the reclassification of periodic interest accruals on derivative contracts from net interest income to other income and other derivative accounting adjustments. For further discussion of these adjustments, see section titled “Core Earnings” — Definition and Limitations — Differences between ‘Core Earnings’ and GAAP” above.

In 2017 there was a \$34 million decrease in net interest income due to a cumulative adjustment related to an increase in prepayment speed assumptions used to amortize loan premiums. This cumulative adjustment lowered the FFELP Loan net interest margin by 4 basis points in 2017. Excluding the impact of this cumulative adjustment, the FFELP Loan net interest margin would have been 83 percent on a “Core Earnings” basis and 84 percent on a GAAP basis in 2017. The FFELP Stafford Loan Constant Prepayment Rate (“CPR”) assumption was increased from 5 percent to 6 percent and the FFELP Consolidation Loan CPR assumption was increased from 3 percent to 4 percent. These CPR assumption increases were primarily a result of increased voluntary payoffs primarily due to an improving economy as well as increased third-party consolidation activity. The remaining decrease in the FFELP net interest margin from 2016 to 2017 was primarily due to higher funding credit spreads and a reduction in floor income due to the increase in interest rates.

The Company acquired \$5.7 billion of FFELP Loans in 2017. As of December 31, 2017, our FFELP Loan portfolio totaled \$81.7 billion, comprising \$28.4 billion of FFELP Stafford Loans and \$53.3 billion of FFELP Consolidation Loans. The weighted-average life of these portfolios as of December 31, 2017 was 5 years and 8 years, respectively, assuming a Constant Prepayment Rate (“CPR”) of 6 percent and 4 percent, respectively.

#### *Floor Income*

The following table analyzes, on a “Core Earnings” basis, the ability of the FFELP Loans in our portfolio to earn Floor Income after December 31, 2017 and 2016, based on interest rates as of those dates

<b>(Dollars in billions)</b>	<b>December 31, 2017</b>			<b>December 31, 2016</b>		
	<b>Fixed Borrower Rate</b>	<b>Variable Borrower Rate</b>	<b>Total</b>	<b>Fixed Borrower Rate</b>	<b>Variable Borrower Rate</b>	<b>Total</b>
Education loans eligible to earn Floor Income	\$ 71.7	\$ 9.3	\$ 81.0	\$ 76.4	\$ 10.4	\$ 86.8
Less: post-March 31, 2006 disbursed loans required to rebate Floor Income	(36.5)	(.7)	(37.2)	(39.5)	(.8)	(40.3)
Less: economically hedged Floor Income	(25.0)	—	(25.0)	(17.6)	—	(17.6)
Education loans eligible to earn Floor Income	\$ 10.2	\$ 8.6	\$ 18.8	\$ 19.3	\$ 9.6	\$ 28.9
Education loans earning Floor Income	\$ 1.0	\$ —	\$ 1.0	\$ 10.6	\$ .4	\$ 11.0

The following table presents a projection of the average balance of FFELP Consolidation Loans for which Fixed Rate Floor Income has been economically hedged with derivatives for the period January 1, 2018 to December 31, 2023.

<b>(Dollars in billions)</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Average balance of FFELP Consolidation Loans whose Floor Income is economically hedged	\$ 24.1	\$ 20.4	\$ 17.6	\$ 12.3	\$ 3.9	\$ .1

#### *Gains on Sales of Loans and Investments*

We recorded a \$12 million gain on the sale of \$412 million of FFELP Loans in 2015. There were no sales in 2016 or 2017.

#### *Operating Expenses — FFELP Loans Segment*

Operating expenses for our FFELP Loans segment primarily consist of the contractual rates we pay to service loans in term asset-backed securitization trusts or a similar rate if a loan is not in a term financing facility (which is presented as an intercompany charge from the Business Services segment who services the loans), the fees we pay for third-party loan servicing and costs incurred to acquire loans. The intercompany revenue charged by the Business Services segment and included in those amounts was \$348 million, \$389 million and \$427 million for the years ended December 31, 2017, 2016 and 2015, respectively. These amounts exceed the actual cost of servicing the loans. Operating expenses were 42 basis points, 43 basis points and 44 basis points of average FFELP Loans in the years ended December 31, 2017, 2016 and 2015, respectively. The decrease in operating expenses from the prior periods was primarily the result of the decrease in the balance of the portfolio.

## Private Education Loans Segment

The following table includes “Core Earnings” results for our Private Education Loans segment.

(Dollars in millions)	Years Ended December 31,			% Increase (Decrease)	
	2017	2016	2015	2017 vs. 2016	2016 vs. 2015
“Core Earnings” interest income:					
Private Education Loans	\$ 1,634	\$ 1,587	\$ 1,756	3%	(10)%
Cash and investments	4	2	—	100	—
Total “Core Earnings” interest income	1,638	1,589	1,756	3	(10)
Total “Core Earnings” interest expense	825	705	680	17	4
Net “Core Earnings” interest income	813	884	1,076	(8)	(18)
Less: provision for loan losses	382	383	538	—	(29)
Net “Core Earnings” interest income after provision for loan losses	431	501	538	(14)	(7)
Servicing revenue	10	14	21	(29)	(33)
Losses on sales of loans and investments	—	—	(21)	—	(100)
Total other income	10	14	—	(29)	100
Direct operating expenses	165	167	168	(1)	(1)
Income before income tax expense	276	348	370	(21)	(6)
Income tax expense	99	129	137	(23)	(6)
“Core Earnings”	\$ 177	\$ 219	\$ 233	(19)%	(6)%

“Core Earnings” were \$177 million in 2017, compared with \$219 million in 2016 and \$233 million in 2015. The \$42 million decrease from 2016 to 2017 was primarily the result of a \$71 million decrease in net interest income resulting primarily from the amortization of the portfolio and a decrease in the net interest margin. The \$14 million decrease in 2016 compared to 2015 was primarily the result of a \$192 million decrease in net interest income due to the amortization of the portfolio and a decrease in net interest margin, partially offset by a \$155 million decrease in the provision for loan losses. 2015 also had a \$21 million loss on the sale of \$178 million of loans. “Core Earnings” key performance metrics are as follows:

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Private Education Loan spread	3.54%	3.56%	3.79%
Net interest margin <sup>(1)</sup>	3.33%	3.41%	3.67%
Provision for loan losses	\$ 382	\$ 383	\$ 538
Net adjustment resulting from the change in the charge-off rate <sup>(2)</sup>	\$ —	\$ —	\$ 330
Net charge-offs remaining	443	513	659
Total net charge-offs	\$ 443	\$ 513	\$ 989
Net charge-offs as a percentage of average loans in repayment, excluding the net adjustment resulting from the change in the charge-off rate <sup>(2)</sup>	2.0%	2.2%	2.6%
Net adjustment resulting from the change in the charge-off rate as a percentage of average loans in repayment <sup>(2)</sup>	—%	—%	1.3%
Total delinquency rate	5.8%	7.4%	7.2%
Greater than 90-day delinquency rate	2.6%	3.6%	3.4%
Forbearance rate	3.8%	3.4%	3.8%
Loans in repayment with more than 12 payments made	92%	95%	94%
Cosigner rate	63%	64%	64%

(1) In 2017, there was a \$6 million increase in net interest income due to a cumulative adjustment related to an increase in prepayment speed assumptions used to amortize loan discounts. This cumulative adjustment increased the Private Education Loan net interest margin by 2 basis points in 2017. Excluding the impact of this cumulative adjustment, the Private Education Loan net interest margin would have been 3.31 percent in 2017.

(2) In 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

### Private Education Loan Net Interest Margin

The following table shows the “Core Earnings” basis Private Education Loan net interest margin along with reconciliation to the GAAP basis Private Education Loan net interest margin before provision for loan losses.

	Years Ended December 31,		
	2017	2016	2015
“Core Earnings” basis Private Education Loan yield	6.88%	6.26%	6.10%
“Core Earnings” basis Private Education Loan cost of funds	(3.34)	(2.70)	(2.31)
“Core Earnings” basis Private Education Loan spread	3.54	3.56	3.79
“Core Earnings” basis other interest-earning asset spread impact	(.21)	(.15)	(.12)
“Core Earnings” basis Private Education Loan net interest margin(1)	3.33%	3.41%	3.67%
“Core Earnings” basis Private Education Loan net interest margin(1)	3.33%	3.41%	3.67%
Adjustment for GAAP accounting treatment(2)	.05	(.05)	(.06)
GAAP basis Private Education Loan net interest margin(1)	3.38%	3.36%	3.61%

(1) The average balances of our Private Education Loan “Core Earnings” basis interest-earning assets for the respective periods are:

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Private Education Loans	\$ 23,762	\$ 25,361	\$ 28,803
Other interest-earning assets	650	584	548
Total Private Education Loan “Core Earnings” basis interest-earning assets	\$ 24,412	\$ 25,945	\$ 29,351

(2) Represents the reclassification of periodic interest accruals on derivative contracts from net interest income to other income and other derivative accounting adjustments. For further discussion of these adjustments, see the section titled “Core Earnings’ — Definition and Limitations — Differences between ‘Core Earnings’ and GAAP.”

In 2017, there was a \$6 million increase in net interest income due to a cumulative adjustment related to an increase in prepayment speed assumptions used to amortize loan discounts. This cumulative adjustment increased the Private Education Loan net interest margin by 2 basis points in 2017. Excluding the impact of this cumulative adjustment, the Private Education Loan net interest margin would have been 3.31 percent on a “Core Earnings” basis and 3.36 percent on a GAAP basis in 2017. The CPR assumption was increased from 5 percent to 6 percent primarily as a result of increased voluntary payoffs primarily due to an improving economy as well as increased third-party consolidation activity. Excluding the impact from the cumulative adjustment discussed above, the decline in the net interest margin from prior years primarily is due to higher funding credit spreads, as well as a widening of the asset and related funding interest rate indices.

The Company acquired \$4.3 billion of Private Education Loans in 2017. As of December 31, 2017, our Private Education Loan portfolio totaled \$23.4 billion. The weighted-average life of this portfolio as of December 31, 2017 was 6 years assuming a CPR of 6 percent.

### Private Education Loan Provision for Loan Losses

#### Purchased Credit Impaired (“PCI”) Loans

Loans acquired with evidence of deterioration of credit quality since origination for which it is probable, at acquisition, that the investor will be unable to collect all contractually required payments receivable are PCI loans accounted for under Accounting Standard Codification (“ASC”) 310-30, “Loans and Debt Securities Acquired with Deteriorated Credit Quality.” When considering whether evidence of credit quality deterioration exists as of the purchase date, the Company considers loan guarantees and the following credit attributes: delinquency status, use of forbearance, recent borrower FICO scores, use of loan modification programs, and borrowers who have filed for bankruptcy.

The Company aggregates loans with common risk characteristics into pools and accounts for each pool as a single asset with a single composite interest rate and an aggregate expectation of cash flows. The pools are initially recorded at fair value. The Company recognizes interest income based on each pool's effective interest rate which is based on our estimate of all cash flows expected to be received and includes an assumption about prepayment rates. The pools are tested quarterly for impairment by re-estimating the future cash flows to be received from the pools. If the new estimated cash flows result in a pool's effective interest rate increasing, then this new yield is used prospectively over the remaining life of the pool. If the new estimated cash flows result in a pool's effective interest rate decreasing, the pool is impaired and written down through a valuation allowance to maintain the effective interest rate. Loans classified as PCI do not have charge-offs reported nor are they reported as Trouble Debt Restructuring ("TDR") loans.

Based on the credit attributes discussed above, we determined that \$261 million principal amount of Private Education Loans acquired in 2017 are accounted for as PCI loans with a fair value and resulting carry value of \$101 million as of the acquisition date. As of acquisition, this portfolio's contractually required payments receivable (the total undiscounted amount of all uncollected contractual principal and interest payments both past due and scheduled for the future, adjusted for prepayments) was \$411 million with an estimated accretable yield (income expected to be recognized in future periods) of \$108 million. As of December 31, 2017, the carrying amount was \$97 million with no valuation allowance recorded.

#### *Purchased Non-Credit Impaired Loans*

Loans acquired that do not have evidence of credit deterioration since origination are recorded at fair value with no allowance for loan losses established at the acquisition date. Loan premiums and discounts are amortized as a part of interest income using the interest method under ASC 310-20, "Nonrefundable Fees and Other Costs." An allowance for loan losses would be established if incurred losses in the loans exceed the remaining unamortized discount recorded at the time of acquisition (i.e., the next two years of expected charge-offs as well as any additional TDR allowance required is greater than the remaining discount). As a result of this policy, to the extent that actual charge-offs exceed any related allowance for loan losses recognized post-acquisition, provision for loan losses is recorded when the loans are charged off. Charge-offs are recorded through the allowance for loan losses. In 2017, we acquired Private Education Loans with unpaid principal balance of \$2.8 billion at a discount of \$424 million that are accounted for under this policy. No allowance for loan losses has been established for these loans as of December 31, 2017, as the remaining purchased discount associated with the Private Education Loans of \$392 million as of December 31, 2017 remains greater than the incurred losses.

### Allowance for Private Education Loan Losses

As discussed above, our allowance for Private Education Loan losses does not include PCI loans as those loans are separately reserved for, as needed. Related to the \$2.8 billion of Purchased Non-Credit Impaired Loans acquired in 2017 at a discount, there is no allowance for loan losses established as of December 31, 2017. However, in accordance with our policy described above, there was \$9 million of both charge-offs and provision recorded for Purchased Non-Credit Impaired Loans in 2017.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Allowance at beginning of period	\$ 1,351	\$ 1,471	\$ 1,916
Provision for Private Education Loan losses:			
Purchased Non-Credit Impaired Loans, acquired at a discount	9	—	—
Remaining loans	373	383	538
Total provision	382	383	538
Charge-offs:			
Purchased Non-Credit Impaired Loans, acquired at a discount	(9)	—	—
Remaining loans:			
Net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	—	—	(330)
Net charge-offs remaining <sup>(2)</sup>	(434)	(513)	(659)
Total charge-offs <sup>(2)</sup>	(443)	(513)	(989)
Reclassification of interest reserve <sup>(3)</sup>	7	10	11
Loan sales	—	—	(5)
Allowance at end of period <sup>(4)</sup>	\$ 1,297	\$ 1,351	\$ 1,471
Net charge-offs as a percentage of average loans in repayment, excluding the net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	2.0%	2.2%	2.6%
Net adjustment resulting from the change in the charge-off rate as a percentage of average loans in repayment <sup>(1)</sup>	—%	—%	1.3%
Allowance coverage of net charge-offs, excluding the net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	2.9	2.6	2.2
Allowance as a percentage of the ending total loans <sup>(4)</sup>	5.1%	5.4%	5.2%
Allowance as a percentage of ending loans in repayment <sup>(4)</sup>	5.7%	6.1%	6.0%
Ending total loans <sup>(5)</sup>	\$ 25,640	\$ 25,148	\$ 28,396
Average loans in repayment	\$ 22,342	\$ 23,275	\$ 25,802
Ending loans in repayment	\$ 22,924	\$ 22,150	\$ 24,502

(1) In 2015, the portion of the loan amount charged off at default was increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

(2) Charge-offs are reported net of expected recoveries. The expected recovery amount is transferred to the receivable for partially charged-off loan balance. Charge-offs include charge-offs against the receivable for partially charged-off loans which represents the difference between what was expected to be collected and any shortfalls in what was actually collected in the period. See the section titled "Receivable for Partially Charged-Off Private Education Loans" for further discussion.

(3) Represents the additional allowance related to the amount of uncollectible interest reserved within interest income that is transferred in the period to the allowance for loan losses when interest is capitalized to a loan's principal balance.

(4) As discussed above, Purchased Credit Impaired Loans' losses are not provided for by the allowance for loan losses in the above table as these loans are separately reserved for, if needed. Related to the Purchased Non-Credit Impaired Loans acquired at a discount, no allowance for loan losses has been established for these loans as of December 31, 2017. As a result, excluding the \$3.0 billion of loans acquired in 2017 that are accounted for under these two accounting policies, the allowance as a percentage of the ending total loan balance and the allowance as a percentage of the ending loans in repayment would be 5.7 percent and 6.4 percent as of December 31, 2017, respectively.

(5) Ending total loans represents gross Private Education Loans, plus the receivable for partially charged-off loans.

In establishing the allowance for Private Education Loan losses as of December 31, 2017, we considered several factors with respect to our Private Education Loan portfolio. As discussed above, there is no allowance for loan losses recorded as of December 31, 2017 related to the \$3.0 billion of loans purchased in 2017 at a discount. Excluding the \$3.0 billion of Private Education Loans purchased in 2017, there was a 13 percent decrease in Private Education Loans outstanding, total loan delinquencies of \$1.2 billion were down \$432 million from \$1.6 billion in the prior year and loan delinquencies of 90 days or more decreased to \$542 million, down \$259 million from \$801 million in the prior year. Charge-offs decreased to \$434 million, down \$79 million from \$513 million in the prior year. Loans in forbearance increased to \$842 million, up \$52 million from \$790 million in the prior year.



The provision for Private Education Loan losses was \$382 million in 2017, down \$1 million from 2016. Excluding the \$3.0 billion of Private Education Loans purchased in 2017 at a discount, the provision for loan losses decreased \$10 million.

### **Gains (Losses) on Sales of Loans and Investments**

We recorded a \$21 million loss on the sale of \$178 million of Private Education Loans in 2015. There were no sales in 2016 or 2017.

### **Operating Expenses — Private Education Loans Segment**

Operating expenses for our Private Education Loans segment include costs incurred to service and collect on our Private Education Loan portfolio. Operating expenses were \$165 million, \$167 million and \$168 million for the years ended December 31, 2017, 2016 and 2015, respectively.

### **Business Services Segment**

The following tables include “Core Earnings” results for our Business Services segment.

<b>(Dollars in millions)</b>	<b>Years Ended December 31,</b>			<b>% Increase (Decrease)</b>	
	<b>2017</b>	<b>2016</b>	<b>2015</b>	<b>2017 vs. 2016</b>	<b>2016 vs. 2015</b>
Net interest income after provision	\$ —	\$ —	\$ —	—%	—%
Servicing revenue:					
Intercompany loan servicing	348	389	427	(11)	(9)
Third-party loan servicing	210	212	191	(1)	11
Guarantor servicing	21	21	33	—	(36)
Other servicing	—	2	—	(100)	100
Total servicing revenue	579	624	651	(7)	(4)
Asset recovery and business processing revenue	475	390	367	22	6
Other Business Services revenue	—	—	4	—	(100)
Total other income	1,054	1,014	1,022	4	(1)
Direct operating expenses	527	524	485	1	8
Income before income tax expense	527	490	537	8	(9)
Income tax expense	190	182	199	4	(9)
“Core Earnings”	\$ 337	\$ 308	\$ 338	9%	(9)%

“Core Earnings” were \$337 million for 2017, compared with \$308 million and \$338 million in 2016 and 2015, respectively. The \$29 million increase from 2016 to 2017 was primarily the result of the recognition of \$47 million of previously deferred asset recovery revenue, net of a reserve, due to the termination of the related contract as well as an increase in non-education fee revenue. The \$30 million decrease in 2016 from 2015 was primarily the result of the decrease in intercompany loan servicing revenue related to the amortization of the portfolio, lower education loan-related asset recovery revenue in connection with lower volumes, and an increase in legal contingency expense of \$17 million. Key segment metrics are as follows:

<b>(Dollars in billions)</b>	<b>As of December 31,</b>		
	<b>2017</b>	<b>2016</b>	<b>2015</b>
Number of accounts serviced for ED (in millions)	6.1	6.2	6.3
Total federal loans serviced	\$ 296	\$ 293	\$ 288
Contingent collections receivables inventory:			
Education loans	\$ 15.0	\$ 9.9	\$ 10.3
Other	11.4	10.1	9.9
Total contingent collections receivables inventory	\$ 26.4	\$ 20.0	\$ 20.2

Revenues related to services performed on FFELP Loans accounted for 65 percent, 66 percent and 71 percent of total Business Services segment revenues for the years ended December 31, 2017, 2016 and 2015, respectively.

## **Revenue**

### *Servicing Revenue*

Our Business Services segment includes intercompany loan servicing fees from servicing the FFELP Loans in our FFELP Loans segment. The average balance of this portfolio was \$84 billion, \$91 billion and \$98 billion for the years ended December 31, 2017, 2016 and 2015, respectively. The decline in the intercompany loan servicing revenue from the year-ago periods was due to the decline in the average balance of FFELP Loans serviced.

The Company services education loans for approximately 12 million DSLP Loan, FFELP Loan and Private Education Loan customers (including cosigners), including 6.1 million customer accounts under the ED Servicing Contract as of December 31, 2017, compared with 6.2 million and 6.3 million customer accounts serviced at December 31, 2016 and 2015, respectively. Third-party loan servicing fees in the years ended December 31, 2017, 2016 and 2015 included \$150 million, \$151 million and \$139 million, respectively, of servicing revenue related to the ED Servicing Contract. On June 13, 2014, ED extended its servicing contract with us to service DSLP federal loans for five more years.

On April 4, 2016, ED published the first part of a two-part RFP related to a new servicing platform for the DSLP. However, in the third quarter of 2017, ED cancelled this solicitation. On February 20, 2018, ED issued Phase 1 of a new RFP entitled the Solicitation for the Next Generation Financial Services Environment which is intended to centralize student loan servicing on a single platform. Responses to Phase 1 are due by April 6, 2018.

### *Asset Recovery and Business Processing Revenue*

Our asset recovery and business processing revenue consists of fees we receive for asset recovery of delinquent and defaulted debt on behalf of third-party clients performed on a contingent basis. Business processing revenue consists of fees we earn processing transactions on behalf of our municipal, public authority and hospital clients. Asset recovery and business processing revenue increased \$85 million in 2017 compared to 2016 primarily due to the recognition of \$47 million of previously deferred asset recovery revenue, net of a reserve, related to loans for which the Company performs default aversion services. In connection with providing these services, a fee is received when a loan is initially placed with us and we provide the services for the remaining life of the loan for no additional fee. As a result, in accordance with GAAP, the fee was deferred net of estimated rebates, and recognized as revenue as it was earned over the expected lives of the related loans. In the third quarter of 2017, the Company was notified that it would no longer perform these services after 2017 due to the termination of the related contract as of December 31, 2017. In accordance with GAAP, we recognized this previously deferred revenue during the third quarter of 2017 to reflect a shortened period over which it is expected to be earned. The remaining increase in revenue is primarily related to an increase in non-education related revenue, including Duncan Solutions, a transportation revenue management company serving municipalities and toll authorities, acquired by the Company in July 2017. Asset recovery and business processing revenue increased \$23 million from 2015 to 2016 primarily due to additional revenue from Gila (acquired in February 2015) and from Xtend Healthcare (acquired in October 2015), which was partially offset by a reduction in revenue related to a decrease in education loan-related asset recovery volume, mostly related to the ED contract discussed below.

In December 2016, Great Lakes Higher Education Assistance Corp. (“Great Lakes”) assumed control of United Student Aid Funds, Inc. (“USAF”). As part of this transfer, Great Lakes terminated our contracts with USAF and Northwest Education Loan Association (“NELA”), effective as of December 31, 2017. At the same time, they notified us of their intent to rebid the services we provided for USAF, NELA and Great Lakes. In the third quarter of 2017, we entered into a new contract with Great Lakes in which we agreed to provide asset recovery and portfolio management services on the combined Great Lakes, USAF and NELA portfolios. We were not awarded the default aversion services component of the contract which resulted in the recognition of \$47 million of previously deferred revenue, net of a reserve. Including the \$47 million of previously deferred revenue, education related fee revenues related to these services totaled \$238 million in 2017 compared to \$172 million in 2016.

Since 1997, Navient has provided asset recovery services on defaulted education loans to ED. In February 2015, ED did not grant an additional term extension (“ATE”) and this contract expired by its terms on February 21, 2015. As a result, our Pioneer subsidiary stopped receiving new account placements under the contract. In March 2015, Pioneer filed a bid protest with the U.S. Government Accountability Office (“GAO”) which protest was dismissed in March 2015 from the GAO based upon overlapping jurisdiction. Following the bid protest dismissal, Pioneer filed its own complaint with the U.S. Court of Federal Claims (“COFC”), which complaint was consolidated with several similar cases filed by other private collection agencies. In April 2015, Pioneer’s complaint, together with the other plaintiffs’ consolidated complaints, was dismissed for lack of jurisdiction. We appealed this decision to the United States Court of Appeals for the Federal Circuit and, in July 2016, the Court of Appeals reversed the ruling of the COFC and remanded the case for further proceedings. As a result of these proceedings, ED undertook voluntary corrective action, reassessed Pioneer’s eligibility to receive a term extension and awarded the company a new term extension contract in May 2017. The COFC issued a preliminary injunction in the matter and the related protest of the new contract for similar services discussed below.

This preliminary injunction prevented ED from assigning contracts under its new contract to Pioneer and the other interested parties. Several interested parties appealed the injunction to the U.S. Court of Appeals for the Federal Circuit. On December 8, 2017, the U.S. Court of Appeals granted our appeal to lift the preliminary injunction. Pioneer received new placements from ED in December 2017 under the term extension contract. In January 2018, ED completed its ongoing procurement for replacement collection contracts originally begun in 2016. Neither Pioneer nor our other subsidiary, General Revenue Corporation, received a contract award. In February 2018, Pioneer filed a bid protest at the COFC which protest has been consolidated with the other protests on this procurement. As of the date of this report, during the pendency of the new protests, ED has the right to place additional accounts with Pioneer under its May 2017 term extension contract.

### **Operating Expenses — Business Services Segment**

Operating expenses for our Business Services segment primarily include costs incurred to service our FFELP Loan portfolio, third-party servicing and asset recovery and business processing costs, and other operating costs. The \$39 million increase in operating expenses in 2016 compared with 2015 was primarily due to increases in operating costs related to Gila LLC, acquired in February 2015, and to Xtend Healthcare, acquired in October 2015, as well as a \$17 million increase in legal contingency expense. These increases were partially offset by a general reduction in costs primarily related to operating efficiency initiatives as well as reduced education loan related asset recovery volumes.

### **Other Segment**

The following table includes “Core Earnings” results for our Other segment.

(Dollars in millions)	Years Ended December 31,			% Increase (Decrease)	
	2017	2016	2015	2017 vs. 2016	2016 vs. 2015
Net interest loss after provision for loan losses	\$ (129)	\$ (103)	\$ (100)	25%	3%
Other income	19	14	11	36	27
Gains on sales of loans and investments	3	—	—	100	—
Gains (losses) on debt repurchases	(3)	1	21	(400)	(95)
Total other income	19	15	32	27	(53)
Direct operating expenses	27	28	30	(4)	(7)
Overhead expenses:					
Corporate overhead	131	112	100	17	12
Unallocated information technology costs	107	108	119	(1)	(9)
Total overhead expenses	238	220	219	8	—
Total operating expenses	265	248	249	7	—
Restructuring/other reorganization expenses	29	—	—	100	—
Total expenses	294	248	249	19	—
Loss from continuing operations, before income tax benefit	(404)	(336)	(317)	20	6
Income tax expense (benefit)	78	(124)	(118)	(163)	5
Net loss from continuing operations	(482)	(212)	(199)	127	7
Income from discontinued operations, net of tax expense	—	—	1	—	(100)
“Core Earnings” net loss	\$ (482)	\$ (212)	\$ (198)	127%	7%

### **Net Interest Loss after Provision for Loan Losses**

Net interest loss after provision for loan losses includes net interest loss related to our corporate liquidity portfolio.

### **Gains (Losses) on Debt Repurchases**

We repurchased \$513 million, \$1.5 billion and \$1.7 billion face amount of our senior unsecured debt in 2017, 2016 and 2015, respectively. Debt repurchase activity will fluctuate based on market fundamentals and our liability management strategy.

### **Direct Operating Expenses — Other Segment**

In 2017, 2016 and 2015, we recognized \$14 million, \$17 million and \$19 million, respectively, of regulatory-related costs. Regulatory-related costs include actual settlement amounts as well as third-party professional fees we incur in connection with regulatory matters (for additional information, see Item 3. “Legal Proceedings — Regulatory Matters”).

### ***Overhead Expenses — Other Segment***

Unallocated corporate overhead is comprised of costs related to executive management, the board of directors, accounting, finance, legal, human resources, compliance and risk management, and stock-based compensation expense. Unallocated information technology costs are related to infrastructure and operations.

### ***Restructuring/Other Reorganization Expenses — Other Segment***

During the fourth quarter of 2017, the Company incurred \$29 million of restructuring/other reorganization expense in connection with an effort that will reduce costs and improve operating efficiency. The charges were due primarily to severance-related costs.

### ***Income Tax Expense — Other Segment***

The TCJA, enacted on December 22, 2017, made significant changes to all aspects of income taxation, including a reduction to the corporate federal statutory tax rate. GAAP requires the effects of the TCJA to be recognized in the period the law is enacted, even though the effective date of the law for most provisions is January 1, 2018. The primary impact to us is the reduction to the corporate federal statutory tax rate from 35 percent to 21 percent as of January 1, 2018. This rate reduction required us to remeasure our deferred tax asset at December 31, 2017, at the 21 percent corporate federal statutory tax rate and resulted in a DTA Remeasurement Loss of \$208 million for GAAP and \$224 million for “Core Earnings,” which is reflected as incremental income tax expense in 2017. This non-cash remeasurement adjustment is included in the Other segment. Future periods’ income tax expense will be significantly benefitted as our corporate federal statutory tax rate will be 21 percent compared to 35 percent previously.

## Financial Condition

This section provides additional information regarding the changes related to our loan portfolio assets and related liabilities as well as credit performance indicators related to our loan portfolio.

### Average Balance Sheets — GAAP

The following table reflects the rates earned on interest-earning assets and paid on interest-bearing liabilities and reflects our net interest margin on a consolidated basis.

(Dollars in millions)	Years Ended December 31,					
	2017		2016		2015	
	Balance	Rate	Balance	Rate	Balance	Rate
<b>Average Assets</b>						
FFELP Loans	\$ 84,989	3.17%	\$ 92,497	2.73%	\$ 100,421	2.51%
Private Education Loans	23,762	6.88	25,361	6.26	28,803	6.10
Other loans	130	10.33	90	10.06	76	9.25
Cash and investments	5,159	.82	5,304	.41	6,126	.13
Total interest-earning assets	114,040	3.84%	123,252	3.36%	135,426	3.17%
Non-interest-earning assets	3,852		3,962		4,190	
Total assets	\$ 117,892		\$ 127,214		\$ 139,616	
<b>Average Liabilities and Equity</b>						
Short-term borrowings	\$ 3,194	3.85%	\$ 2,092	3.13%	\$ 3,167	2.37%
Long-term borrowings	109,088	2.61	118,973	2.00	129,817	1.54
Total interest-bearing liabilities	112,282	2.65%	121,065	2.02%	132,984	1.56%
Non-interest-bearing liabilities	2,004		2,433		2,692	
Equity	3,606		3,716		3,940	
Total liabilities and equity	\$ 117,892		\$ 127,214		\$ 139,616	
Net interest margin		1.24%		1.38%		1.64%

### Rate/Volume Analysis — GAAP

The following rate/volume analysis shows the relative contribution of changes in interest rates and asset volumes.

(Dollars in millions)	Increase (Decrease)	Change Due To(1)	
		Rate	Volume
<b>2017 vs. 2016</b>			
Interest income	\$ 237	\$ 562	\$ (325)
Interest expense	530	717	(187)
Net interest income	\$ (293)	\$ (155)	\$ (138)
<b>2016 vs. 2015</b>			
Interest income	\$ (149)	\$ 251	\$ (400)
Interest expense	367	566	(199)
Net interest income	\$ (516)	\$ (315)	\$ (201)

(1) Changes in income and expense due to both rate and volume have been allocated in proportion to the relationship of the absolute dollar amounts of the change in each.

**Summary of our Education Loan Portfolio**

Ending Education Loan Balances, net — GAAP Basis

	December 31, 2017				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 88	\$ —	\$ 88	\$ 54	\$ 142
Grace, repayment and other <sup>(2)</sup>	27,949	53,060	81,009	24,826	105,835
Total, gross	28,037	53,060	81,097	24,880	105,977
Unamortized premium/(discount)	407	259	666	(924)	(258)
Receivable for partially charged-off loans	—	—	—	760	760
Allowance for loan losses	(35)	(25)	(60)	(1,297)	(1,357)
Total education loan portfolio	<u>\$ 28,409</u>	<u>\$ 53,294</u>	<u>\$ 81,703</u>	<u>\$ 23,419</u>	<u>\$ 105,122</u>
% of total FFELP	35%	65%	100%		
% of total	27%	51%	78%	22%	100%

	December 31, 2016				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 148	\$ —	\$ 148	\$ 104	\$ 252
Grace, repayment and other <sup>(2)</sup>	31,700	55,070	86,770	24,229	110,999
Total, gross	31,848	55,070	86,918	24,333	111,251
Unamortized premium/(discount)	510	369	879	(457)	422
Receivable for partially charged-off loans	—	—	—	815	815
Allowance for loan losses	(39)	(28)	(67)	(1,351)	(1,418)
Total education loan portfolio	<u>\$ 32,319</u>	<u>\$ 55,411</u>	<u>\$ 87,730</u>	<u>\$ 23,340</u>	<u>\$ 111,070</u>
% of total FFELP	37%	63%	100%		
% of total	29%	50%	79%	21%	100%

	December 31, 2015				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 259	\$ —	\$ 259	\$ 216	\$ 475
Grace, repayment and other <sup>(2)</sup>	36,016	59,118	95,134	27,299	122,433
Total, gross	36,275	59,118	95,393	27,515	122,908
Unamortized premium/(discount)	627	460	1,087	(531)	556
Receivable for partially charged-off loans	—	—	—	881	881
Allowance for loan losses	(48)	(30)	(78)	(1,471)	(1,549)
Total education loan portfolio	<u>\$ 36,854</u>	<u>\$ 59,548</u>	<u>\$ 96,402</u>	<u>\$ 26,394</u>	<u>\$ 122,796</u>
% of total FFELP	38%	62%	100%		
% of total	30%	48%	78%	22%	100%

(1) Loans for customers still attending school and are not yet required to make payments on the loan.

(2) Includes loans in deferment or forbearance.

	December 31, 2014				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 488	\$ —	\$ 488	\$ 436	\$ 924
Grace, repayment and other <sup>(2)</sup>	39,882	62,992	102,874	30,625	133,499
Total, gross	40,370	62,992	103,362	31,061	134,423
Unamortized premium/(discount)	677	499	1,176	(594)	582
Receivable for partially charged-off loans	—	—	—	1,245	1,245
Allowance for loan losses	(58)	(35)	(93)	(1,916)	(2,009)
Total education loan portfolio	<u>\$ 40,989</u>	<u>\$ 63,456</u>	<u>\$ 104,445</u>	<u>\$ 29,796</u>	<u>\$ 134,241</u>
% of total FFELP	39%	61%	100%		
% of total	31%	47%	78%	22%	100%

	December 31, 2013				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 742	\$ —	\$ 742	\$ 2,629	\$ 3,371
Grace, repayment and other <sup>(2)</sup>	38,695	64,178	102,873	36,371	139,244
Total, gross	39,437	64,178	103,615	39,000	142,615
Unamortized premium/(discount)	602	433	1,035	(704)	331
Receivable for partially charged-off loans	—	—	—	1,313	1,313
Allowance for loan losses	(75)	(44)	(119)	(2,097)	(2,216)
Total education loan portfolio	<u>\$ 39,964</u>	<u>\$ 64,567</u>	<u>\$ 104,531</u>	<u>\$ 37,512</u>	<u>\$ 142,043</u>
% of total FFELP	38%	62%	100%		
% of total	29%	45%	74%	26%	100%

(1) Loans for customers still attending school and are not yet required to make payments on the loan.

(2) Includes loans in deferment or forbearance.

Ending Education Loan Balances, net — “Core Earnings” Basis

	December 31, 2017				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
<b>Total education loan portfolio:</b>					
In-school <sup>(1)</sup>	\$ 88	\$ —	\$ 88	\$ 54	\$ 142
Grace, repayment and other <sup>(2)</sup>	27,949	53,060	81,009	24,826	105,835
Total, gross	28,037	53,060	81,097	24,880	105,977
Unamortized premium/(discount)	407	259	666	(924)	(258)
Receivable for partially charged-off loans	—	—	—	760	760
Allowance for loan losses	(35)	(25)	(60)	(1,297)	(1,357)
Total education loan portfolio	<u>\$ 28,409</u>	<u>\$ 53,294</u>	<u>\$ 81,703</u>	<u>\$ 23,419</u>	<u>\$ 105,122</u>
% of total FFELP	35%	65%	100%		
% of total	27%	51%	78%	22%	100%

	December 31, 2016				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
<b>Total education loan portfolio:</b>					
In-school <sup>(1)</sup>	\$ 148	\$ —	\$ 148	\$ 104	\$ 252
Grace, repayment and other <sup>(2)</sup>	31,700	55,070	86,770	24,229	110,999
Total, gross	31,848	55,070	86,918	24,333	111,251
Unamortized premium/(discount)	510	369	879	(457)	422
Receivable for partially charged-off loans	—	—	—	815	815
Allowance for loan losses	(39)	(28)	(67)	(1,351)	(1,418)
Total education loan portfolio	<u>\$ 32,319</u>	<u>\$ 55,411</u>	<u>\$ 87,730</u>	<u>\$ 23,340</u>	<u>\$ 111,070</u>
% of total FFELP	37%	63%	100%		
% of total	29%	50%	79%	21%	100%

	December 31, 2015				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
<b>Total education loan portfolio:</b>					
In-school <sup>(1)</sup>	\$ 259	\$ —	\$ 259	\$ 216	\$ 475
Grace, repayment and other <sup>(2)</sup>	36,016	59,118	95,134	27,299	122,433
Total, gross	36,275	59,118	95,393	27,515	122,908
Unamortized premium/(discount)	627	460	1,087	(531)	556
Receivable for partially charged-off loans	—	—	—	881	881
Allowance for loan losses	(48)	(30)	(78)	(1,471)	(1,549)
Total education loan portfolio	<u>\$ 36,854</u>	<u>\$ 59,548</u>	<u>\$ 96,402</u>	<u>\$ 26,394</u>	<u>\$ 122,796</u>
% of total FFELP	38%	62%	100%		
% of total	30%	48%	78%	22%	100%

(1) Loans for customers still attending school and are not yet required to make payments on the loan.

(2) Includes loans in deferment or forbearance.



	December 31, 2014				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 488	\$ —	\$ 488	\$ 436	\$ 924
Grace, repayment and other <sup>(2)</sup>	39,882	62,992	102,874	30,625	133,499
Total, gross	40,370	62,992	103,362	31,061	134,423
Unamortized premium/(discount)	677	499	1,176	(594)	582
Receivable for partially charged-off loans	—	—	—	1,245	1,245
Allowance for loan losses	(58)	(35)	(93)	(1,916)	(2,009)
Total education loan portfolio	\$ 40,989	\$ 63,456	\$ 104,445	\$ 29,796	\$ 134,241
% of total FFELP	39%	61%	100%		
% of total	31%	47%	78%	22%	100%

	December 31, 2013				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total education loan portfolio:					
In-school <sup>(1)</sup>	\$ 739	\$ —	\$ 739	\$ 438	\$ 1,177
Grace, repayment and other <sup>(2)</sup>	38,175	63,274	101,449	31,999	133,448
Total, gross	38,914	63,274	102,188	32,437	134,625
Unamortized premium/(discount)	601	430	1,031	(709)	322
Receivable for partially charged-off loans	—	—	—	1,313	1,313
Allowance for loan losses	(73)	(40)	(113)	(2,035)	(2,148)
Total education loan portfolio	\$ 39,442	\$ 63,664	\$ 103,106	\$ 31,006	\$ 134,112
% of total FFELP	38%	62%	100%		
% of total	30%	47%	77%	23%	100%

- (1) Loans for customers still attending school and are not yet required to make payments on the loan.  
(2) Includes loans in deferment or forbearance.

*Average Education Loan Balances (net of unamortized premium/discount) — GAAP and “Core Earnings” Basis*

	Year Ended December 31, 2017				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total	\$ 30,462	\$ 54,527	\$ 84,989	\$ 23,762	\$ 108,751
% of FFELP	36%	64%	100%		
% of total	28%	50%	78%	22%	100%

	Year Ended December 31, 2016				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total	\$ 34,710	\$ 57,787	\$ 92,497	\$ 25,361	\$ 117,858
% of FFELP	38%	62%	100%		
% of total	29%	49%	78%	22%	100%

	Year Ended December 31, 2015				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Total	\$ 38,932	\$ 61,489	\$ 100,421	\$ 28,803	\$ 129,224
% of FFELP	39%	61%	100%		
% of total	30%	48%	78%	22%	100%

Education Loan Activity — GAAP and “Core Earnings” Basis

	Year Ended December 31, 2017				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Beginning balance	\$ 32,319	\$ 55,411	\$ 87,730	\$ 23,340	\$ 111,070
Acquisitions	1,195	4,358	5,553	3,670	9,223
Capitalized interest and premium/discount amortization	916	968	1,884	376	2,260
Consolidations to third parties	(2,561)	(2,711)	(5,272)	(692)	(5,964)
Repayments and other	(3,460)	(4,732)	(8,192)	(3,275)	(11,467)
Ending balance	<u>\$ 28,409</u>	<u>\$ 53,294</u>	<u>\$ 81,703</u>	<u>\$ 23,419</u>	<u>\$ 105,122</u>

	Year Ended December 31, 2016				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Beginning balance	\$ 36,854	\$ 59,548	\$ 96,402	\$ 26,394	\$ 122,796
Acquisitions	1,312	2,146	3,458	225	3,683
Capitalized interest and premium/discount amortization	1,006	1,024	2,030	418	2,448
Consolidations to third parties	(2,821)	(2,412)	(5,233)	(506)	(5,739)
Repayments and other	(4,032)	(4,895)	(8,927)	(3,191)	(12,118)
Ending balance	<u>\$ 32,319</u>	<u>\$ 55,411</u>	<u>\$ 87,730</u>	<u>\$ 23,340</u>	<u>\$ 111,070</u>

	Year Ended December 31, 2015				
(Dollars in millions)	FFELP Stafford and Other	FFELP Consolidation Loans	Total FFELP Loans	Private Education Loans	Total Portfolio
Beginning balance	\$ 40,989	\$ 63,456	\$ 104,445	\$ 29,796	\$ 134,241
Acquisitions	2,047	1,671	3,718	18	3,736
Capitalized interest and premium/discount amortization	1,180	1,110	2,290	522	2,812
Consolidations to third parties	(2,545)	(1,924)	(4,469)	(227)	(4,696)
Loan sales	(316)	(85)	(401)	(176)	(577)
Repayments and other	(4,501)	(4,680)	(9,181)	(3,539)	(12,720)
Ending balance	<u>\$ 36,854</u>	<u>\$ 59,548</u>	<u>\$ 96,402</u>	<u>\$ 26,394</u>	<u>\$ 122,796</u>

Education Loan Allowance for Loan Losses Activity — GAAP Basis

(Dollars in millions)	December 31, 2017			December 31, 2016			December 31, 2015		
	FFELP Loans	Private Education Loans	Total Portfolio	FFELP Loans	Private Education Loans	Total Portfolio	FFELP Loans	Private Education Loans	Total Portfolio
Beginning balance	\$ 67	\$ 1,351	\$ 1,418	\$ 78	\$ 1,471	\$ 1,549	\$ 93	\$ 1,916	\$ 2,009
Less:									
Net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	—	—	—	—	—	—	—	(330)	(330)
Net charge-offs remaining <sup>(2)</sup>	(49)	(443)	(492)	(54)	(513)	(567)	(61)	(659)	(720)
Total net charge-offs	(49)	(443)	(492)	(54)	(513)	(567)	(61)	(989)	(1,050)
Loan sales	—	—	—	—	—	—	—	(5)	(5)
Plus:									
Provision for loan losses	42	382	424	43	383	426	46	538	584
Reclassification of interest reserve <sup>(3)</sup>	—	7	7	—	10	10	—	11	11
Ending balance	\$ 60	\$ 1,297	\$ 1,357	\$ 67	\$ 1,351	\$ 1,418	\$ 78	\$ 1,471	\$ 1,549
Percent of total	4%	96%	100%	5%	95%	100%	5%	95%	100%
Troubled debt restructuring <sup>(4)</sup>	\$ —	\$ 10,890	\$ 10,890	\$ —	\$ 11,119	\$ 11,119	\$ —	\$ 10,898	\$ 10,898

(Dollars in millions)	December 31, 2014			December 31, 2013		
	FFELP Loans	Private Education Loans	Total Portfolio	FFELP Loans	Private Education Loans	Total Portfolio
Balance at beginning of period	\$ 119	\$ 2,097	\$ 2,216	\$ 159	\$ 2,171	\$ 2,330
Less:						
Total net charge-offs <sup>(2)</sup>	(79)	(717)	(796)	(78)	(878)	(956)
Loan sales	—	—	—	(14)	—	(14)
Distribution of SLM BankCo	(6)	(69)	(75)	—	—	—
Plus:						
Provision for loan losses	59	588	647	52	787	839
Reclassification of interest reserve <sup>(3)</sup>	—	17	17	—	17	17
Ending balance	\$ 93	\$ 1,916	\$ 2,009	\$ 119	\$ 2,097	\$ 2,216
Percent of total	5%	95%	100%	5%	95%	100%
Troubled debt restructuring <sup>(4)</sup>	\$ —	\$ 10,548	\$ 10,548	\$ —	\$ 9,225	\$ 9,225

- (1) In 2015, the portion of the loan amount charged off at default on Private Education Loans increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.
- (2) Charge-offs are reported net of expected recoveries. For Private Education Loans, the expected recovery amount is transferred to the receivable for partially charged-off loan balance. Charge-offs include charge-offs against the receivable for partially charged-off loans which represents the difference between what was expected to be collected and any shortfalls in what was actually collected in the period. See "Receivable for Partially Charged-Off Private Education Loans" for further discussion.
- (3) Represents the additional allowance related to the amount of uncollectible interest reserved within interest income that is transferred in the period to the allowance for loan losses when interest is capitalized to a loan's principal balance.
- (4) Represents the recorded investment of loans identified as troubled debt restructuring.

Education Loan Allowance for Loan Losses Activity — “Core Earnings” Basis

(Dollars in millions)	December 31, 2017			December 31, 2016			December 31, 2015		
	FFELP Loans	Private Education Loans	Total Portfolio	FFELP Loans	Private Education Loans	Total Portfolio	FFELP Loans	Private Education Loans	Total Portfolio
Beginning balance	\$ 67	\$ 1,351	\$ 1,418	\$ 78	\$ 1,471	\$ 1,549	\$ 93	\$ 1,916	\$ 2,009
Less:									
Net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	—	—	—	—	—	—	—	(330)	(330)
Net charge-offs remaining <sup>(2)</sup>	(49)	(443)	(492)	(54)	(513)	(567)	(61)	(659)	(720)
Total net charge-offs	(49)	(443)	(492)	(54)	(513)	(567)	(61)	(989)	(1,050)
Loan sales	—	—	—	—	—	—	—	(5)	(5)
Plus:									
Provision for loan losses	42	382	424	43	383	426	46	538	584
Reclassification of interest reserve <sup>(3)</sup>	—	7	7	—	10	10	—	11	11
Ending balance	\$ 60	\$ 1,297	\$ 1,357	\$ 67	\$ 1,351	\$ 1,418	\$ 78	\$ 1,471	\$ 1,549
Percent of total	4%	96%	100%	5%	95%	100%	5%	95%	100%
Troubled debt restructuring <sup>(4)</sup>	\$ —	\$ 10,890	\$ 10,890	\$ —	\$ 11,119	\$ 11,119	\$ —	\$ 10,898	\$ 10,898

(Dollars in millions)	December 31, 2014			December 31, 2013		
	FFELP Loans	Private Education Loans	Total Portfolio	FFELP Loans	Private Education Loans	Total Portfolio
Balance at beginning of period	\$ 113	\$ 2,035	\$ 2,148	\$ 155	\$ 2,106	\$ 2,261
Less:						
Total net charge-offs <sup>(2)</sup>		(79)	(717)	(76)	(878)	(954)
Loan sales		—	—	(14)	—	(14)
Plus:						
Provision for loan losses		59	539	48	722	770
Reclassification of interest reserve <sup>(3)</sup>		—	17	—	17	17
Other transactions <sup>(5)</sup>		—	42	—	68	68
Ending balance	\$ 93	\$ 1,916	\$ 2,009	\$ 113	\$ 2,035	\$ 2,148
Percent of total	5%	95%	100%	5%	95%	100%
Troubled debt restructuring <sup>(4)</sup>	\$ —	\$ 10,548	\$ 10,548	\$ —	\$ 9,225	\$ 9,225

- (1) In 2015, the portion of the loan amount charged off at default on Private Education Loans increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.
- (2) Charge-offs are reported net of expected recoveries. For Private Education Loans, the expected recovery amount is transferred to the receivable for partially charged-off loan balance. Charge-offs include charge-offs against the receivable for partially charged-off loans which represents the difference between what was expected to be collected and any shortfalls in what was actually collected in the period. See “Receivable for Partially Charged-Off Private Education Loans” for further discussion.
- (3) Represents the additional allowance related to the amount of uncollectible interest reserved within interest income that is transferred in the period to the allowance for loan losses when interest is capitalized to a loan’s principal balance.
- (4) Represents the recorded investment of loans identified as troubled debt restructuring.
- (5) Relates to loans purchased from Sallie Mae Bank by Navient related entities prior to the Spin-Off. Amount is the related allowance for loan losses that was transferred in connection with the loans purchased.

## FFELP Loan Portfolio Performance

### FFELP Loan Delinquencies and Forbearance — GAAP and “Core Earnings” Basis

(Dollars in millions)	FFELP Loan Delinquencies					
	December 31,					
	2017		2016		2015	
	Balance	%	Balance	%	Balance	%
Loans in-school/grace/deferment <sup>(1)</sup>	\$ 4,711		\$ 5,871		\$ 8,257	
Loans in forbearance <sup>(2)</sup>	8,533		10,490		13,298	
Loans in repayment and percentage of each status:						
Loans current	59,264	87.3%	61,977	87.8%	62,651	84.8%
Loans delinquent 31-60 days <sup>(3)</sup>	2,638	3.9	2,820	4.0	3,285	4.5
Loans delinquent 61-90 days <sup>(3)</sup>	1,763	2.6	1,325	1.9	1,856	2.5
Loans delinquent greater than 90 days <sup>(3)</sup>	4,188	6.2	4,435	6.3	6,046	8.2
Total FFELP Loans in repayment	67,853	100%	70,557	100%	73,838	100%
Total FFELP Loans, gross	81,097		86,918		95,393	
FFELP Loan unamortized premium	666		879		1,087	
Total FFELP Loans	81,763		87,797		96,480	
FFELP Loan allowance for losses	(60)		(67)		(78)	
FFELP Loans, net	\$ 81,703		\$ 87,730		\$ 96,402	
Percentage of FFELP Loans in repayment		83.7%		81.2%		77.4%
Delinquencies as a percentage of FFELP Loans in repayment		12.7%		12.2%		15.2%
FFELP Loans in forbearance as a percentage of loans in repayment and forbearance		11.2%		12.9%		15.3%

- (1) Loans for customers who may still be attending school or engaging in other permitted educational activities and are not yet required to make payments on the loans, e.g., residency periods for medical students or a grace period for bar exam preparation, as well as loans for customers who have requested and qualify for other permitted program deferments such as military, unemployment, or economic hardship.
- (2) Loans for customers who have used their allowable deferment time or do not qualify for deferment, that need additional time to obtain employment or who have temporarily ceased making full payments due to hardship or other factors such as disaster relief.
- (3) The period of delinquency is based on the number of days scheduled payments are contractually past due.

### Allowance for FFELP Loan Losses — GAAP and “Core Earnings” Basis

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Allowance at beginning of period	\$ 67	\$ 78	\$ 93
Provision for FFELP Loan losses	42	43	46
Charge-offs	(49)	(54)	(61)
Allowance at end of period	\$ 60	\$ 67	\$ 78
Charge-offs as a percentage of average loans in repayment	.07%	.07%	.08%
Allowance as a percentage of the ending total loans, gross	.07%	.08%	.08%
Allowance as a percentage of ending loans in repayment	.09%	.09%	.10%
Allowance coverage of charge-offs	1.2	1.2	1.3
Ending total loans, gross	\$ 81,097	\$ 86,918	\$ 95,393
Average loans in repayment	\$ 68,318	\$ 72,714	\$ 75,925
Ending loans in repayment	\$ 67,853	\$ 70,557	\$ 73,838

## Private Education Loan Portfolio Performance

Private Education Loan Delinquencies and Forbearance — GAAP and “Core Earnings” Basis

(Dollars in millions)	Private Education Loan Delinquencies					
	December 31,					
	2017		2016		2015	
	Balance	%	Balance	%	Balance	%
Loans in-school/grace/deferment <sup>(1)</sup>	\$ 1,061		\$ 1,393		\$ 2,040	
Loans in forbearance <sup>(2)</sup>	895		790		973	
Loans in repayment and percentage of each status:						
Loans current	21,590	94.2%	20,506	92.6%	22,731	92.8%
Loans delinquent 31-60 days <sup>(3)</sup>	471	2.0	522	2.4	577	2.4
Loans delinquent 61-90 days <sup>(3)</sup>	266	1.2	321	1.4	348	1.4
Loans delinquent greater than 90 days <sup>(3)</sup>	597	2.6	801	3.6	846	3.4
Total Private Education Loans in repayment	22,924	100%	22,150	100%	24,502	100%
Total Private Education Loans, gross	24,880		24,333		27,515	
Private Education Loan unamortized discount	(924)		(457)		(531)	
Total Private Education Loans	23,956		23,876		26,984	
Private Education Loan receivable for partially charged-off loans	760		815		881	
Private Education Loan allowance for losses	(1,297)		(1,351)		(1,471)	
Private Education Loans, net	\$ 23,419		\$ 23,340		\$ 26,394	
Percentage of Private Education Loans in repayment		92.1%		91.0%		89.0%
Delinquencies as a percentage of Private Education Loans in repayment		5.8%		7.4%		7.2%
Loans in forbearance as a percentage of loans in repayment and forbearance		3.8%		3.4%		3.8%
Loans in repayment with more than 12 payments made		92%		95%		94%
Percentage of Private Education Loans with a cosigner		63%		64%		64%

(1) Deferment includes customers who have returned to school or are engaged in other permitted educational activities and are not yet required to make payments on the loans, e.g., residency periods for medical students or a grace period for bar exam preparation.

(2) Loans for customers who have requested extension of grace period generally during employment transition or who have temporarily ceased making full payments due to hardship or other factors such as disaster relief, consistent with established loan program servicing policies and procedures.

(3) The period of delinquency is based on the number of days scheduled payments are contractually past due.

## Allowance for Private Education Loan Losses — GAAP and “Core Earnings” Basis

See “Business Segment Earnings Summary – ‘Core Earnings’ Basis – Private Education Loans Segment – Private Education Loan Provision for Loan Losses” for discussion.

### Receivable for Partially Charged-Off Private Education Loans

At the end of each month, for loans that are 212 or more days past due, we charge off the estimated loss of a defaulted loan balance. Actual recoveries are applied against the remaining loan balance that was not charged off. We refer to this remaining loan balance as the “receivable for partially charged-off loans.” If actual periodic recoveries are less than expected, the difference is immediately charged off through the allowance for Private Education Loan losses with an offsetting reduction in the receivable for partially charged-off Private Education Loans. If actual periodic recoveries are greater than expected, they will be reflected as a recovery through the allowance for Private Education Loan losses once the cumulative recovery amount exceeds the cumulative amount originally expected to be recovered. The financial crisis, which began in 2007, impacted our collections on defaulted loans and as a result, Private Education Loans which defaulted from 2007 through March 31, 2015, experienced collection performance below our pre-financial crisis experience. For that reason, until we gained enough data and experience to determine the long-term, post-default recovery rate of 21 percent in second-quarter 2015, we established a reserve for potential shortfalls in recoveries. In the second quarter of 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

The following table summarizes the activity in the receivable for partially charged-off loans.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Receivable at beginning of period	\$ 815	\$ 881	\$ 1,245
Expected future recoveries of current period defaults <sup>(1)</sup>	110	128	183
Recoveries <sup>(2)</sup>	(155)	(181)	(191)
Net adjustment resulting from the change in the charge-off rate <sup>(3)</sup>	—	—	(330)
Net charge-offs remaining <sup>(4)</sup>	(10)	(13)	(26)
Total net charge-offs <sup>(5)</sup>	(10)	(13)	(356)
Receivable at end of period	\$ 760	\$ 815	\$ 881

(1) Represents our estimate of the amount to be collected in the future.

(2) Current period cash collections.

(3) In 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

(4) Represents the current period recovery shortfall — the difference between what was expected to be collected and what was actually collected.

(5) These amounts are included in total charge-offs as reported in the “Allowance for Private Education Loan Losses” table.

### Use of Forbearance as a Private Education Loan Collection Tool

Forbearance involves granting the customer a temporary cessation of payments (or temporary acceptance of smaller than scheduled payments) for a specified period of time. Using forbearance extends the original term of the loan. Forbearance does not grant any reduction in the total repayment obligation (principal or interest). While in forbearance status, interest continues to accrue and is capitalized to principal when the loan re-enters repayment status. Our forbearance policies include limits on the number of forbearance months granted consecutively and the total number of forbearance months granted over the life of the loan. In some instances, we require good-faith payments before granting forbearance. Exceptions to forbearance policies are permitted when such exceptions are judged to increase the likelihood of recovery of the loan. Forbearance as a recovery tool is used most effectively when applied based on a customer’s unique situation, including historical information and judgments. We leverage updated customer information and other decision support tools to best determine who will be granted forbearance based on our expectations as to a customer’s ability and willingness to repay their obligation. This strategy is aimed at mitigating the overall risk of the portfolio as well as encouraging cash resolution of delinquent loans.

Forbearance may be granted to customers who are exiting their grace period to provide additional time to obtain employment and income to support their obligations, or to current customers who are faced with a hardship and request forbearance time to provide temporary payment relief. In these circumstances, a customer’s loan is placed into a forbearance status in limited monthly increments and is reflected in the forbearance status at month-end during this time. At the end of their granted forbearance period, the customer will enter repayment status as current and is expected to begin making their scheduled monthly payments on a go-forward basis.

Forbearance may also be granted to customers who are delinquent in their payments. In these circumstances, the forbearance cures the delinquency and the customer is returned to a current repayment status. In more limited instances, delinquent customers will also be granted additional forbearance time.

The tables below show the composition and status of the Private Education Loan portfolio aged by the number of months for which a scheduled monthly payment was received. As indicated in the tables, the percentage of loans that are in forbearance status are delinquent greater than 90 days or that are charged off decreases the longer the loans have been making scheduled monthly payments.

At December 31, 2017, loans in forbearance status as a percentage of loans in repayment and forbearance were 9.2 percent for loans that have made less than 25 monthly payments. The percentage drops to 2.4 percent for loans that have made more than 48 monthly payments.

At December 31, 2017, loans in repayment that are delinquent greater than 90 days as a percentage of loans in repayment were 5.0 percent for loans that have made less than 25 monthly payments. The percentage drops to 1.7 percent for loans that have made more than 48 monthly payments.

For the year ended December 31, 2017, charge-offs as a percentage of loans in repayment were 4.9 percent for loans that have made less than 25 monthly payments. The percentage drops to 0.8 percent for loans that have made more than 48 monthly payments.

*GAAP and "Core Earnings" Basis:*

(Dollars in millions) December 31, 2017	Monthly Scheduled Payments Received					Not Yet in Repayment	Total
	0 to 12	13 to 24	25 to 36	37 to 48	More than 48		
Loans in-school/grace/deferment	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 1,061	\$ 1,061
Loans in forbearance	188	90	93	105	419	—	895
Loans in repayment — current	1,605	868	1,164	1,840	16,113	—	21,590
Loans in repayment — delinquent 31-60 days	37	39	47	63	285	—	471
Loans in repayment — delinquent 61-90 days	26	22	30	39	149	—	266
Loans in repayment — delinquent greater than 90 days	74	62	79	91	291	—	597
<b>Total</b>	<b>\$ 1,930</b>	<b>\$ 1,081</b>	<b>\$ 1,413</b>	<b>\$ 2,138</b>	<b>\$ 17,257</b>	<b>\$ 1,061</b>	<b>24,880</b>
Unamortized discount							(924)
Receivable for partially charged-off loans							760
Allowance for loan losses							(1,297)
<b>Total Private Education Loans, net</b>							<b>\$ 23,419</b>
Loans in forbearance as a percentage of loans in repayment and forbearance	<u>9.7%</u>	<u>8.3%</u>	<u>6.6%</u>	<u>4.9%</u>	<u>2.4%</u>	<u>—%</u>	<u>3.8%</u>
Loans in repayment — delinquent greater than 90 days as a percentage of loans in repayment	<u>4.2%</u>	<u>6.3%</u>	<u>6.0%</u>	<u>4.5%</u>	<u>1.7%</u>	<u>—%</u>	<u>2.6%</u>
Net charge-offs as a percentage of average loans in repayment	<u>5.4%</u>	<u>4.1%</u>	<u>3.3%</u>	<u>2.4%</u>	<u>.8%</u>	<u>—%</u>	<u>1.5%</u>



(Dollars in millions) December 31, 2016	Monthly Scheduled Payments Received					Not Yet in Repayment	Total
	0 to 12	13 to 24	25 to 36	37 to 48	More than 48		
Loans in-school/grace/deferment	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 1,393	\$ 1,393
Loans in forbearance	239	98	95	99	259	—	790
Loans in repayment — current	860	973	1,565	2,363	14,745	—	20,506
Loans in repayment — delinquent 31-60 days	65	56	69	81	251	—	522
Loans in repayment — delinquent 61-90 days	45	37	48	51	140	—	321
Loans in repayment — delinquent greater than 90 days	131	107	131	129	303	—	801
Total	<u>\$ 1,340</u>	<u>\$ 1,271</u>	<u>\$ 1,908</u>	<u>\$ 2,723</u>	<u>\$ 15,698</u>	<u>\$ 1,393</u>	<u>24,333</u>
Unamortized discount							(457)
Receivable for partially charged-off loans							815
Allowance for loan losses							(1,351)
Total Private Education Loans, net							<u>\$ 23,340</u>
Loans in forbearance as a percentage of loans in repayment and forbearance	<u>17.8%</u>	<u>7.7%</u>	<u>5.0%</u>	<u>3.6%</u>	<u>1.6%</u>	<u>—%</u>	<u>3.4%</u>
Loans in repayment — delinquent greater than 90 days as a percentage of loans in repayment	<u>11.9%</u>	<u>9.1%</u>	<u>7.2%</u>	<u>4.9%</u>	<u>2.0%</u>	<u>—%</u>	<u>3.6%</u>
Net charge-offs as a percentage of average loans in repayment	<u>12.6%</u>	<u>5.7%</u>	<u>4.1%</u>	<u>2.5%</u>	<u>1.0%</u>	<u>—%</u>	<u>2.3%</u>

(Dollars in millions) December 31, 2015	Monthly Scheduled Payments Received					Not Yet in Repayment	Total
	0 to 12	13 to 24	25 to 36	37 to 48	More than 48		
Loans in-school/grace/deferment	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 2,040	\$ 2,040
Loans in forbearance	341	134	136	119	243	—	973
Loans in repayment — current	1,088	1,576	2,543	3,407	14,117	—	22,731
Loans in repayment — delinquent 31-60 days	97	76	92	87	225	—	577
Loans in repayment — delinquent 61-90 days	64	52	56	51	125	—	348
Loans in repayment — delinquent greater than 90 days	186	139	155	123	243	—	846
Total	<u>\$ 1,776</u>	<u>\$ 1,977</u>	<u>\$ 2,982</u>	<u>\$ 3,787</u>	<u>\$ 14,953</u>	<u>\$ 2,040</u>	<u>27,515</u>
Unamortized discount							(531)
Receivable for partially charged-off loans							881
Allowance for loan losses							(1,471)
Total Private Education Loans, net							<u>\$ 26,394</u>
Loans in forbearance as a percentage of loans in repayment and forbearance	<u>19.2%</u>	<u>6.8%</u>	<u>4.6%</u>	<u>3.1%</u>	<u>1.6%</u>	<u>—%</u>	<u>3.8%</u>
Loans in repayment — delinquent greater than 90 days as a percentage of loans in repayment	<u>13.0%</u>	<u>7.5%</u>	<u>5.4%</u>	<u>3.3%</u>	<u>1.7%</u>	<u>—%</u>	<u>3.4%</u>
Net charge-offs as a percentage of average loans in repayment, excluding the net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	<u>13.1%</u>	<u>5.1%</u>	<u>2.9%</u>	<u>1.8%</u>	<u>.9%</u>	<u>—%</u>	<u>2.6%</u>

(1) In 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

## Private Education Loan Repayment Options

Certain loan programs allow customers to select from a variety of repayment options depending on their loan type and their enrollment/loan status, which include the ability to extend their repayment term or change their monthly payment. The chart below provides the optional repayment offerings in addition to the standard level principal and interest payments as of December 31, 2017.

(Dollars in millions)	Loan Program				Total
	Signature and Other	Smart Option	Career Training		
\$ in repayment	\$ 19,625	\$ 2,846	\$ 453	\$	\$ 22,924
\$ in total	\$ 21,293	\$ 3,093	\$ 494	\$	\$ 24,880
Payment method by enrollment status:					
In-school/grace	Deferred(1)	Deferred(1), interest-only or fixed \$25/month	Interest-only or fixed \$25/month		
Repayment	Level principal and interest or graduated	Level principal and interest	Level principal and interest		

(1) "Deferred" includes loans for which no payments are required and interest charges are capitalized into the loan balance.

## Liquidity and Capital Resources

### Funding and Liquidity Risk Management

The following "Liquidity and Capital Resources" discussion concentrates on our FFELP Loans and Private Education Loans segments. Our Business Services and Other segments require minimal capital and funding.

We define liquidity as cash and high-quality liquid assets that we can use to meet our cash requirements. Our two primary liquidity needs are: (1) servicing our debt and (2) our ongoing ability to meet our cash needs for running the operations of our businesses (including derivative collateral requirements) throughout market cycles, including during periods of financial stress. Secondary liquidity needs, which can be adjusted as needed, include the origination of Private Education Refinance Loans, acquisitions of Private Education Loan and FFELP Loan portfolios, acquisitions of companies, the payment of common stock dividends and the repurchase of common stock under common share repurchase programs. To achieve these objectives, we analyze and monitor our liquidity needs, maintain excess liquidity and access diverse funding sources including the issuance of unsecured debt and the issuance of secured debt primarily through asset-backed securitizations and/or other financing facilities.

We define our liquidity risk as the potential inability to meet our obligations when they become due without incurring unacceptable losses or to invest in future asset growth and business operations at reasonable market rates. Our primary liquidity risk relates to our ability to service our debt, meet our other business obligations and to continue to grow our business. The ability to access the capital markets is impacted by general market and economic conditions, our credit ratings, as well as the overall availability of funding sources in the marketplace. In addition, credit ratings may be important to customers or counterparties when we compete in certain markets and when we seek to engage in certain transactions, including over-the-counter derivatives.

Credit ratings and outlooks are opinions subject to ongoing review by the ratings agencies and may change, from time to time, based on our financial performance, industry and market dynamics and other factors. Other factors that influence our credit ratings include the ratings agencies' assessment of the general operating environment, our relative positions in the markets in which we compete, reputation, liquidity position, the level and volatility of earnings, corporate governance and risk management policies, capital position and capital management practices. A negative change in our credit rating could have a negative effect on our liquidity because it might raise the cost and availability of funding and potentially require additional cash collateral or restrict cash currently held as collateral on existing borrowings or derivative collateral arrangements. It is our objective to improve our credit ratings so that we can continue to efficiently access the capital markets even in difficult economic and market conditions. We have unsecured debt that totaled \$13.9 billion at December 31, 2017. Three credit rating agencies currently rate our long-term unsecured debt at below investment grade.

We expect to fund our ongoing liquidity needs, including the repayment of \$1.3 billion of senior unsecured notes that mature in the next twelve months, primarily through our current cash, investments and unencumbered FFELP Loan portfolio, the predictable operating cash flows provided by operating activities (\$1.2 billion in the year ended December 31, 2017), the repayment of principal

on unencumbered education loan assets, and the distribution of overcollateralization from our securitization trusts. We may also, depending on market conditions and availability, draw down on our secured FFELP Loan and Private Education Loan facilities, issue term ABS, enter into additional Private Education Loan ABS repurchase facilities, or issue additional unsecured debt.

With the acquisition of Earnest in November 2017, we began originating Private Education Refinance Loans. We also have purchased and may purchase, in future periods, Private Education Refinance Loan, other Private Education Loan and FFELP Loan portfolios from third parties. Those originations and purchases will be part of our ongoing liquidity needs. Effective October 4, 2017, Navient temporarily suspended its remaining share repurchase program to allocate capital towards building book value. On January 24, 2018, we announced that we expect to restart our share repurchases in the second half of 2018.

### Sources of Liquidity and Available Capacity

#### Ending Balances

<u>(Dollars in millions)</u>	<u>December 31,</u> <u>2017</u>	<u>December 31,</u> <u>2016</u>
<b>Sources of primary liquidity:</b>		
Total unrestricted cash and liquid investments	\$ 1,520	\$ 1,256
Unencumbered FFELP Loans	690	359
Total GAAP and “Core Earnings” basis	<u>\$ 2,210</u>	<u>\$ 1,615</u>

#### Average Balances

<u>(Dollars in millions)</u>	<u>Years Ended December 31,</u>		
	<u>2017</u>	<u>2016</u>	<u>2015</u>
<b>Sources of primary liquidity:</b>			
Total unrestricted cash and liquid investments	\$ 1,234	\$ 1,185	\$ 1,546
Unencumbered FFELP Loans	960	1,035	1,506
Total GAAP and “Core Earnings” basis	<u>\$ 2,194</u>	<u>\$ 2,220</u>	<u>\$ 3,052</u>

Liquidity may also be available under secured credit facilities to the extent we have eligible collateral and capacity available. Maximum borrowing capacity under the FFELP Loan-other facilities will vary and be subject to each agreement’s borrowing conditions, including, among others, facility size, current usage and availability of qualifying collateral from unencumbered FFELP Loans. As of December 31, 2017 and 2016, the maximum additional capacity under these facilities was \$2.4 billion and \$2.2 billion, respectively. For the years ended December 31, 2017, 2016 and 2015, the average maximum additional capacity under these facilities was \$2.8 billion, \$2.6 billion and \$11.2 billion, respectively. The \$8.6 billion reduction in the average maximum additional capacity during 2016 primarily related to a \$7.1 billion reduction in the availability under the facility with the Federal Home Loan Bank of Des Moines. As of December 31, 2017, the maturity dates of the FFELP Loan-other facilities ranged from November 2018 to January 2021.

In addition to the FFELP Loan-other facilities, liquidity may also be available from our Private Education Loan asset-backed commercial paper (“ABCP”) facilities. Maximum borrowing capacity under the Private Education Loan-other facilities will vary and be subject to each agreement’s borrowing conditions, including, among others, facility size, current usage and availability of qualifying collateral from unencumbered Private Education Loans. As of December 31, 2017 and 2016, the maximum additional capacity under these facilities was \$925 million and \$285 million, respectively. For the years ended December 31, 2017, 2016 and 2015, the average maximum additional capacity under these facilities was \$373 million, \$474 million and \$512 million, respectively. As of December 31, 2017, the maturity dates of these facilities ranged from June 2018 to June 2020.

The Private Education Loan ABCP facilities’ borrowing capacity includes a new \$750 million revolving credit facility that closed in fourth-quarter 2017 to warehouse Private Education Refinance Loan originations. This facility matures in October 2018. At December 31, 2017, the available capacity under this facility was \$328 million.

At December 31, 2017, we had a total of \$6.6 billion of unencumbered tangible assets inclusive of those listed in the table above as sources of primary liquidity. Total unencumbered education loans comprised \$3.2 billion of our unencumbered tangible assets of which \$2.5 billion and \$0.7 billion related to Private Education Loans and FFELP Loans, respectively. In addition, as of December 31, 2017, we had \$10.6 billion of encumbered net assets (i.e., overcollateralization) in our various financing facilities (consolidated variable interest entities). Since the fourth quarter of 2015, we have closed on \$2.5 billion of Private Education Loan ABS Repurchase

Facilities. These repurchase facilities are collateralized by Residual Interests in previously issued Private Education Loan ABS trusts. These are examples of how we can effectively finance previously encumbered assets to generate additional liquidity in addition to the unencumbered assets we traditionally have encumbered in the past. Additionally, these repurchase facilities had a cost of funds lower than that of a new unsecured debt issuance.

The following table reconciles encumbered and unencumbered assets and their net impact on total tangible equity.

<b>(Dollars in billions)</b>	<b>December 31, 2017</b>	<b>December 31, 2016</b>
Net assets of consolidated variable interest entities (encumbered assets) — FFELP Loans	\$ 4.7	\$ 4.7
Net assets of consolidated variable interest entities (encumbered assets) — Private Education Loans	5.9	6.1
Tangible unencumbered assets <sup>(1)</sup>	6.6	6.8
Senior unsecured debt	(13.9)	(13.7)
Mark-to-market on unsecured hedged debt <sup>(2)</sup>	(.3)	(.4)
Other liabilities, net	(.3)	(.4)
<b>Total tangible equity — GAAP Basis</b>	<b>\$ 2.7</b>	<b>\$ 3.1</b>

(1) At December 31, 2017 and 2016, excludes goodwill and acquired intangible assets, net, of \$810 million and \$670 million, respectively.

(2) At December 31, 2017 and 2016, there were \$189 million and \$403 million, respectively, of net gains on derivatives hedging this debt in unencumbered assets, which partially offset these losses.

### *2017 Financing Transactions*

During 2017, Navient issued \$5.7 billion in FFELP Loan ABS, \$662 million in Private Education Loan ABS and \$1.6 billion in unsecured debt. Additionally, Navient closed on four Private Education Loan ABS Repurchase Facilities totaling \$1.5 billion.

### *Shareholder Distributions*

In the year ended December 31, 2017, we paid four quarterly common stock dividends of \$0.16 per share.

We repurchased 29.6 million shares of common stock for \$440 million in the year ended December 31, 2017. The shares were repurchased under our previously disclosed \$600 million share repurchase program. Effective October 4, 2017, Navient temporarily suspended its remaining share repurchase program to allocate capital towards building book value. Since the Spin-Off in April 2014, we have repurchased 167 million shares for \$2.5 billion.

### *Counterparty Exposure*

Counterparty exposure related to financial instruments arises from the risk that a lending, investment or derivative counterparty will not be able to meet its obligations to us. Risks associated with our lending portfolio are discussed in the section titled “Financial Condition — FFELP Loan Portfolio Performance” and “— Private Education Loan Portfolio Performance.”

Our investment portfolio is comprised of very short-term securities issued by a diversified group of highly rated issuers, limiting our counterparty exposure. Additionally, our investing activity is governed by board of director approved limits on the amount that is allowed to be invested with any one issuer based on the credit rating of the issuer, further minimizing our counterparty exposure. Counterparty credit risk is considered when valuing investments and considering impairment.

Related to derivative transactions, protection against counterparty risk is generally provided by Master Agreements, Schedules, and Credit Support Annexes (“CSAs”) developed by the International Swaps and Derivatives Association, Inc. (“ISDA documentation”). In particular, Navient’s CSAs require a counterparty to post collateral if a potential default would expose the other party to a loss. All corporate derivative contracts entered into by Navient that are not cleared through a derivatives clearing organization are covered under such agreements and require collateral to be exchanged based on the net fair value of derivatives with each counterparty. Our securitization trusts with swaps have ISDA documentation with protections against counterparty risk. The collateral calculations contemplated in the ISDA documentation of our securitization trusts require collateral based on the fair value of the derivative which may be adjusted for additional collateral based on rating agency criteria requirements considered within the collateral agreement. The trusts are not required to post collateral to the counterparties. In all cases, our exposure is limited to the value of the derivative contracts in a gain position net of any collateral we are holding. We consider counterparties’ credit risk when determining the fair value of derivative positions on our exposure net of collateral.

We have liquidity exposure related to collateral movements between us and our derivative counterparties. Movements in the value of the derivatives, which are primarily affected by changes in interest rate and foreign exchange rates, may require us to return cash collateral held or may require us to post collateral to counterparties. See “Note 7 — Derivative Financial Instruments” for more information on the amount of cash that has been received and delivered to derivative counterparties.

The table below highlights exposure related to our derivative counterparties at December 31, 2017.

<b>(Dollars in millions)</b>	<b>Corporate Contracts</b>	<b>Securitization Trust Contracts</b>
Exposure, net of collateral	\$ 24	\$ 64
Percent of exposure to counterparties with credit ratings below S&P AA- or Moody’s Aa3	92%	6%
Percent of exposure to counterparties with credit ratings below S&P A- or Moody’s A3	64%	0%

### “Core Earnings” Basis Borrowings

The following tables present the ending balances of our “Core Earnings” basis borrowings at December 31, 2017, 2016 and 2015, and average balances and average interest rates of our “Core Earnings” basis borrowings for 2017, 2016 and 2015. The average interest rates include derivatives that are economically hedging the underlying debt but do not qualify for hedge accounting treatment (see “‘Core Earnings’ — Definition and Limitations — Differences between ‘Core Earnings’ and GAAP — Reclassification of Realized Gains (Losses) on Derivative and Hedging Activities” of this Item 7).

#### Ending Balances

<b>(Dollars in millions)</b>	<b>December 31, 2017</b>			<b>December 31, 2016</b>			<b>December 31, 2015</b>		
	<b>Short Term</b>	<b>Long Term</b>	<b>Total</b>	<b>Short Term</b>	<b>Long Term</b>	<b>Total</b>	<b>Short Term</b>	<b>Long Term</b>	<b>Total</b>
<b>Unsecured borrowings:</b>									
Senior unsecured debt	\$ 1,306	\$ 12,624	\$ 13,930	\$ 717	\$ 13,029	\$ 13,746	\$ 1,120	\$ 13,976	\$ 15,096
<b>Total unsecured borrowings</b>	<b>1,306</b>	<b>12,624</b>	<b>13,930</b>	<b>717</b>	<b>13,029</b>	<b>13,746</b>	<b>1,120</b>	<b>13,976</b>	<b>15,096</b>
<b>Secured borrowings:</b>									
FFELP Loan securitizations	—	71,208	71,208	—	73,522	73,522	—	77,764	77,764
Private Education Loan securitizations <sup>(1)</sup>	686	12,646	13,332	548	14,125	14,673	—	16,900	16,900
FFELP Loan — other facilities	1,536	6,830	8,366	—	12,443	12,443	—	16,276	16,276
Private Education Loan — other facilities	684	1,710	2,394	464	—	464	710	—	710
Other <sup>(2)</sup>	538	—	538	606	—	606	760	—	760
<b>Total secured borrowings</b>	<b>3,444</b>	<b>92,394</b>	<b>95,838</b>	<b>1,618</b>	<b>100,090</b>	<b>101,708</b>	<b>1,470</b>	<b>110,940</b>	<b>112,410</b>
<b>“Core Earnings” basis borrowings</b>	<b>4,750</b>	<b>105,018</b>	<b>109,768</b>	<b>2,335</b>	<b>113,119</b>	<b>115,454</b>	<b>2,590</b>	<b>124,916</b>	<b>127,506</b>
Adjustment for GAAP accounting treatment	21	(6)	15	(1)	(751)	(752)	(20)	(83)	(103)
<b>GAAP basis borrowings</b>	<b>\$ 4,771</b>	<b>\$ 105,012</b>	<b>\$ 109,783</b>	<b>\$ 2,334</b>	<b>\$ 112,368</b>	<b>\$ 114,702</b>	<b>\$ 2,570</b>	<b>\$ 124,833</b>	<b>\$ 127,403</b>

(1) Includes \$686 million, \$548 million and \$0 of short-term debt related to the Private Education Loan asset-backed securitization repurchase facility (“Repurchase Facility”) as of December 31, 2017, 2016 and 2015, respectively. Includes \$1.3 billion, \$475 million and \$546 million of long-term debt related to the Repurchase Facility as of December 31, 2017, 2016 and 2015, respectively.

(2) “Other” primarily includes the obligation to return cash collateral held related to derivative exposures.

Secured borrowings comprised 87 percent and 88 percent of our “Core Earnings” basis debt outstanding at December 31, 2017 and 2016, respectively.

## Average Balances

(Dollars in millions)	Years Ended December 31,					
	2017		2016		2015	
	Average Balance	Average Rate	Average Balance	Average Rate	Average Balance	Average Rate
<b>Unsecured borrowings:</b>						
Senior unsecured debt	\$ 14,005	5.32%	\$ 14,134	4.45%	\$ 16,315	4.00%
Total unsecured borrowings	14,005	5.32	14,134	4.45	16,315	4.00
<b>Secured borrowings:</b>						
FFELP Loan securitizations	72,628	2.13	75,397	1.54	82,640	1.05
Private Education Loan securitizations(1)	13,563	3.27	15,906	2.61	17,281	2.10
FFELP Loan — other facilities	10,053	2.00	14,610	1.25	15,214	.87
Private Education Loan — other facilities	1,575	2.64	389	2.60	636	1.86
Other(2)	458	2.53	629	1.33	898	.65
Total secured borrowings	98,277	2.28	106,931	1.66	116,669	1.19
“Core Earnings” basis borrowings	\$ 112,282	2.66%	\$ 121,065	1.99%	\$ 132,984	1.53%
“Core Earnings” basis borrowings	\$ 112,282	2.66%	\$ 121,065	1.99%	\$ 132,984	1.53%
Adjustment for GAAP accounting treatment	—	(.01)	—	.03	—	.03
GAAP basis borrowings	\$ 112,282	2.65%	\$ 121,065	2.02%	\$ 132,984	1.56%

(1) Includes \$1.5 billion, \$885 million and \$45 million of debt related to the Repurchase Facilities for the years ended December 31, 2017, 2016 and 2015, respectively.

(2) “Other” primarily includes the obligation to return cash collateral held related to derivative exposures.

## Contractual Cash Obligations

The following table provides a summary of our contractual principal obligations associated with long-term notes at December 31, 2017. For further discussion of these obligations, see “Note 6 — Borrowings.”

(Dollars in millions)	1 Year or Less	1 to 3 Years	3 to 5 Years	Over 5 Years	Total
<b>Long-term notes:</b>					
Senior unsecured debt	\$ —	\$ 4,410	\$ 3,159	\$ 5,055	\$ 12,624
Secured borrowings(1)	11,810	19,352	13,803	47,429	92,394
Total contractual cash obligations(2)	\$ 11,810	\$ 23,762	\$ 16,962	\$ 52,484	\$ 105,018

(1) Includes \$83.9 billion of long-term notes issued by consolidated VIEs in conjunction with our securitization transactions and included in long-term notes in the consolidated balance sheet. Timing of obligations is estimated based on our current projection of prepayment speeds of the securitized assets.

(2) The aggregate principal amount of debt that matures in each period is \$11.9 billion, \$23.9 billion, \$17.1 billion and \$53.0 billion, respectively. Specifically excludes derivative market value adjustments of \$(6) million for long-term notes. Interest obligations on notes are predominantly variable in nature, resetting monthly and quarterly based on LIBOR.

Unrecognized tax benefits were \$68 million and \$83 million for 2017 and 2016, respectively. For additional information, see “Note 14 — Income Taxes.”

## Critical Accounting Policies and Estimates

Management’s Discussion and Analysis of Financial Condition and Results of Operations addresses our consolidated financial statements, which have been prepared in accordance with generally accepted accounting principles in the United States of America (“GAAP”). “Note 2 — Significant Accounting Policies” includes a summary of the significant accounting policies and methods used in the preparation of our consolidated financial statements. The preparation of these financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and the reported amounts of income and expenses during the reporting periods. Actual results may differ from these estimates under varying assumptions or conditions. On a quarterly basis, management evaluates its estimates, particularly those that include the most difficult, subjective or complex judgments and are often about matters that are inherently uncertain. The most significant judgments, estimates and assumptions relate to the following critical accounting policies that are discussed in more detail below.

## ***Allowance for Loan Losses***

### ***Purchased Credit Impaired (“PCI”) Loans***

Loans acquired with evidence of deterioration of credit quality since origination for which it is probable, at acquisition, that the investor will be unable to collect all contractually required payments receivable are PCI loans accounted for under Accounting Standard Codification (“ASC”) 310-30, “Loans and Debt Securities Acquired with Deteriorated Credit Quality.” When considering whether evidence of credit quality deterioration exists as of the purchase date, the Company considers loan guarantees and the following credit attributes: delinquency status, use of forbearance, recent borrower FICO scores, use of loan modification programs, and borrowers who have filed for bankruptcy.

The Company aggregates loans with common risk characteristics into pools and accounts for each pool as a single asset with a single composite interest rate and an aggregate expectation of cash flows. The pools are initially recorded at fair value. The Company recognizes interest income based on each pool’s effective interest rate which is based on our estimate of all cash flows expected to be received and includes an assumption about prepayment rates. The pools are tested quarterly for impairment by re-estimating the future cash flows to be received from the pools. If the new estimated cash flows result in a pool’s effective interest rate increasing, then this new yield is used prospectively over the remaining life of the pool. If the new estimated cash flows result in a pool’s effective interest rate decreasing, the pool is impaired and written down through a valuation allowance to maintain the effective interest rate. Loans classified as PCI do not have charge-offs reported nor are they reported as Trouble Debt Restructuring (“TDR”) loans.

Based on the credit attributes discussed above, we determined that \$261 million principal amount of Private Education Loans acquired in 2017 are accounted for as PCI loans with a fair value and resulting carry value of \$101 million as of the acquisition date. As of acquisition, this portfolio’s contractually required payments receivable (the total undiscounted amount of all uncollected contractual principal and interest payments both past due and scheduled for the future, adjusted for prepayments) was \$411 million with an estimated accretable yield (income expected to be recognized in future periods) of \$108 million. As of December 31, 2017, the carrying amount was \$97 million with no valuation allowance recorded. The most significant assumptions and estimates used to recognize interest income and determine if a valuation allowance is required are default rates, recovery rates and prepayment speeds. The default rate and recovery rate assumptions are derived in the same manner as they are for the TDR loans that are a part of the Private Education Loan allowance for loan losses discussed below. The prepayment speed assumptions are derived in the same manner as discussed in the “Premium and Discount Amortization” section that follows.

### ***Purchased Non-Credit Impaired Loans***

Loans acquired that do not have evidence of credit deterioration since origination are recorded at fair value with no allowance for loan losses established at the acquisition date. Loan premiums and discounts are amortized as a part of interest income using the interest method under ASC 310-20, “Nonrefundable Fees and Other Costs.” An allowance for loan losses would be established if incurred losses in the loans exceed the remaining unamortized discount recorded at the time of acquisition (i.e., the next two years of expected charge-offs as well as any additional TDR allowance required is greater than the remaining discount). As a result of this policy, to the extent that actual charge-offs exceed any related allowance for loan losses recognized post-acquisition, provision for loan losses is recorded when the loans are charged off. Charge-offs are recorded through the allowance for loan losses. In 2017, we acquired Private Education Loans with unpaid principal balance of \$2.8 billion at a discount of \$424 million that are accounted for under this policy. No allowance for loan losses has been established for these loans as of December 31, 2017, as the remaining purchased discount associated with the Private Education Loans of \$392 million as of December 31, 2017 remains greater than the incurred losses. The incurred losses are derived in the same manner that the Private Education Loan allowance for loan losses is derived below.

### ***Private Education Loan Allowance for Loan Losses***

Our Private Education Loan portfolio contains TDR and non-TDR loans. For customers experiencing financial difficulty, certain Private Education Loans for which we have granted a forbearance of greater than three months, an interest rate reduction or an extended repayment plan are classified as TDRs. The allowance requirements are different based on these designations. In determining the allowance for loan losses on our non-TDR portfolio, we estimate the principal amount of loans that will default over the next two years (two years being the expected period between a loss event and default) and how much we expect to recover over time related to the defaulted amount. Expected defaults less our expected recoveries equal the allowance related to this portfolio. Our historical experience indicates that, on average, the time between the date that a customer experiences a default causing event (i.e., the loss trigger event) and the date that we charge off the unrecoverable portion of that loan is two years. Separately, for our TDR portfolio, we estimate an allowance amount sufficient to cover life-of-loan expected losses through an impairment calculation based on the difference between the loan’s basis and the present value of expected future cash flows (which would include life-of-loan default and recovery assumptions) discounted at the loan’s original effective interest rate. Our TDR portfolio is comprised mostly of loans with forbearance usage greater than three months and interest rate reductions. The separate allowance estimates for our TDR and non-TDR portfolios are combined into our total allowance for Private Education Loan losses.

In estimating both the non-TDR and TDR allowance amounts, we start with historical experience of customer default behavior. We make judgments about which historical period to start with and then make further judgments about whether that historical experience is representative of future expectations and whether additional adjustments may be needed to those historical default rates. We also take the economic environment into consideration when calculating the allowance for loan losses. We analyze key economic statistics and the effect we expect them to have on future defaults. Key economic statistics analyzed as part of the allowance for loan losses are primarily unemployment rates. Our allowance for loan losses is estimated using an analysis of delinquent and current accounts. Our model is used to estimate the likelihood that a loan may progress through the various delinquency stages and ultimately charge off. The evaluation of the allowance for loan losses is inherently subjective, as it requires material estimates that may be susceptible to significant changes. The estimate for the allowance for loan losses is subject to a number of assumptions. If actual future performance in delinquency, charge-offs and recoveries are significantly different than estimated, this could materially affect our estimate of the allowance for loan losses and the related provision for loan losses on our income statement.

We determine the collectability of our Private Education Loan portfolio by evaluating certain risk characteristics. We consider school type, credit score (FICO), existence of a cosigner, loan status and loan seasoning as the key credit quality indicators because they have the most significant effect on our determination of the adequacy of our allowance for loan losses. The type of school customers attend can have an impact on their graduation rate and job prospects after graduation and therefore affects their ability to make payments. Credit scores are an indicator of the credit worthiness of a customer and the higher the credit score the more likely it is the customer will be able to make all of their contractual payments. Loan status affects the credit risk because a past due loan is more likely to result in a credit loss than an up-to-date loan. Additionally, loans in a deferred payment status have different credit risk profiles compared with those in current payment status. Of the portfolio in repayment, loan seasoning is an important factor. It affects credit risk because a loan with a history of making payments generally has a lower incidence of default than a loan with a history of making infrequent or no payments. The existence of a cosigner lowers the likelihood of default. We monitor and update these credit quality indicators in the analysis of the adequacy of our allowance for loan losses on a quarterly basis.

To estimate the probable credit losses incurred in the loan portfolio at the reporting date, we use historical experience of customer payment behavior in connection with the key credit quality indicators and incorporate management expectations regarding macroeconomic and collection performance factors. Our model is based upon the most recent twelve months of actual collection experience as the starting point for the non-TDR portfolio and the most recent approximate 15 years for the TDR portfolio and applies expected macroeconomic changes and collection procedure changes to estimate expected losses caused by loss events incurred as of the balance sheet date. Our model for the non-TDR portfolio places a greater emphasis on the more recent default experience rather than the default experience for older historical periods, as we believe the more recent default experience is more indicative of the probable losses incurred in the loan portfolio today that will default over the next two years. The TDR portfolio uses a longer historical default experience since we are projecting life of loan remaining losses. Similar to estimating defaults, we use historical customer payment behavior to estimate the timing and amount of future recoveries on charged-off loans. We use judgment in determining whether historical performance is representative of what we expect to collect in the future. We then apply the default and collection rate projections to each category of loans. Once the quantitative calculation is performed, we review the adequacy of the allowance for loan losses and determine if qualitative adjustments need to be considered. Additionally, we consider changes in laws and regulations that could potentially impact the allowance for loan losses. More judgment has been required over the last several years, compared with years prior, in light of the U.S. economy and its effect on our customers' ability to pay their obligations. We believe that our model reflects recent customer behavior, loan performance, and collection performance, as well as expectations about economic factors.

Our collection policies allow for periods of nonpayment for customers requesting additional payment grace periods upon leaving school or experiencing temporary difficulty meeting payment obligations. This is referred to as forbearance status and is considered in our allowance for loan losses. The loss confirmation period is in alignment with our typical collection cycle and takes into account these periods of nonpayment.

Our allowance for Private Education Loan losses also provides for possible additional future charge-offs as they occur related to the receivable for partially charged-off Private Education Loans. At the end of each month, for loans that are 212 days past due, we charge off the estimated loss of a defaulted loan balance. Actual recoveries are applied against the remaining loan balance that was not charged off. We refer to this remaining loan balance as the "receivable for partially charged-off loans." If actual periodic recoveries are less than expected, the difference is immediately charged off through the allowance for loan losses with an offsetting reduction in the receivable for partially charged-off Private Education Loans. If actual periodic recoveries are greater than expected, they will be reflected as a recovery through the allowance for Private Education Loan losses once the cumulative recovery amount exceeds the cumulative amount originally expected to be recovered. Private Education Loans which defaulted between 2007 through March 31, 2015, experienced collection performance below our pre-financial crisis experience. As a result, we began building a reserve for shortfalls in recoveries until we could determine the long-term post-default recovery rate. In the second quarter of 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This did not impact the provision for loan losses as



previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

### ***Premium and Discount Amortization***

The Company has a net unamortized discount balance of \$258 million, or 0.24 percent, in connection with its \$107 billion education loan portfolio as of December 31, 2017. The most judgmental estimate for premium and discount amortization on education loans is the Constant Prepayment Rate (“CPR”), which measures the rate at which loans in the portfolio pay down principal compared to their stated terms. In determining the CPR we only consider payments made in excess of contractually required payments. This would include loan consolidation and other early payoff activity. These activities are affected by changes in our business strategy, changes in our competitor’s business strategies, legislative changes including the ability to consolidate, interest rates and changes to the current economic and credit environment. When we determine the CPR we begin with historical prepayment rates. We make judgments about which historical period to start with and then make further judgments about whether that historical experience is representative of future expectations and whether additional adjustment may be needed to those historical prepayment rates.

In the past (prior to 2008), the consolidation of FFELP Loans and Private Education Loans significantly affected our CPRs and updating those assumptions often resulted in material adjustments to our amortization expense. As a result of the passage of the Health Care and Education Reconciliation Act of 2010 (“HCERA”), there is no longer the ability to consolidate loans under the FFELP although there are other consolidation options with ED and private refinancing options with other lenders. As a result, we expect CPRs related to our FFELP Loans to remain relatively stable over time, unless there is a legislative change by ED or by Congress to encourage or force consolidation. Some education loan companies offer private education loans to refinance a borrower’s loan or to consolidate both FFELP and Private Education Loans (both activities referred to as “consolidation”) and we anticipate more entrants to offer similar products. In 2017, we began to consolidate FFELP and Private Education Loans as well. These products and expectations are built into the CPR assumption we use for FFELP and Private Education Loans. However, it is difficult to accurately project the timing and level at which this consolidation activity will continue and our assumption may need to be updated by a material amount in the future based on changes in the economy, marketplace and legislation.

In 2017 there was a net \$28 million decrease in net interest income due to a cumulative adjustment related to an increase in prepayment speed assumptions used to amortize loan premiums and discounts. The FFELP Stafford Loan Constant Prepayment Rate (“CPR”) assumption was increased from 5 percent to 6 percent, the FFELP Consolidation Loan CPR assumption was increased from 3 percent to 4 percent and the Private Education Loan CPR assumption was increased from 5 percent to 6 percent. These CPR assumption increases were primarily a result of increased voluntary payoffs primarily due to an improving economy as well as increased third-party consolidation activity.

### ***Goodwill and Intangible Assets***

In determining annually (or more frequently if required) whether goodwill is impaired, we first assess qualitative factors to determine whether it is “more-likely-than-not” that the fair value of a reporting unit, which is the same as or one level below an operating segment, is less than its carrying amount as a basis for determining whether it is necessary to perform additional goodwill impairment testing. The “more-likely-than-not” threshold is defined as having a likelihood of more than 50 percent. If this “more-likely-than-not” threshold is met, then we will complete a quantitative goodwill impairment analysis which consists of a comparison of the fair value of the reporting unit to our carrying value, including goodwill. If the carrying value of the reporting unit exceeds the fair value, a goodwill impairment analysis will be performed to measure the amount of impairment loss, if any. If we determine that this event has occurred, we perform an analysis to determine the fair value of the business unit (what we believe a third party would pay for such business unit). There are significant judgments involved in determining the fair value of a business unit, including assumptions regarding estimates of future cash flows from existing and new business activities, the appropriate discount and growth rates to apply to those projected cash flows and the appropriate control premium to apply to arrive at the final fair value. The business units for which we must estimate the fair value are not publicly traded and often there is not comparable market data available for that individual business to aid in its valuation. We use a third-party appraisal firm to provide an opinion on the fair values we conclude upon.

### ***Fair Value Measurement***

The most significant assumptions used in fair value measurements, including those related to credit and liquidity risk, are as follows:

1. **Derivatives** — When determining the fair value of derivatives, we take into account counterparty credit risk for positions where we are exposed to the counterparty on a net basis by assessing exposure net of collateral held. The net exposure for each counterparty is adjusted based on market information available for that specific counterparty, including spreads from

credit default swaps. Additionally, when the counterparty has exposure to us related to our derivatives, we fully collateralize the exposure, minimizing the adjustment necessary to the derivative valuations for our own credit risk. Trusts that contain derivatives are not required to post collateral to counterparties as the credit quality and securitized nature of the trusts minimizes any adjustments for the counterparty's exposure to the trusts. Adjustments related to credit risk reduced the overall value of our derivatives by \$6 million as of December 31, 2017. We also take into account changes in liquidity when determining the fair value of derivative positions. We adjusted the fair value of certain less liquid positions downward by approximately \$30 million, to take into account a significant reduction in liquidity as of December 31, 2017, related primarily to basis swaps indexed to interest rate indices with inactive markets. A major indicator of market inactivity is the widening of the bid/ask spread in these markets. In general, the widening of counterparty credit spreads and reduced liquidity for derivative instruments as indicated by wider bid/ask spreads will reduce the fair value of derivatives. In addition, certain cross-currency interest rate swaps hedging foreign currency denominated reset rate and amortizing notes in our trusts contain extension features that coincide with the remarketing dates of the notes. The valuation of the extension feature requires significant judgment based on internally developed inputs.

- 2. Education Loans** — Our FFELP Loans and Private Education Loans are accounted for at cost or at the lower of cost or fair value if the loan is held-for-sale. The fair values of our education loans are disclosed in “Note 12 — Fair Value Measurements.” For both FFELP Loans and Private Education Loans accounted for at cost, fair value is determined by modeling loan level cash flows using stated terms of the assets and internally-developed assumptions to determine aggregate portfolio yield, net present value and average life. The significant assumptions used to project cash flows are prepayment speeds, default rates, cost of funds, the amount funded by debt versus equity, and required return on equity. In addition, the Floor Income component of our FFELP Loan portfolio is valued through discounted cash flow and option models using both observable market inputs and internally developed inputs. Significant inputs into the models are not generally market observable. They are either derived internally through a combination of historical experience and management's qualitative expectation of future performance (in the case of prepayment speeds, default rates, and capital assumptions) or are obtained through external broker quotes (as in the case of cost of funds). When possible, market transactions are used to validate the model. In most cases, these are either infrequent or not observable.

For further information regarding the effect of our use of fair values on our results of operations, see “Note 12 — Fair Value Measurements.”

### ***Transfers of Financial Assets and the Variable Interest Entity (“VIE”) Consolidation Model***

If we have a variable interest in a Variable Interest Entity (“VIE”) and we have determined that we are the primary beneficiary of the VIE then we will consolidate the VIE. We are considered the primary beneficiary if we have both: (1) the power to direct the activities of the VIE that most significantly impact the VIE's economic performance and (2) the obligation to absorb losses or receive benefits of the entity that could potentially be significant to the VIE. There can be considerable judgment that has to be used as it relates to determining the primary beneficiary of the VIEs with which we are associated. There are no “bright line” tests. Rather, the assessment of who has the power to direct the activities of the VIE that most significantly affect the VIE's economic performance and who has the obligation to absorb losses or receive benefits of the entity that could potentially be significant to the VIE can be very qualitative and judgmental in nature. However, based on our current relationship with our securitization trusts and other financing vehicles which are considered VIEs, we believe the assessment is more straightforward. As it relates to our securitized assets, we are the servicer of those securitized assets (which means we “have the power” to direct the activities of the trust) and we own the Residual Interest (which means we “have the loss and gain obligation that could potentially be significant to the VIE”) of the securitization trusts. As a result, we are the primary beneficiary of our securitization trusts and other financing vehicles. See “Note 2 — Significant Accounting Policies” for further details.

### ***Derivative Accounting***

The most significant judgments related to derivative accounting are: (1) concluding the derivative is an effective hedge and qualifies for hedge accounting and (2) determining the fair value of certain derivatives and hedged items. To qualify for hedge accounting a derivative must be concluded to be a highly effective hedge upon designation and on an ongoing basis. There are no “bright line” tests on what is considered a highly effective hedge. We use a historical regression analysis as the primary method to prove ongoing and prospective hedge effectiveness.

## **Risk Management**

### ***Our Approach***

The consumer lending, loan servicing, asset recovery and business processing services Navient provides, as well as the financial markets in which Navient operates, continue to undergo dramatic competitive, technological and regulatory changes. Identifying,

understanding and effectively managing the risks inherent in our business are critical to our continued success. Navient assigns risk oversight, management and assessment responsibilities at various levels within our organization and continuously coordinates these activities and responsibilities across our organization. We maintain comprehensive risk management practices to identify, measure, monitor, evaluate, control and report on our significant risks and we routinely evaluate these practices to determine whether they are functioning properly and can be improved.

### ***Risk Management Philosophy***

Navient's risk management philosophy is to ensure all significant risk inherent in our business is identified, measured, monitored, evaluated, controlled and reported. In furtherance of these goals, Navient

- maintains a comprehensive and uniform risk management framework;
- follows a "three lines of defense" structure based upon: (1) accountability and ownership at the business area level for risks inherent in their activities (first line of defense); (2) supporting areas, such as Human Resources, Legal, Compliance, Finance and Accounting, Information-Technology and Information Security, monitor, guide and advise the business areas in their respective areas of expertise (second line of defense); and (3) Internal Audit reviews both business and support areas to ensure compliance with applicable laws, regulations and internal policies and procedures (third line of defense);
- provides appropriate reporting tools to management and our board of directors and their respective committees; and
- trains our employees on our risk management processes and philosophy.

### ***Risk Oversight, Roles and Responsibilities***

The Navient board of directors and its standing committees oversee our strategic direction, including setting our risk management philosophy, tolerance and parameters; and assessing the risks our businesses face as well as the risk management practices our management team develops and implements. We escalate to our board of directors any significant departures from established tolerances and parameters and review new and emerging risks with them.

Responsibility for risk management is assigned at several different levels of our organization, including our board of directors and its committees. Each business area within our organization is primarily responsible for managing its specific risks following processes and procedures developed in collaboration with our executive management team and internal risk management partners. In addition, our Human Resources, Legal, Compliance, Finance and Accounting, Information-Technology and Information Security support areas are responsible for providing our business areas with the training, systems and specialized expertise necessary to properly perform their risk management responsibilities.

*Board of Directors.* Our board of directors, directly and through its standing committees, is responsible for overseeing our strategic direction and risk management approach. It approves our annual business plan, periodically reviews our strategic approach and priorities and spends significant time considering our capital requirements and our dividend and share repurchase levels and activities. Standing committees of our board of directors include Executive, Audit, Compensation and Personnel, Nominations and Governance, and Finance and Operations. Charters for each committee providing their specific responsibilities and areas of risk oversight are published on our website together with the names of the directors serving on these committees.

*Chief Executive Officer.* Our Chief Executive Officer is responsible for establishing our risk management culture and ensuring business areas operate within risk parameters and in accordance with our annual business plan.

*Chief Risk and Compliance Officer.* Our Chief Risk and Compliance Officer is responsible for ensuring proper oversight, management and reporting to our board of directors and management regarding our risk management practices, the timely escalation and complete resolution of any significant risk issues and for instilling our risk management culture in our people and our practices, ensuring business areas operate within risk parameters and in accordance with our annual business plan.

*Enterprise Risk Committee.* Our Enterprise Risk Committee is an executive management-level committee chaired by our Chief Risk and Compliance Officer where senior management reviews our significant risks, receives periodic reports on adherence to agreed risk parameters, prioritizes and provides direction on mitigation of our risks and closure of issues and supervises the continued evolution of our enterprise risk management program. This committee also oversees our Internal Controls Excellence ("ICE") program and Sarbanes-Oxley compliance and ensures any control deficiencies are identified, understood by all relevant affected parties, and have established resolution plans supported by adequate resources. Lastly, this committee evaluates risks associated with new or modified business and makes recommendations regarding proposed business initiatives based on their inherent risks and controls. In addition to the Chair, committee membership includes our Chief Executive Officer, the heads of Asset Management and Servicing, Business Processing Solutions and Asset Generation, our Chief Financial Officer, Chief Legal Officer, Chief Information

Officer and Chief Audit Officer. The committee meets at least four times per year, usually in advance of each regularly scheduled board of directors meeting and more frequently if needed to address emerging risks and specific issues.

*Credit and Loan Loss Committee.* Our Credit and Loan Loss Committee is an executive management-level committee chaired by our Chief Risk and Compliance Officer to oversee our credit and portfolio management monitoring and strategies, the sufficiency of our loan loss reserves, and current or emerging issues affecting delinquency and default trends which may result in adjustments in our allowances for loan losses.

*Compliance Committee.* Our Compliance Committee is an executive management-level committee chaired by our Chief Risk and Compliance Officer to oversee regulatory compliance risk management activities including compliance regulatory training, compliance regulatory change management, compliance and operational risk assessment, transactional testing and monitoring, customer complaint monitoring, policies and procedures, our privacy and information sharing practices and our Code of Business Conduct.

*Disclosure Committee.* Our Disclosure Committee reviews our periodic SEC reporting documents, earnings releases and related disclosure policies and procedures, and evaluates whether modified or additional disclosures are required.

*Critical Accounting Assumptions Committee.* Our Critical Accounting Assumptions Committee oversees critical accounting assumptions, as well as key judgments and estimates involved in preparing our financial statements. These include assumptions about matters such as default, recovery and prepayment rates.

*Asset and Liability Committee.* Our Asset and Liability Committee oversees our investment portfolio and strategy and our compliance with our investment policy.

*Information-Technology and Operations Management Committee.* Our Information-Technology and Operations Management Committee oversees our business area operations and the activities of our Information-Technology support area, including Information Security.

*Human Resources Committee.* Our Human Resources Committee ensures that human resources projects and activities are properly reviewed and approved prior to implementation, and that the prioritization of human resources projects is appropriate for and responsive to the business, human capital and risk management needs of our company.

*Incentive Compensation Plan Committee.* Our Incentive Compensation Plan Committee defines the approach and practices utilized to effectively govern all Incentive Compensation Plans in order to achieve business results while preventing unreasonable risk taking.

### ***Internal Audit Risk Assessment***

Navient's Internal Audit function monitors the Company's various risk management and compliance efforts, identifies areas that may require increased focus and resources, and reports significant control issues and recommendations to executive management and the Audit Committee of our board of directors. Internal Audit performs an annual risk assessment evaluating the risk of all significant components of our company and uses the results to develop an annual risk-based internal audit plan as well as a multi-year rotational audit schedule. The risk assessment process includes detailed measures of risk and formalized identification of auditable components of our company to ensure Internal Audit's efforts are both properly focused and comprehensive.

### ***Risk Appetite Framework***

Navient's Risk Appetite Framework establishes the level of risk we are willing to accept within each risk category in pursuit of our business strategy. Our Audit Committee of the board of directors reviews our Risk Appetite Framework annually, helping to ensure consistency in our business decisions, monitoring and reporting. Our management-level Enterprise Risk Committee monitors approved risk limits and thresholds to ensure our businesses are operating within approved risk limits. Through ongoing monitoring of risk exposures, management identifies potential risks and develops appropriate responses and mitigation strategies.

### ***Risk Categories***

Our Risk Appetite Framework segments Navient's risks across nine domains: (1) credit; (2) market; (3) funding and liquidity; (4) compliance; (5) legal; (6) operational; (7) reputational/political; (8) governance; and (9) strategy.

*Credit Risk.* Credit risk is the risk to earnings or capital resulting from an obligor's failure to meet the terms of any contract with us or otherwise fail to perform as agreed. Credit risk is found in all activities where success depends on counterparty, issuer or borrower performance.

Navient has credit or counterparty risk exposure with borrowers and cosigners of our Private Education Loans and Private Education Refinance Loans, the various counterparties with whom we have entered into derivative or other similar contracts and the various entities with whom we make investments. Credit and counterparty risks are overseen by our Chief Risk and Compliance Officer, our Loss Forecasting staff and the management-level Credit and Loan Loss Committee. Our Chief Risk and Compliance Officer reports regularly to our board of directors and both the Finance and Operations and Audit Committees of the board on these issues.

The credit risk related to our Private Education Loans and Private Education Refinance Loans is managed within a credit risk infrastructure which includes: (i) a well-defined underwriting, asset quality and collection policy framework; (ii) an ongoing monitoring and review process of portfolio concentration and trends; (iii) assignment and management of credit and loss forecasting authorities and responsibilities; and (iv) establishment of an allowance for loan losses that covers estimated losses based upon portfolio and economic analysis.

Credit risk related to derivative contracts is managed by reviewing counterparties for credit strength on an ongoing basis and through our credit policies, which place limits on our exposure with any single counterparty and, in most cases, require collateral to secure the position. Credit and counterparty risk associated with derivatives is measured based on the replacement cost if counterparties in a gain position fail to perform under the terms of the contract.

*Market Risk.* Market risk is the risk to earnings or capital resulting from changes in market conditions, such as interest rates, index mismatches, credit spreads, commodity prices or volatilities. Navient is exposed to various types of market risk, in particular the risk of loss resulting in a mismatch between the maturity/duration of assets and liabilities, interest rate risk and other risks that arise through the management of our investment, debt and education loan portfolios. Market risk exposure is managed primarily through our management-level Asset and Liability Committee, which is responsible for all market risks associated with managing our assets and liabilities and recommending limits to be included in our risk appetite and investment structure. These activities are closely tied to those related to the management of our funding and liquidity risks. The Finance and Operations Committee of our board of directors periodically reviews and approves the investment, asset and liability management policies, establishes and monitors various tolerances or other risk measurements, as well as contingency funding plans developed and administered by our Asset and Liability Committee. The Finance and Operations Committee and our Chief Financial Officer report to the full board of directors on matters of market risk management.

*Funding and Liquidity Risk.* Funding and liquidity risk is the risk to earnings, capital or the conduct of our business arising from the inability to meet our obligations when they become due without incurring unacceptable losses, such as the ability to fund liability maturities or invest in future asset growth and business operations at reasonable market rates. Our primary liquidity risks are any mismatch between the maturity of our assets and liabilities and the servicing of our indebtedness.

Navient's Finance department oversees our funding and liquidity management activities and is responsible for planning and executing our funding activities and strategies, analyzing and monitoring our liquidity risk, maintaining excess liquidity and accessing diverse funding sources depending on current market conditions. Funding and liquidity risks are overseen and recommendations approved primarily through our management-level Asset and Liability Committee. The Finance and Operations Committee of our board of directors periodically reviews and approves our funding and liquidity positions and the contingency funding plan developed and administered by our Asset and Liability Committee. The Finance and Operations Committee also receives regular reports on our performance against funding and liquidity plans at each of its meetings.

*Operational Risk.* Operational risk is the risk to earnings or the conduct of our business resulting from inadequate or failed internal processes, people or systems or from external events. Operational risk is pervasive, existing in all business areas, functional units, legal entities and geographic locations, and it includes information technology risk, cybersecurity risk, physical security risk on tangible assets, third-party vendor risk, legal risk, compliance risk and reputational risk.

The Finance and Operations Committee of our board of directors receives operations reports (including operating metrics and performance against annual plan) from the heads of Asset Management and Servicing, Business Processing Solutions and Asset Generation, our Chief Financial Officer and Chief Information Officer at each regularly scheduled meeting. The Finance & Operations Committee also receives business development updates regarding our various business initiatives providing information and metrics about each key component of our business operations. The Finance and Operations Committee of our board of directors also receives periodic information security and cyber security updates and reviews operational and systems-related matters to ensure their implementation produces no significant internal control issues.

Operational risk exposures are managed through a combination of business area management (first line of defense), support area oversight and expertise (second line of defense) and enterprise-wide oversight including periodic, independent and objective review and assessment by Internal Audit (third line of defense). Our heads of Asset Management and Servicing, Business Processing Solutions and Asset Generation are responsible for all of our business operations (servicing, asset recovery and business processing services, and our Chief Information Officer is responsible for our information technology systems and processes). Management-level committees, comprised of senior managers and subject matter experts, including our Enterprise Risk Committee, Compliance Committee, Credit and Loan Loss Committee, Information-Technology and Operations Management Committee, Human Resources Committee, and Incentive Compensation Plan Committee, focus on particular aspects of operational risk.

*Compliance, Legal and Governance Risk.* Compliance risk is the risk to earnings or capital or reputation arising from violations of, or non-conformance with, laws, rules, regulations, prescribed practices, internal policies and procedures, or ethical standards. Legal risk is the risk to earnings, capital or reputation manifested by claims made through the legal system and may arise from a product or service, a transaction, a business relationship, property (real, personal or intellectual), conduct of an employee or change in law or regulation. Governance risk is the risk of not establishing and maintaining a control environment that aligns with stakeholder and regulatory expectations, including tone at the top and board performance. These risks are inherent in all of our businesses. Compliance, legal and governance risk are subsets of operational risk but are recognized as a separate and complementary risk category given their importance in our business. We can be exposed to these risks in key areas such as our consumer lending, asset recovery or loan servicing businesses if compliance with legal and regulatory requirements is not properly implemented, maintained, documented or tested, or when an oversight program does not include appropriate audit and control features.

The Audit Committee of our board of directors oversees our monitoring and control of legal and compliance risks and the qualifications of employees overseeing these risk management functions. The Audit Committee annually reviews our Compliance Plan and significant breaches of our Code of Business Conduct and receives regular reports from executive management responsible for the regulatory and compliance risk management functions. The board of directors and the Audit Committee receive reports on significant litigation and regulatory matters at each regularly scheduled meeting.

*Reputational/Political Risk.* Reputational risk is the risk to earnings or capital arising from damage to our reputation in the view of, or loss of the trust of, customers and the general public. Political risk is the closely related risk to earnings or capital arising from damage to our relationships with governmental entities, regulators and political leaders and candidates. These risks can arise due to both our own acts and omissions (both real and perceived), and the acts and omissions of other industry participants or other third parties, and they are inherent in all of our businesses. Reputational risk and political risk are managed through a combination of business area management (first line of defense), support area oversight and expertise (second line of defense) and enterprise-wide oversight including periodic, independent and objective review and assessment by Internal Audit (third line of defense). Our Nominations and Governance Committee oversees our reputational and political risk and regularly receives reports on these matters.

*Strategic Risk.* Strategic risk is the risk to earnings or capital arising from our potential inability to successfully carry out our strategy. This risk can arise due to both our own acts or omissions, and the acts or omissions of other industry participants or other third parties, and it is inherent in all of our businesses. Strategic risk is managed through a combination of business area management (first line of defense), support area oversight and expertise (second line of defense) and enterprise-wide oversight including periodic, independent and objective review and assessment by Internal Audit (third line of defense).

## Common Stock

The following table summarizes our common share repurchases and issuances.

	Years Ended December 31,		
	2017	2016	2015
Common stock repurchased <sup>(1)</sup>	29,646,374	59,625,325	56,043,711
Average purchase price per share	\$ 14.85	\$ 12.68	\$ 16.87
Shares repurchased related to employee stock-based compensation plans <sup>(2)</sup>	1,847,651	3,197,355	2,404,328
Average purchase price per share	\$ 15.40	\$ 13.21	\$ 19.81
Common shares issued <sup>(3)</sup>	3,680,479	5,476,010	4,924,021

(1) Common shares purchased under our share repurchase program.

(2) Comprises shares withheld from stock option exercises and vesting of restricted stock for employees' tax withholding obligations and shares tendered by employees to satisfy option exercise costs.

(3) Common shares issued under our various compensation and benefit plans.

Our shareholders have authorized the issuance of 1.125 billion shares of common stock (par value of \$0.01). At December 31, 2017, 263 million shares were issued and outstanding and 28 million shares were unissued but encumbered for outstanding stock options, restricted stock units and dividend equivalent units for employee compensation and remaining authority for stock-based compensation plans. The stock-based compensation plans are described in "Note 11 — Stock-Based Compensation Plans and Arrangements."

The closing price of our common stock on December 31, 2017 was \$13.32.

### *Dividend and Share Repurchase Program*

In 2017, 2016 and 2015, we paid full-year common stock dividends of \$0.64 per share.

In 2015, we repurchased 56.0 million shares of common stock for \$945 million. In 2016, we repurchased 59.6 million shares of common stock for \$755 million, fully utilizing our share repurchase programs. In December 2016, our board of directors authorized a new \$600 million share repurchase program effective January 1, 2017. In 2017, we repurchased 29.6 million shares of common stock for \$440 million. Effective October 4, 2017, Navient temporarily suspended its remaining share repurchase program to allocate capital towards building book value. As of December 31, 2017, the remaining repurchase authority was \$160 million.

**Item 7A. Quantitative and Qualitative Disclosures about Market Risk**
**Interest Rate Sensitivity Analysis**

Our interest rate risk management seeks to limit the impact of short-term movements in interest rates on our results of operations and financial position. The following tables summarize the potential effect on earnings over the next 12 months and the potential effect on fair values of balance sheet assets and liabilities at December 31, 2017 and 2016, based upon a sensitivity analysis performed by management assuming a hypothetical increase in market interest rates of 100 basis points and 300 basis points while funding spreads remain constant. Additionally, as it relates to the effect on earnings before unrealized gains (losses) on derivative and hedging activities, a sensitivity analysis was performed assuming the funding index increases 10 basis points while holding the asset index constant, if the funding index and repricing frequency are different than the asset index. These earnings sensitivities are applied only to financial assets and liabilities, including hedging instruments that existed at the balance sheet date and does not take into account new assets, liabilities or hedging instruments that may arise over the next 12 months. The impacts as of December 31, 2017 use the TCJA's 21 percent corporate federal statutory tax rate enacted on December 22, 2017.

	As of December 31, 2017 Impact on Annual Earnings If:			As of December 31, 2016 Impact on Annual Earnings If:		
	Interest Rates:		Funding Indices	Interest Rates:		Funding Indices
	Increase 100 Basis Points	Increase 300 Basis Points	Increase 10 Basis Points(1)	Increase 100 Basis Points	Increase 300 Basis Points	Increase 10 Basis Points(1)
<b>(Dollars in millions, except per share amounts)</b>						
<b>Effect on Earnings:</b>						
Change in pre-tax income before unrealized gains (losses) on derivative and hedging activities	\$ (8)	\$ 3	\$ (90)	\$ (29)	\$ (25)	\$ (99)
Unrealized gains (losses) on derivative and hedging activities	(8)	(119)	—	(4)	(167)	—
Increase (decrease) in income before taxes	\$ (16)	\$ (116)	\$ (90)	\$ (33)	\$ (192)	\$ (99)
Increase (decrease) in net income after taxes	\$ (12)	\$ (89)	\$ (69)	\$ (21)	\$ (121)	\$ (62)
Increase (decrease) in diluted earnings per common share	\$ (.05)	\$ (.34)	\$ (.26)	\$ (.07)	\$ (.41)	\$ (.21)

(1) If an asset is not funded with the same index/frequency reset of the asset then it is assumed the funding index increases 10 basis points while holding the asset index constant. There is no sensitivity analysis related to the unrealized gains (losses) on derivative and hedging activities as part of this potential impact on earnings.

	At December 31, 2017					
	Fair Value	Interest Rates:				
		Change from Increase of 100 Basis Points		Change from Increase of 300 Basis Points		
(Dollars in millions)		\$	%	\$	%	
<b>Effect on Fair Values</b>						
<b>Assets</b>						
Education Loans	\$ 106,692	\$ (287)	—%	\$ (611)	(1)%	
Other earning assets	5,034	—	—	—	—	
Other assets	4,835	148	3	613	13	
Total assets gain/(loss)	\$ 116,561	\$ (139)	—%	\$ 2	—%	
<b>Liabilities</b>						
Interest-bearing liabilities	\$ 109,704	\$ (588)	(1)%	\$ (1,643)	(1)%	
Other liabilities	1,723	301	17	1,132	66	
Total liabilities (gain)/loss	\$ 111,427	\$ (287)	—%	\$ (511)	—%	



(Dollars in millions)	At December 31, 2016					
	Fair Value	Interest Rates:				
		Change from Increase of 100 Basis Points		Change from Increase of 300 Basis Points		
		\$	%	\$	%	
<b>Effect on Fair Values</b>						
<b>Assets</b>						
Education Loans	\$ 109,817	\$ (378)	—%	\$ (782)	(1)%	
Other earning assets	5,203	—	—	—	—	
Other assets	4,863	(34)	(1)	304	6	
Total assets gain/(loss)	<u>\$ 119,883</u>	<u>\$ (412)</u>	<u>—%</u>	<u>\$ (478)</u>	<u>—%</u>	
<b>Liabilities</b>						
Interest-bearing liabilities	\$ 112,172	\$ (607)	(1)%	\$ (1,695)	(2)%	
Other liabilities	2,711	155	6	980	36	
Total liabilities (gain)/loss	<u>\$ 114,883</u>	<u>\$ (452)</u>	<u>—%</u>	<u>\$ (715)</u>	<u>(1)%</u>	

A primary objective in our funding is to minimize our sensitivity to changing interest rates by generally funding our floating rate education loan portfolio with floating rate debt. However, due to the ability of some FFELP loans to earn Floor Income, we can have a fixed versus floating mismatch in funding if the education loan earns at the fixed borrower rate and the funding remains floating. In addition, we can have a mismatch in the index (including the frequency of reset) of floating rate debt versus floating rate assets.

During the years ended December 31, 2017 and 2016, certain FFELP Loans were earning Floor Income and we locked in a portion of that Floor Income through the use of derivative contracts. The result of these hedging transactions was to fix the relative spread between the education loan asset rate and the variable rate liability.

In the preceding tables, under the scenario where interest rates increase 100 and 300 basis points, the change in pre-tax income before the unrealized gains (losses) on derivative and hedging activities is primarily due to the impact of (i) our unhedged loans being in a fixed-rate mode due to Floor Income, while being funded with variable rate debt in low interest rate environments; and (ii) a portion of our fixed rate assets being funded with variable rate liabilities. Both items will generally cause income to decrease when interest rates increase. In both 2017 and 2016, the impact to income is primarily due to both items (i) and (ii) above. The decrease in the loss in 2017 as compared to 2016 was due to both the natural amortization of the FFELP loan portfolio as well as higher interest rates in 2017 compared to 2016, which resulted in a loss of unhedged Floor Income from 2016 to 2017. Item (ii) had a minor impact in both periods as the Company generally enters into derivative contracts as a part of its overall interest rate risk management strategy, match-funding its floating rate assets with variable rate debt and fixed rate assets with fixed rate debt.

In the preceding tables, under the scenario where interest rates increase 100 and 300 basis points, the change in unrealized gains (losses) on derivative and hedging activities in 2017 and 2016 are primarily due to (1) the notional amount and remaining term of our derivative portfolio and related hedged debt and (2) the interest rate environment. As of December 31, 2017, the Company's derivative portfolio has a shorter remaining term than the prior-year period due to the natural amortization of the education loan portfolios over the year. Both factors contribute to the Company losing somewhat similar or less income in an increasing interest rate environment in the current period as compared to the prior-year period.

Under the scenario in the tables above labeled "Impact on Annual Earnings If: Funding Indices Increase 10 Basis Points," the main driver of the decrease in pre-tax income before unrealized gains (losses) on derivative and hedging activities in both the 2017 and 2016 analyses is primarily the result of daily reset one-month LIBOR-indexed FFELP Loans being funded with monthly reset one-month LIBOR, three-month LIBOR and other non-discrete indexed liabilities, as well as, to a lesser extent, Prime-indexed Private Education Loans being funded with LIBOR and other non-discrete indexed liabilities. See "Asset and Liability Funding Gap" of this Item 7A. for a further discussion.

In addition to interest rate risk addressed in the preceding tables, we are also exposed to risks related to foreign currency exchange rates. Foreign currency exchange risk is primarily the result of foreign currency denominated debt issued by us. When we issue foreign denominated corporate unsecured and securitization debt, our policy is to use cross currency interest rate swaps to swap all foreign currency denominated debt payments (fixed and floating) to U.S. dollar LIBOR using a fixed exchange rate. In the tables above, there would be an immaterial impact on earnings if exchange rates were to decrease or increase, due to the terms of the hedging instrument and hedged items matching. The balance sheet interest bearing liabilities would be affected by a change in exchange rates; however, the change would be materially offset by the cross-currency interest rate swaps in other assets or other liabilities. In the current economic environment, volatility in the spread between spot and forward foreign exchange rates has resulted in material mark-

to-market impacts to current-period earnings which have not been factored into the above analysis. The earnings impact is noncash, and at maturity of the instruments the cumulative mark-to-market impact will be zero. Navient has not issued foreign currency denominated debt since 2008.

### Asset and Liability Funding Gap

The tables below present our assets and liabilities (funding) arranged by underlying indices as of December 31, 2017. In the following GAAP presentation, the funding gap only includes derivatives that qualify as effective hedges (those derivatives which are reflected in net interest margin, as opposed to those reflected in the “gains (losses) on derivatives and hedging activities, net” line on the consolidated statements of income). The difference between the asset and the funding is the funding gap for the specified index. This represents our exposure to interest rate risk in the form of basis risk and repricing risk, which is the risk that the different indices may reset at different frequencies or may not move in the same direction or at the same magnitude.

Management analyzes interest rate risk and in doing so includes all derivatives that are economically hedging our debt whether they qualify as effective hedges or not (“Core Earnings” basis). Accordingly, we are also presenting the asset and liability funding gap on a “Core Earnings” basis in the table that follows the GAAP presentation.

#### GAAP Basis

Index (Dollars in billions)	Frequency of Variable Resets	Assets	Funding(1)	Funding Gap
3-month Treasury bill	weekly	\$ 3.9	\$ —	\$ 3.9
Prime	annual	.3	—	.3
Prime	quarterly	3.2	—	3.2
Prime	monthly	10.3	—	10.3
Prime	daily	—	—	—
PLUS Index	annual	.3	—	.3
3-month LIBOR	quarterly	.7	41.0	(40.3)
3-month LIBOR	daily	—	2.0	(2.0)
1-month LIBOR	monthly	6.3	39.2	(32.9)
1-month LIBOR daily	daily	77.1	—	77.1
CMT/CPI Index	monthly/quarterly	—	.1	(.1)
Non-Discrete reset(2)	monthly	—	12.8	(12.8)
Non-Discrete reset(3)	daily/weekly	5.0	.5	4.5
Fixed Rate(4)		7.9	19.4	(11.5)
<b>Total</b>		<b>\$ 115.0</b>	<b>\$ 115.0</b>	<b>\$ —</b>

(1) Funding (by index) includes all derivatives that qualify as hedges.

(2) Funding consists of auction rate ABS and ABCP facilities.

(3) Assets include restricted and unrestricted cash equivalents and other overnight type instruments. Funding includes the obligation to return cash collateral held related to derivatives exposures.

(4) Assets include receivables and other assets (including goodwill and acquired intangibles). Funding includes other liabilities and stockholders' equity.

The “Funding Gaps” in the above table are primarily interest rate mismatches in short-term indices between our assets and liabilities. We address this issue typically through the use of basis swaps that typically convert quarterly reset three-month LIBOR to other indices that are more correlated to our asset indices. These basis swaps do not qualify as effective hedges and, as a result, the effect on the funding index is not included in our interest margin and is therefore excluded from the GAAP presentation.

#### “Core Earnings” Basis

Index (Dollars in billions)	Frequency of Variable Resets	Assets		
		Assets	Funding <sup>(1)</sup>	Funding Gap
3-month Treasury bill	weekly	\$ 3.9	\$ —	\$ 3.9
Prime	annual	.3	—	.3
Prime	quarterly	3.2	—	3.2
Prime	monthly	10.3	—	10.3
Prime	daily	—	—	—
PLUS Index	annual	.3	—	.3
3-month LIBOR	quarterly	.7	2.7	(2.0)
3-month LIBOR	daily	—	2.0	(2.0)
1-month LIBOR	monthly	6.3	80.4	(74.1)
1-month LIBOR	daily	77.1	—	77.1
Non-Discrete reset <sup>(2)</sup>	monthly	—	12.8	(12.8)
Non-Discrete reset <sup>(3)</sup>	daily/weekly	5.0	.5	4.5
Fixed Rate <sup>(4)</sup>		7.4	16.1	(8.7)
Total		\$ 114.5	\$ 114.5	\$ —

(1) Funding (by index) includes all derivatives that management considers economic hedges of interest rate risk and reflects how we internally manage our interest rate exposure.

(2) Funding consists of auction rate ABS and ABCP facilities.

(3) Assets include restricted and unrestricted cash equivalents and other overnight type instruments. Funding includes the obligation to return cash collateral held related to derivatives exposures.

(4) Assets include receivables and other assets (including goodwill and acquired intangibles). Funding includes other liabilities and stockholders' equity.

We use interest rate swaps and other derivatives to achieve our risk management objectives. Our asset liability management strategy is to match assets with debt (in combination with derivatives) that have the same underlying index and reset frequency or, when economical, have interest rate characteristics that we believe are highly correlated. The use of funding with index types and reset frequencies that are different from our assets exposes us to interest rate risk in the form of basis and repricing risk. This could result in our cost of funds not moving in the same direction or with the same magnitude as the yield on our assets. While we believe this risk is low, as all of these indices are short-term with rate movements that are highly correlated over a long period of time, market disruptions (which have occurred in prior years) can lead to a temporary divergence between indices resulting in a negative impact to our earnings.

#### Weighted Average Life

The following table reflects the weighted average life for our earning assets and liabilities at December 31, 2017.

(Averages in Years)	Weighted Average Life
<b>Earning assets</b>	
Education loans	6.6
Other loans	10.1
Cash and investments	.1
Total earning assets	6.3
<b>Borrowings</b>	
Short-term borrowings	.6
Long-term borrowings	6.0
Total borrowings	5.7

**Item 8. Financial Statements and Supplementary Data**

Reference is made to the financial statements listed under the heading “(a) 1.A. Financial Statements” of Item 15 hereof, which financial statements are incorporated by reference in response to this Item 8.

**Item 9. Changes in and Disagreements with Accountants on Accounting and Financial Disclosure**

Nothing to report.

**Item 9A. Controls and Procedures****Disclosure Controls and Procedures**

Our management, with the participation of our principal executive and principal financial officers, evaluated the effectiveness of our disclosure controls and procedures (as defined in Rules 13a-15(e) and 15d-15(e) under the Securities Exchange Act of 1934, as amended (the “Exchange Act”)) as of December 31, 2017. Based on this evaluation, our chief principal executive and principal financial officers concluded that, as of December 31, 2017, our disclosure controls and procedures were effective to ensure that information required to be disclosed by us in the reports that we file or submit under the Exchange Act is (a) recorded, processed, summarized and reported within the time periods specified in the SEC’s rules and forms and (b) accumulated and communicated to our management, including our chief principal executive and principal financial officers as appropriate, to allow timely decisions regarding required disclosure.

**Management’s Report on Internal Control over Financial Reporting**

Our management is responsible for establishing and maintaining adequate internal control over financial reporting (as defined in Rule 13a-15(f) under the Exchange Act). Under the supervision and with the participation of our management, including our Principal Executive Officer and Principal Financial Officer, we assessed the effectiveness of our internal control over financial reporting as of December 31, 2017. In making this assessment, our management used the criteria established in *Internal Control — Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission (“COSO”). Based on our assessment and those criteria, management concluded that, as of December 31, 2017, our internal control over financial reporting is effective.

In accordance with guidance issued by the Securities and Exchange Commission, companies are permitted to exclude acquisitions from their final assessment of internal control over financial reporting for the first fiscal year in which the acquisition occurred. Our management’s evaluation of internal control over financial reporting excluded the internal control activities of Earnest Inc. (“Earnest”), which we acquired in November 2017, as discussed in Note 5, “Business Combinations,” of the Notes to the Consolidated Financial Statements. We have included the financial results of Earnest in the consolidated financial statements from the date of acquisition. Total revenues subject to Earnest’s internal control over financial reporting represented less than one percent of our consolidated total revenues for the fiscal year ended December 31, 2017. Total assets subject to Earnest’s internal control over financial reporting represented less than one percent of our consolidated total assets as of December 31, 2017.

KPMG LLP, an independent registered public accounting firm, audited the effectiveness of the Company’s internal control over financial reporting as of December 31, 2017, as stated in their report which appears below.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

No change in our internal control over financial reporting (as defined in Rules 13a-15(f) and 15d-15(f) under the Exchange Act) occurred during the fiscal quarter ended December 31, 2017 that has materially affected, or is reasonably likely to materially affect, our internal control over financial reporting.

**Item 9B. Other Information**

Nothing to report.

## PART III.

### **Item 10. Directors, Executive Officers and Corporate Governance**

The information contained in the 2018 Proxy Statement, including information appearing in the sections titled “Proposal 1 — Election of Directors,” “Executive Officers,” “Other Matters — Section 16(a) Beneficial Ownership Reporting Compliance” and “Corporate Governance” in the 2018 Proxy Statement, is incorporated herein by reference.

### **Item 11. Executive Compensation**

The information contained in the 2018 Proxy Statement, including information appearing in the sections titled “Executive Compensation” and “Director Compensation” in the 2018 Proxy Statement, is incorporated herein by reference.

### **Item 12. Security Ownership of Certain Beneficial Owners and Management and Related Stockholder Matters**

The information contained in the 2018 Proxy Statement, including information appearing in the sections titled “Ownership of Common Stock” and “Ownership of Common Stock by Directors and Executive Officers” in the 2018 Proxy Statement, is incorporated herein by reference.

### **Item 13. Certain Relationships and Related Transactions, and Director Independence**

The information contained in the 2018 Proxy Statement, including information appearing under “Other Matters — Certain Relationships and Transactions” and “Corporate Governance” in the 2018 Proxy Statement, is incorporated herein by reference.

### **Item 14. Principal Accounting Fees and Services**

The information contained in the 2018 Proxy Statement, including information appearing under “Independent Registered Public Accounting Firm” in the 2018 Proxy Statement, is incorporated herein by reference.

PART IV.

**Item 15. Exhibits, Financial Statement Schedules**

**(a) 1. Financial Statements**

A. The following consolidated financial statements of Navient Corporation and the Report of the Independent Registered Public Accounting Firm thereon are included in Item 8 above:

<a href="#">Report of Independent Registered Public Accounting Firm</a>	F-2
<a href="#">Report of Independent Registered Public Accounting Firm</a>	F-4
<a href="#">Consolidated Balance Sheets as of December 31, 2017 and 2016</a>	F-5
<a href="#">Consolidated Statements of Income for the years ended December 31, 2017, 2016 and 2015</a>	F-6
<a href="#">Consolidated Statements of Comprehensive Income for the years ended December 31, 2017, 2016 and 2015</a>	F-7
<a href="#">Consolidated Statements of Changes in Stockholders' Equity for the years ended December 31, 2015, 2016 and 2017</a>	F-8
<a href="#">Consolidated Statements of Cash Flows for the years ended December 31, 2017, 2016 and 2015</a>	F-11
<a href="#">Notes to Consolidated Financial Statements</a>	F-12

**2. Financial Statement Schedules**

All schedules are omitted because they are not applicable or the required information is shown in the consolidated financial statements or notes thereto.

**3. Exhibits**

The exhibits listed in the accompanying index to exhibits are filed or incorporated by reference as part of this Annual Report on Form 10-K.

We will furnish at cost a copy of any exhibit filed with or incorporated by reference into this Annual Report on Form 10-K. Oral or written requests for copies of any exhibits should be directed to the Secretary.

**Item 16. Form 10-K Summary**

N/A

**4. Appendices**

Appendix A — Federal Family Education Loan Program

**(b) Exhibits**

- 2.1 [The Agreement and Plan of Merger, dated as of October 16, 2014, between Navient Corporation and Navient, LLC \(incorporated by reference to Exhibit 2.1 to Navient Corporation's Current Report on Form 8-K filed on October 17, 2014\).](#)
- 3.1 [Amended and Restated Certificate of Incorporation of Navient Corporation \(incorporated by reference to Exhibit 3.1 of Amendment No. 3 to Navient Corporation's Registration Statement on Form 10 \(File No. 001-36228\) filed on March 27, 2014\).](#)
- 3.2 [Amended and Restated By-Laws of Navient Corporation \(incorporated by reference to Exhibit 3.2 of Amendment No. 3 to Navient Corporation's Registration Statement on Form 10 \(File No. 001-36228\) filed on March 27, 2014\).](#)
- 4.1 [The Second Supplemental Indenture, dated as of October 16, 2014, between Navient Corporation and Deutsche Trust Company Limited, as trustee \(incorporated by reference to Exhibit 4.1 to Navient Corporation's Current Report on Form 8-K filed on October 17, 2014\).](#)
- 4.2 [The Eighth Supplemental Indenture, dated as of October 16, 2014, between Navient Corporation and The Bank of New York Mellon, as trustee \(incorporated by reference to Exhibit 4.2 to Navient Corporation's Current Report on Form 8-K filed on October 17, 2014\).](#)

- 4.3 [The Third Supplemental Indenture, dated as of July 29, 2016, between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.2 to Navient Corporation's Current Report on Form 8-K filed on July 29, 2016\).](#)
- 4.4 [The Fourth Supplemental Indenture, dated as of September 16, 2016, between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.2 to Navient Corporation's Current Report on Form 8-K filed on September 16, 2016\).](#)
- 4.5 [The Fifth Supplemental Indenture, dated as of March 7, 2017 to the Indenture dated as of July 18, 2014 between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.2 to Navient Corporation's Current Report on Form 8-K filed on March 7, 2017\).](#)
- 4.6 [The Sixth Supplemental Indenture, dated as of March 17, 2017 to the Indenture dated as of July 18, 2014 between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.3 to Navient Corporation's Current Report on Form 8-K filed on March 17, 2017\).](#)
- 4.7 [The Seventh Supplemental Indenture, dated as of May 26, 2017 to the Indenture dated as of July 18, 2014 between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.2 to Navient Corporation's Current Report on Form 8-K filed on May 26, 2017\).](#)
- 4.8 [The Eighth Supplemental Indenture, dated as of June 9, 2017 to the Indenture dated as of July 18, 2014 between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.4 to Navient Corporation's Current Report on Form 8-K filed on June 9, 2017\).](#)
- 4.9 [The Ninth Supplemental Indenture, dated as of December 4, 2017 to the Indenture dated as of July 18, 2014 between Navient Corporation and The Bank of New York Mellon as trustee \(incorporated by reference to Exhibit 4.3 to Navient Corporation's Current Report on Form 8-K filed on December 4, 2017\).](#)
- 10.1† [Navient Corporation Executive Severance Plan for Senior Officers \(incorporated by reference to Exhibit 10.1 to Navient Corporation's Current Report on Form 8-K filed on August 19, 2014\).](#)
- 10.2† [Navient Corporation Change in Control Severance Plan for Senior Officers, as Amended and Restated Effective November 1, 2015 \(incorporated by reference to Exhibit 10.2 to Navient Corporation's Annual Report on Form 10-K \(File No. 161456380\) filed on February 25, 2016\).](#)
- 10.3† [Navient Deferred Compensation Plan, as amended and restated effective January 1, 2015 \(incorporated by reference to Exhibit 10.1 to Navient Corporation's Current Report on Form 8-K filed on December 23, 2014\).](#)
- 10.4† [Navient Supplemental 401\(k\) Savings Plan \(incorporated by reference to Exhibit 4.3 of the Company's Registration Statement on Form S-8 \(File No. 333-195536\) filed on April 28, 2014\).](#)
- 10.5† [Navient Deferred Compensation Plan for Key Employees \(incorporated by reference to Exhibit 4.3 of the Company's Registration Statement on Form S-8 \(File No. 333-195539\) filed on April 28, 2014\).](#)
- 10.6† [Navient Deferred Compensation Plan for Directors, as amended and restated effective October 1, 2015 \(incorporated by reference to Exhibit 10.1 of the Company's Form 10-K \(File No. 001-36228\) filed on October 30, 2015\).](#)
- 10.7† [Navient Deferred Compensation Plan for Directors \(incorporated by reference to Exhibit 4.3 of the Company's Registration Statement on Form S-8 \(File No. 333-195538\) filed on April 28, 2014\).](#)
- 10.8† [Navient Corporation 2014 Omnibus Incentive Plan, Amended and Restated as of April 6, 2015 \(incorporated by reference to the Company's Proxy Statement on Form DEF 14A \(File No. 001-36228\) filed on April 10, 2015\).](#)
- 10.9† [Navient Employee Stock Purchase Plan \(incorporated by reference to Exhibit 4.3 of the Company's Registration Statement on Form S-8 \(File No. 333-195533\) filed on April 28, 2014\).](#)
- 10.10† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Restricted Stock Unit Term Sheet — 2012 PSU Conversion \(incorporated by reference to Exhibit 10.9 of the Company's Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.11† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Restricted Stock Unit Term Sheet — 2013 PSU Conversion \(incorporated by reference to Exhibit 10.10 of the Company's Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)

- 10.12† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Restricted Stock Unit Term Sheet — 2014 \(incorporated by reference to Exhibit 10.11 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.13† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Bonus Restricted Stock Unit Term Sheet \(Two-Year Restriction\) — 2014 \(incorporated by reference to Exhibit 10.12 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.14† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Bonus Restricted Stock Unit Term Sheet \(Three-Year Restriction\) — 2014 \(incorporated by reference to Exhibit 10.13 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.15† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement, Net Settled Options — 2014 \(incorporated by reference to Exhibit 10.14 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.16† [Navient Corporation 2014 Omnibus Incentive Plan, Restricted Stock Unit Term Sheet for John F. Remondi — 2013 \(incorporated by reference to Exhibit 10.15 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.17† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Restricted Stock Unit Term Sheet — 2013 \(incorporated by reference to Exhibit 10.16 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.18† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement, Net Settled Options — 2013 \(incorporated by reference to Exhibit 10.17 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.19† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Restricted Stock Unit Term Sheet — 2012 \(incorporated by reference to Exhibit 10.18 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.20† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Bonus Restricted Stock Unit Term Sheet \(Two-Year Restriction\) — 2012 \(incorporated by reference to Exhibit 10.19 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.21† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Bonus Restricted Stock Unit Term Sheet \(Three-Year Restriction\) — 2012 \(incorporated by reference to Exhibit 10.20 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.22† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement, Net Settled Options — 2012 \(incorporated by reference to Exhibit 10.21 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.23† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement, Net Settled Options — 2011 \(incorporated by reference to Exhibit 10.22 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.24† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement, Net Settled Options — 2010 \(incorporated by reference to Exhibit 10.23 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.25† [Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement for John M. Kane — 2008 \(incorporated by reference to Exhibit 10.24 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.26† [Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Agreement for Timothy J. Hynes — 2008 \(incorporated by reference to Exhibit 10.25 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.27† [Navient Corporation 2014 Omnibus Incentive Plan, Stock Option Notice for John F. Remondi — 2008 \(incorporated by reference to Exhibit 10.26 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.28† [Navient Corporation 2014 Omnibus Incentive Plan, Additional Stock Option Notice for John F. Remondi — 2008 \(incorporated by reference to Exhibit 10.27 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.29† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Award Agreement — 2014 \(incorporated by reference to Exhibit 10.28 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.30† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2013 \(incorporated by reference to Exhibit 10.29 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.31† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2012 \(incorporated by reference to Exhibit 10.30 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)



- 10.32† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2011 \(incorporated by reference to Exhibit 10.31 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.33† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2010 \(incorporated by reference to Exhibit 10.32 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.34† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2009 \(incorporated by reference to Exhibit 10.33 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.35† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2008 \(incorporated by reference to Exhibit 10.34 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.36† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2007 \(incorporated by reference to Exhibit 10.35 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.37† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2006 \(incorporated by reference to Exhibit 10.36 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.38† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Stock Option Agreement — 2005 \(incorporated by reference to Exhibit 10.37 of the Company’s Quarterly Report on Form 10-Q filed on August 1, 2014\).](#)
- 10.39† [Form of Navient Corporation 2014 Omnibus Incentive Plan One-Year Bonus Restricted Stock Unit Agreement \(incorporated by reference to Exhibit 10.1 of the Company’s Quarterly Report on Form 10-Q filed on April 30, 2015\)](#)
- 10.40† [Form of Navient Corporation 2014 Omnibus Incentive Plan Three-Year Bonus Restricted Stock Unit Agreement \(incorporated by reference to Exhibit 10.2 of the Company’s Quarterly Report on Form 10-Q filed on April 30, 2015\)](#)
- 10.41† [Form of Navient Corporation 2014 Omnibus Incentive Plan Performance Stock Unit Agreement \(incorporated by reference to Exhibit 10.4 of the Company’s Quarterly Report on Form 10-Q filed on April 30, 2015\).](#)
- 10.42† [Form of Navient Corporation 2014 Omnibus Incentive Plan Performance Stock Unit Agreement \(incorporated by reference to Exhibit 10.1 of the Company’s Quarterly Report on Form 10-Q filed on April 28, 2016\).](#)
- 10.43† [Form of Navient Corporation 2014 Omnibus Incentive Plan, Independent Director Restricted Stock Agreement \(incorporated by reference to Exhibit 10.2 of the Company’s Quarterly Report on Form 10-Q filed on April 28, 2016\).](#)
- 10.44† [Form of Navient Corporation 2014 Omnibus Incentive Plan Restricted Stock Unit Agreement \(incorporated by reference to Exhibit 10.3 of the Company’s Quarterly Report on Form 10-Q filed on April 28, 2016\).](#)
- 10.45† [Form of Navient Corporation 2014 Omnibus Incentive Plan Stock Option Agreement — Net Settled Options \(incorporated by reference to Exhibit 10.4 of the Company’s Quarterly Report on Form 10-Q filed on April 28, 2016\).](#)
- 10.46 [Underwriting Agreement, dated July 26, 2016, among Navient Corporation and Barclays Capital Inc., J.P. Morgan Securities LLC, and Merrill Lynch, Pierce, Fenner & Smith Incorporated \(incorporated by reference to Exhibit 1.1 of the Company’s Current Report on Form 8-K filed on July 29, 2016\).](#)
- 10.47 [Underwriting Agreement, dated September 13, 2016, among Navient Corporation and J.P. Morgan Securities LLC, Merrill Lynch, Pierce, Fenner & Smith Incorporated and RBC Capital Markets, LLC, as representatives of the Underwriters named therein \(incorporated by reference to Exhibit 1.1 to Navient Corporation’s Current Report on Form 8-K filed on September 16, 2016\).](#)
- 10.48 [Underwriting Agreement, dated March 2, 2017 \(the “Underwriting Agreement”\), among the Company and J.P. Morgan Securities LLC, Barclays Capital Inc. and RBC Capital Markets, LLC, as representatives of the underwriters named therein \(together, the “Underwriters”\) \(incorporated by reference to Exhibit 1.01 to Navient Corporation’s Current Report on Form 8-K filed on March 7, 2017\).](#)
- 10.49 [Federal Student Loan Sale Agreement \(the “Agreement”\) dated April 18, 2017 \(the “Effective Date”\), by and between Navient Credit Finance Corporation, a Delaware corporation \(the “Purchaser”\), and JPMorgan Chase Bank, N.A., a national banking association \(the “Seller”\), \(incorporated by reference to Exhibit 10.4 to Navient Corporation’s Quarterly Report on Form 10-Q filed on April 27, 2017\).](#)

- 10.50 [Private Student Loan Sale Agreement \(the “Agreement”\) is made and entered into as of April 18, 2017 \(the “Effective Date”\), by and between Navient Credit Finance Corporation, a Delaware corporation \(the “Purchaser”\), and JPMorgan Chase Bank, N.A., a national banking association \(the “Seller”\).\(incorporated by reference to Exhibit 10.5 to Navient Corporation’s Quarterly Report on Form 10-Q filed on April 27, 2017\).](#)
- 10.51 [Underwriting Agreement, dated May 23, 2017 \(the “Underwriting Agreement”\), among the Company and Barclays Capital Inc., J.P. Morgan Securities LLC and Merrill Lynch, Pierce, Fenner & Smith Incorporated, as representatives of the underwriters named therein \(together, the “Underwriters”\)\(incorporated by reference to Exhibit 1.01 to Navient Corporation’s Current Report on Form 8-K filed on May 26, 2017\).](#)
- 10.52 [Underwriting Agreement, dated November 30, 2017 \(the “Underwriting Agreement”\), among the Company and Barclays Capital Inc., J.P. Morgan Securities LLC and Merrill Lynch, Pierce, Fenner & Smith Incorporated, as representatives of the underwriters named therein \(together, the “Underwriters”\)\(incorporated by reference to Exhibit 1.1 to Navient Corporation’s Current Report on Form 8-K filed on December 4, 2017\).](#)
- 10.53 [Form of Navient Corporation 2014 Omnibus Incentive Plan Performance Stock Unit Agreement \(incorporated by reference to Exhibit 10.1 to Navient Corporation’s Quarterly Report on Form 10-Q filed on April 27, 2017\).](#)
- 10.54 [Form of Navient Corporation 2014 Omnibus Incentive Plan Restricted Stock Unit Agreement \(incorporated by reference to Exhibit 10.2 to Navient Corporation’s Quarterly Report on Form 10-Q filed on April 27, 2017\).](#)
- 10.55 [Form of Navient Corporation 2014 Omnibus Incentive Plan Stock Option Agreement \(incorporated by reference to Exhibit 10.3 to Navient Corporation’s Quarterly Report on Form 10-Q filed on April 27, 2017\).](#)
- 12.1\* [Computation of Ratio of Earnings to Fixed Charges and Preferred Stock Dividends.](#)
- 21.1\* [List of Subsidiaries.](#)
- 23.1\* [Consent of KPMG LLP](#)
- 31.1\* [Certification Pursuant to Section 302 of the Sarbanes-Oxley Act of 2002.](#)
- 31.2\* [Certification Pursuant to Section 302 of the Sarbanes-Oxley Act of 2002.](#)
- 32.1\*\* [Certification Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of the Sarbanes-Oxley Act of 2002.](#)
- 32.2\*\* [Certification Pursuant to 18 U.S.C. Section 1350, as Adopted Pursuant to Section 906 of the Sarbanes-Oxley Act of 2002.](#)
- 101.INS\* XBRL Instance Document.
- 101.SCH\* XBRL Taxonomy Extension Schema Document.
- 101.CAL\* XBRL Taxonomy Extension Calculation Linkbase Document.
- 101.DEF\* XBRL Taxonomy Extension Definition Linkbase Document.
- 101.LAB\* XBRL Taxonomy Extension Label Linkbase Document.
- 101.PRE\* XBRL Taxonomy Extension Presentation Linkbase Document.

† Management Contract or Compensatory Plan or Arrangement

\* Filed herewith

\*\* Furnished herewith



# CONSOLIDATED FINANCIAL STATEMENTS

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## REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Stockholders and Board of Directors  
Navient Corporation:

### *Opinion on Internal Control Over Financial Reporting*

We have audited Navient Corporation and subsidiaries' (the Company) internal control over financial reporting as of December 31, 2017, based on criteria established in *Internal Control – Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission. In our opinion, the Company maintained, in all material respects, effective internal control over financial reporting as of December 31, 2017, based on criteria established in *Internal Control – Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission.

The Company acquired Earnest in November 2017, and management excluded Earnest from its assessment of the effectiveness of the Company's internal control over financial reporting as of December 31, 2017. Earnest represented less than one percent of consolidated total revenues and less than one percent of consolidated total assets of the Company as of and for the year ended December 31, 2017. Our audit of internal control over financial reporting of the Company also excluded an evaluation of the internal control over financial reporting of Earnest.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the consolidated balance sheets of the Company as of December 31, 2017 and 2016, the related consolidated statements of income, comprehensive income, changes in stockholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2017, and the related notes (collectively, the consolidated financial statements), and our report dated February 26, 2018 expressed an unqualified opinion on those consolidated financial statements.

### *Basis for Opinion*

The Company's management is responsible for maintaining effective internal control over financial reporting and for its assessment of the effectiveness of internal control over financial reporting, included in the accompanying Management's Report on Internal Control over Financial Reporting. Our responsibility is to express an opinion on the Company's internal control over financial reporting based on our audit. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audit in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether effective internal control over financial reporting was maintained in all material respects. Our audit of internal control over financial reporting included obtaining an understanding of internal control over financial reporting, assessing the risk that a material weakness exists, and testing and evaluating the design and operating effectiveness of internal control based on the assessed risk. Our audit also included performing such other procedures as we considered necessary in the circumstances. We believe that our audit provides a reasonable basis for our opinion.

### *Definition and Limitations of Internal Control Over Financial Reporting*

A company's internal control over financial reporting is a process designed to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles. A company's internal control over financial reporting includes those policies and procedures that (1) pertain to the maintenance of records that, in reasonable detail, accurately and fairly reflect the transactions and dispositions of the assets of the company; (2) provide reasonable assurance that transactions are recorded as necessary to permit preparation of financial statements in accordance with generally accepted accounting principles, and that receipts and expenditures of the company are being made only in accordance with authorizations of management and directors of the company; and (3) provide reasonable assurance regarding prevention or timely detection of unauthorized acquisition, use, or disposition of the company's assets that could have a material effect on the financial statements.

Because of its inherent limitations, internal control over financial reporting may not prevent or detect misstatements. Also, projections of any evaluation of effectiveness to future periods are subject to the risk that controls may become inadequate because of changes in conditions, or that the degree of compliance with the policies or procedures may deteriorate.

(signed) KPMG LLP

McLean, Virginia  
February 26, 2018

## REPORT OF INDEPENDENT REGISTERED PUBLIC ACCOUNTING FIRM

To the Stockholders and Board of Directors  
Navient Corporation:

### *Opinion on the Consolidated Financial Statements*

We have audited the accompanying consolidated balance sheets of Navient Corporation and subsidiaries (the Company) as of December 31, 2017 and 2016, the related consolidated statements of income, comprehensive income, changes in stockholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2017, and the related notes (collectively, the consolidated financial statements). In our opinion, the consolidated financial statements present fairly, in all material respects, the financial position of the Company as of December 31, 2017 and 2016, and the results of its operations and its cash flows for each of the years in the three-year period ended December 31, 2017, in conformity with U.S. generally accepted accounting principles.

We also have audited, in accordance with the standards of the Public Company Accounting Oversight Board (United States) (PCAOB), the Company's internal control over financial reporting as of December 31, 2017, based on criteria established in *Internal Control – Integrated Framework (2013)* issued by the Committee of Sponsoring Organizations of the Treadway Commission, and our report dated February 26, 2018 expressed an unqualified opinion on the effectiveness of the Company's internal control over financial reporting.

### *Basis for Opinion*

These consolidated financial statements are the responsibility of the Company's management. Our responsibility is to express an opinion on these consolidated financial statements based on our audits. We are a public accounting firm registered with the PCAOB and are required to be independent with respect to the Company in accordance with the U.S. federal securities laws and the applicable rules and regulations of the Securities and Exchange Commission and the PCAOB.

We conducted our audits in accordance with the standards of the PCAOB. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the consolidated financial statements are free of material misstatement, whether due to error or fraud. Our audits included performing procedures to assess the risks of material misstatement of the consolidated financial statements, whether due to error or fraud, and performing procedures that respond to those risks. Such procedures included examining, on a test basis, evidence regarding the amounts and disclosures in the consolidated financial statements. Our audits also included evaluating the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the consolidated financial statements. We believe that our audits provide a reasonable basis for our opinion.

(signed) KPMG LLP

We have served as the Company's auditor since 2012.

McLean, Virginia  
February 26, 2018

NAVIENT CORPORATION

CONSOLIDATED BALANCE SHEETS  
(In millions, except per share amounts)

	December 31, 2017	December 31, 2016
<b>Assets</b>		
FFELP Loans (net of allowance for losses of \$60 and \$67, respectively)	\$ 81,703	\$ 87,730
Private Education Loans (net of allowance for losses of \$1,297 and \$1,351, respectively)	23,419	23,340
Investments		
Available-for-sale	2	3
Other	268	347
Total investments	270	350
Cash and cash equivalents	1,518	1,253
Restricted cash and investments	3,246	3,600
Goodwill and acquired intangible assets, net	810	670
Other assets	4,025	4,193
Total assets	<u>\$ 114,991</u>	<u>\$ 121,136</u>
<b>Liabilities</b>		
Short-term borrowings	\$ 4,771	\$ 2,334
Long-term borrowings	105,012	112,368
Other liabilities	1,723	2,711
Total liabilities	<u>111,506</u>	<u>117,413</u>
<b>Commitments and contingencies</b>		
<b>Equity</b>		
Common stock, par value \$0.01 per share; 1.125 billion shares authorized: 440 million and 436 million shares issued, respectively	4	4
Additional paid-in capital	3,077	3,022
Accumulated other comprehensive income (net of tax expense of \$36 and \$3, respectively)	61	6
Retained earnings	3,004	2,890
Total Navient Corporation stockholders' equity before treasury stock	6,146	5,922
Less: Common stock held in treasury at cost: 177 million and 145 million shares, respectively	(2,692)	(2,223)
Total Navient Corporation stockholders' equity	3,454	3,699
Noncontrolling interest	31	24
Total equity	3,485	3,723
Total liabilities and equity	<u>\$ 114,991</u>	<u>\$ 121,136</u>

**Supplemental information — assets and liabilities of consolidated variable interest entities:**

	December 31, 2017	December 31, 2016
FFELP Loans	\$ 77,710	\$ 83,429
Private Education Loans	20,886	20,500
Other loans	—	79
Restricted cash	3,091	3,434
Other assets, net	1,160	(11)
Short-term borrowings	2,906	1,078
Long-term borrowings	89,317	95,492
Net assets of consolidated variable interest entities	<u>\$ 10,624</u>	<u>\$ 10,861</u>

See accompanying notes to consolidated financial statements.



NAVIENT CORPORATION

CONSOLIDATED STATEMENTS OF INCOME  
(In millions, except per share amounts)

	Years Ended December 31,		
	2017	2016	2015
<b>Interest income:</b>			
FFELP Loans	\$ 2,693	\$ 2,528	\$ 2,524
Private Education Loans	1,634	1,587	1,756
Other loans	13	9	7
Cash and investments	43	22	8
Total interest income	4,383	4,146	4,295
Total interest expense	2,971	2,441	2,074
Net interest income	1,412	1,705	2,221
Less: provisions for loan losses	426	429	581
Net interest income after provisions for loan losses	986	1,276	1,640
<b>Other income (loss):</b>			
Servicing revenue	290	304	340
Asset recovery and business processing revenue	475	390	367
Other income	9	7	17
Gains (losses) on sales of loans and investments	3	—	(9)
Gains (losses) on debt repurchases	(3)	1	21
Gains (losses) on derivative and hedging activities, net	22	117	166
Total other income	796	819	902
<b>Expenses:</b>			
Salaries and benefits	519	500	467
Other operating expenses	447	451	451
Total operating expenses	966	951	918
Goodwill and acquired intangible asset impairment and amortization expense	23	36	12
Restructuring/other reorganization expenses	29	—	32
Total expenses	1,018	987	962
Income from continuing operations, before income tax expense	764	1,108	1,580
Income tax expense	472	427	597
Net income from continuing operations	292	681	983
Income from discontinued operations, net of tax expense	—	—	1
<b>Net income attributable to Navient Corporation</b>	<b>\$ 292</b>	<b>\$ 681</b>	<b>\$ 984</b>
<b>Basic earnings per common share attributable to Navient Corporation</b>	<b>\$ 1.06</b>	<b>\$ 2.15</b>	<b>\$ 2.62</b>
Average common shares outstanding	275	316	376
<b>Diluted earnings per common share attributable to Navient Corporation</b>	<b>\$ 1.04</b>	<b>\$ 2.12</b>	<b>\$ 2.58</b>
Average common and common equivalent shares outstanding	281	322	382
Dividends per common share attributable to Navient Corporation	\$.64	\$.64	\$.64

See accompanying notes to consolidated financial statements.

NAVIENT CORPORATION

CONSOLIDATED STATEMENTS OF COMPREHENSIVE INCOME  
(In millions)

	Years Ended December 31,		
	2017	2016	2015
Net income	\$ 292	\$ 681	\$ 984
Other comprehensive income (loss):			
Unrealized gains (losses) on derivatives:			
Unrealized hedging gains (losses) on derivatives	89	91	(93)
Reclassification adjustments for derivative (gains) losses included in net income (interest expense)	(1)	(1)	(1)
Total unrealized gains (losses) on derivatives	88	90	(94)
Income tax (expense) benefit	(33)	(33)	34
Other comprehensive income (loss), net of tax expense (benefit)	55	57	(60)
Total comprehensive income attributable to Navient Corporation	\$ 347	\$ 738	\$ 924

See accompanying notes to consolidated financial statements.

NAVIENT CORPORATION

CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS' EQUITY  
(In millions, except share and per share amounts)

	Common Stock Shares			Common Stock	Additional Paid-In Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Treasury Stock	Total Stockholders' Equity	Noncontrolling Interest	Total Equity
	Issued	Treasury	Outstanding								
<b>Balance at December 31, 2014</b>	425,637,635	(23,902,829)	401,734,806	\$ 4	\$ 2,893	\$ 9	\$ 1,670	\$ (432)	\$ 4,144	\$ —	\$ 4,144
Comprehensive income:											
Net income	—	—	—	—	—	—	984	—	984	—	984
Other comprehensive loss, net of tax	—	—	—	—	—	(60)	—	—	(60)	—	(60)
Total comprehensive income	—	—	—	—	—	—	—	—	924	—	924
Cash dividends:											
Common stock (\$.64 per share)	—	—	—	—	—	—	(240)	—	(240)	—	(240)
Issuance of common shares	4,924,021	—	4,924,021	—	34	—	—	—	34	—	34
Tax impact of employee stock- based compensation plans	—	—	—	—	11	—	—	—	11	—	11
Stock-based compensation expense	—	—	—	—	29	—	—	—	29	—	29
Common stock repurchased	—	(56,043,711)	(56,043,711)	—	—	—	—	(945)	(945)	—	(945)
Shares repurchased related to employee stock-based compensation plans	—	(2,404,328)	(2,404,328)	—	—	—	—	(48)	(48)	—	(48)
Noncontrolling interests in businesses	—	—	—	—	—	—	—	—	—	24	24
<b>Balance at December 31, 2015</b>	<u>430,561,656</u>	<u>(82,350,868)</u>	<u>348,210,788</u>	<u>\$ 4</u>	<u>\$ 2,967</u>	<u>\$ (51)</u>	<u>\$ 2,414</u>	<u>\$ (1,425)</u>	<u>\$ 3,909</u>	<u>\$ 24</u>	<u>\$ 3,933</u>

See accompanying notes to consolidated financial statements.

NAVIENT CORPORATION

CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS' EQUITY  
(In millions, except share and per share amounts)

	Common Stock Shares			Common Stock	Additional Paid-In Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Treasury Stock	Total Stockholders' Equity	Noncontrolling Interest	Total Equity
	Issued	Treasury	Outstanding								
<b>Balance at December 31, 2015</b>	430,561,656	(82,350,868)	348,210,788	\$ 4	\$ 2,967	\$ (51)	\$ 2,414	\$ (1,425)	\$ 3,909	\$ 24	\$ 3,933
Comprehensive income:											
Net income	—	—	—	—	—	—	681	—	681	—	681
Other comprehensive income, net of tax	—	—	—	—	—	57	—	—	57	—	57
Total comprehensive income	—	—	—	—	—	—	—	—	738	—	738
Cash dividends:											
Common stock (\$.64 per share)	—	—	—	—	—	—	(201)	—	(201)	—	(201)
Dividend equivalent units related to employee stock-based compensation plans	—	—	—	—	—	—	(4)	—	(4)	—	(4)
Issuance of common shares	5,476,010	—	5,476,010	—	35	—	—	—	35	—	35
Tax impact of employee stock- based compensation plans	—	—	—	—	(6)	—	—	—	(6)	—	(6)
Stock-based compensation expense	—	—	—	—	26	—	—	—	26	—	26
Common stock repurchased	—	(59,625,325)	(59,625,325)	—	—	—	—	(755)	(755)	—	(755)
Shares repurchased related to employee stock-based compensation plans	—	(3,197,355)	(3,197,355)	—	—	—	—	(43)	(43)	—	(43)
<b>Balance at December 31, 2016</b>	<u>436,037,666</u>	<u>(145,173,548)</u>	<u>290,864,118</u>	<u>\$ 4</u>	<u>\$ 3,022</u>	<u>\$ 6</u>	<u>\$ 2,890</u>	<u>\$ (2,223)</u>	<u>\$ 3,699</u>	<u>\$ 24</u>	<u>\$ 3,723</u>

See accompanying notes to consolidated financial statements.

NAVIENT CORPORATION

CONSOLIDATED STATEMENTS OF CHANGES IN STOCKHOLDERS' EQUITY  
(In millions, except share and per share amounts)

	Common Stock Shares			Common Stock	Additional Paid-In Capital	Accumulated Other Comprehensive Income (Loss)	Retained Earnings	Treasury Stock	Total Stockholders' Equity	Noncontrolling Interest	Total Equity
	Issued	Treasury	Outstanding								
<b>Balance at December 31, 2016</b>	436,037,666	(145,173,548)	290,864,118	\$ 4	\$ 3,022	\$ 6	\$ 2,890	\$ (2,223)	\$ 3,699	\$ 24	\$ 3,723
Comprehensive income:											
Net income	—	—	—	—	—	—	292	—	292	—	292
Other comprehensive income, net of tax	—	—	—	—	—	55	—	—	55	—	55
Total comprehensive income	—	—	—	—	—	—	—	—	347	—	347
Cash dividends:											
Common stock (\$.64 per share)	—	—	—	—	—	—	(176)	—	(176)	—	(176)
Dividend equivalent units related to employee stock-based compensation plans	—	—	—	—	—	—	(2)	—	(2)	—	(2)
Issuance of common shares	3,680,479	—	3,680,479	—	20	—	—	—	20	—	20
Stock-based compensation expense	—	—	—	—	35	—	—	—	35	—	35
Common stock repurchased	—	(29,646,374)	(29,646,374)	—	—	—	—	(440)	(440)	—	(440)
Shares repurchased related to employee stock-based compensation plans	—	(1,847,651)	(1,847,651)	—	—	—	—	(29)	(29)	—	(29)
Noncontrolling interest in Earnest upon acquisition	—	—	—	—	—	—	—	—	—	7	7
<b>Balance at December 31, 2017</b>	<u>439,718,145</u>	<u>(176,667,573)</u>	<u>263,050,572</u>	<u>\$ 4</u>	<u>\$ 3,077</u>	<u>\$ 61</u>	<u>\$ 3,004</u>	<u>\$ (2,692)</u>	<u>\$ 3,454</u>	<u>\$ 31</u>	<u>\$ 3,485</u>

See accompanying notes to consolidated financial statements.

**NAVIENT CORPORATION**  
**CONSOLIDATED STATEMENTS OF CASH FLOWS**  
(In millions)

	Years Ended December 31,		
	2017	2016	2015
<b>Operating activities</b>			
Net income	\$ 292	\$ 681	\$ 984
Adjustments to reconcile net income to net cash provided by operating activities:			
Losses (gains) on debt repurchases	3	(1)	(21)
Goodwill and acquired intangible asset impairment and amortization expense	23	36	12
Stock-based compensation expense	35	26	29
Unrealized gains on derivative and hedging activities	(83)	(328)	(781)
Provisions for losses	426	429	581
(Increase) decrease in restricted cash — other	(1)	10	66
(Increase) decrease in accrued interest receivable	(29)	(26)	175
Increase (decrease) in accrued interest payable	11	(92)	(42)
Decrease in other assets	485	628	1,046
Decrease in other liabilities	(5)	(6)	(139)
Total net cash provided by operating activities	<u>1,157</u>	<u>1,357</u>	<u>1,910</u>
<b>Investing activities</b>			
Education loans acquired	(7,456)	(3,683)	(3,736)
Reduction of education loans:			
Installment payments	14,738	14,923	13,933
Proceeds from sales of education loans	—	—	569
Other investing activities, net	(87)	35	131
Proceeds from maturities of available-for-sale securities	—	2	1
Purchases of other securities	(1)	(44)	(187)
Proceeds from maturities of other securities	23	49	97
Decrease in restricted cash — variable interest entities	495	129	220
Purchase of subsidiaries, net of cash acquired	(216)	—	(342)
Total net cash provided by investing activities	<u>7,496</u>	<u>11,411</u>	<u>10,686</u>
<b>Financing activities</b>			
Borrowings collateralized by loans in trust — issued	8,440	6,691	5,011
Borrowings collateralized by loans in trust — repaid	(13,919)	(13,226)	(14,706)
Asset-backed commercial paper conduits, net	(2,363)	(4,002)	974
Long-term notes issued	1,613	1,231	493
Long-term notes repaid	(1,464)	(2,603)	(2,787)
Other financing activities, net	(79)	(244)	(245)
Common stock repurchased	(440)	(755)	(945)
Common dividends paid	(176)	(201)	(240)
Total net cash used in financing activities	<u>(8,388)</u>	<u>(13,109)</u>	<u>(12,445)</u>
Net increase (decrease) in cash and cash equivalents	265	(341)	151
Cash and cash equivalents at beginning of period	1,253	1,594	1,443
<b>Cash and cash equivalents at end of period</b>	<u>\$ 1,518</u>	<u>\$ 1,253</u>	<u>\$ 1,594</u>
Cash disbursements made (refunds received) for:			
Interest	\$ 2,872	\$ 2,301	\$ 1,981
Income taxes paid	\$ 157	\$ 249	\$ 88
Income taxes received	\$ (1)	\$ (4)	\$ (14)
Noncash activity:			
Investing activity - Education loans and restricted cash acquired	\$ 1,746	\$ —	\$ —
Operating activity - Other assets acquired and other liabilities assumed, net	\$ 137	\$ —	\$ —
Financing activity - Borrowings assumed in acquisition of education loans and restricted cash	<u>\$ 1,883</u>	<u>\$ —</u>	<u>\$ —</u>

See accompanying notes to consolidated financial statements.

**NAVIENT CORPORATION**  
**NOTES TO CONSOLIDATED FINANCIAL STATEMENTS**

**1. Organization and Business**

*Navient's Business*

Navient is a leading provider of asset management and business processing solutions for education, health care, and government clients at the federal, state, and local levels. We help our clients and millions of Americans achieve financial success through services and support. Headquartered in Wilmington, Delaware, Navient employs team members in western New York, northeastern Pennsylvania, Indiana, Delaware, Tennessee, Texas, Virginia, Wisconsin, California and other locations.

Navient is the largest private sector holder of education loans insured or federally guaranteed under the Federal Family Education Loan Program ("FFELP"). We also hold the largest portfolio of Private Education Loans. We also have begun originating Private Education Refinance Loans. Navient services its own portfolio of education loans, as well as education loans owned by the United States Department of Education ("ED"), financial institutions and nonprofit education lenders. Navient is one of the largest servicers to ED under its Direct Student Loan Program ("DSLPL"). Our data-driven insight, service and innovation support customers on the path to successful education loan repayment.

The Company leverages its scale and expertise to provide business processing solutions to a variety of clients, including federal agencies, state and local governments, regional authorities, courts, hospitals, health care systems and other health care providers, and financial service providers. Navient also provides business processing solutions to education-related clients, such as guaranty agencies and colleges and universities.

For all our clients, we aim to improve their financial performance, optimize their operations, and maintain compassionate, compliant service for their customers and constituents.

**2. Significant Accounting Policies**

*Use of Estimates*

Our financial reporting and accounting policies conform to generally accepted accounting principles in the United States of America ("GAAP"). The preparation of financial statements in conformity with GAAP requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Current market conditions increase the risk and complexity of the judgments in these estimates and actual results could differ from estimates. Key accounting policies that include the most significant judgments, estimates and assumptions include the allowance for loan losses, the effective interest rate method (amortization of education loan and debt premiums and discounts), goodwill and intangible asset impairment assessment, fair value measurement, the consolidation of variable interest entities, and derivative accounting.

*Consolidation*

The consolidated financial statements include the accounts of Navient Corporation and its majority-owned and controlled subsidiaries and those Variable Interest Entities ("VIEs") for which we are the primary beneficiary, after eliminating the effects of intercompany accounts and transactions.

We consolidate any VIEs where we have determined we are the primary beneficiary. A VIE is a legal entity that does not have sufficient equity at risk to finance its own operations, or whose equity holders do not have the power to direct the activities that most significantly affect the economic performance of the entity, or whose equity holders do not share proportionately in the losses or benefits of the entity. The primary beneficiary of the VIE is the entity which has both: (1) the power to direct the activities of the VIE that most significantly impact the VIE's economic performance and (2) the obligation to absorb losses or receive benefits of the entity that could potentially be significant to the VIE. As it relates to our securitizations and other secured borrowing facilities that are VIEs as of December 31, 2017, we are the servicer of the related education loan assets and own the Residual Interest of the securitization trusts and secured borrowing facilities. As a result, we are the primary beneficiary and consolidate those VIEs.

## ***Fair Value Measurement***

We use estimates of fair value in applying various accounting standards for our financial statements. Fair value measurements are used in one of four ways:

- In the consolidated balance sheet with changes in fair value recorded in the consolidated statement of income;
- In the consolidated balance sheet with changes in fair value recorded in the accumulated other comprehensive income section of the consolidated statement of changes in stockholders' equity;
- In the consolidated balance sheet for instruments carried at lower of cost or fair value with impairment charges recorded in the consolidated statement of income; and
- In the notes to the financial statements.

Fair value is defined as the price to sell an asset or transfer a liability in an orderly transaction between willing and able market participants. In general, our policy in estimating fair value is to first look at observable market prices for identical assets and liabilities in active markets, where available. When these are not available, other inputs are used to model fair value such as prices of similar instruments, yield curves, volatilities, prepayment speeds, default rates and credit spreads, relying first on observable data from active markets. Depending on current market conditions, additional adjustments to fair value may be based on factors such as liquidity, credit, and bid/offer spreads. Transaction costs are not included in the determination of fair value. When possible, we seek to validate the model's output to market transactions. Depending on the availability of observable inputs and prices, different valuation models could produce materially different fair value estimates. The values presented may not represent future fair values and may not be realizable.

We categorize our fair value estimates based on a hierarchical framework associated with three levels of price transparency utilized in measuring financial instruments at fair value. Classification is based on the lowest level of input that is significant to the fair value of the instrument. The three levels are as follows:

- Level 1 — Quoted prices (unadjusted) in active markets for identical assets or liabilities that we have the ability to access at the measurement date. The types of financial instruments included in level 1 are highly liquid instruments with quoted prices.
- Level 2 — Inputs from active markets, other than quoted prices for identical instruments, are used to determine fair value. Significant inputs are directly observable from active markets for substantially the full term of the asset or liability being valued.
- Level 3 — Pricing inputs significant to the valuation are unobservable. Inputs are developed based on the best information available. However, significant judgment is required by us in developing the inputs.

## ***Loans***

Loans, consisting primarily of federally insured education loans and Private Education Loans, that we have the ability and intent to hold for the foreseeable future are classified as held-for-investment and are carried at amortized cost. Amortized cost includes the unamortized premiums, discounts, and capitalized origination costs and fees, all of which are amortized to interest income as further discussed below. Loans which are held-for-investment also have an allowance for loan loss as needed. Any loans we have not classified as held-for-investment are classified as held-for-sale, and carried at the lower of cost or fair value. Loans are classified as held-for-sale when we have the intent and ability to sell such loans. Loans which are held-for-sale do not have the associated premium, discount, and capitalized origination costs and fees amortized into interest income. In addition, once a loan is classified as held-for-sale, there is no further adjustment to the loan's allowance for loan losses that existed immediately prior to the reclassification to held-for-sale.

## ***Allowance for Loan Losses***

### ***Purchased Credit Impaired ("PCI") Loans***

Loans acquired with evidence of deterioration of credit quality since origination for which it is probable, at acquisition, that the investor will be unable to collect all contractually required payments receivable are PCI loans accounted for under Accounting Standard Codification ("ASC") 310-30, "Loans and Debt Securities Acquired with Deteriorated Credit Quality." When considering whether evidence of credit quality deterioration exists as of the purchase date, the Company considers loan guarantees and the following credit attributes: delinquency status, use of forbearance, recent borrower FICO scores, use of loan modification programs, and borrowers who have filed for bankruptcy.



The Company aggregates loans with common risk characteristics into pools and accounts for each pool as a single asset with a single composite interest rate and an aggregate expectation of cash flows. The pools are initially recorded at fair value. The Company recognizes interest income based on each pool's effective interest rate which is based on our estimate of all cash flows expected to be received and includes an assumption about prepayment rates. The pools are tested quarterly for impairment by re-estimating the future cash flows to be received from the pools. If the new estimated cash flows result in a pool's effective interest rate increasing, then this new yield is used prospectively over the remaining life of the pool. If the new estimated cash flows result in a pool's effective interest rate decreasing, the pool is impaired and written down through a valuation allowance to maintain the effective interest rate. Loans classified as PCI do not have charge-offs reported nor are they reported as Trouble Debt Restructuring ("TDR") loans.

Based on the credit attributes discussed above, we determined that \$261 million principal amount of Private Education Loans acquired in 2017 are accounted for as PCI loans with a fair value and resulting carry value of \$101 million as of the acquisition date. As of acquisition, this portfolio's contractually required payments receivable (the total undiscounted amount of all uncollected contractual principal and interest payments both past due and scheduled for the future, adjusted for prepayments) was \$411 million with an estimated accretable yield (income expected to be recognized in future periods) of \$108 million. As of December 31, 2017, the carrying amount was \$97 million with no valuation allowance recorded.

#### *Purchased Non-Credit Impaired Loans*

Loans acquired that do not have evidence of credit deterioration since origination are recorded at fair value with no allowance for loan losses established at the acquisition date. Loan premiums and discounts are amortized as a part of interest income using the interest method under ASC 310-20, "Nonrefundable Fees and Other Costs." An allowance for loan losses would be established if incurred losses in the loans exceed the remaining unamortized discount recorded at the time of acquisition (i.e., the next two years of expected charge-offs as well as any additional TDR allowance required is greater than the remaining discount). As a result of this policy, to the extent that actual charge-offs exceed any related allowance for loan losses recognized post-acquisition, provision for loan losses is recorded when the loans are charged off. Charge-offs are recorded through the allowance for loan losses. In 2017, we acquired Private Education Loans with unpaid principal balance of \$2.8 billion at a discount of \$424 million and FFELP Loans with an unpaid principal balance of \$3.5 billion at a discount of \$47 million, that are accounted for under this policy. No allowance for loan losses has been established for these loans as of December 31, 2017, as the remaining purchased discount associated with the Private Education Loans of \$392 million and FFELP Loans of \$43 million as of December 31, 2017 remains greater than the incurred losses.

#### *Allowance for Private Education Loan Losses*

We consider a loan to be impaired when, based on current information, a loss has been incurred and it is probable that we will not receive all contractual amounts due. When making our assessment as to whether a loan is impaired, we also take into account more than insignificant delays in payment. We generally evaluate impaired loans on an aggregate basis by grouping similar loans. Impaired loans also include those loans which are individually assessed for impairment at a loan level, such as in a troubled debt restructuring ("TDR"). We maintain an allowance for loan losses at an amount sufficient to absorb losses incurred in our portfolios at the reporting date based on a projection of estimated probable credit losses incurred in the portfolio.

Our Private Education Loan portfolio contains TDR and non-TDR loans. For customers experiencing financial difficulty, certain Private Education Loans for which we have granted a forbearance of greater than three months, an interest rate reduction or an extended repayment plan are classified as TDRs. The allowance requirements are different based on these designations. In determining the allowance for loan losses on our non-TDR portfolio, we estimate the principal amount of loans that will default over the next two years (two years being the expected period between a loss event and default) and how much we expect to recover over time related to the defaulted amount. Expected defaults less our expected recoveries equal the allowance related to this portfolio. Our historical experience indicates that, on average, the time between the date that a customer experiences a default causing event (i.e., the loss trigger event) and the date that we charge off the unrecoverable portion of that loan is two years. Separately, for our TDR portfolio, we estimate an allowance amount sufficient to cover life-of-loan expected losses through an impairment calculation based on the difference between the loan's basis and the present value of expected future cash flows (which would include life-of-loan default and recovery assumptions) discounted at the loan's original effective interest rate. Our TDR portfolio is comprised mostly of loans with forbearance usage greater than three months and interest rate reductions. The separate allowance estimates for our TDR and non-TDR portfolios are combined into our total allowance for Private Education Loan losses.

In estimating both the non-TDR and TDR allowance amounts, we start with historical experience of customer default behavior. We make judgments about which historical period to start with and then make further judgments about whether that historical experience is representative of future expectations and whether additional adjustments may be needed to those historical default rates. We also take the economic environment into consideration when calculating the allowance for loan losses. We analyze key economic

statistics and the effect we expect them to have on future defaults. Key economic statistics analyzed as part of the allowance for loan losses are primarily unemployment rates. Our allowance for loan losses is estimated using an analysis of delinquent and current accounts. Our model is used to estimate the likelihood that a loan may progress through the various delinquency stages and ultimately charge off. The evaluation of the allowance for loan losses is inherently subjective, as it requires material estimates that may be susceptible to significant changes. The estimate for the allowance for loan losses is subject to a number of assumptions. If actual future performance in delinquency, charge-offs and recoveries are significantly different than estimated, this could materially affect our estimate of the allowance for loan losses and the related provision for loan losses on our income statement.

We determine the collectability of our Private Education Loan portfolio by evaluating certain risk characteristics. We consider school type, credit score (FICO), existence of a cosigner, loan status and loan seasoning as the key credit quality indicators because they have the most significant effect on our determination of the adequacy of our allowance for loan losses. The type of school customers attend can have an impact on their graduation rate and job prospects after graduation and therefore affects their ability to make payments. Credit scores are an indicator of the credit worthiness of a customer and the higher the credit score the more likely it is the customer will be able to make all of their contractual payments. Loan status affects the credit risk because a past due loan is more likely to result in a credit loss than an up-to-date loan. Additionally, loans in a deferred payment status have different credit risk profiles compared with those in current payment status. Of the portfolio in repayment, loan seasoning is an important factor. It affects credit risk because a loan with a history of making payments generally has a lower incidence of default than a loan with a history of making infrequent or no payments. The existence of a cosigner lowers the likelihood of default. We monitor and update these credit quality indicators in the analysis of the adequacy of our allowance for loan losses on a quarterly basis.

To estimate the probable credit losses incurred in the loan portfolio at the reporting date, we use historical experience of customer payment behavior in connection with the key credit quality indicators and incorporate management expectations regarding macroeconomic and collection performance factors. Our model is based upon the most recent twelve months of actual collection experience as the starting point for the non-TDR portfolio and the most recent approximate 10 years for the TDR portfolio and applies expected macroeconomic changes and collection procedure changes to estimate expected losses caused by loss events incurred as of the balance sheet date. Our model for the non-TDR portfolio places a greater emphasis on the more recent default experience rather than the default experience for older historical periods, as we believe the more recent default experience is more indicative of the probable losses incurred in the loan portfolio today that will default over the next two years. The TDR portfolio uses a longer historical default experience since we are projecting life of loan remaining losses. Similar to estimating defaults, we use historical customer payment behavior to estimate the timing and amount of future recoveries on charged-off loans. We use judgment in determining whether historical performance is representative of what we expect to collect in the future. We then apply the default and collection rate projections to each category of loans. Once the quantitative calculation is performed, we review the adequacy of the allowance for loan losses and determine if qualitative adjustments need to be considered. Additionally, we consider changes in laws and regulations that could potentially impact the allowance for loan losses. More judgment has been required over the last several years, compared with years prior, in light of the U.S. economy and its effect on our customers' ability to pay their obligations. We believe that our model reflects recent customer behavior, loan performance, and collection performance, as well as expectations about economic factors.

Our collection policies allow for periods of nonpayment for customers requesting additional payment grace periods upon leaving school or experiencing temporary difficulty meeting payment obligations. This is referred to as forbearance status and is considered in our allowance for loan losses. The loss confirmation period is in alignment with our typical collection cycle and takes into account these periods of nonpayment.

Our allowance for Private Education Loan losses also provides for possible additional future charge-offs as they occur related to the receivable for partially charged-off Private Education Loans. At the end of each month, for loans that are 212 days past due, we charge off the estimated loss of a defaulted loan balance. Actual recoveries are applied against the remaining loan balance that was not charged off. We refer to this remaining loan balance as the "receivable for partially charged-off loans." If actual periodic recoveries are less than expected, the difference is immediately charged off through the allowance for loan losses with an offsetting reduction in the receivable for partially charged-off Private Education Loans. If actual periodic recoveries are greater than expected, they will be reflected as a recovery through the allowance for Private Education Loan losses once the cumulative recovery amount exceeds the cumulative amount originally expected to be recovered. Private Education Loans which defaulted between 2007 through March 31, 2015, experienced collection performance below our pre-financial crisis experience. As a result, we began building a reserve for shortfalls in recoveries until we could determine the long-term post-default recovery rate. In the second quarter of 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

### *Allowance for FFELP Loan Losses*

FFELP Loans are insured as to their principal and accrued interest in the event of default subject to a Risk Sharing level based on the date of loan disbursement. These insurance obligations are supported by contractual rights against the United States. For loans disbursed after October 1, 1993, and before July 1, 2006, we receive 98 percent reimbursement on all qualifying default claims. For loans disbursed on or after July 1, 2006, we receive 97 percent reimbursement. For loans disbursed prior to October 1, 1993, we receive 100 percent reimbursement.

Similar to the allowance for Private Education Loan losses, the allowance for FFELP Loan losses uses historical experience of customer default behavior and a two-year loss confirmation period to estimate the credit losses incurred in the loan portfolio at the reporting date. We apply the default rate projections, net of applicable Risk Sharing, to each category for the current period to perform our quantitative calculation. Once the quantitative calculation is performed, we review the adequacy of the allowance for loan losses and determine if qualitative adjustments need to be considered. For FFELP Loans that have lost their government insurance and have been charged off, any subsequent cash recoveries benefit the allowance for loan losses when received.

### *Investments*

Our available-for-sale investment portfolio consists of investments that are carried at fair value, with the temporary changes in fair value carried as a separate component of stockholders' equity, net of taxes. The amortized cost of debt securities in this category is adjusted for premiums and accretion of discounts, which are amortized using the effective interest rate method. Other-than-temporary impairment is evaluated by considering several factors, including the length of time and extent to which the fair value has been less than the amortized cost basis, the financial condition and near-term prospects of the security (considering factors such as adverse conditions specific to the security and ratings agency actions), and the intent and ability to retain the investment to allow for an anticipated recovery in fair value. The entire fair value loss on a security that is other-than-temporary impairment is recorded in earnings if we intend to sell the security or if it is more likely than not that we will be required to sell the security before the expected recovery of the loss. However, if the impairment is other-than-temporary, and those two conditions do not exist, the portion of the impairment related to credit losses is recorded in earnings and the impairment related to other factors is recorded in other comprehensive income. Securities classified as trading are accounted for at fair value with unrealized gains and losses included in investment income. Securities that we have the intent and ability to hold to maturity are classified as held-to-maturity and are accounted for at amortized cost unless the security is determined to have an other-than-temporary impairment. In this case it is accounted for in the same manner described above.

We also have other investments, primarily a receivable for cash collateral posted to derivative counterparties which is accounted for at amortized cost in other investments.

### *Cash and Cash Equivalents*

Cash and cash equivalents can include term federal funds, Eurodollar deposits, commercial paper, asset-backed commercial paper, treasuries and money market funds with original terms to maturity of less than three months.

### *Restricted Cash and Investments*

Restricted cash primarily includes amounts held in education loan securitization trusts and other secured borrowings. This cash must be used to make payments related to trust obligations. Amounts on deposit in these accounts are primarily the result of timing differences between when principal and interest is collected on the trust assets and when principal and interest is paid on trust liabilities. As such, changes in this balance are reflected in investing activities in the statement of cash flows.

Securities pledged as collateral related to our derivative portfolio, where the counterparty has rights to replace the securities, are classified as restricted. When the counterparty does not have these rights, the security is recorded in investments and disclosed as pledged collateral in the notes. Additionally, certain counterparties require cash collateral pledged to us to be segregated and held in restricted cash accounts.

### *Goodwill and Acquired Intangible Assets*

Goodwill is not amortized but is tested periodically for impairment. We test goodwill for impairment annually as of October 1 at the reporting unit level, which is the same as or one level below a business segment. Goodwill is also tested at interim periods if an event occurs or circumstances change that would indicate the carrying amount may be impaired.

We assess qualitative factors to determine whether it is “more-likely-than-not” that the fair value of a reporting unit is less than its carrying amount as a basis for determining whether it is necessary to perform the two-step goodwill impairment test. The “more-likely-than-not” threshold is defined as having a likelihood of more than 50 percent. If, after assessing relevant qualitative factors, we conclude that it is “more-likely-than-not” that the fair value of a reporting unit as of October 1 is less than its carrying amount, we will complete Step 1 of the goodwill impairment analysis. Step 1 consists of a comparison of the fair value of the reporting unit to the reporting unit’s carrying value, including goodwill. If the carrying value of the reporting unit exceeds the fair value, Step 2 in the goodwill impairment analysis is performed to measure the amount of impairment loss, if any. Step 2 of the goodwill impairment analysis compares the implied fair value of the reporting unit’s goodwill to the carrying value of the reporting unit’s goodwill. The implied fair value of goodwill is determined in a manner consistent with determining goodwill in a business combination. If the carrying amount of the reporting unit’s goodwill exceeds the implied fair value of the goodwill, an impairment loss is recognized in an amount equal to that excess.

Acquired intangible assets include, but are not limited to, trade names, customer and other relationships, and non-compete agreements. Acquired intangible assets with finite lives are amortized over their estimated useful lives in proportion to their estimated economic benefit. Finite-lived acquired intangible assets are reviewed for impairment using an undiscounted cash flow analysis when an event occurs or circumstances change indicating the carrying amount of a finite-lived asset or asset group may not be recoverable. If the carrying amount of the asset or asset groups exceeds the undiscounted cash flows, the fair value of the asset or asset group is determined using an acceptable valuation technique. An impairment loss would be recognized if the carrying amount of the asset

(or asset group) exceeds the fair value of the asset or asset group. The impairment loss recognized would be the difference between the carrying amount and fair value. Indefinite-life acquired intangible assets are not amortized. We test these indefinite-life acquired intangible assets for impairment annually as of October 1 or at interim periods if an event occurs or circumstances change that would indicate the carrying value of these assets may be impaired. The annual or interim impairment test of indefinite-life acquired intangible assets is based primarily on a discounted cash flow analysis.

### ***Securitization Accounting***

Our securitizations use a two-step structure with a special purpose entity that legally isolates the transferred assets from us, even in the event of bankruptcy. Transactions receiving sale treatment are also structured to ensure that the holders of the beneficial interests issued are not constrained from pledging or exchanging their interests, and that we do not maintain effective control over the transferred assets. If these criteria are not met, then the transaction is accounted for as an on-balance sheet secured borrowing. In all cases, irrespective of whether they qualify as accounting sales our securitizations are legally structured to be sales of assets that isolate the transferred assets from us. If a securitization qualifies as a sale, we then assess whether we are the primary beneficiary of the securitization trust (VIE) and are required to consolidate such trust. If we are the primary beneficiary, then no gain or loss is recognized. See “Consolidation” of this Note 2 for additional information regarding the accounting rules for consolidation when we are the primary beneficiary of these trusts.

Irrespective of whether a securitization receives sale or on-balance sheet treatment, our continuing involvement with our securitization trusts is generally limited to:

- Owning the equity certificates of certain trusts.
- The servicing of the education loan assets within the securitization trusts, on both a pre- and post-default basis.
- Our acting as administrator for the securitization transactions we sponsored, which includes remarketing certain bonds at future dates.
- Our responsibilities relative to representation and warranty violations.
- Temporarily advancing to the trust certain borrower benefits afforded the borrowers of education loans that have been securitized. These advances subsequently are returned to us in the next quarter.
- Certain back-to-back derivatives entered into by us contemporaneously with the execution of derivatives by certain Private Education Loan securitization trusts.
- The option held by us to buy certain delinquent loans from certain Private Education Loan securitization trusts.
- The option to exercise the clean-up call and purchase the education loans from the trust when the asset balance is 10 percent or less of the original loan balance.
- The option, on some trusts, to purchase education loans aggregating up to 10 percent of the trust’s initial pool balance.
- The option (in certain trusts) to call rate reset notes in instances where the remarketing process has failed.

The investors of the securitization trusts have no recourse to our other assets should there be a failure of the trusts to pay when due. Generally, the only arrangements under which we have to provide financial support to the trusts are representation and warranty violations requiring the buyback of loans.

Under the terms of the transaction documents of certain trusts, we have, from time to time, exercised our options to purchase delinquent loans from Private Education Loan trusts, to purchase the remaining loans from trusts once the loan balance falls below 10 percent of the original amount, to purchase education loans up to 10 percent of the trust's initial balance, or to call rate reset notes. Certain trusts maintain financial arrangements with third parties also typical of securitization transactions, such as derivative contracts (swaps) and bond insurance policies that, in the case of a counterparty failure, could adversely impact the value of any Residual Interest.

We do not record servicing assets or servicing liabilities when our securitization trusts are accounted for as on-balance sheet secured financings. As of December 31, 2017, we have \$25 million of servicing assets on our balance sheet, of which \$11 million is related to Residual Interests in FFELP Loan securitization trusts we sold in 2013 and \$14 million is related to the acquisition of Earnest in 2017.

#### ***Education Loan Interest Income***

For loans classified as held-for-investment, we recognize education loan interest income as earned, adjusted for the amortization of premiums (which includes purchased premiums and capitalized direct origination costs), discounts and Repayment Borrower Benefits. These adjustments result in income being recognized based upon the expected yield of the loan over its life after giving effect to expected prepayments. We amortize premium and discount on education loans using a CPR which measures the rate at which loans in the portfolio pay down principal compared to their stated terms. In determining the CPR, we only consider payments made in excess of contractually required payments. This would include loan consolidation and other early payoff activity. For Repayment Borrower Benefits, the estimates of their effect on education loan yield are based on analyses of historical payment behavior of customers who are eligible for the incentives and its effect on the ultimate qualification rate for these incentives. We regularly evaluate the assumptions used to estimate the prepayment speeds and the qualification rates used for Repayment Borrower Benefits. In instances where there are changes to the assumptions, amortization is adjusted on a cumulative basis to reflect the change since the acquisition of the loan. Additionally, interest earned on education loans reflects potential non-payment adjustments in accordance with our uncollectible interest recognition policy as discussed further in "Allowance for Loan Losses" of this Note 2. We do not amortize any premiums, discounts or other adjustments to the basis of education loans when they are classified as held-for-sale. See "Allowance for Loan Losses – Purchased Credit Impaired ('PCI') Loans" and "–Purchased Non-Credit Impaired Loans" of this Note 2 for discussion of the interest income methodology related to those portfolios.

#### ***Interest Expense***

Interest expense is based upon contractual interest rates adjusted for the amortization of debt issuance costs, premiums and discounts. Our interest expense may also be adjusted for net payments/receipts related to interest rate and foreign currency swap agreements that qualify and are designated as hedges. Interest expense also includes the amortization of deferred gains and losses on closed hedge transactions that qualified as hedges. Amortization of debt issuance costs, premiums, discounts and terminated hedge-basis adjustments are recognized using the effective interest rate method.

#### ***Servicing Revenue***

We perform loan servicing functions for third-parties in return for a servicing fee. Our compensation is typically based on a per-unit fee arrangement or a percentage of the loans outstanding. We recognize servicing revenues associated with these activities based upon the contractual arrangements as the services are rendered. We recognize late fees on third-party serviced loans as well as on loans in our portfolio according to the contractual provisions of the promissory notes, as well as our expectation of collectability.

#### ***Asset Recovery and Business Processing Revenue***

Asset recovery fees are received for collections or rehabilitation of delinquent or defaulted debt on behalf of clients performed on a contingency basis. Revenue is earned and recognized upon the completion of rehabilitation activities or upon receipt of the delinquent customer funds.

We also receive fees from Guarantor agencies for performing default aversion services on delinquent loans prior to default. The fee is received when the loan is initially placed with us and we are obligated to provide such services for the remaining life of the loan for no additional fee. In the event that the loan defaults, in accordance with certain contracts, we are obligated to rebate a portion of

the fee to the Guarantor agency in proportion to the principal and interest outstanding when the loan defaults. We defer the fees received, net of an estimate of future rebates owed due to subsequent defaults, and recognize such fees over the service period which is estimated to be the life of the loan.

In the third quarter of 2017, \$47 million of previously deferred asset recovery revenue, net of a reserve, was recognized as revenue related to loans for which the Company performs these default aversion services. In the third quarter of 2017, the Company was notified that it would no longer perform these services after 2017 due to the termination of the related contract as of December 31, 2017. In accordance with GAAP, we recognized this previously deferred revenue during the third-quarter 2017 to reflect a shortened period over which it is expected to be earned.

Business processing fees are received generally based on processing transactions. Revenue is earned and recognized upon the completion of processing the transaction and in some cases also upon the processing of a payment.

### ***Transfer of Financial Assets and Extinguishments of Liabilities***

We account for loan sales and debt repurchases in accordance with the applicable accounting guidance. Our securitizations and other secured borrowings are accounted for as on-balance sheet secured borrowings. See “Securitization Accounting” of this Note 2 for further discussion on the criteria assessed to determine whether a transfer of financial assets is a sale or a secured borrowing. If a transfer of loans qualifies as a sale, we derecognize the loan and recognize a gain or loss as the difference between the carrying basis of the loan sold and liabilities retained and the compensation received.

We periodically repurchase our outstanding debt in the open market or through public tender offers. We record a gain or loss on the early extinguishment of debt based upon the difference between the carrying cost of the debt and the amount paid to the third party and is net of hedging gains and losses when the debt is in a qualifying hedge relationship.

We recognize the results of a transfer of loans and the extinguishment of debt based upon the settlement date of the transaction.

### ***Derivative Accounting***

The accounting guidance for our derivative instruments, which primarily includes interest rate swaps, cross-currency interest rate swaps and Floor Income Contracts, requires that every derivative instrument, including certain derivative instruments embedded in other contracts, be recorded at fair value on the balance sheet as either an asset or liability. Derivative positions are recorded as net positions by counterparty based on master netting arrangements exclusive of accrued interest and cash collateral held or pledged.

Many of our derivatives, mainly fixed to variable or variable to fixed interest rate swaps and cross-currency interest rate swaps, qualify as effective hedges. For these derivatives, the relationship between the hedging instrument and the hedged items (including the hedged risk and method for assessing effectiveness), as well as the risk management objective and strategy for undertaking various hedge transactions at the inception of the hedging relationship, is documented. Each derivative is designated to either a specific (or pool of) asset(s) or liability(ies) on the balance sheet or expected future cash flows, and designated as either a “fair value” or a “cash flow” hedge. Fair value hedges are designed to hedge our exposure to changes in fair value of a fixed rate or foreign denominated asset or liability, while cash flow hedges are designed to hedge our exposure to variability of either a floating rate asset’s or liability’s cash flows or an expected fixed rate debt issuance. For effective fair value hedges, both the derivative and the hedged item (for the risk being hedged) are marked-to-market with any difference reflecting ineffectiveness and recorded immediately in the statement of income. For effective cash flow hedges, the change in the fair value of the derivative is recorded in other comprehensive income, net of tax, and recognized in earnings in the same period as the earnings effects of the hedged item. The ineffective portion of a cash flow hedge is recorded immediately through earnings. The assessment of the hedge’s effectiveness is performed at inception and on an ongoing basis, generally using regression testing. For hedges of a pool of assets or liabilities, tests are performed to demonstrate the similarity of individual instruments of the pool. When it is determined that a derivative is not currently an effective hedge, ineffectiveness is recognized for the full change in value of the derivative with no offsetting mark-to-market of the hedged item for the current period. If it is also determined the hedge will not be effective in the future, we discontinue the hedge accounting prospectively, cease recording changes in the fair value of the hedged item, and begin amortization of any basis adjustments that exist related to the hedged item.

We also have derivatives, primarily Floor Income Contracts and certain basis swaps, that we believe are effective economic hedges but do not qualify for hedge accounting treatment. These derivatives are classified as “trading” and as a result they are marked-to-market through earnings with no consideration for the fair value fluctuation of the economically hedged item.

The “gains (losses) on derivative and hedging activities, net” line item in the consolidated statements of income includes the unrealized changes in the fair value of our derivatives (except effective cash flow hedges which are recorded in other comprehensive income), the unrealized changes in fair value of hedged items in qualifying fair value hedges, as well as the realized changes in fair value related to derivative net settlements and dispositions that do not qualify for hedge accounting. Net settlement income/expense on derivatives that qualify as hedges are included with the income or expense of the hedged item (mainly interest expense).

#### ***Accounting for Stock-Based Compensation***

We recognize stock-based compensation cost in our consolidated statements of income using the fair value based method. Under this method we determine the fair value of the stock-based compensation at the time of the grant and recognize the resulting compensation expense over the grant’s vesting period. We record stock-based compensation expense net of estimated forfeitures and as such, only those stock-based awards that we expect to vest are recorded. We estimate the forfeiture rate based on historical forfeitures of equity awards and adjust the rate to reflect changes in facts and circumstances, if any. Ultimately, the total expense recognized over the vesting period will equal the fair value of awards that actually vest.

#### ***Restructuring and Other Reorganization Expenses***

From time to time we implement plans to restructure our business. In conjunction with these restructuring plans, involuntary benefit arrangements, disposal costs (including contract termination costs and other exit costs), as well as certain other costs that are incremental and incurred as a direct result of our restructuring plans, are classified as restructuring expenses in the consolidated statements of income.

The Company administers the Navient Corporation Employee Severance Plan and the Navient Corporation Executive Severance Plan for Senior Officers (collectively, “the Severance Plan”). The Severance Plan provides severance benefits in the event of termination of the Company’s full-time employees and part-time employees who work at least 24 hours per week. The Severance Plan establishes specified benefits based on base salary, job level immediately preceding termination and years of service upon involuntary termination of employment. The benefits payable under the Severance Plan relate to past service, and they accumulate and vest. Accordingly, we recognize severance expenses to be paid pursuant to the Severance Plan when payment of such benefits is probable and can be reasonably estimated in accordance with ASC 712, “Compensation — Nonretirement Postemployment Benefits.” Such benefits, include severance pay calculated based on the Severance Plan, medical and dental benefits, and outplacement services expenses.

Contract termination costs are expensed at the earlier of (1) the contract termination date or (2) the cease use date under the contract. Other exit costs are expensed as incurred and classified as restructuring expenses if (1) the cost is incremental to and incurred as a direct result of planned restructuring activities and (2) the cost is not associated with or incurred to generate revenues subsequent to our consummation of the related restructuring activities.

Other reorganization expenses include certain internal costs and third-party costs incurred in connection with our cost reduction initiatives.

During the fourth quarter of 2017, the Company incurred \$29 million of restructuring and other reorganization expense in connection with an effort that will reduce costs and improve operating efficiency. The charge related primarily to severance-related costs.

During the second quarter of 2015, the Company launched an initiative to simplify and streamline its management structure following the Spin-Off of SLM BankCo to improve the operating efficiency and effectiveness of the organization. As part of the Company’s streamlining efforts, restructuring and other reorganization expenses of \$29 million were recognized in 2015, primarily related to severance costs.

#### ***Income Taxes***

We account for income taxes under the asset and liability approach which requires the recognition of deferred tax liabilities and assets for the expected future tax consequences of temporary differences between the carrying amounts and tax basis of our assets and liabilities. To the extent tax laws change, deferred tax assets and liabilities are adjusted in the period that the tax change is enacted. See “Note 14 – Income Taxes” for a description of the impact of the “Tax Cuts and Jobs Act” (“TCJA”) on the net deferred tax asset as of December 31, 2017.

“Income tax expense/(benefit)” includes (i) deferred tax expense/(benefit), which represents the net change in the deferred tax asset or liability balance during the year plus any change in a valuation allowance and (ii) current tax expense/(benefit), which represents the amount of tax currently payable to or receivable from a tax authority plus amounts accrued for unrecognized tax benefits. Income tax expense/(benefit) excludes the tax effects related to adjustments recorded in equity.

If we have an uncertain tax position, then that tax position is recognized only if it is more likely than not to be sustained upon examination based on the technical merits of the position. The amount of tax benefit recognized in the financial statements is the largest amount of benefit that is more than 50 percent likely of being sustained upon ultimate settlement of the uncertain tax position. We recognize interest related to unrecognized tax benefits in income tax expense/(benefit) and penalties, if any, in operating expenses.

### ***Earnings (Loss) per Common Share***

We compute earnings (loss) per common share (“EPS”) by dividing net income allocated to common shareholders by the weighted average common shares outstanding. Net income allocated to common shareholders represents net income applicable to common shareholders. Diluted earnings per common share is computed by dividing income allocated to common shareholders by the weighted average common shares outstanding plus amounts representing the dilutive effect of stock options outstanding, restricted stock, restricted stock units, and the outstanding commitment to issue shares under the Employee Stock Purchase Plan. See “Note 10 — Earnings (Loss) per Common Share” for further discussion.

### ***Reclassifications***

Certain reclassifications have been made to the balances as of and for the years ended December 31, 2016 and 2015, to be consistent with classifications adopted for 2017, which had no effect on net income, total assets or total liabilities.

### ***Recently Issued Accounting Pronouncements***

#### ***Revenue Recognition***

On May 28, 2014, the Financial Accounting Standards Board (the “FASB”) issued Accounting Standards Update (“ASU”) No. 2014-09, “Revenue from Contracts with Customers,” which requires an entity to recognize the amount of revenue to which it expects to be entitled for the transfer of promised goods or services to customers. The new guidance supersedes current U.S. GAAP guidance on revenue recognition and requires the use of more estimates and judgements than the current revenue standards. The new guidance does not apply to revenue associated with financial instruments that are accounted for under other U.S. GAAP. Accordingly, the new revenue recognition guidance does not have an impact on our consolidated results of operations associated with our loan portfolios, investments and derivatives.

We adopted the new standard as of January 1, 2018, the effective date, utilizing the cumulative effect transition method. In conjunction with our implementation plan, we identified revenue streams within our Business Services segment that are within scope of the new standard and reviewed related contracts. We concluded that the new standard does not result in a material change in the timing of revenue or expense recognition, or the presentation/classification of such revenue and expense. Under the new standard, we will expand our revenue disclosures in the first quarter of 2018.

#### ***Classification and Measurement***

On January 5, 2016, the FASB issued ASU No. 2016-01, “Recognition and Measurement of Financial Assets and Financial Liabilities,” which reconsiders the classification and measurement of financial instruments. The new standard requires certain equity instruments be measured at fair value, with fair value changes recognized in earnings. In addition, the standard requires a cumulative-effect adjustment to retained earnings as of the beginning of the reporting period of adoption. It will be effective for the Company as of January 1, 2018. We have concluded that adopting this new accounting standard will be immaterial to our consolidated financial statements and footnote disclosures.

#### ***Leases***

On February 25, 2016, the FASB issued ASU No. 2016-02, “Leases,” which requires the identification of arrangements that should be accounted for as leases by lessees. In general, lease arrangements exceeding a twelve-month term must be recognized as assets and liabilities on the balance sheet of the lessee. A right-of-use asset and lease obligation will be recorded for all leases with a term exceeding twelve months, whether operating or financing, while the income statement will reflect lease expense for operating leases and amortization/interest expense for financing leases. The balance sheet amount recorded for existing leases at the date of adoption must be calculated using the applicable incremental borrowing rate at the date of adoption. The standard requires the use of



the modified retrospective transition method, which will require adjustment to all comparative periods presented. It will be effective for the Company as of January 1, 2019. Early adoption is permitted. We continue to assess the impact that adopting this new accounting standard will have on our consolidated financial statements and footnote disclosures, but expect it to be immaterial.

#### *Stock Compensation*

On March 30, 2016, the FASB issued ASU No. 2016-09, “Compensation — Stock Compensation,” which identifies areas for simplification involving several aspects of accounting for share-based payment transactions, including the income tax consequences, classification of awards as either equity or liabilities, an option to recognize gross stock compensation expense with actual forfeitures recognized as they occur, as well as certain classifications on the statement of cash flows. The new standard also requires that all excess tax benefits and tax deficiencies that pertain to employee stock-based incentive payments be recognized within income tax expense in the consolidated statements of income, rather than as previously reported within additional paid-in capital. The new standard was adopted on January 1, 2017. In the year ended December 31, 2017, this new standard resulted in a \$5 million reduction to income tax expense.

#### *Allowance for Loan Losses*

On June 16, 2016, the FASB issued ASU No. 2016-13, “Financial Instruments — Credit Losses,” which requires measurement and recognition of an allowance for loan loss that estimates remaining expected credit losses for financial assets held at the reporting date. Our current allowance for loan loss is an incurred loss model. As a result, we expect the new guidance will result in an increase to our allowance for loan losses. The standard is to be applied through a cumulative-effect adjustment to retained earnings as of the beginning of the first reporting period in which the guidance is effective. The standard is effective for the Company as of January 1, 2020, and will primarily impact the allowance for loan losses related to our Private Education Loans and FFELP Loans. Early adoption is permitted on January 1, 2019. This standard represents a significant departure from existing GAAP, and may result in material changes to the Company’s accounting for the allowance for loan losses. We are currently evaluating the impact of adopting this accounting standard on our consolidated financial statements and footnote disclosures.

#### *Intra-Entity Transfer of Assets*

On October 24, 2016, the FASB issued ASU No. 2016-16, “Income Taxes — Intra-Entity Transfer of Assets Other and Inventory,” which requires recognition of the income tax consequences of an intra-entity transfer of non-inventory assets when the transfer occurs. The new standard is effective for the Company as of January 1, 2018. We have concluded that adopting this new accounting standard will be immaterial to our consolidated financial statements and footnote disclosures.

#### *Hedging Activities*

On August 28, 2017, the FASB issued ASU No. 2017-12, “Derivatives and Hedging,” which better aligns risk management activities and financial reporting for hedging relationships through changes to both the designation and measurement guidance for qualifying hedging relationships and the presentation of hedge results. The amendments expand and refine hedge accounting for both nonfinancial and financial risk components and in some situations better align the recognition and presentation of the effects of the hedging instrument and the hedged item in the financial statements. The new standard will be effective for the Company as of January 1, 2019. Early adoption is permitted. We are currently assessing the impact this new standard will have on our consolidated financial statements and footnote disclosures.

### **3. Education Loans**

Education loans consist of FFELP and Private Education Loans.

There are three principal categories of FFELP Loans: Stafford, PLUS, and FFELP Consolidation Loans. Generally, Stafford and PLUS Loans have repayment periods of between five and ten years. FFELP Consolidation Loans have repayment periods of twelve to thirty years. FFELP Loans do not require repayment, or have modified repayment plans, while the customer is in-school and during the grace period immediately upon leaving school. The customer may also be granted a deferment or forbearance for a period of time based on need, during which time the customer is not considered to be in repayment. Interest continues to accrue on loans in the in-school, deferment and forbearance period. FFELP Loans obligate the customer to pay interest at a stated fixed rate or a variable rate reset annually (subject to a cap) on July 1 of each year depending on when the loan was originated and the loan type. FFELP Loans disbursed before April 1, 2006 earn interest at the greater of the borrower’s rate or a floating rate based on the Special Allowance Payment (“SAP”) formula, with the interest earned on the floating rate that exceeds the interest earned from the customer being paid directly by ED. In low or certain declining interest rate environments when education loans are earning at the fixed borrower rate and

the interest on the funding for the loans is variable and declining, we can earn additional spread income that we refer to as Floor Income. For loans disbursed after April 1, 2006, FFELP Loans effectively only earn at the SAP rate, as the excess interest earned when the borrower rate exceeds the SAP rate (Floor Income) is required to be rebated to ED.

FFELP Loans are insured as to their principal and accrued interest in the event of default subject to a Risk Sharing level based on the date of loan disbursement. These insurance obligations are supported by contractual rights against the United States. For loans disbursed after October 1, 1993 and before July 1, 2006, we receive 98 percent reimbursement on all qualifying default claims. For loans disbursed on or after July 1, 2006, we receive 97 percent reimbursement.

Private Education Loans bear the full credit risk of the customer. Private Education Loans generally carry a variable rate indexed to LIBOR or Prime indices. The majority of loans in our portfolio are cosigned. Similar to FFELP loans, Private Education Loans are generally non-dischargeable in bankruptcy. Most loans have repayment terms of 10 to 15 years or more, and for loans made prior to 2009, payments are typically deferred until after graduation. However, since 2009 we began to encourage interest-only or fixed payment options while the customer is enrolled in school.

The estimated weighted average life of education loans in our portfolio was approximately 7 years at both December 31, 2017 and 2016. The following table reflects the distribution of our education loan portfolio by program.

(Dollars in millions)	December 31, 2017		Year Ended December 31, 2017	
	Ending Balance	% of Balance	Average Balance	Average Effective Interest Rate
FFELP Stafford and Other Education Loans, net <sup>(1)</sup>	\$ 28,409	27%	\$ 30,462	2.94%
FFELP Consolidation Loans, net	53,294	51	54,527	3.30
Private Education Loans, net	23,419	22	23,762	6.88
Total education loans, net	\$ 105,122	100%	\$ 108,751	3.98%

(Dollars in millions)	December 31, 2016		Year Ended December 31, 2016	
	Ending Balance	% of Balance	Average Balance	Average Effective Interest Rate
FFELP Stafford and Other Education Loans, net <sup>(1)</sup>	\$ 32,319	29%	\$ 34,710	2.31%
FFELP Consolidation Loans, net	55,411	50	57,787	2.98
Private Education Loans, net	23,340	21	25,361	6.26
Total education loans, net	\$ 111,070	100%	\$ 117,858	3.49%

(1) Primarily Stafford Loans, but also includes federally guaranteed PLUS and HEAL Loans.

As of December 31, 2017 and 2016, 86 percent and 83 percent, respectively, of our education loan portfolio was in repayment.

#### Loan Sales

In 2015, we sold \$412 million of FFELP Loans for a \$12 million gain and \$178 million of low-interest rate Private Education Loans for a \$21 million loss. There were no loan sales in 2016 or 2017.

#### 4. Allowance for Loan Losses

Our provisions for loan losses represent the periodic expense of maintaining an allowance sufficient to absorb incurred probable losses, net of expected recoveries, in the held-for-investment loan portfolios. The evaluation of the provisions for loan losses is inherently subjective, as it requires material estimates that may be susceptible to significant changes. We segregate our Private Education portfolio into two classes of loans in monitoring and assessing credit risk – Troubled Debt Restructurings (“TDRs”) and Non-TDRs. We believe that the allowance for loan losses is appropriate to cover probable losses incurred in the loan portfolios.

Allowance for Loan Losses Metrics

(Dollars in millions)	Year Ended December 31, 2017			
	FFELP Loans	Private Education Loans	Other Loans	Total
<b>Allowance for Loan Losses</b>				
Beginning balance	\$ 67	\$ 1,351	\$ 15	\$ 1,433
Total provision	42	382	2	426
Charge-offs <sup>(1)</sup>	(49)	(443)	(7)	(499)
Reclassification of interest reserve <sup>(2)</sup>	—	7	—	7
Ending balance	<u>\$ 60</u>	<u>\$ 1,297</u>	<u>\$ 10</u>	<u>\$ 1,367</u>
<b>Allowance Ending Balance:</b>				
Individually evaluated for impairment - TDR	\$ —	\$ 1,171	\$ 9	\$ 1,180
Collectively evaluated for impairment:				
Excluding Purchased Non-Credit Impaired Loans acquired at a discount and Purchased Credit Impaired Loans	60	126	1	187
Purchased Non-Credit Impaired Loans acquired at a discount <sup>(3)</sup>	—	—	—	—
Purchased Credit Impaired Loans <sup>(3)</sup>	—	—	—	—
Ending total allowance	<u>\$ 60</u>	<u>\$ 1,297</u>	<u>\$ 10</u>	<u>\$ 1,367</u>
<b>Loans Ending Balance:</b>				
Individually evaluated for impairment - TDR	\$ —	\$ 10,921	\$ 30	\$ 10,951
Collectively evaluated for impairment:				
Excluding Purchased Non-Credit Impaired Loans acquired at a discount and Purchased Credit Impaired Loans	77,860	11,861	40	89,761
Purchased Non-Credit Impaired Loans acquired at a discount <sup>(3)</sup>	3,237	2,610	—	5,847
Purchased Credit Impaired Loans <sup>(3)</sup>	—	248	—	248
Ending total loans <sup>(4)</sup>	<u>\$ 81,097</u>	<u>\$ 25,640</u>	<u>\$ 70</u>	<u>\$ 106,807</u>
Charge-offs as a percentage of average loans in repayment	.07%	1.98%	5.39%	
Allowance coverage of charge-offs	1.2	2.9	1.5	
Allowance as a percentage of the ending total loan balance <sup>(3)</sup>	.07%	5.06%	14.32%	
Allowance as a percentage of the ending loans in repayment <sup>(3)</sup>	.09%	5.66%	14.32%	
Ending total loans <sup>(4)</sup>	\$ 81,097	\$ 25,640	\$ 70	
Average loans in repayment	\$ 68,318	\$ 22,342	\$ 130	
Ending loans in repayment	\$ 67,853	\$ 22,924	\$ 70	

- (1) Charge-offs are reported net of expected recoveries. For Private Education Loans, the expected recovery amount is transferred to the receivable for partially charged-off loan balance. Charge-offs include charge-offs against the receivable for partially charged-off loans which represents the difference between what was expected to be recovered and any shortfalls in what was actually recovered in the period. See "Receivable for Partially Charged-Off Private Education Loans" for further discussion.
- (2) Represents the additional allowance related to the amount of uncollectible interest reserved within interest income that is transferred in the period to the allowance for loan losses when interest is capitalized to a loan's principal balance.
- (3) See "Note 2 — Significant Accounting Policies — Allowance for Loan Losses" for a description of our policy for the \$6.5 billion of loans (\$3.5 billion of FFELP and \$3.0 billion of Private Education) purchased in 2017 accounted for as either Purchased Credit Impaired Loans or Purchased Non-Credit Impaired Loans. The Purchased Credit Impaired Loans' losses are not provided for by the allowance for loan losses in the above table as these loans are separately reserved for, if needed. No allowance for loan losses has been established for these loans as of December 31, 2017. The losses of the Purchased Non-Credit Impaired Loans acquired at a discount are not provided for by the allowance for loan losses in the above table as the remaining purchased discount associated with the FFELP and Private Education Loans of \$43 million and \$392 million, respectively, as of December 31, 2017 is greater than the incurred losses and as a result no allowance for loan losses has been established for these loans as of December 31, 2017. As a result, excluding the \$6.5 billion of loans acquired in 2017, the allowance as a percentage of the ending total loan balance and the allowance as a percentage of the ending loans in repayment would be 0.08 percent and 0.09 percent for FFELP Loans and 5.69 percent and 6.42 percent for Private Education Loans, respectively.
- (4) Ending total loans for Private Education Loans includes the receivable for partially charged-off loans.

(Dollars in millions)	FFELP Loans	Private Education Loans	Other Loans	Total
<b>Allowance for Loan Losses</b>				
Beginning balance	\$ 78	\$ 1,471	\$ 15	\$ 1,564
Total provision	43	383	3	429
Charge-offs <sup>(1)</sup>	(54)	(513)	(3)	(570)
Reclassification of interest reserve <sup>(2)</sup>	—	10	—	10
Ending balance	<u>\$ 67</u>	<u>\$ 1,351</u>	<u>\$ 15</u>	<u>\$ 1,433</u>
<i>Allowance Ending Balance:</i>				
Individually evaluated for impairment - TDR	\$ —	\$ 1,190	\$ 11	\$ 1,201
Collectively evaluated for impairment	67	161	4	232
Ending total allowance	<u>\$ 67</u>	<u>\$ 1,351</u>	<u>\$ 15</u>	<u>\$ 1,433</u>
<i>Loans Ending Balance:</i>				
Individually evaluated for impairment - TDR	\$ —	\$ 11,165	\$ 32	\$ 11,197
Collectively evaluated for impairment	86,918	13,983	132	101,033
Ending total loans <sup>(3)</sup>	<u>\$ 86,918</u>	<u>\$ 25,148</u>	<u>\$ 164</u>	<u>\$ 112,230</u>
Charge-offs as a percentage of average loans in repayment	.07%	2.20%	2.10%	
Allowance coverage of charge-offs	1.2	2.6	7.0	
Allowance as a percentage of the ending total loan balance	.08%	5.37%	9.35%	
Allowance as a percentage of the ending loans in repayment	.09%	6.10%	9.35%	
Ending total loans <sup>(3)</sup>	\$ 86,918	\$ 25,148	\$ 164	
Average loans in repayment	\$ 72,714	\$ 23,275	\$ 104	
Ending loans in repayment	\$ 70,557	\$ 22,150	\$ 164	

- (1) Charge-offs are reported net of expected recoveries. For Private Education Loans, the expected recovery amount is transferred to the receivable for partially charged-off loan balance. Charge-offs include charge-offs against the receivable for partially charged-off loans which represents the difference between what was expected to be recovered and any shortfalls in what was actually recovered in the period. See "Receivable for Partially Charged-Off Private Education Loans" for further discussion.
- (2) Represents the additional allowance related to the amount of uncollectible interest reserved within interest income that is transferred in the period to the allowance for loan losses when interest is capitalized to a loan's principal balance.
- (3) Ending total loans for Private Education Loans includes the receivable for partially charged-off loans.

(Dollars in millions)	Year Ended December 31, 2015			
	FFELP Loans	Private Education Loans	Other Loans	Total
<b>Allowance for Loan Losses</b>				
Beginning balance	\$ 93	\$ 1,916	\$ 24	\$ 2,033
Total provision	46	538	(3)	581
Net adjustment resulting from the change in the charge-off rate <sup>(1)</sup>	—	(330)	—	(330)
Net charge-offs remaining <sup>(2)</sup>	(61)	(659)	(6)	(726)
Total net charge-offs	(61)	(989)	(6)	(1,056)
Reclassification of interest reserve <sup>(3)</sup>	—	11	—	11
Loan sales	—	(5)	—	(5)
Ending balance	\$ 78	\$ 1,471	\$ 15	\$ 1,564
<i>Allowance Ending Balance:</i>				
Individually evaluated for impairment - TDR	\$ —	\$ 1,209	\$ 12	\$ 1,221
Collectively evaluated for impairment	78	262	3	343
Ending total allowance	\$ 78	\$ 1,471	\$ 15	\$ 1,564
<i>Loans Ending Balance:</i>				
Individually evaluated for impairment - TDR	\$ —	\$ 10,965	\$ 37	\$ 11,002
Collectively evaluated for impairment	95,393	17,431	49	112,873
Ending total loans <sup>(4)</sup>	\$ 95,393	\$ 28,396	\$ 86	\$ 123,875
Net charge-offs as a percentage of average loans in repayment, excluding the net adjustment resulting from the change in the charge-off rate (annualized) <sup>(1)</sup>	.08%	2.55%	6.17%	
Net adjustment resulting from the change in the charge-off rate as a percentage of average loans in repayment (annualized) <sup>(1)</sup>	—%	1.28%	—%	
Allowance coverage of net charge-offs, excluding the net adjustment resulting from the change in the charge-off rate (annualized) <sup>(1)</sup>	1.3	2.2	2.5	
Allowance as a percentage of the ending total loan balance	.08%	5.18%	17.28%	
Allowance as a percentage of the ending loans in repayment	.11%	6.00%	17.28%	
Ending total loans <sup>(4)</sup>	\$ 95,393	\$ 28,396	\$ 86	
Average loans in repayment	\$ 75,925	\$ 25,802	\$ 97	
Ending loans in repayment	\$ 73,838	\$ 24,502	\$ 86	

- (1) In 2015, the portion of the loan amount charged off at default on Private Education Loans increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.
- (2) Charge-offs are reported net of expected recoveries. For Private Education Loans, the expected recovery amount is transferred to the receivable for partially charged-off loan balance. Charge-offs include charge-offs against the receivable for partially charged-off loans which represents the difference between what was expected to be recovered and any shortfalls in what was actually recovered in the period. See "Receivable for Partially Charged-Off Private Education Loans" for further discussion.
- (3) Represents the additional allowance related to the amount of uncollectible interest reserved within interest income that is transferred in the period to the allowance for loan losses when interest is capitalized to a loan's principal balance.
- (4) Ending total loans for Private Education Loans includes the receivable for partially charged-off loans.

Key Credit Quality Indicators

FFELP Loans are substantially insured and guaranteed as to their principal and accrued interest in the event of default; therefore, the key credit quality indicator for this portfolio is loan status. The impact of changes in loan status is incorporated quarterly into the allowance for loan losses calculation.

(Dollars in millions)	FFELP Loan Delinquencies					
	December 31,					
	2017		2016		2015	
	Balance	%	Balance	%	Balance	%
Loans in-school/grace/deferment <sup>(1)</sup>	\$ 4,711		\$ 5,871		\$ 8,257	
Loans in forbearance <sup>(2)</sup>	8,533		10,490		13,298	
Loans in repayment and percentage of each status:						
Loans current	59,264	87.3%	61,977	87.8%	62,651	84.8%
Loans delinquent 31-60 days <sup>(3)</sup>	2,638	3.9	2,820	4.0	3,285	4.5
Loans delinquent 61-90 days <sup>(3)</sup>	1,763	2.6	1,325	1.9	1,856	2.5
Loans delinquent greater than 90 days <sup>(3)</sup>	4,188	6.2	4,435	6.3	6,046	8.2
Total FFELP Loans in repayment	67,853	100%	70,557	100%	73,838	100%
Total FFELP Loans, gross	81,097		86,918		95,393	
FFELP Loan unamortized premium	666		879		1,087	
Total FFELP Loans	81,763		87,797		96,480	
FFELP Loan allowance for losses	(60)		(67)		(78)	
FFELP Loans, net	\$ 81,703		\$ 87,730		\$ 96,402	
Percentage of FFELP Loans in repayment		83.7%		81.2%		77.4%
Delinquencies as a percentage of FFELP Loans in repayment		12.7%		12.2%		15.2%
FFELP Loans in forbearance as a percentage of loans in repayment and forbearance		11.2%		12.9%		15.3%

- (1) Loans for customers who may still be attending school or engaging in other permitted educational activities and are not required to make payments on the loans, e.g., residency periods for medical students or a grace period for bar exam preparation, as well as loans for customers who have requested and qualify for other permitted program deferments such as military, unemployment or economic hardships.
- (2) Loans for customers who have used their allowable deferment time or do not qualify for deferment, that need additional time to obtain employment or who have temporarily ceased making full payments due to hardship or other factors such as disaster relief.
- (3) The period of delinquency is based on the number of days scheduled payments are contractually past due.

For Private Education Loans, the key credit quality indicators are FICO scores, school type, the existence of a cosigner, the loan status and loan seasoning. The FICO scores/school type are assessed at origination. The other Private Education Loan key quality indicators can change and are incorporated quarterly into the allowance for loan losses calculation. The following table highlights the principal balance (excluding the receivable for partially charged-off loans) of our Private Education Loan portfolio stratified by the key credit quality indicators.

(Dollars in millions)	Private Education Loans Credit Quality Indicators			
	TDR			
	December 31, 2017		December 31, 2016	
	Balance(2)	% of Balance	Balance(2)	% of Balance
<b>Credit Quality Indicators</b>				
Original Winning FICO Scores:				
FICO 640 and above	\$ 9,647	92%	\$ 9,863	91%
FICO below 640	889	8	942	9
<b>Total</b>	<b>\$ 10,536</b>	<b>100%</b>	<b>\$ 10,805</b>	<b>100%</b>
School Type:				
Not-for-profit	\$ 8,247	78%	\$ 8,346	77%
For-profit	2,289	22	2,459	23
<b>Total</b>	<b>\$ 10,536</b>	<b>100%</b>	<b>\$ 10,805</b>	<b>100%</b>
Cosigners:				
With cosigner	\$ 6,441	61%	\$ 6,486	60%
Without cosigner	4,095	39	4,319	40
<b>Total</b>	<b>\$ 10,536</b>	<b>100%</b>	<b>\$ 10,805</b>	<b>100%</b>
Seasoning(1):				
1-12 payments	\$ 506	5%	\$ 754	7%
13-24 payments	644	6	927	9
25-36 payments	947	9	1,289	12
37-48 payments	1,271	12	1,620	15
More than 48 payments	6,691	63	5,636	52
Not yet in repayment	477	5	579	5
<b>Total</b>	<b>\$ 10,536</b>	<b>100%</b>	<b>\$ 10,805</b>	<b>100%</b>

(1) Number of months in active repayment for which a scheduled payment was received.

(2) Balance equals the gross Private Education Loans.

**Private Education Loans Credit Quality Indicators**

(Dollars in millions)	Non-TDR			
	December 31, 2017		December 31, 2016	
	Balance(2)	% of Balance	Balance(2)	% of Balance
<b>Credit Quality Indicators</b>				
Original Winning FICO Scores:				
FICO 640 and above	\$ 13,752	96%	\$ 13,120	97%
FICO below 640	592	4	408	3
<b>Total</b>	<b>\$ 14,344</b>	<b>100%</b>	<b>\$ 13,528</b>	<b>100%</b>
School Type:				
Not-for-profit	\$ 12,431	87%	\$ 11,338	84%
For-profit	1,913	13	2,190	16
<b>Total</b>	<b>\$ 14,344</b>	<b>100%</b>	<b>\$ 13,528</b>	<b>100%</b>
Cosigners:				
With cosigner	\$ 9,193	64%	\$ 9,124	67%
Without cosigner	5,151	36	4,404	33
<b>Total</b>	<b>\$ 14,344</b>	<b>100%</b>	<b>\$ 13,528</b>	<b>100%</b>
Seasoning(1):				
1-12 payments	\$ 1,424	10%	\$ 586	4%
13-24 payments	437	3	344	3
25-36 payments	466	3	619	5
37-48 payments	867	6	1,103	8
More than 48 payments	10,566	74	10,062	74
Not yet in repayment	584	4	814	6
<b>Total</b>	<b>\$ 14,344</b>	<b>100%</b>	<b>\$ 13,528</b>	<b>100%</b>

- (1) Number of months in active repayment for which a scheduled payment was received.  
(2) Balance equals the gross Private Education Loans.



**TDR Private Education Loan Delinquencies**

(Dollars in millions)	December 31,					
	2017		2016		2015	
	Balance	%	Balance	%	Balance	%
Loans in-school/grace/deferment <sup>(1)</sup>	\$ 477		\$ 579		\$ 706	
Loans in forbearance <sup>(2)</sup>	681		588		694	
Loans in repayment and percentage of each status:						
Loans current	8,333	88.9%	8,273	85.8%	7,887	85.3%
Loans delinquent 31-60 days <sup>(3)</sup>	351	3.7	412	4.3	414	4.5
Loans delinquent 61-90 days <sup>(3)</sup>	207	2.2	267	2.8	263	2.9
Loans delinquent greater than 90 days <sup>(3)</sup>	487	5.2	686	7.1	678	7.3
Total TDR loans in repayment	<u>9,378</u>	<u>100%</u>	<u>9,638</u>	<u>100%</u>	<u>9,242</u>	<u>100%</u>
Total TDR loans, gross	10,536		10,805		10,642	
TDR loans unamortized discount	(225)		(237)		(243)	
Total TDR loans	<u>10,311</u>		<u>10,568</u>		<u>10,399</u>	
TDR loans receivable for partially charged-off loans	385		360		323	
TDR loans allowance for losses	(1,171)		(1,190)		(1,209)	
TDR loans, net	<u>\$ 9,525</u>		<u>\$ 9,738</u>		<u>\$ 9,513</u>	
Percentage of TDR loans in repayment		<u>89.0%</u>		<u>89.2%</u>		<u>86.8%</u>
Delinquencies as a percentage of TDR loans in repayment		<u>11.1%</u>		<u>14.2%</u>		<u>14.7%</u>
Loans in forbearance as a percentage of TDR loans in repayment and forbearance		<u>6.8%</u>		<u>5.7%</u>		<u>7.0%</u>

(1) Deferment includes customers who have returned to school or are engaged in other permitted educational activities and are not required to make payments on the loans, e.g., residency periods for medical students or a grace period for bar exam preparation.

(2) Loans for customers who have requested extension of grace period generally during employment transition or who have temporarily ceased making full payments due to hardship or other factors such as disaster relief, consistent with established loan program servicing policies and procedures.

(3) The period of delinquency is based on the number of days scheduled payments are contractually past due.

**Non-TDR Private Education Loan Delinquencies**

(Dollars in millions)	December 31,					
	2017		2016		2015	
	Balance	%	Balance	%	Balance	%
Loans in-school/grace/deferment <sup>(1)</sup>	\$ 584		\$ 814		\$ 1,334	
Loans in forbearance <sup>(2)</sup>	214		202		279	
Loans in repayment and percentage of each status:						
Loans current	13,257	97.9%	12,233	97.8%	14,844	97.3%
Loans delinquent 31-60 days <sup>(3)</sup>	120	.9	110	.9	163	1.1
Loans delinquent 61-90 days <sup>(3)</sup>	59	.4	54	.4	85	.6
Loans delinquent greater than 90 days <sup>(3)</sup>	110	.8	115	.9	168	1.0
Total non-TDR loans in repayment	13,546	100%	12,512	100%	15,260	100%
Total non-TDR loans, gross	14,344		13,528		16,873	
Non-TDR loans unamortized discount	(699)		(220)		(288)	
Total non-TDR loans	13,645		13,308		16,585	
Non-TDR loans receivable for partially charged-off loans	375		455		558	
Non-TDR loans allowance for losses	(126)		(161)		(262)	
Non-TDR loans, net	\$ 13,894		\$ 13,602		\$ 16,881	
Percentage of non-TDR loans in repayment		94.4%		92.5%		90.4%
Delinquencies as a percentage of non-TDR loans in repayment		2.1%		2.2%		2.7%
Loans in forbearance as a percentage of non-TDR loans in repayment and forbearance		1.6%		1.6%		1.8%

(1) Deferment includes customers who have returned to school or are engaged in other permitted educational activities and are not required to make payments on the loans, e.g., residency periods for medical students or a grace period for bar exam preparation.

(2) Loans for customers who have requested extension of grace period generally during employment transition or who have temporarily ceased making full payments due to hardship or other factors such as disaster relief, consistent with established loan program servicing policies and procedures.

(3) The period of delinquency is based on the number of days scheduled payments are contractually past due.

*Receivable for Partially Charged-Off Private Education Loans*

At the end of each month, for loans that are 212 or more days past due, we charge off the estimated loss of a defaulted loan balance. Actual recoveries are applied against the remaining loan balance that was not charged off. We refer to this remaining loan balance as the “receivable for partially charged-off loans.” If actual periodic recoveries are less than expected, the difference is immediately charged off through the allowance for Private Education Loan losses with an offsetting reduction in the receivable for partially charged-off Private Education Loans. If actual periodic recoveries are greater than expected, they will be reflected as a recovery through the allowance for Private Education Loan losses once the cumulative recovery amount exceeds the cumulative amount originally expected to be recovered. The financial crisis, which began in 2007, impacted our collections on defaulted loans and as a result, Private Education Loans which defaulted from 2007 through March 31, 2015, experienced collection performance below our pre-financial crisis experience. For that reason, until we gained enough data and experience to determine the long-term, post-default recovery rate of 21 percent in second-quarter 2015, we established a reserve for potential shortfalls in recoveries. In the second quarter of 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This did not impact the provision for loan losses as previously this had been reserved through the allowance for loan losses. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

The following table summarizes the activity in the receivable for partially charged-off loans.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Receivable at beginning of period	\$ 815	\$ 881	\$ 1,245
Expected future recoveries of current period defaults <sup>(1)</sup>	110	128	183
Recoveries <sup>(2)</sup>	(155)	(181)	(191)
Net adjustment resulting from the change in the charge-off rate <sup>(3)</sup>	—	—	(330)
Net charge-offs remaining <sup>(4)</sup>	(10)	(13)	(26)
Total net charge-offs <sup>(5)</sup>	(10)	(13)	(356)
Receivable at end of period	\$ 760	\$ 815	\$ 881

(1) Represents our estimate of the amount to be collected in the future.

(2) Current period cash collections.

(3) In 2015, the portion of the loan amount charged off at default increased from 73 percent to 79 percent. This change resulted in a \$330 million reduction to the balance of the receivable for partially charged-off loans.

(4) Represents the current period recovery shortfall — the difference between what was expected to be collected and what was actually collected.

(5) These amounts are included in total charge-offs as reported in the “Allowance for Private Education Loan Losses” table.

#### Troubled Debt Restructurings (“TDRs”)

We sometimes modify the terms of loans for certain customers when we believe such modifications may increase the ability and willingness of a customer to make payments and thus increase the ultimate overall amount collected on a loan. These modifications generally take the form of a forbearance, a temporary interest rate reduction or an extended repayment plan. For customers experiencing financial difficulty, certain Private Education Loans for which we have granted either a forbearance of greater than three months, an interest rate reduction or an extended repayment plan are classified as TDRs. Approximately 61 percent and 61 percent of the loans granted forbearance have qualified as a TDR loan at December 31, 2017, and 2016, respectively. The unpaid principal balance of TDR loans that were in an interest rate reduction plan as of December 31, 2017 and 2016 was \$2.7 billion and \$2.6 billion, respectively.

At December 31, 2017 and 2016, all of our TDR loans had a related allowance recorded. The following table provides the recorded investment, unpaid principal balance and related allowance for our TDR loans.

(Dollars in millions)	TDR Loans		
	Recorded Investment <sup>(1)</sup>	Total Ending Loans <sup>(2)</sup>	Related Allowance
December 31, 2017	\$ 10,890	\$ 10,921	\$ 1,171
December 31, 2016	11,119	11,165	1,190

(1) Recorded investment is equal to the unpaid principal balance (which includes the receivable for partially charged-off loans), accrued interest and unamortized discount.

(2) Total ending loans includes the receivable for partially charged-off loans.

The following table provides the average recorded investment and interest income recognized for our TDR loans.

(Dollars in millions)	Years Ended December 31,					
	2017		2016		2015	
	Average Recorded Investment	Interest Income Recognized	Average Recorded Investment	Interest Income Recognized	Average Recorded Investment	Interest Income Recognized
Total	\$ 10,989	\$ 708	\$ 11,078	\$ 667	\$ 10,770	\$ 653

The following table provides the amount of loans modified in the periods presented that resulted in a TDR. Additionally, the table summarizes charge-offs occurring in the TDR portfolio, as well as TDRs for which a payment default occurred in the current period within 12 months of the loan first being designated as a TDR. We define payment default as 60 days past due for this disclosure.

(Dollars in millions)	Years Ended December 31,								
	2017			2016			2015		
	Modified Loans(1)	Charge-Offs(2)	Payment-Default	Modified Loans(1)	Charge-Offs(2)	Payment-Default	Modified Loans(1)	Charge-Offs(2)	Payment-Default
Total	\$ 816	\$ 346	\$ 181	\$ 1,169	\$ 382	\$ 265	\$ 1,604	\$ 459	\$ 403

- (1) Represents period ending balance of loans that have been modified during the period and resulted in a TDR.  
(2) Represents loans that charged off that were classified as TDRs.

#### Accrued Interest Receivable

The following table provides information regarding accrued interest receivable on our Private Education Loans.

(Dollars in millions)	Accrued Interest Receivable As of December 31,		
	Total	Greater Than 90 Days Past Due	Allowance for Uncollectible Interest
	<b>2017</b>		
TDR	\$ 196	\$ 20	\$ 20
Non-TDR	187	4	6
Total	\$ 383	\$ 24	\$ 26
<b>2016</b>			
TDR	\$ 192	\$ 28	\$ 23
Non-TDR	199	5	7
Total	\$ 391	\$ 33	\$ 30
<b>2015</b>			
TDR	\$ 201	\$ 28	\$ 26
Non-TDR	289	7	9
Total	\$ 490	\$ 35	\$ 35

## 5. Business Combinations, Goodwill and Acquired Intangible Assets

### Business Combinations

Acquisitions are accounted for under the acquisition method of accounting as defined in ASC 805, "Business Combinations." The Company allocates the purchase price to the fair value of the acquired tangible assets, liabilities and identifiable intangible assets as of the acquisition date as determined by an independent appraiser.

### Acquisition of Earnest

In November 2017, Navient acquired a 95 percent majority controlling interest in Earnest for approximately \$149 million in cash. Earnest is a leading financial technology and education finance company that originates Private Education Refinance Loans. We have engaged an independent appraiser to assist in the valuation of the assets acquired and liabilities assumed including identifiable

intangible assets, primarily the trade name and developed technology. We anticipate the purchase price allocation will be completed by the end of the second quarter 2018. The preliminary estimate of goodwill is \$87 million. The results of operations of Earnest have been included in Navient's consolidated financial statements since the acquisition date and are reflected in Navient's Private Education Loans segment and its Earnest reporting unit. Navient has not disclosed the pro forma impact of this acquisition to the results of operations for the years ended December 31, 2017, 2016 and 2015, as the pro forma impact was deemed immaterial.

#### *Acquisition of Duncan Solutions*

In July 2017, Navient acquired a 100 percent controlling interest in Duncan Solutions for approximately \$86 million in cash. Duncan Solutions is a leading transportation revenue management company serving municipalities and toll authorities, offering a range of technology-enabled products and services to support its clients' parking and tolling operations. We have engaged an independent appraiser to assist in the valuation of the assets acquired and liabilities assumed including identifiable intangible assets, primarily customer relationships, the trade name and developed technology. The preliminary estimate of goodwill is \$63 million. We anticipate the purchase price allocation will be completed by the end of the first quarter 2018. The results of operations of Duncan Solutions have been included in Navient's consolidated financial statements since the acquisition date and are reflected in Navient's Business Services segment and its Gila reporting unit. Navient has not disclosed the pro forma impact of this acquisition to the results of operations for the years ended December 31, 2017, 2016 and 2015, as the pro forma impact was deemed immaterial.

#### *Acquisition of Xtend Healthcare*

In October 2015, Navient acquired an 89 percent controlling interest in Xtend Healthcare for approximately \$164 million, of which \$102 million was allocated to goodwill. Xtend Healthcare is a health care revenue cycle management company that provides health insurance claims billing and account resolution, as well as patient billing and customer service. The results of operations of Xtend Healthcare have been included in Navient's consolidated financial statements since the acquisition date and are reflected in Navient's Business Services segment and its Xtend reporting unit. Navient has not disclosed the pro forma impact of this acquisition to the results of operations for the year ended December 31, 2015, as the pro forma impact was deemed immaterial.

Identifiable intangible assets at the acquisition date included definite life intangible assets with an estimated aggregate fair value of approximately \$65 million primarily including customer relationships, developed technology, and the Xtend Healthcare trade name. These intangible assets will be amortized over a period of 10 to 15 years based on the estimated economic benefit derived from each of the underlying assets.

#### *Acquisition of Gila*

In February 2015, Navient acquired a 98 percent majority controlling interest in Gila for approximately \$185 million, of which \$97 million was allocated to goodwill. Gila is an asset recovery and business processing firm. The firm provides services to state governments, agencies, court systems and municipalities. The results of operations of Gila have been included in Navient's consolidated financial statements since the acquisition date and are reflected in Navient's Business Services segment and its Gila reporting unit. Navient has not disclosed the pro forma impact of this acquisition to the results of operations for the year ended December 31, 2015, as the pro forma impact was deemed immaterial.

Identifiable intangible assets at the acquisition date included the Gila trade name, initially classified as an indefinite life intangible asset, with an aggregate fair value of approximately \$13 million as of the acquisition date. Definite life intangible assets with an estimated aggregate fair value of approximately \$71 million as of the acquisition date consist primarily of customer relationships. These intangible assets will be amortized over 7 to 16 years depending on the estimated economic benefit derived from each of the underlying assets.

#### **Goodwill**

All acquisitions must be assigned to a reporting unit or units. A reporting unit is the same as, or one level below, an operating segment. We have four reportable segments: FFELP Loans, Private Education Loans, Business Services and Other. The following table summarizes our goodwill, accumulated impairments and net goodwill for our reporting units and reportable segments.

(Dollars in millions)	As of December 31, 2017			As of December 31, 2016		
	Gross	Accumulated Impairments and Other Adjustments(1)	Net	Gross	Accumulated Impairments and Other Adjustments(1)	Net
FFELP Loans reportable segment	\$ 194	\$ (4)	\$ 190	\$ 194	\$ (4)	\$ 190
Private Education Loans reportable segment:						
Private Education Loans	147	(41)	106	147	(41)	106
Earnest	87	—	87	—	—	—
Total Private Education Loans reportable segment(1)	234	(41)	193	147	(41)	106
Business Services reportable segment:						
Servicing	50	—	50	50	—	50
Asset Recovery — Contingency	136	(136)	—	136	(136)	—
Asset Recovery — Gila	160	—	160	97	—	97
Asset Recovery — Xtend Healthcare	108	—	108	102	—	102
Total Business Services reportable segment	454	(136)	318	385	(136)	249
Total	\$ 882	\$ (181)	\$ 701	\$ 726	\$ (181)	\$ 545

(1) In conjunction with our Separation from SLM BankCo in 2014, we removed \$41 million of goodwill from our balance sheet as required under ASC 350, "Intangibles — Goodwill and Other." This goodwill was allocated to the consumer banking business retained by SLM BankCo based on relative fair value.

#### Annual Goodwill Impairment Testing — October 1, 2017

We perform our goodwill impairment testing annually in the fourth quarter as of October 1. As part of the 2017 annual impairment testing associated with our FFELP Loans, Private Education Loans and Servicing reporting units, we assessed relevant qualitative factors to determine whether it is "more-likely-than-not" that the fair value of an individual reporting unit is less than its carrying value. We considered the amount of excess fair values over the carrying values of individual reporting units as of October 1, 2016 when we last performed a Step 1 goodwill impairment test and engaged an appraisal firm to estimate the fair values of these reporting units. The fair values of these reporting units at October 1, 2016 were substantially in excess of their carrying amounts. In addition, the cash flows for our FFELP Loans, Private Education Loans and Servicing reporting units are very predictable and the outlook and associated cash flow projections of these reporting units have not changed significantly since our 2016 assessment. No goodwill was deemed impaired for the reporting units after assessing these relevant qualitative factors.

We also assessed relevant qualitative factors associated with our Gila reporting unit. We considered the acquisition value, 2017 earnings, 2018 expectations, current customer base, revenue backlog, and short and long-term outlook. Goodwill was not deemed to be impaired for the reporting unit after assessing these relevant qualitative factors.

We also considered that our market capitalization was greater than our book equity, the current regulatory and legislative environment, the current economic environment, our 2017 earnings, 2018 expected earnings and analyst expectations regarding our stock price. We viewed these factors as favorable.

Regarding our Xtend reporting unit, we retained a third-party appraisal firm to estimate the fair value of the reporting unit as required to perform a Step 1 impairment test of goodwill. We determined a Step 1 impairment test was warranted due to revenue performance since the acquisition being below expectations. The income approach and the market approach were the primary approaches used to estimate the fair value of the reporting unit. Goodwill was not deemed impaired for the Xtend reporting unit.

The income approach measures the value of the reporting unit's future economic benefit determined by its discounted cash flows derived from our projections plus an assumed terminal growth rate adjusted for what we believe a market participant would assume in an acquisition. These projections are generally five to seven-year projections that reflect the anticipated cash flow fluctuations of the reporting unit.

Under our guidance, the third-party appraisal firm developed the discount rate for the reporting unit incorporating such factors as the risk-free rate, equity risk premium, industry risk premium, a measure of volatility (Beta) and a company-specific risk premium, to adjust for volatility and uncertainty in the economy and to capture specific risk related to the reporting unit. We considered whether an asset sale or an equity sale would be the most likely sale structure for the reporting unit and valued the reporting unit based on the more likely hypothetical scenario, an asset sale. The discount rate reflects market-based estimates of capital costs and is adjusted for our assessment of a market participant's view with respect to execution, source concentration and other risks associated with the projected cash flows of the reporting unit. We reviewed and approved the discount rate of 13.5 percent provided by the third-party appraiser including the factors incorporated to develop the discount rate.

We and the third-party appraisal firm also considered a market approach to value the reporting unit. Market-based revenue and EBITDA multiples for comparable publicly traded companies and similar transactions were applied to the reporting unit's revenue and EBITDA indicators to derive a value for the reporting unit.

At October 1, 2017, the carrying value of equity of the Xtend reporting unit was \$176 million and the percentage of the estimated fair value in excess of the carrying value was 19 percent.

We acknowledge that a downturn in the economy coupled with liquidity constraints, and changes in legislation and the regulatory environment could adversely affect the operating results of our reporting units. If the forecasted performance of our reporting units is not achieved, or if our stock price declines resulting in deterioration in our total market capitalization, the fair value of one or more of the reporting units could be significantly reduced, and we may be required to record a charge, which could be material, for an impairment of goodwill associated with these reporting units.

#### *Interim Goodwill Impairment Testing — December 31, 2017*

We performed interim goodwill impairment testing as of December 31, 2017 for the Gila reporting unit as the December 2017 notification of the loss of a significant toll contract effective January 1, 2019 was deemed a triggering event warranting an impairment assessment. We retained a third-party appraisal firm to estimate the fair value of the reporting unit as required to perform a Step 1 impairment test. Goodwill was not deemed impaired for the Gila reporting unit.

The income approach was the primary approach used to fair value the reporting unit. We provided the appraisal firm projections that reflect the anticipated cash flow fluctuations of the reporting unit. These projections incorporated the anticipated cash flow benefit of a lower corporate federal statutory tax rate due to the 2017 "Tax Cuts and Jobs Act."

Under our guidance, the appraisal firm developed a discount rate for the reporting unit incorporating such factors as the risk-free rate, equity risk premium, industry risk premium, a measure of volatility (Beta) and a company-specific risk premium, to adjust for volatility and uncertainty in the economy and to capture specific risk related to the reporting unit. We considered whether an asset sale or an equity sale would be the most likely sale structure for the reporting unit and valued the reporting unit based on the more likely hypothetical scenario, an asset sale. The discount rate reflects market-based estimates of capital costs and is adjusted for our assessment of a market participant's view with respect to execution, source concentration and other risks associated with the projected cash flows of the reporting unit. We reviewed and approved the discount rate of 15.0 percent provided by the third-party appraiser including the factors incorporated to develop the discount rate.

We and the third-party appraisal firm also considered a market approach to value the reporting unit. Market-based revenue and EBITDA multiples for comparable publicly-traded companies and similar transactions were applied to the reporting unit's revenue and EBITDA indicators to derive a value for the reporting unit.

At December 31, 2017, the carrying value of equity of the Gila reporting unit was \$245 million and the percentage of the estimated fair value in excess of the carrying value was 9 percent.

#### **Acquired Intangible Assets**

Acquired intangible assets include the following:

(Dollars in millions)	As of December 31, 2017			As of December 31, 2016		
	Cost Basis <sup>(1)</sup>	Accumulated Impairment and Amortization <sup>(1)</sup>	Net	Cost Basis <sup>(1)</sup>	Accumulated Impairment and Amortization <sup>(1)</sup>	Net
Customer, services and lending relationships	\$ 292	\$ (234)	\$ 58	\$ 292	\$ (219)	\$ 73
Favorable lease	1	—	1	1	—	1
Non-competes	2	(2)	—	2	(2)	—
Software and technology	104	(85)	19	101	(82)	19
Trade names and trademarks <sup>(2)</sup>	48	(18)	30	44	(13)	31
Total acquired intangible assets	<u>\$ 447</u>	<u>\$ (339)</u>	<u>\$ 108</u>	<u>\$ 440</u>	<u>\$ (316)</u>	<u>\$ 124</u>

(1) Accumulated impairment and amortization includes impairment amounts only if the acquired intangible asset has been deemed partially impaired. When an acquired intangible asset is considered fully impaired and no longer in use, the cost basis and any accumulated amortization related to the asset is written off.

(2) During 2016 we reclassified certain trade names from indefinite life to definite life intangible assets and began to amortize these assets over their expected benefit period.

We recorded amortization of acquired intangible assets from continuing operations totaling \$23 million, \$29 million and \$12 million in 2017, 2016 and 2015, respectively. We will continue to amortize our intangible assets with definite useful lives over their remaining estimated useful lives. We estimate amortization expense associated with these intangible assets will be \$20 million, \$17 million, \$14 million, \$12 million and \$39 million in 2018, 2019, 2020, 2021 and after 2021, respectively.

## 6. Borrowings

Borrowings consist of secured borrowings issued through our securitization program, borrowings through secured facilities, unsecured notes issued by us, and other interest-bearing liabilities related primarily to obligations to return cash collateral held. To match the interest rate and currency characteristics of our borrowings with the interest rate and currency characteristics of our assets, we enter into interest rate and foreign currency swaps with independent parties. Under these agreements, we make periodic payments, generally indexed to the related asset rates or rates which are highly correlated to the asset rates, in exchange for periodic payments which generally match our interest obligations on fixed or variable rate notes (see “Note 7 —Derivative Financial Instruments”). Payments and receipts on our interest rate and currency swaps are not reflected in the following tables.

The following table summarizes our borrowings.

(Dollars in millions)	December 31, 2017			December 31, 2016		
	Short Term	Long Term	Total	Short Term	Long Term	Total
<b>Unsecured borrowings:</b>						
Senior unsecured debt <sup>(1)</sup>	\$ 1,306	\$ 12,624	\$ 13,930	\$ 717	\$ 13,029	\$ 13,746
<b>Total unsecured borrowings</b>	<b>1,306</b>	<b>12,624</b>	<b>13,930</b>	<b>717</b>	<b>13,029</b>	<b>13,746</b>
<b>Secured borrowings:</b>						
FFELP Loan securitizations	—	71,208	71,208	—	73,522	73,522
Private Education Loan securitizations <sup>(2)</sup>	686	12,646	13,332	548	14,125	14,673
FFELP Loan — other facilities	1,536	6,830	8,366	—	12,443	12,443
Private Education Loan — other facilities	684	1,710	2,394	464	—	464
Other <sup>(3)</sup>	538	—	538	606	—	606
<b>Total secured borrowings</b>	<b>3,444</b>	<b>92,394</b>	<b>95,838</b>	<b>1,618</b>	<b>100,090</b>	<b>101,708</b>
<b>Total before hedge accounting adjustments</b>	<b>4,750</b>	<b>105,018</b>	<b>109,768</b>	<b>2,335</b>	<b>113,119</b>	<b>115,454</b>
Hedge accounting adjustments	21	(6)	15	(1)	(751)	(752)
<b>Total</b>	<b>\$ 4,771</b>	<b>\$ 105,012</b>	<b>\$ 109,783</b>	<b>\$ 2,334</b>	<b>\$ 112,368</b>	<b>\$ 114,702</b>

(1) Includes principal amount of \$1.3 billion and \$719 million of short-term debt as of December 31, 2017 and 2016, respectively. Includes principal amount of \$12.7 billion and \$13.1 billion of long-term debt as of December 31, 2017 and 2016, respectively.

(2) Includes \$686 million and \$548 of short-term debt related to the Private Education Loan asset-backed securitization repurchase facilities (“Repurchase Facilities”) as of December 31, 2017 and 2016, respectively. Includes \$1.3 billion and \$475 million of long-term debt related to the Repurchase Facilities as of December 31, 2017 and 2016, respectively.

(3) “Other” primarily includes the obligation to return cash collateral held related to derivative exposures, which includes \$0 million and \$193 million of securities re-pledged subject to an overnight repurchase transaction as of December 31, 2017 and 2016, respectively.



### Short-term Borrowings

Short-term borrowings have a remaining term to maturity of one year or less. The following tables summarize outstanding short-term borrowings (secured and unsecured), the weighted average interest rates at the end of each period, and the related average balances and weighted average interest rates during the periods.

(Dollars in millions)	December 31, 2017		Year Ended December 31, 2017	
	Ending Balance	Weighted Average Interest Rate	Average Balance	Weighted Average Interest Rate
Private Education Loan securitizations <sup>(1)</sup>	\$ 686	4.65%	\$ 706	4.32%
FFELP Loan — other facilities	1,536	2.11	261	1.26
Private Education Loan — other facilities	684	2.92	572	2.42
Senior unsecured debt	1,327	8.06	1,197	6.80
Other interest-bearing liabilities	538	1.33	458	1.27
Total short-term borrowings	\$ 4,771	4.16%	\$ 3,194	4.22%
Maximum outstanding at any month end	\$ 4,771			

(Dollars in millions)	December 31, 2016		Year Ended December 31, 2016	
	Ending Balance	Weighted Average Interest Rate	Average Balance	Weighted Average Interest Rate
Private Education Loan securitizations <sup>(1)</sup>	\$ 548	3.72%	\$ 42	3.81%
FFELP Loan — other facilities	—	—	—	—
Private Education Loan — other facilities	464	2.02	389	1.83
Senior unsecured debt	716	4.22	1,032	5.01
Other interest-bearing liabilities	606	.96	629	.48
Total short-term borrowings	\$ 2,334	2.82%	\$ 2,092	3.03%
Maximum outstanding at any month end	\$ 2,637			

(1) Relates to Repurchase Facilities.

### Long-term Borrowings

The following tables summarize outstanding long-term borrowings, the weighted average interest rates at the end of the periods, and the related average balances during the periods.

(Dollars in millions)	December 31, 2017		Year Ended December 31, 2017 Average Balance
	Ending Balance(1)	Weighted Average Interest Rate(2)	
<b>Floating rate notes:</b>			
U.S. dollar-denominated:			
Interest bearing, due 2018-2083	\$ 83,209	2.31%	\$ 86,186
Non-U.S. dollar-denominated:			
Interest bearing, due 2023-2041	6,423	.37	7,355
Total floating rate notes	89,632	2.17	93,541
<b>Fixed rate notes:</b>			
U.S. dollar-denominated:			
Interest bearing, due 2019-2058	15,114	5.60	15,266
Non-U.S.-dollar denominated:			
Interest bearing, due 2034-2035	266	2.72	281
Total fixed rate notes	15,380	5.55	15,547
Total long-term borrowings	\$ 105,012	2.67%	\$ 109,088

(Dollars in millions)	December 31, 2016		Year Ended December 31, 2016 Average Balance
	Ending Balance(1)	Weighted Average Interest Rate(2)	
<b>Floating rate notes:</b>			
U.S. dollar-denominated:			
Interest bearing, due 2017-2083	\$ 88,575	1.65%	\$ 93,881
Non-U.S. dollar-denominated:			
Interest bearing, due 2023-2041	7,265	.28	8,761
Total floating rate notes	95,840	1.54	102,642
<b>Fixed rate notes:</b>			
U.S. dollar-denominated:			
Interest bearing, due 2018-2058	16,271	5.65	16,050
Non-U.S.-dollar denominated:			
Interest bearing, due 2034-2035	257	2.82	281
Total fixed rate notes	16,528	5.60	16,331
Total long-term borrowings	\$ 112,368	2.14%	\$ 118,973

- (1) Ending balance is expressed in U.S. dollars using the spot currency exchange rate. Includes fair value adjustments under hedge accounting for notes designated as the hedged item in a fair value hedge.
- (2) Weighted average interest rate is stated rate relative to currency denomination of debt.

As of December 31, 2017, the expected maturities of our long-term borrowings are shown in the following table.

(Dollars in millions)	Expected Maturity		
	Senior Unsecured Debt	Secured Borrowings(1)	Total(2)
<b>Year of Maturity</b>			
2018	\$ —	\$ 11,810	\$ 11,810
2019	2,369	10,276	12,645
2020	2,041	9,076	11,117
2021	1,428	7,477	8,905
2022	1,731	6,326	8,057
2023-2039	5,055	47,429	52,484
	12,624	92,394	105,018
Hedge accounting adjustments	240	(246)	(6)
<b>Total</b>	<b>\$ 12,864</b>	<b>\$ 92,148</b>	<b>\$ 105,012</b>

- (1) We view our securitization trust debt as long-term based on the contractual maturity dates which range from 2018 to 2083. However, we have projected the expected principal paydowns based on our current estimates regarding the securitized loans' prepayment speeds for purposes of this disclosure to better reflect how we expect this debt to be paid down over time. The projected principal paydowns in year 2018 include \$11.8 billion related to the securitization trust debt.
- (2) The aggregate principal amount of debt that matures in each period is \$11.9 billion in 2018, \$12.7 billion in 2019, \$11.2 billion in 2020, \$9.0 billion in 2021, \$8.1 billion in 2022 and \$53.0 billion in 2023-2039.

### Variable Interest Entities

We consolidate the following financing VIEs as of December 31, 2017 and 2016, as we are the primary beneficiary. As a result, these VIEs are accounted for as secured borrowings.

(Dollars in millions)	December 31, 2017						
	Debt Outstanding			Carrying Amount of Assets Securing Debt Outstanding			
	Short Term	Long Term	Total	Loans	Cash	Other Assets, Net	Total
<b>Secured Borrowings — VIEs:</b>							
FFELP Loan securitizations	\$ —	\$ 71,208	\$ 71,208	\$ 72,145	\$ 2,335	\$ 1,078	\$ 75,558
Private Education Loan securitizations(1)	686	12,646	13,332	17,739	484	237	18,460
FFELP Loan — other facilities	1,536	3,999	5,535	5,565	204	156	5,925
Private Education Loan — other facilities	684	1,710	2,394	3,147	68	31	3,246
Total before hedge accounting adjustments	2,906	89,563	92,469	98,596	3,091	1,502	103,189
Hedge accounting adjustments	—	(246)	(246)	—	—	(342)	(342)
<b>Total</b>	<b>\$ 2,906</b>	<b>\$ 89,317</b>	<b>\$ 92,223</b>	<b>\$ 98,596</b>	<b>\$ 3,091</b>	<b>\$ 1,160</b>	<b>\$ 102,847</b>

(Dollars in millions)	December 31, 2016						
	Debt Outstanding			Carrying Amount of Assets Securing Debt Outstanding			
	Short Term	Long Term	Total	Loans	Cash	Other Assets, Net	Total
<b>Secured Borrowings — VIEs:</b>							
FFELP Loan securitizations	\$ —	\$ 73,522	\$ 73,522	\$ 74,197	\$ 2,676	\$ 778	\$ 77,651
Private Education Loan securitizations(1)	548	14,125	14,673	19,815	455	260	20,530
FFELP Loan — other facilities	—	9,046	9,046	9,232	289	172	9,693
Private Education Loan — other facilities	464	—	464	685	10	14	709
Other	66	—	66	79	4	—	83
Total before hedge accounting adjustments	1,078	96,693	97,771	104,008	3,434	1,224	108,666
Hedge accounting adjustments	—	(1,201)	(1,201)	—	—	(1,235)	(1,235)
<b>Total</b>	<b>\$ 1,078</b>	<b>\$ 95,492</b>	<b>\$ 96,570</b>	<b>\$ 104,008</b>	<b>\$ 3,434</b>	<b>\$ (11)</b>	<b>\$ 107,431</b>

- (1) Includes \$686 million of short-term debt, \$1.3 billion of long-term debt and \$96 million of restricted cash related to the Repurchase Facilities as of December 31, 2017. Includes \$548 million of short-term debt, \$475 million of long-term debt and \$49 million of restricted cash related to the Repurchase Facilities as of December 31, 2016.

## Securizations

### Private Education Loan ABS Repurchase Facilities

Since the fourth quarter of 2015, we have closed on \$2.5 billion of Private Education Loan ABS Repurchase Facilities. These repurchase facilities are collateralized by Residual Interests in previously issued Private Education Loan ABS trusts. The lenders also have unsecured recourse to Navient Corporation as guarantor for any shortfall in amounts payable. Because these facilities are secured by the Residual Interests in previous securitizations, we show the debt and assets as part of Private Education Loan securitizations in the Secured Borrowings table above.

### FFELP Loans — Other Secured Borrowing Facilities

We have various secured borrowing facilities that we use to finance our FFELP Loans. Liquidity is available under these secured credit facilities to the extent we have eligible collateral and available capacity. The maximum borrowing capacity under these facilities will vary and is subject to each agreement's borrowing conditions. These include but are not limited to the facility's size, current usage and the availability and fair value of qualifying unencumbered FFELP Loan collateral. Our borrowings under these facilities are non-recourse. The maturity dates on these facilities range from November 2018 to January 2021. The interest rate on certain facilities can increase under certain circumstances. The facilities are subject to termination under certain circumstances. As of December 31, 2017, there was approximately \$8.4 billion outstanding under these facilities, with approximately \$9.4 billion of assets securing these facilities. As of December 31, 2017, the maximum unused capacity under these facilities was \$2.4 billion. As of December 31, 2017, we had \$0.7 billion of unencumbered FFELP Loans.

### Private Education Loans — Other Secured Borrowing Facilities

We have various secured borrowing facilities that we use to finance our Private Education Loans. Liquidity is available under these secured credit facilities to the extent we have eligible collateral and available capacity. The maximum borrowing capacity under these facilities will vary and is subject to each agreement's borrowing conditions. These include but are not limited to the facility's size, current usage and the availability and fair value of qualifying unencumbered Private Education Loan collateral. Our borrowings under these facilities are non-recourse. The maturity dates on these facilities range from June 2018 to June 2020. The interest rate on certain facilities can increase under certain circumstances. The facilities are subject to termination under certain circumstances. As of December 31, 2017, there was approximately \$2.4 billion outstanding under these facilities, with approximately \$3.1 billion of assets securing these facilities. As of December 31, 2017, the maximum unused capacity under these facilities was \$925 million. As of December 31, 2017, we had \$2.5 billion of unencumbered Private Education Loans.

The Private Education Loan ABCP facilities' borrowing capacity includes a new \$750 million revolving credit facility that closed in fourth-quarter 2017 to warehouse Private Education Refinance Loan originations. This facility matures in October 2018. At December 31, 2017, the available capacity under this facility was \$328 million.

## Other Funding Sources

### Senior Unsecured Debt

We issued \$1.6 billion, \$1.3 billion and \$500 million of unsecured debt in 2017, 2016 and 2015, respectively.

### Debt Repurchases

The following table summarizes activity related to our senior unsecured debt and ABS repurchases. "Gains (losses) on debt repurchases" is shown net of hedging-related gains and losses.

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Debt principal repurchased	\$ 513	\$ 1,467	\$ 1,744
Gains (losses) on debt repurchases	(3)	1	21

## 7. Derivative Financial Instruments

### Risk Management Strategy

We maintain an overall interest rate risk management strategy that incorporates the use of derivative instruments to minimize the economic effect of interest rate changes. Our goal is to manage interest rate sensitivity by modifying the repricing frequency and

underlying index characteristics of certain balance sheet assets and liabilities so the net interest margin is not, on a material basis, adversely affected by movements in interest rates. We do not use derivative instruments to hedge credit risk. As a result of interest rate fluctuations, hedged assets and liabilities will appreciate or depreciate in market value. Income or loss on the derivative instruments that are linked to the hedged assets and liabilities will generally offset the effect of this unrealized appreciation or depreciation for the period the item is being hedged. We view this strategy as a prudent management of interest rate sensitivity. In addition, we utilize derivative contracts to minimize the economic impact of changes in foreign currency exchange rates on certain debt obligations that are denominated in foreign currencies. As foreign currency exchange rates fluctuate, these liabilities will appreciate and depreciate in value. These fluctuations, to the extent the hedge relationship is effective, are offset by changes in the value of the cross-currency interest rate swaps executed to hedge these instruments. Management believes certain derivative transactions entered into as hedges, primarily Floor Income Contracts and basis swaps, are economically effective; however, those transactions generally do not qualify for hedge accounting under GAAP (as discussed below) and thus may adversely impact earnings.

Although we use derivatives to minimize the risk of interest rate and foreign currency changes, the use of derivatives does expose us to both market and credit risk. Market risk is the chance of financial loss resulting from changes in interest rates, foreign exchange rates and market liquidity. Credit risk is the risk that a counterparty will not perform its obligations under a contract and it is limited to the loss of the fair value gain in a derivative that the counterparty owes us. When the fair value of a derivative contract is negative, we owe the counterparty and, therefore, have no credit risk exposure to the counterparty; however, the counterparty has exposure to us. We minimize the credit risk in derivative instruments by entering into transactions with highly rated counterparties that are reviewed regularly by our Credit Department. We also maintain a policy of requiring that all derivative contracts be governed by an International Swaps and Derivative Association Master Agreement. Depending on the nature of the derivative transaction, bilateral collateral arrangements related to Navient Corporation contracts generally are required as well. When we have more than one outstanding derivative transaction with the counterparty, and there exists legally enforceable netting provisions with the counterparty (i.e., a legal right to offset receivable and payable derivative contracts), the “net” mark-to-market exposure, less collateral the counterparty has posted to us, represents exposure with the counterparty. When there is a net negative exposure, we consider our exposure to the counterparty to be zero. At December 31, 2017 and 2016, we had a net positive exposure (derivative gain positions to us less collateral which has been posted by counterparties to us) related to Navient Corporation derivatives of \$24 million and \$110 million, respectively.

Our on-balance sheet securitization trusts have \$6.7 billion of Euro and British Pound Sterling denominated bonds outstanding as of December 31, 2017. To convert these non-U.S. dollar denominated bonds into U.S. dollar liabilities, the trusts have entered into foreign-currency swaps with highly-rated counterparties. In addition, the trusts have entered into \$7.8 billion notional of interest rates swaps which are primarily used to convert Prime received on securitized education loans to LIBOR paid on the bonds. Our securitization trusts with swaps have ISDA documentation with protections against counterparty risk. The collateral calculations contemplated in the ISDA documentation of our securitization trusts require collateral based on the fair value of the derivative which may be adjusted for additional collateral based on rating agency criteria requirements considered within the collateral agreement. The trusts are not required to post collateral to the counterparties. At December 31, 2017 and 2016, the net positive exposure on swaps in securitization trusts was \$64 million and \$9 million, respectively.

#### ***Accounting for Derivative Instruments***

Derivative instruments that are used as part of our interest rate and foreign currency risk management strategy include interest rate swaps, basis swaps, cross-currency interest rate swaps, and interest rate floor contracts with indices that relate to the pricing of specific balance sheet assets and liabilities. The accounting for derivative instruments requires that every derivative instrument, including certain derivative instruments embedded in other contracts, be recorded on the balance sheet as either an asset or liability measured at its fair value. As more fully described below, if certain criteria are met, derivative instruments are classified and accounted for by us as either fair value or cash flow hedges. If these criteria are not met, the derivative financial instruments are accounted for as trading.

### *Fair Value Hedges*

Fair value hedges are generally used by us to hedge the exposure to changes in fair value of a recognized fixed rate asset or liability. We enter into interest rate swaps to economically convert fixed rate assets into variable rate assets and fixed rate debt into variable rate debt. We also enter into cross-currency interest rate swaps to economically convert foreign currency denominated fixed and floating debt to U.S. dollar denominated variable debt. For fair value hedges, we generally consider all components of the derivative's gain and/or loss when assessing hedge effectiveness and generally hedge changes in fair values due to interest rates or interest rates and foreign currency exchange rates.

### *Cash Flow Hedges*

We use cash flow hedges to hedge the exposure to variability in cash flows for a forecasted debt issuance and for exposure to variability in cash flows of floating rate debt. This strategy is used primarily to minimize the exposure to volatility from future changes in interest rates. Gains and losses on the effective portion of a qualifying hedge are recorded in accumulated other comprehensive income and ineffectiveness is recorded immediately to earnings. In the case of a forecasted debt issuance, gains and losses are reclassified to earnings over the period which the stated hedged transaction affects earnings. If we determine it is not probable that the anticipated transaction will occur, gains and losses are reclassified immediately to earnings. In assessing hedge effectiveness, generally all components of each derivative's gains or losses are included in the assessment. We generally hedge exposure to changes in cash flows due to changes in interest rates or total changes in cash flow.

### *Trading Activities*

When derivative instruments do not qualify as hedges, they are accounted for as trading instruments where all changes in fair value are recorded through earnings. We sell interest rate floors (Floor Income Contracts) to hedge the embedded Floor Income options in education loan assets. The Floor Income Contracts are written options which have a more stringent hedge effectiveness hurdle to meet. Specifically, our Floor Income Contracts do not qualify for hedge accounting treatment because the pay down of principal of the education loans underlying the Floor Income embedded in those education loans does not exactly match the change in the notional amount of our written Floor Income Contracts. Additionally, the term, the interest rate index and the interest rate index reset frequency of the Floor Income Contracts can be different from that of the education loans. Therefore, Floor Income Contracts do not qualify for hedge accounting treatment, and are recorded as trading instruments. Regardless of the accounting treatment, we consider these contracts to be economic hedges for risk management purposes. We use this strategy to minimize our exposure to changes in interest rates.

We use basis swaps to minimize earnings variability caused by having different reset characteristics on our interest-earning assets and interest-bearing liabilities. The specific terms and notional amounts of the swaps are determined based on a review of our asset/liability structure, our assessment of future interest rate relationships, and on other factors such as short-term strategic initiatives. Hedge accounting requires that when using basis swaps, the change in the cash flows of the hedge effectively offset both the change in the cash flows of the asset and the change in the cash flows of the liability. Our basis swaps hedge variable interest rate risk; however, they generally do not meet this effectiveness criterion because the index of the swap does not exactly match the index of the hedged assets. Additionally, some of our FFELP Loans can earn at either a variable or a fixed interest rate depending on market interest rates and, therefore, swaps economically hedging these FFELP Loans do not meet the criteria for hedge accounting treatment. As a result, these swaps are recorded at fair value with changes in fair value reflected currently in the statement of income.

### Summary of Derivative Financial Statement Impact

The following tables summarize the fair values and notional amounts or number of contracts of all derivative instruments at December 31, 2017 and 2016, and their impact on other comprehensive income and earnings for 2017, 2016 and 2015.

#### Impact of Derivatives on Consolidated Balance Sheet

(Dollars in millions)	Hedged Risk Exposure	Cash Flow		Fair Value		Trading		Total	
		Dec. 31, 2017	Dec. 31, 2016	Dec. 31, 2017	Dec. 31, 2016	Dec. 31, 2017	Dec. 31, 2016	Dec. 31, 2017	Dec. 31, 2016
<b>Fair Values<sup>(1)</sup></b>									
<b>Derivative Assets:</b>									
Interest rate swaps	Interest rate	\$ 95	\$ 78	\$ 290	\$ 465	\$ 7	\$ 22	\$ 392	\$ 565
Cross-currency interest rate swaps	Foreign currency and interest rate	—	—	88	—	—	—	88	—
<b>Total derivative assets<sup>(2)</sup></b>		<b>95</b>	<b>78</b>	<b>378</b>	<b>465</b>	<b>7</b>	<b>22</b>	<b>480</b>	<b>565</b>
<b>Derivative Liabilities:</b>									
Interest rate swaps	Interest rate	(16)	(76)	(102)	(62)	(71)	(70)	(189)	(208)
Floor Income Contracts	Interest rate	—	—	—	—	(74)	(184)	(74)	(184)
Cross-currency interest rate swaps	Foreign currency and interest rate	—	—	(410)	(1,243)	(44)	(53)	(454)	(1,296)
Other <sup>(3)</sup>	Interest rate	—	—	—	—	(18)	(13)	(18)	(13)
<b>Total derivative liabilities<sup>(2)</sup></b>		<b>(16)</b>	<b>(76)</b>	<b>(512)</b>	<b>(1,305)</b>	<b>(207)</b>	<b>(320)</b>	<b>(735)</b>	<b>(1,701)</b>
<b>Net total derivatives</b>		<b>\$ 79</b>	<b>\$ 2</b>	<b>\$ (134)</b>	<b>\$ (840)</b>	<b>\$ (200)</b>	<b>\$ (298)</b>	<b>\$ (255)</b>	<b>\$ (1,136)</b>

- (1) Fair values reported are exclusive of collateral held and pledged and accrued interest. Assets and liabilities are presented without consideration of master netting agreements. Derivatives are carried on the balance sheet based on net position by counterparty under master netting agreements, and classified in other assets or other liabilities depending on whether in a net positive or negative position.
- (2) The following table reconciles gross positions with the impact of master netting agreements to the balance sheet classification:

(Dollar in millions)	Other Assets		Other Liabilities	
	December 31, 2017	December 31, 2016	December 31, 2017	December 31, 2016
Gross position	\$ 480	\$ 565	\$ (735)	\$ (1,701)
Impact of master netting agreements	(42)	(31)	42	31
Derivative values with impact of master netting agreements (as carried on balance sheet)	438	534	(693)	(1,670)
Cash collateral (held) pledged	(536)	(345)	235	319
<b>Net position, as presented on the balance sheet</b>	<b>\$ (98)</b>	<b>\$ 189</b>	<b>\$ (458)</b>	<b>\$ (1,351)</b>

- (3) "Other" includes derivatives related to our Total Return Swap Facility.

The above fair values include adjustments for counterparty credit risk for both when we are exposed to the counterparty, net of collateral postings, and when the counterparty is exposed to us, net of collateral postings. The net adjustments decreased certain asset positions at December 31, 2017 and 2016 by \$6 million and \$0 million, respectively. In addition, the above fair values reflect adjustments for illiquid derivatives as indicated by a wide bid/ask spread in the interest rate indices to which the derivatives are indexed. These adjustments decreased certain asset positions at December 31, 2017 and 2016 by \$30 million and \$31 million, respectively.

(Dollars in billions)	Cash Flow		Fair Value		Trading		Total	
	Dec. 31, 2017	Dec. 31, 2016	Dec. 31, 2017	Dec. 31, 2016	Dec. 31, 2017	Dec. 31, 2016	Dec. 31, 2017	Dec. 31, 2016
<b>Notional Values:</b>								
Interest rate swaps	\$ 24.1	\$ 15.2	\$ 12.4	\$ 11.8	\$ 72.0	\$ 23.8	\$ 108.5	\$ 50.8
Floor Income Contracts	—	—	—	—	21.9	18.5	21.9	18.5
Cross-currency interest rate swaps	—	—	6.7	8.5	.3	.3	7.0	8.8
Other <sup>(1)</sup>	—	—	—	—	.5	2.6	.5	2.6
<b>Total derivatives</b>	<b>\$ 24.1</b>	<b>\$ 15.2</b>	<b>\$ 19.1</b>	<b>\$ 20.3</b>	<b>\$ 94.7</b>	<b>\$ 45.2</b>	<b>\$ 137.9</b>	<b>\$ 80.7</b>

- (1) "Other" includes derivatives related to our Total Return Swap Facility.

Impact of Derivatives on Consolidated Statements of Income

(Dollars in millions)	Years Ended December 31,											
	Unrealized Gain (Loss) on Derivatives <sup>(1)(2)</sup>			Realized Gain (Loss) on Derivatives <sup>(3)</sup>			Unrealized Gain (Loss) on Hedged Item <sup>(1)</sup>			Total Gain (Loss)		
	2017	2016	2015	2017	2016	2015	2017	2016	2015	2017	2016	2015
<b>Fair Value Hedges:</b>												
Interest rate swaps	\$ (214)	\$ (288)	\$ (115)	\$ 175	\$ 259	\$ 345	\$ 193	\$ 302	\$ 140	\$ 154	\$ 273	\$ 370
Cross-currency interest rate swaps	921	(319)	(794)	(118)	(86)	(7)	(954)	350	921	(151)	(55)	120
Total fair value derivatives	707	(607)	(909)	57	173	338	(761)	652	1,061	3	218	490
<b>Cash Flow Hedges:</b>												
Interest rate swaps	—	—	—	(49)	(50)	—	—	—	—	(49)	(50)	—
Total cash flow derivatives	—	—	—	(49)	(50)	—	—	—	—	(49)	(50)	—
<b>Trading:</b>												
Interest rate swaps	(16)	(13)	61	24	42	42	—	—	—	8	29	103
Floor Income Contracts	150	297	557	(69)	(246)	(650)	—	—	—	81	51	(93)
Cross-currency interest rate swaps	8	9	2	(6)	(4)	(4)	—	—	—	2	5	(2)
Other	(5)	(10)	9	(10)	(3)	(3)	—	—	—	(15)	(13)	6
Total trading derivatives	137	283	629	(61)	(211)	(615)	—	—	—	76	72	14
Total	844	(324)	(280)	(53)	(88)	(277)	(761)	652	1,061	30	240	504
Less: realized gains (losses) recorded in interest expense	—	—	—	8	123	338	—	—	—	8	123	338
Gains (losses) on derivative and hedging activities, net	<u>\$ 844</u>	<u>\$(324)</u>	<u>\$(280)</u>	<u>\$ (61)</u>	<u>\$(211)</u>	<u>\$(615)</u>	<u>\$(761)</u>	<u>\$ 652</u>	<u>\$ 1,061</u>	<u>\$ 22</u>	<u>\$ 117</u>	<u>\$ 166</u>

(1) Recorded in "Gains (losses) on derivative and hedging activities, net" in the consolidated statements of income.

(2) Represents ineffectiveness related to cash flow hedges.

(3) For fair value and cash flow hedges, recorded in interest expense. For trading derivatives, recorded in "Gains (losses) on derivative and hedging activities, net."



Impact of Derivatives on Consolidated Statements of Changes in Stockholders' Equity (net of tax)

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Total gains (losses) on cash flow hedges	\$ 25	\$ 26	\$ (59)
Realized (gains) losses recognized in interest expense <sup>(1)(2)(3)</sup>	30	31	(1)
Total change in stockholders' equity for unrealized gains (losses) on derivatives	\$ 55	\$ 57	\$ (60)

- (1) Amounts included in "Realized gain (loss) on derivatives" in the "Impact of Derivatives on Consolidated Statements of Income" table above.  
(2) Includes net settlement income/expense.  
(3) We expect to reclassify \$2 million of after-tax net losses from accumulated other comprehensive income to earnings during the next 12 months related to amortization of terminated hedge relationships.

**Collateral**

The following table details collateral held and pledged related to derivative exposure between us and our derivative counterparties.

(Dollars in millions)	December 31, 2017	December 31, 2016
<b>Collateral held:</b>		
Cash (obligation to return cash collateral is recorded in short-term borrowings)	\$ 536	\$ 345
Securities at fair value — corporate derivatives (not recorded in financial statements) <sup>(1)</sup>	—	193
Securities at fair value — on-balance sheet securitization derivatives (not recorded in financial statements) <sup>(2)</sup>	297	230
Total collateral held	\$ 833	\$ 768
Derivative asset at fair value including accrued interest	\$ 618	\$ 689
<b>Collateral pledged to others:</b>		
Cash (right to receive return of cash collateral is recorded in investments)	\$ 235	\$ 319
Total collateral pledged	\$ 235	\$ 319
Derivative liability at fair value including accrued interest and premium receivable	\$ 659	\$ 1,670

- (1) The Company has the ability to sell or re-pledge securities it holds as collateral.  
(2) The trusts do not have the ability to sell or re-pledge securities they hold as collateral.

Our corporate derivatives contain credit contingent features. At our current unsecured credit rating, we have fully collateralized our corporate derivative liability position (including accrued interest and net of premiums receivable) of \$217 million with our counterparties. Downgrades in our unsecured credit rating would not result in any additional collateral requirements, except to increase the frequency of collateral calls. Trust related derivatives do not contain credit contingent features related to our or the trusts' credit ratings.

## 8. Other Assets

The following table provides the detail of our other assets.

<i>(Dollars in millions)</i>	December 31, 2017	December 31, 2016
Accrued interest receivable, net	\$ 1,965	\$ 1,663
Benefit and insurance-related investments	481	488
Derivatives at fair value	438	534
Income tax asset, net current and deferred	380	725
Fixed assets, net	156	160
Accounts receivable	108	95
Other loans, net	59	148
Other	438	380
Total	<u>\$ 4,025</u>	<u>\$ 4,193</u>

## 9. Stockholders' Equity

### Common Stock

Our shareholders have authorized the issuance of 1.125 billion shares of common stock. The par value of Navient common stock is \$0.01 per share. At December 31, 2017, 263 million shares were issued and outstanding and 28 million shares were unissued but encumbered for outstanding stock options, restricted stock units and dividend equivalent units for employee compensation and remaining authority for stock-based compensation plans. The stock-based compensation plans are described in "Note 11 — Stock-Based Compensation Plans and Arrangements."

### Dividend and Share Repurchase Program

In 2017, 2016 and 2015, we paid full-year common stock dividends of \$0.64 per share.

In 2015, we repurchased 56.0 million shares of common stock for \$945 million. In 2016, we repurchased 59.6 million shares of common stock for \$755 million, fully utilizing our share repurchase programs. In December 2016, our board of directors authorized a new \$600 million share repurchase program effective January 1, 2017. In 2017, we repurchased 29.6 million shares of common stock for \$440 million. Effective October 4, 2017, Navient temporarily suspended its remaining share repurchase program to allocate capital towards building book value. On January 24, 2018, we announced that we expect to restart our share repurchases in the second half of 2018. As of December 31, 2017, the remaining repurchase authority was \$160 million.

The following table summarizes our common share repurchases and issuances.

	Years Ended December 31,		
	2017	2016	2015
Common stock repurchased <sup>(1)</sup>	29,646,374	59,625,325	56,043,711
Average purchase price per share	\$ 14.85	\$ 12.68	\$ 16.87
Shares repurchased related to employee stock-based compensation plans <sup>(2)</sup>	1,847,651	3,197,355	2,404,328
Average purchase price per share	\$ 15.40	\$ 13.21	\$ 19.81
Common shares issued <sup>(3)</sup>	3,680,479	5,476,010	4,924,021

(1) Common shares purchased under our share repurchase program.

(2) Comprises shares withheld from stock option exercises and vesting of restricted stock for employees' tax withholding obligations and shares tendered by employees to satisfy option exercise costs.

(3) Common shares issued under our various compensation and benefit plans.

The closing price of our common stock on December 31, 2017 was \$13.32.

## 10. Earnings (Loss) per Common Share

Basic earnings (loss) per common share (“EPS”) are calculated using the weighted average number of shares of common stock outstanding during each period. A reconciliation of the numerators and denominators of the basic and diluted EPS calculations follows.

(In millions, except per share data)	Years Ended December 31,		
	2017	2016	2015
<b>Numerator:</b>			
Net income attributable to Navient Corporation	\$ 292	\$ 681	\$ 984
<b>Denominator:</b>			
Weighted average shares used to compute basic EPS	275	316	376
Effect of dilutive securities:			
Dilutive effect of stock options, restricted stock, restricted stock units, performance stock units and Employee Stock Purchase Plan (“ESPP”)(1)	6	6	6
Dilutive potential common shares(2)	6	6	6
Weighted average shares used to compute diluted EPS	281	322	382
<b>Basic earnings per common share attributable to Navient Corporation</b>	<b>\$ 1.06</b>	<b>\$ 2.15</b>	<b>\$ 2.62</b>
<b>Diluted earnings per common share attributable to Navient Corporation</b>	<b>\$ 1.04</b>	<b>\$ 2.12</b>	<b>\$ 2.58</b>

(1) Includes the potential dilutive effect of additional common shares that are issuable upon exercise of outstanding stock options, restricted stock, restricted stock units, performance stock units and the outstanding commitment to issue shares under the ESPP, determined by the treasury stock method.

(2) For the years ended December 31, 2017, 2016 and 2015, stock options covering approximately 5 million, 4 million and 6 million shares, respectively, were outstanding but not included in the computation of diluted earnings per share because they were anti-dilutive.

## 11. Stock-Based Compensation Plans and Arrangements

We have one active stock-based incentive plan that provides for grants of equity awards to our employees and non-employee directors in various forms including stock options, restricted stock awards, restricted stock units and performance stock units. We also maintain an ESPP. Shares issued under these plans may be either shares reacquired by us or shares that are authorized but unissued. Our Navient Corporation 2014 Omnibus Incentive Plan became effective on April 7, 2014, and 55 million shares are authorized to be issued from this plan as of December 31, 2017. Our Navient Corporation ESPP became effective on May 1, 2014, and 1 million shares are authorized to be issued from this plan as of December 31, 2017.

For most awards, expense generally is recognized ratably over the vesting period net of estimated forfeitures, unless the employee meets certain retirement eligibility criteria. For employee awards that meet retirement eligibility criteria, we record the expense generally upon grant and for employees that become retirement eligible during the vesting period, we recognize expense from the grant date to the date on which the employee becomes retirement eligible. The total stock-based compensation cost recognized in 2017, 2016 and 2015 was \$35 million, \$26 million and \$29 million, respectively. As of December 31, 2017, there was \$17 million of total unrecognized compensation expense related to unvested stock awards, which is expected to be recognized over a weighted average period of 1.4 years.

### Stock Options

The exercise price of stock options equals the fair market value of our common stock on the date of grant. The maximum contractual term for stock options is 5 years for grants made since 2012, and 10 years for grants made prior to 2012. Most stock options are time-vested, with one-third vesting per year beginning with the first anniversary of the grant date.

The fair values of the options granted in the years ended December 31, 2017, 2016 and 2015 were estimated as of the grant date using a Black-Scholes option pricing model with the following weighted average assumptions:

	Years Ended December 31,		
	2017	2016	2015
Expected life of the option	3.0 years	3.0 years	2.9 years
Expected volatility	34%	30%	22%
Risk-free interest rate	1.44%	.90%	.95%
Expected dividend rate	4.13%	6.97%	2.99%
Weighted average fair value of options granted	\$ 2.69	\$ 1.01	\$ 2.22

The expected life is based in general on observed historical exercise patterns of SLM Corporation's employees pre-Spin-Off (excluding employees who transitioned to SLM Bank) and Navient's employees post-Spin-Off. The expected volatility is based in general on implied volatility from publicly-traded options on our stock at the grant date and historical volatility of both our stock and our peer group consistent with the expected life of the option. The risk-free interest rate is based on the U.S. Treasury spot rate at the grant date consistent with the expected life of the option. The dividend yield is based on the projected annual dividend payment per share based on the dividend amount at the grant date, divided by the stock price at the grant date.

The following table summarizes Navient's stock option activity in 2017.

(Dollars in millions, except per share data)	Number of Options	Weighted Average Exercise Price per Share	Weighted Average Remaining Contractual Term	Aggregate Intrinsic Value(1)
Outstanding at December 31, 2016	14,912,004	\$ 12.45		
Granted	1,308,167	15.48		
Exercised(2)	(1,497,807)	9.57		
Canceled	(538,638)	27.16		
Outstanding at December 31, 2017(3)	14,183,726	12.48	1.9 yrs.	\$ 37
Exercisable at December 31, 2017	9,653,511	\$ 12.34	1.3 yrs.	\$ 26

(1) The aggregate intrinsic value represents the total intrinsic value (the aggregate difference between our closing stock price on December 31, 2017 and the exercise price of in-the-money options) that would have been received by the option holders if all in-the-money options had been exercised on December 31, 2017.

(2) The total intrinsic value of Navient stock options exercised was \$9 million, \$13 million and \$19 million for 2017, 2016 and 2015, respectively.

(3) As of December 31, 2017, there was \$1 million of unrecognized compensation cost related to stock options, which is expected to be recognized over a weighted average period of 1.8 years.

### Restricted Stock

Restricted stock awards generally are granted to non-employee directors and generally vest upon the director's election to the board. Outstanding restricted stock is entitled to dividend equivalent units that vest subject to the same vesting requirements or lapse of transfer restrictions, as applicable, as the underlying restricted stock award. The fair value of restricted stock awards is based on our stock price at the grant date.

The following table summarizes Navient's restricted stock activity in 2017.

	Number of Shares	Weighted Average Grant Date Fair Value
Non-vested at December 31, 2016	—	\$ —
Granted	59,124	15.39
Vested(1)	(50,727)	15.37
Canceled	(8,397)	15.48
Non-vested at December 31, 2017(2)	—	\$ —

(1) The total fair value of Navient shares that vested was \$1 million, \$1 million and \$1 million for 2017, 2016 and 2015, respectively.

(2) As of December 31, 2017, there was no unrecognized compensation cost related to restricted stock.

### Restricted Stock Units and Performance Stock Units

Restricted stock units (“RSUs”) and performance stock units (“PSUs”) are equity awards granted to employees that entitle the holder to shares of our common stock when the award vests. RSUs generally are time-vested, with one-third vesting per year beginning with the first anniversary of the grant date, while PSUs vest based on achieving certain corporate performance goals over a three-year performance period. Outstanding RSUs and PSUs are entitled to dividend equivalent units that vest subject to the same vesting requirements or lapse of transfer restrictions, as applicable, as the underlying award. The fair value of RSUs and PSUs is based on our stock price at the grant date.

The following table summarizes Navient’s RSU and PSU activity in 2017.

	Number of RSUs/PSUs	Weighted Average Grant Date Fair Value
Outstanding at December 31, 2016	4,372,376	\$ 12.56
Granted	1,817,218	15.41
Vested and converted to common stock <sup>(1)</sup>	(1,724,568)	13.58
Canceled	(36,721)	12.95
Outstanding at December 31, 2017 <sup>(2)</sup>	4,428,305	\$ 13.33

(1) The total fair value of Navient RSUs and PSUs that vested and converted to common stock was \$23 million, \$30 million and \$29 million for 2017, 2016 and 2015, respectively.

(2) As of December 31, 2017, there was \$16 million of unrecognized compensation cost related to RSUs and PSUs, which is expected to be recognized over a weighted average period of 1.4 years.

## 12. Fair Value Measurements

We use estimates of fair value in applying various accounting standards for our financial statements. We categorize our fair value estimates based on a hierarchical framework associated with three levels of price transparency utilized in measuring financial instruments at fair value.

### Education Loans

Our FFELP Loans and Private Education Loans are accounted for at cost or at the lower of cost or market if the loan is held-for-sale. Fair values were determined by modeling loan cash flows using stated terms of the assets and internally-developed assumptions to determine aggregate portfolio yield, net present value and average life.

#### FFELP Loans

The significant assumptions used to determine fair value of our FFELP Loans are prepayment speeds, default rates, cost of funds, capital levels and expected Repayment Borrower Benefits to be earned. In addition, the Floor Income component of our FFELP Loan portfolio is valued with option models using both observable market inputs and internally developed inputs. A number of significant inputs into the models are internally derived and not observable to market participants. While the resulting fair value can be validated against market transactions where we are a participant, these markets are not considered active. As such, these are level 3 valuations.

#### Private Education Loans

The significant assumptions used to determine fair value of our Private Education Loans are prepayment speeds, default rates, recovery rates, cost of funds and capital levels. A number of significant inputs into the models are internally derived and not observable to market participants nor can the resulting fair values be validated against market transactions. While the resulting fair value can be validated against market transactions where we are a participant, these markets are not considered active. As such, these are level 3 valuations.

### Cash and Investments (Including “Restricted Cash and Investments”)

Cash and cash equivalents are carried at cost. Carrying value approximates fair value. Investments classified as trading or available-for-sale are carried at fair value in the financial statements. Investments in mortgage-backed securities are valued using observable market prices. These securities are primarily collateralized by real estate properties and are guaranteed by either a

government sponsored enterprise or the U.S. government. Other investments for which observable prices from active markets are not available were valued through standard bond pricing models using observable market yield curves adjusted for credit and liquidity spreads. These valuations are immaterial to the overall investment portfolio. The fair value of investments in commercial paper, asset-backed commercial paper, or demand deposits that have a remaining term of less than 90 days when purchased are estimated to equal their cost and, when needed, adjustments for liquidity and credit spreads are made depending on market conditions and counterparty credit risks. No additional adjustments were deemed necessary. These are level 2 valuations.

### ***Borrowings***

Borrowings are accounted for at cost in the financial statements except when denominated in a foreign currency or when designated as the hedged item in a fair value hedge relationship. When the hedged risk is the benchmark interest rate (which for us is LIBOR) and not full fair value, the cost basis is adjusted for changes in value due to benchmark interest rates only. Foreign currency-denominated borrowings are re-measured at current spot rates in the financial statements. The full fair value of all borrowings is disclosed. Fair value was determined through standard bond pricing models and option models (when applicable) using the stated terms of the borrowings, observable yield curves, foreign currency exchange rates, volatilities from active markets or from quotes from broker-dealers. Fair value adjustments for unsecured corporate debt are made based on indicative quotes from observable trades and spreads on credit default swaps specific to the Company. Fair value adjustments for secured borrowings are based on indicative quotes from broker-dealers. These adjustments for both secured and unsecured borrowings are material to the overall valuation of these items and, currently, are based on inputs from inactive markets. As such, these are level 3 valuations.

### ***Derivative Financial Instruments***

All derivatives are accounted for at fair value in the financial statements. The fair value of a majority of derivative financial instruments was determined by standard derivative pricing and option models using the stated terms of the contracts and observable market inputs. In some cases, we utilized internally developed inputs that are not observable in the market, and as such, classified these instruments as level 3 fair values. Complex structured derivatives or derivatives that trade in less liquid markets require significant estimates and judgment in determining fair value that cannot be corroborated with market transactions.

When determining the fair value of derivatives, we take into account counterparty credit risk for positions where there is exposure to the counterparty on a net basis by assessing exposure net of collateral held. The net exposures for each counterparty are adjusted based on market information available for the specific counterparty, including spreads from credit default swaps. When the counterparty has exposure to us under derivatives with us, we fully collateralize the exposure, minimizing the adjustment necessary to the derivative valuations for our credit risk. While trusts that contain derivatives are not required to post collateral, when the counterparty is exposed to the trust the credit quality and securitized nature of the trusts minimizes any adjustments for the counterparty's exposure to the trusts. The net credit risk adjustment (adjustments for our exposure to counterparties net of adjustments for the counterparties' exposure to us) decreased the valuations at December 31, 2017 by \$6 million.

Inputs specific to each class of derivatives disclosed in the table below are as follows:

- Interest rate swaps — Derivatives are valued using standard derivative cash flow models. Derivatives that swap fixed interest payments for LIBOR interest payments (or vice versa) and derivatives swapping quarterly reset LIBOR for daily reset LIBOR or one-month LIBOR were valued using the LIBOR swap yield curve which is an observable input from an active market. These derivatives are level 2 fair value estimates in the hierarchy. Other derivatives swapping LIBOR interest payments for another variable interest payment (primarily Prime) are valued using the LIBOR swap yield curve and observable market spreads for the specified index. The markets for these swaps are generally illiquid as indicated by a wide bid/ask spread. The adjustment made for liquidity decreased the valuations by \$30 million at December 31, 2017. These derivatives are level 3 fair value estimates.
- Cross-currency interest rate swaps — Derivatives are valued using standard derivative cash flow models. Derivatives hedging foreign-denominated bonds are valued using the LIBOR swap yield curve (for both USD and the foreign-denominated currency), cross-currency basis spreads and forward foreign currency exchange rates. These inputs are observable inputs from active markets. Therefore, the resulting valuation is a level 2 fair value estimate. Amortizing notional derivatives (derivatives whose notional amounts change based on changes in the balance of, or pool of, assets or debt) hedging trust debt use internally derived assumptions for the trust assets' prepayment speeds and default rates to model the notional amortization. Management makes assumptions concerning the extension features of derivatives hedging rate-reset notes denominated in a foreign currency. These inputs are not market observable; therefore, these derivatives are level 3 fair value estimates.

- Floor Income Contracts — Derivatives are valued using an option pricing model. Inputs to the model include the LIBOR swap yield curve and LIBOR interest rate volatilities. The inputs are observable inputs in active markets and these derivatives are level 2 fair value estimates.

The carrying value of borrowings designated as the hedged item in a fair value hedge is adjusted for changes in fair value due to benchmark interest rates and foreign-currency exchange rates. These valuations are determined through standard bond pricing models and option models (when applicable) using the stated terms of the borrowings, and observable yield curves, foreign currency exchange rates and volatilities.

The following table summarizes the valuation of our financial instruments that are marked-to-market on a recurring basis. During 2017 and 2016, there were no significant transfers of financial instruments between levels.

(Dollars in millions)	Fair Value Measurements on a Recurring Basis							
	December 31, 2017				December 31, 2016			
	Level 1	Level 2	Level 3	Total	Level 1	Level 2	Level 3	Total
<b>Assets</b>								
Available-for-sale investments:								
Agency residential mortgage-backed securities	\$ —	\$ —	\$ —	\$ —	\$ —	\$ 1	\$ —	\$ 1
Other	—	2	—	2	—	2	—	2
<b>Total available-for-sale investments</b>	<b>—</b>	<b>2</b>	<b>—</b>	<b>2</b>	<b>—</b>	<b>3</b>	<b>—</b>	<b>3</b>
Derivative instruments:(1)								
Interest rate swaps	—	388	4	392	—	553	12	565
Cross-currency interest rate swaps	—	—	88	88	—	—	—	—
<b>Total derivative assets(2)</b>	<b>—</b>	<b>388</b>	<b>92</b>	<b>480</b>	<b>—</b>	<b>553</b>	<b>12</b>	<b>565</b>
<b>Total</b>	<b>\$ —</b>	<b>\$ 390</b>	<b>\$ 92</b>	<b>\$ 482</b>	<b>\$ —</b>	<b>\$ 556</b>	<b>\$ 12</b>	<b>\$ 568</b>
<b>Liabilities(3)</b>								
Derivative instruments(1)								
Interest rate swaps	\$ —	\$ (144)	\$ (45)	\$ (189)	\$ —	\$ (150)	\$ (58)	\$ (208)
Floor Income Contracts	—	(74)	—	(74)	—	(184)	—	(184)
Cross-currency interest rate swaps	—	(44)	(410)	(454)	—	(53)	(1,243)	(1,296)
Other	—	—	(18)	(18)	—	—	(13)	(13)
<b>Total derivative liabilities(2)</b>	<b>—</b>	<b>(262)</b>	<b>(473)</b>	<b>(735)</b>	<b>—</b>	<b>(387)</b>	<b>(1,314)</b>	<b>(1,701)</b>
<b>Total</b>	<b>\$ —</b>	<b>\$ (262)</b>	<b>\$ (473)</b>	<b>\$ (735)</b>	<b>\$ —</b>	<b>\$ (387)</b>	<b>\$ (1,314)</b>	<b>\$ (1,701)</b>

(1) Fair value of derivative instruments excludes accrued interest and the value of collateral.

(2) See "Note 7 — Derivative Financial Instruments" for a reconciliation of gross positions without the impact of master netting agreements to the balance sheet classification.

(3) Borrowings which are the hedged items in a fair value hedge relationship and which are adjusted for changes in value due to benchmark interest rates only are not carried at full fair value and are not reflected in this table.

The following tables summarize the change in balance sheet carrying value associated with level 3 financial instruments carried at fair value on a recurring basis.

(Dollars in millions)	Year Ended December 31, 2017			
	Derivative Instruments			
	Interest Rate Swaps	Cross Currency Interest Rate Swaps	Other	Total Derivative Instruments
<b>Balance, beginning of period</b>	\$ (46)	\$ (1,243)	\$ (13)	\$ (1,302)
Total gains/(losses) (realized and unrealized):				
Included in earnings <sup>(1)</sup>	—	803	(15)	788
Included in other comprehensive income	—	—	—	—
Settlements	5	118	10	133
Transfers in and/or out of level 3	—	—	—	—
<b>Balance, end of period</b>	\$ (41)	\$ (322)	\$ (18)	\$ (381)
Change in unrealized gains/(losses) relating to instruments still held at the reporting date <sup>(2)</sup>	\$ 5	\$ 795	\$ (5)	\$ 795

(Dollars in millions)	Year Ended December 31, 2016			
	Derivative Instruments			
	Interest Rate Swaps	Cross Currency Interest Rate Swaps	Other	Total Derivative Instruments
<b>Balance, beginning of period</b>	\$ (44)	\$ (903)	\$ (2)	\$ (949)
Total gains/(losses) (realized and unrealized):				
Included in earnings <sup>(1)</sup>	3	(428)	(14)	(439)
Included in other comprehensive income	—	—	—	—
Settlements	3	88	3	94
Transfers in and/or out of level 3 <sup>(3)</sup>	(8)	—	—	(8)
<b>Balance, end of period</b>	\$ (46)	\$ (1,243)	\$ (13)	\$ (1,302)
Change in unrealized gains/(losses) relating to instruments still held at the reporting date <sup>(2)</sup>	\$ 7	\$ (340)	\$ (11)	\$ (344)



(Dollars in millions)	Year Ended December 31, 2015			
	Derivative Instruments			
	Interest Rate Swaps	Cross Currency Interest Rate Swaps	Other	Total Derivative Instruments
<b>Balance, beginning of period</b>	\$ (88)	\$ (117)	\$ (11)	\$ (216)
Total gains/(losses) (realized and unrealized):				
Included in earnings <sup>(1)</sup>	39	(796)	6	(751)
Included in other comprehensive income	—	—	—	—
Settlements	5	10	3	18
Transfers in and/or out of level 3	—	—	—	—
<b>Balance, end of period</b>	<u>\$ (44)</u>	<u>\$ (903)</u>	<u>\$ (2)</u>	<u>\$ (949)</u>
Change in unrealized gains/(losses) relating to instruments still held at the reporting date <sup>(2)</sup>	<u>\$ 37</u>	<u>\$ (783)</u>	<u>\$ 9</u>	<u>\$ (737)</u>

(1) "Included in earnings" is comprised of the following amounts recorded in the specified line item in the consolidated statements of income:

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
Gains (losses) on derivative and hedging activities, net	\$ 906	\$ (351)	\$ (741)
Interest expense	(118)	(88)	(10)
<b>Total</b>	<u>\$ 788</u>	<u>\$ (439)</u>	<u>\$ (751)</u>

(2) Recorded in "gains (losses) on derivative and hedging activities, net" in the consolidated statements of income.

(3) Consumer Price Index/LIBOR basis swaps were transferred from level 3 to level 2 in the fourth quarter of 2016 due to the conclusion that these swaps now trade in an active market.

The following table presents the significant inputs that are unobservable or from inactive markets used in the recurring valuations of the level 3 financial instruments detailed above.

(Dollars in millions)	Fair Value at December 31, 2017	Valuation Technique	Input	Range (Weighted Average)
<b>Derivatives</b>				
Prime/LIBOR basis swaps	\$ (41)	Discounted cash flow	Constant Prepayment Rate	6%
			Bid/ask adjustment to discount rate	.08% — .08% (.08%)
Cross-currency interest rate swaps	(322)	Discounted cash flow	Constant Prepayment Rate	4%
Other	(18)			
<b>Total</b>	<u>\$ (381)</u>			

The significant inputs that are unobservable or from inactive markets related to our level 3 derivatives detailed in the table above would be expected to have the following impacts to the valuations:

- Prime/LIBOR basis swaps — These swaps do not actively trade in the markets as indicated by a wide bid/ask spread. A wider bid/ask spread will result in a decrease in the overall valuation. In addition, the unobservable inputs include Constant Prepayment Rates of the underlying securitization trust the swap references. A decrease in this input will result in a longer weighted average life of the swap which will increase the value for swaps in a gain position and decrease the value for swaps in a loss position, everything else equal. The opposite is true for an increase in the input.
- Cross-currency interest rate swaps — The unobservable inputs used in these valuations are Constant Prepayment Rates of the underlying securitization trust the swap references. A decrease in this input will result in a longer weighted average life of the swap. All else equal in a typical currency market, this will result in a decrease to the valuation due to the delay in the cash flows of the currency exchanges as well as diminished liquidity in the forward exchange markets as you increase the term. The opposite is true for an increase in the input.

The following table summarizes the fair values of our financial assets and liabilities, including derivative financial instruments.

(Dollars in millions)	December 31, 2017			December 31, 2016		
	Fair Value	Carrying Value	Difference	Fair Value	Carrying Value	Difference
<b>Earning assets</b>						
FFELP Loans	\$ 82,271	\$ 81,703	\$ 568	\$ 86,626	\$ 87,730	\$ (1,104)
Private Education Loans	24,421	23,419	1,002	23,191	23,340	(149)
Cash and investments <sup>(1)</sup>	5,034	5,034	—	5,203	5,203	—
Total earning assets	111,726	110,156	1,570	115,020	116,273	(1,253)
<b>Interest-bearing liabilities</b>						
Short-term borrowings	4,783	4,771	(12)	2,346	2,334	(12)
Long-term borrowings	104,921	105,012	91	109,826	112,368	2,542
Total interest-bearing liabilities	109,704	109,783	79	112,172	114,702	2,530
<b>Derivative financial instruments</b>						
Floor Income Contracts	(74)	(74)	—	(184)	(184)	—
Interest rate swaps	203	203	—	357	357	—
Cross-currency interest rate swaps	(366)	(366)	—	(1,296)	(1,296)	—
Other	(18)	(18)	—	(13)	(13)	—
<b>Excess of net asset fair value over carrying value</b>			<b>\$ 1,649</b>			<b>\$ 1,277</b>

(1) "Cash and investments" includes available-for-sale investments whose cost basis is \$2 million and \$3 million at December 31, 2017 and 2016, respectively, versus a fair value of \$2 million and \$3 million at December 31, 2017 and 2016, respectively.

### 13. Commitments, Contingencies and Guarantees

#### Legal Proceedings

The Company has been named as defendant in a number of putative class action cases alleging violations of various state and federal consumer protection laws including the Telephone Consumer Protection Act ("TCPA"), the Consumer Financial Protection Act of 2010 ("CFPA"), the Fair Credit Reporting Act ("FCRA"), the Fair Debt Collection Practices Act ("FDCPA") and various other state consumer protection laws.

On January 18, 2017, the CFPB and Attorneys General for the State of Illinois and the State of Washington initiated civil actions naming Navient Corporation and several of its subsidiaries as defendants alleging violations of certain Federal and State consumer protection statutes, including the CFPA, the FCPA, FCRA, FDCPA and various state consumer protection laws. On October 5, 2017, the Attorney General for the Commonwealth of Pennsylvania initiated a civil action against Navient Corporation and Navient Solutions, LLC, containing similar alleged violations of the CFPA and the Pennsylvania Unfair Trade Practices and Consumer Protection Law. We refer to the Illinois Attorney General, the Pennsylvania Attorney General and the Washington Attorney General collectively as the "Attorneys General." We intend to vigorously defend against the allegations in each of these cases. For additional information on these civil actions, please refer to section entitled "Regulatory Matters" below.

At this point in time, the Company is unable to anticipate the timing of a resolution or the ultimate impact that these legal proceedings may have on the Company's consolidated financial position, liquidity, results of operation or cash flows. As a result, it is not possible at this time to estimate a range of potential exposure, if any, for amounts that may be payable in connection with these matters and reserves have not been established. It is possible that an adverse ruling or rulings may have a material adverse impact on the Company.

#### Regulatory Matters

With respect to alleged civil violations of the Servicemembers Civil Relief Act (the "SCRA"), Navient Solutions, LLC ("Solutions"), a wholly owned subsidiary of Navient, and Sallie Mae Bank entered into a consent order with the DOJ in May 2014. The DOJ consent order (the "DOJ Order") covers all loans either owned by Sallie Mae Bank or serviced by Solutions from November 28, 2005 until the effective date of the settlement. In the third quarter of 2016, the Company completed the distributions from the fund by distributing the remaining funds to charities approved by the DOJ pursuant to the terms of the order. The total reserves established by the Company in 2013 and 2014 to cover these costs were \$177 million, and as of December 31, 2017, substantially all of this amount had been paid to customers or credited or refunded to customer accounts. The final cost of these

proceedings will remain uncertain until the remaining consent order is lifted or terminates in accordance with its terms in late 2018. The Company believes it has fulfilled the terms of the DOJ Order.

As previously disclosed, the Company and various of its subsidiaries have been subject to the following investigations and inquiries:

- In December 2013, Navient received Civil Investigative Demands (“CIDs”) issued by the State of Illinois Office of Attorney General and the State of Washington Office of the Attorney General and multiple other state Attorneys General. According to the CIDs, the investigations were initiated to ascertain whether any practices declared to be unlawful under the Consumer Fraud and Deceptive Business Practices Act have occurred or are about to occur. The Company subsequently received separate but similar CIDs or subpoenas from the Attorneys General of the District of Columbia and Kansas.
- In April 2014, Solutions received a CID from the Consumer Financial Protection Bureau (the “CFPB”) as part of the CFPB’s separate investigation regarding allegations relating to Navient’s disclosures and assessment of late fees and other matters. Navient has received a series of supplemental CIDs on these matters. In August 2015, Solutions received a letter from the CFPB notifying Solutions that, in accordance with the CFPB’s discretionary Notice and Opportunity to Respond and Advise (“NORA”) process, the CFPB’s Office of Enforcement is considering recommending that the CFPB take legal action against Solutions. The NORA letter related to a previously disclosed investigation into Solutions’ disclosures and assessment of late fees and other matters and states that, in connection with any action, the CFPB may seek restitution, civil monetary penalties and corrective action against Solutions. The Company responded to the NORA letter in September 2015.
- In November 2014, Navient’s subsidiary, Pioneer Credit Recovery, Inc. (“Pioneer”), received a CID from the CFPB as part of the CFPB’s investigation regarding Pioneer’s activities relating to rehabilitation loans and collection of defaulted student debt.
- In December 2014, Solutions received a subpoena from the New York Department of Financial Services (the “NY DFS”) as part of the NY DFS’s inquiry with regard to whether persons or entities have engaged in fraud or misconduct with respect to a financial product or service under New York Financial Services Law or other laws.

On January 18, 2017, the CFPB and Attorneys General for the State of Illinois and the State of Washington initiated civil actions naming Navient Corporation and several of its subsidiaries as defendants alleging violations of Federal and State consumer protection statutes, including the DFPA, FCRA, FDCPA and various state consumer protection laws. On October 5, 2017, the Attorney General for the Commonwealth of Pennsylvania initiated a civil action against Navient Corporation and Navient Solutions, LLC, alleging violations of the CFPA and the Pennsylvania Unfair Trade Practices and Consumer Protection Law. These civil actions are related to matters which were covered under the CIDs and the NORA letter discussed above that were previously issued by the CFPB and the Attorneys General. The Company filed its Motion to Dismiss on March 20, 2017 with respect to the Attorneys General actions and on March 24, 2017 with respect to the CFPB action. In relation to the CFPB action, after a hearing, our Motion to Dismiss was denied in full in August 2017. In relation to the Washington action, following a hearing, our Motion to Dismiss was denied in full in July 2017. In relation to the Illinois action, a hearing on our Motion to Dismiss was held on July 18, 2017 and no ruling has been issued as of the date of this Form 10-K. In addition to these matters, a number of lawsuits have been filed by nongovernmental parties or, in the future, may be filed by additional governmental or nongovernmental parties seeking damages or other remedies related to similar issues raised by the CFPB and the Attorneys General. In relation to the Pennsylvania Attorney General lawsuit, the Company filed its Motion to Dismiss on December 22, 2017. This motion has not been heard by the court. As the Company has previously stated, we believe the suits improperly seek to impose penalties on Navient based on new, unannounced servicing standards applied retroactively only against one servicer, and that the allegations are false. As stated above, we intend to vigorously defend against the allegations in each of these cases.

In addition, Navient and its subsidiaries are subject to examination or regulation by the SEC, CFPB, FFIEC, ED and various state agencies as part of its ordinary course of business. Items or matters similar to or different from those described above may arise during the course of those examinations. We also routinely receive inquiries or requests from various regulatory bodies or government agencies concerning our business or our assets. Generally, the Company endeavors to cooperate with each such inquiry or request.

Under the terms of the Separation Agreement, Navient has agreed to indemnify SLM BankCo for all claims, actions, damages, losses or expenses that may arise from the conduct of all activities of pre-Spin-Off SLM BankCo occurring prior to the Spin-Off other than those specifically excluded in the Separation and Distribution Agreement. As a result, subject to the terms, conditions and limitations set forth in the Separation and Distribution Agreement, Navient has agreed to indemnify and hold harmless Sallie Mae and its subsidiaries, including Sallie Mae Bank from liabilities arising out of the regulatory matters and CFPB and State Attorneys General lawsuits mentioned above, other than fines or penalties directly levied against Sallie Mae Bank and other matters specifically excluded. Navient has no additional reserves related to indemnification matters with SLM BankCo as of December 31, 2017.

## OIG Audit

The Office of the Inspector General (the “OIG”) of ED commenced an audit regarding Special Allowance Payments (“SAP”) on September 10, 2007. On September 25, 2013, we received the final audit determination of Federal Student Aid (the “Final Audit Determination”) on the final audit report issued by the OIG on August 3, 2009 related to this audit. The Final Audit Determination concurred with the final audit report issued by the OIG and instructed us to make adjustment to our government billing to reflect the policy determination. In August 2016, we filed our notice of appeal relating to this Final Audit Determination to the Administrative Actions and Appeals Service Group of ED. A hearing on this matter was held in April 2017 and a ruling has not yet been issued. We continue to believe that our SAP billing practices were proper, considering then-existing ED guidance and lack of applicable regulations. The Company established a reserve for this matter in 2014 as part of the total reserve for pending regulatory matters discussed previously and does not believe, at this time, that an adverse ruling would have a material effect on the Company as a whole.

## Contingencies

In the ordinary course of business, we and our subsidiaries are defendants in or parties to pending and threatened legal actions and proceedings including actions brought on behalf of various classes of claimants. These actions and proceedings may be based on alleged violations of consumer protection, securities, employment and other laws. In certain of these actions and proceedings, claims for substantial monetary damage are asserted against us and our subsidiaries. We and our subsidiaries are also subject to potential unasserted claims by third parties.

In the ordinary course of business, we and our subsidiaries are subject to regulatory examinations, information gathering requests, inquiries and investigations. In connection with formal and informal inquiries in these cases, we and our subsidiaries receive numerous requests, subpoenas and orders for documents, testimony and information in connection with various aspects of our regulated activities.

In view of the inherent difficulty of predicting the outcome of such litigation and regulatory matters, we cannot predict what the eventual outcome of the pending matters will be, what the timing or the ultimate resolution of these matters will be, or what the eventual loss, fines or penalties, if any, related to each pending matter may be.

We are required to establish reserves for litigation and regulatory matters where those matters present loss contingencies that are both probable and estimable. When loss contingencies are not both probable and estimable, we do not establish reserves.

Based on current knowledge, reserves have been established for certain litigation, regulatory matters, and unasserted contract claims where the loss is both probable and estimable. Based on current knowledge, management does not believe that loss contingencies, if any, arising from pending investigations, litigation or regulatory matters will have a material adverse effect on our consolidated financial position, liquidity, results of operations or cash flows, except as otherwise disclosed.

## 14. Income Taxes

Reconciliations of the statutory U.S. federal income tax rates to our effective tax rate for continuing operations follow:

	Years Ended December 31,		
	2017	2016	2015
Statutory rate	35.0%	35.0%	35.0%
DTA Remeasurement Loss <sup>(1)</sup>	27.2	—	—
Net excess tax benefits related to stock-based incentive payments	(.7)	—	—
State tax, net of federal benefit	.8	3.8	2.6
Other, net	(.5)	(.3)	.1
Effective tax rate	61.8%	38.5%	37.7%

(1) The TCJA, enacted on December 22, 2017, made significant changes to all aspects of income taxation, including a reduction to the corporate federal statutory tax rate. GAAP requires the effects of the TCJA to be recognized in the period the law is enacted, even though the effective date of the law for most provisions is January 1, 2018. The primary impact to us is the reduction to the corporate federal statutory tax rate from 35 percent to 21 percent as of January 1, 2018. This rate reduction required us to remeasure our deferred tax asset at December 31, 2017, at the 21 percent corporate federal statutory tax rate and resulted in a DTA Remeasurement Loss of \$208 million for GAAP, which is reflected as incremental income tax expense in the fourth quarter of 2017.

The effective tax rate varies from the statutory U.S. federal rate of 35 percent primarily due to the DTA Remeasurement Loss and the net excess tax benefits related to stock-based incentive payments for the year ended December 31, 2017, and the impact of state taxes, net of federal benefit, for the years ended December 31, 2017, 2016 and 2015.

Income tax expense consists of:

(Dollars in millions)	December 31,		
	2017	2016	2015
<b>Current provision/(benefit):</b>			
Federal	\$ 77	\$ 246	\$ 136
State	(3)	47	22
Foreign	3	1	—
<b>Total current provision/(benefit)</b>	<b>77</b>	<b>294</b>	<b>158</b>
<b>Deferred provision/(benefit):</b>			
Federal	385	115	398
State	11	18	41
Foreign	(1)	—	—
<b>Total deferred provision/(benefit)</b>	<b>395</b>	<b>133</b>	<b>439</b>
<b>Provision for income tax expense/(benefit)</b>	<b>\$ 472</b>	<b>\$ 427</b>	<b>\$ 597</b>

The tax effect of temporary differences that give rise to deferred tax assets and liabilities include the following:

(Dollars in millions)	December 31,	
	2017	2016
<b>Deferred tax assets:</b>		
Loan reserves	\$ 317	\$ 581
Education loan premiums and discounts, net	52	74
Operating loss and credit carryovers	22	5
Stock-based compensation plans	18	32
Accrued expenses not currently deductible	24	33
Market value adjustments on education loans, investments and derivatives	9	65
Deferred revenue	—	37
Other	14	40
<b>Total deferred tax assets</b>	<b>456</b>	<b>867</b>
<b>Deferred tax liabilities:</b>		
Unrealized derivatives and investment gains and losses, net	23	3
Original issue discount on borrowings	11	27
Debt repurchases	8	—
Other	22	35
<b>Total deferred tax liabilities</b>	<b>64</b>	<b>65</b>
<b>Net deferred tax assets</b>	<b>\$ 392</b>	<b>\$ 802</b>

Included in operating loss and credit carryovers is a valuation allowance of \$42 million and \$7 million as of December 31, 2017 and 2016, respectively, against a portion of the Company's federal and state deferred tax assets. The valuation allowance is primarily attributable to deferred tax assets for federal and state net operating loss carryforwards that management believes it is more likely than not will expire prior to being realized. The ultimate realization of the deferred tax assets is dependent upon the generation of future taxable income of the appropriate character (i.e. capital or ordinary) during the period in which the temporary differences become deductible. Management considers, among other things, the economic slowdown, the scheduled reversals of deferred tax liabilities, and the history of positive taxable income available for net operating loss carrybacks in evaluating the realizability of the deferred tax assets.

As of December 31, 2017, we have gross federal net operating loss ("NOL") carryforwards of \$110 million (which begin to expire in 2029) and gross state NOL carryforwards of \$576 million (which begin to expire in 2021). Tax-effected NOL amounts of \$23 million (federal) and \$39 million (state) have corresponding valuation allowances of \$8 million (federal) and \$34 million (state). We also have \$2 million in foreign tax credit carryforwards.

## Accounting for Uncertainty in Income Taxes

The following table summarizes changes in unrecognized tax benefits:

(Dollars in millions)	December 31,		
	2017	2016	2015
<b>Unrecognized tax benefits at beginning of year</b>	\$ 73.0	\$ 56.3	\$ 51.9
Increases resulting from tax positions taken during a prior period	.7	19.9	1.6
Decreases resulting from tax positions taken during a prior period	(1.8)	(5.6)	(1.8)
Increases resulting from tax positions taken during the current period	4.4	4.4	6.9
Decreases related to settlements with taxing authorities	(5.1)	(.1)	—
Increases related to settlements with taxing authorities	—	—	—
Reductions related to the lapse of statute of limitations	(13.8)	(1.9)	(2.3)
<b>Unrecognized tax benefits at end of year</b>	<u>\$ 57.4</u>	<u>\$ 73.0</u>	<u>\$ 56.3</u>

As of December 31, 2017, the gross unrecognized tax benefits are \$57.4 million. Included in the \$57.4 million are \$45.3 million of unrecognized tax benefits that, if recognized, would favorably impact the effective tax rate.

The Company or one of its subsidiaries files income tax returns at the U.S. federal level, in most U.S. states, and various foreign jurisdictions. All periods prior to 2014 are closed for federal examination purposes. Various combinations of subsidiaries, tax years, and jurisdictions remain open for review, subject to statute of limitations periods (typically 3 to 4 prior years). We do not expect the resolution of open audits to have a material impact on our unrecognized tax benefits.

## 15. Segment Reporting

We monitor and assess our ongoing operations and results by three primary operating segments — the FFELP Loans operating segment, the Private Education Loans operating segment and the Business Services operating segment. These three operating segments meet the quantitative thresholds for reportable segments. Accordingly, the results of operations of our FFELP Loans, Private Education Loans and Business Services segments are presented separately. We have smaller operating segments that consist of business operations that are winding down. These operating segments do not meet the quantitative thresholds to be considered reportable segments. As a result, the results of operations for these operating segments are combined with gains/losses from the repurchase of debt, the financial results of our corporate liquidity portfolio, unallocated overhead, restructuring/other reorganization expenses, regulatory-related costs and the deferred tax asset remeasurement loss recognized due to the enactment of the TCJA in the fourth quarter of 2017 within the Other reportable segment. The management reporting process measures the performance of our operating segments based on our management structure, as well as the methodology we used to evaluate performance and allocate resources. Management, including our chief operating decision makers, evaluates the performance of our operating segments based on their profitability. As discussed further below, we measure the profitability of our operating segments based on “Core Earnings.” Accordingly, information regarding our reportable segments is provided based on a “Core Earnings” basis.

### FFELP Loans Segment

In the FFELP Loans segment, we acquire and finance FFELP Loans. Although FFELP Loans are no longer originated, we continue to pursue acquisitions of FFELP Loan portfolios. These acquisitions leverage our servicing scale and generate incremental earnings and cash flow. In this segment, we generate revenue primarily through net interest income on the FFELP Loan portfolio (after provision for loan losses). This segment is expected to generate significant amounts of earnings and cash flow over the remaining life of the portfolio.

We are currently the largest private sector holder of FFELP Loans. Navient’s portfolio of FFELP Loans as of December 31, 2017 was \$81.7 billion. We expect this portfolio to have an amortization period in excess of 20 years with a 7-year remaining weighted average life. Navient’s goal is to maximize the amount and optimize the timing of the cash flows generated by its FFELP Loan portfolio. Navient also seeks to acquire FFELP Loan portfolios from third parties to add net interest income and servicing revenue. During the year ended December 31, 2017, Navient acquired \$5.7 billion of FFELP Loans. FFELP Loans are insured or guaranteed by state or not-for-profit agencies and are protected by contractual rights to recovery from the United States pursuant to guaranty agreements among ED and these agencies. These guaranty agreements generally cover at least 97 percent of a FFELP Loan’s

principal and accrued interest for loans disbursed. For more discussion of the FFELP and related credit support mechanisms, see Appendix A “Description of Federal Family Education Loan Program.”

As a result of the long-term funding strategy used for our FFELP Loan portfolio and the insurance and guarantees provided on these loans, the portfolio generates consistent and predictable cash flows. As of December 31, 2017, approximately 84 percent of the FFELP Loans held by Navient were funded to term with non-recourse, long-term securitization debt.

The Higher Education Act of 1965 (“HEA”) continues to regulate every aspect of FFELP Loans, including ongoing communications with borrowers and default aversion requirements. Failure to service FFELP Loans properly could jeopardize the insurance, guarantees and federal support on these loans. The insurance and guarantees on Navient’s existing FFELP Loans were not affected by the termination of FFELP originations.

The following table includes asset information for our FFELP Loans segment.

<b>(Dollars in millions)</b>	<b>December 31,</b>	
	<b>2017</b>	<b>2016</b>
FFELP Loans, net	\$ 81,703	\$ 87,730
Cash and investments <sup>(1)</sup>	2,750	3,212
Other	2,404	1,907
Total assets	<u>\$ 86,857</u>	<u>\$ 92,849</u>

(1) Includes restricted cash and investments.

### **Private Education Loans Segment**

In this segment, we originate, acquire, finance, and service our Private Education Loans. With the acquisition of Earnest, we began originating Private Education Refinance Loans. Private Education Loans primarily bridge the gap between the cost of higher education and the amount funded through financial aid, federal loans, or students’ and families’ resources. They also allow borrowers to refinance existing education loans at a lower rate. Originations and acquisitions leverage our servicing scale and generate incremental earnings and cash flow. In this segment, we generate revenue primarily through net interest income on the Private Education Loan portfolio (after provision for loan losses). This segment is expected to generate significant amounts of earnings and cash flow over the remaining life of the portfolio.

With over 40 years of experience, we have seen that borrowers who graduate gain the benefit of their investment in education with higher levels of employment, higher incomes and stronger financial health. Our loan products are focused on helping consumers refinance their education loans at the lower rates they have earned. We believe our product offerings, digital marketing strategies and origination platform provide a unique competitive advantage. At December 31, 2017, Navient held \$1.3 billion of Private Education Refinance Loans, compared with \$225 million of Private Education Refinance Loans held at December 31, 2016.

Unlike FFELP Loans, the holder of a Private Education Loan bears the full credit risk of the borrower and any cosigner. Navient believes the credit risk of the Private Education Loans it owns is well managed through the rigorous underwriting practices and risk-based pricing applied when the loans were originated, the continued high levels of qualified cosigners, our internal servicing and risk mitigation practices, and our careful use of forbearance and loan modification programs. Navient believes that these elements and practices reduce the risk of payment interruptions and defaults on its Private Education Loan portfolio.

We are currently the largest holder of Private Education Loans. Navient’s portfolio of Private Education Loans as of December 31, 2017 was \$23.4 billion. We expect this portfolio to have an amortization period in excess of 20 years with a 6-year remaining weighted average life. Navient’s goal is to maximize and optimize the timing of the cash flows generated by its Private Education Loan portfolio. As of December 31, 2017, approximately 55 percent of the Private Education Loans held by Navient were funded to term with non-recourse, long-term securitization debt.

The following table includes asset information for our Private Education Loans segment.

<b>(Dollars in millions)</b>	<b>December 31,</b>	
	<b>2017</b>	<b>2016</b>
Private Education Loans, net	\$ 23,419	\$ 23,340
Cash and investments <sup>(1)</sup>	706	667
Other	1,137	1,567
Total assets	\$ 25,262	\$ 25,574

(1) Includes restricted cash and investments.

### **Business Services Segment**

Our Business Services segment generates revenue from business processing services related to servicing, asset recovery and other business processing activities. Within this segment, we generate revenue primarily through servicing our FFELP Loan portfolio as well as servicing education loans for Guarantors of FFELP Loans and other institutions, including ED. We provide asset recovery services for loans and receivables on behalf of Guarantors of FFELP Loans and higher education institutions. In addition, we provide asset recovery and other business processing solutions for federal, state, court, and municipal clients, public authorities, and health care organizations. This market is highly fragmented and provides attractive organic growth opportunities.

#### *Non-Education Related Fee Revenues*

Non-education related revenues increased 21 percent, from \$174 million in 2016 to \$211 million in 2017. Non-education related fee revenues in the Business Services segment accounted for 20 percent of total Business Services segment revenues in 2017 compared with 17 percent and 10 percent in 2016 and 2015, respectively. This revenue is generated from over 1,000 clients in the government, municipal and health care markets.

- Non-education related fee revenues from government services totaled \$133 million in 2017 compared to \$106 million in 2016. Government services include receivables management services and account processing solutions for state governments, agencies, court systems, municipalities, toll authorities and financial services entities.
- Non-education related fee revenues from health care revenue cycle management (“RCM”) services totaled \$78 million in 2017 compared to \$68 million in 2016. Health care RCM services include revenue cycle outsourcing, accounts receivable management, extended business office support and consulting engagements provided to hospitals, health care systems and other health care providers.

#### *Education Related Fee Revenues*

In 2017, federal education loan (FFELP and ED) related revenues in the Business Services segment accounted for 78 percent of total Business Services segment revenues compared with 80 percent in 2016.

Navient is currently the largest servicer and collector of loans made under the FFELP program, and the majority of our income has been derived, directly or indirectly, from our portfolio of FFELP Loans and the servicing and asset recovery we provide for Guarantors and third-party owners of FFELP Loans. In 2010, Congress passed legislation ending the origination of education loans under FFELP. As a result, the revenue we earn from providing servicing and asset recovery services on FFELP Loans will decline over time.

Servicing revenues from the FFELP Loans we own represent intercompany charges to the FFELP Loans segment at rates paid to us by the securitization trusts which own the loans. These fees are contractually the first payment priority of the trusts after the payment of the trustee fees and exceed the actual cost of servicing the loans. Intercompany loan servicing revenues declined to \$348 million in 2017 from \$389 million in 2016. We expect intercompany loan servicing revenues will continue to decline as our FFELP Loan portfolio amortizes.

Since 2009, Navient has been one of four TIVAS that provides loan servicing for federal loans owned by ED. We continually strive to help our customers successfully navigate the repayment of their loans. Under the contract, we seek to improve on the performance metrics that determine the allocation of new accounts under the servicing contract with ED. Under this servicing contract as of December 31, 2017, we service approximately 6.1 million accounts, or \$205.9 billion in loans. We earned \$150 million of revenue under the contract for the year ended December 31, 2017. This contract currently expires in 2019.



In December 2016, Great Lakes Higher Education Assistance Corp. (“Great Lakes”) assumed control of United Student Aid Funds, Inc. (“USAF”). As part of this transfer, Great Lakes terminated our contracts with USAF and Northwest Education Loan Association (“NELA”), effective as of December 31, 2017. At the same time, they notified us of their intent to rebid the services we provided for USAF, NELA and Great Lakes. In the third quarter of 2017, we entered into a new contract with Great Lakes in which we agreed to provide asset recovery and portfolio management services on the combined Great Lakes, USAF and NELA portfolios. We were not awarded the default aversion services component of the contract, which resulted in the recognition of \$47 million of previously deferred revenue, net of a reserve. Including the \$47 million of previously deferred revenue, education related fee revenues related to these services totaled \$238 million in 2017 compared to \$172 million in 2016.

Since 1997, Navient has provided asset recovery services on defaulted education loans to ED. In February 2015, ED did not grant an additional term extension (“ATE”) and this contract expired by its terms on February 21, 2015. As a result, our Pioneer Credit Recovery (“Pioneer”) subsidiary stopped receiving new account placements under the contract. Shortly after that decision by ED, Pioneer filed a bid protest against ED, which bid protest was eventually consolidated with several other related protests. In an effort to resolve that litigation, in May 2017, ED awarded Pioneer a new ATE on substantially similar terms to the additional term extensions awarded to other contractors in 2015. In December 2017, Pioneer received new accounts under that new contract.

In January 2018, ED completed its ongoing procurement for replacement collection contracts originally begun in 2016. Neither Pioneer nor our other subsidiary, General Revenue Corporation, received a contract award. In February 2018, Pioneer filed a bid protest which protest has been consolidated with the other protests on this procurement. As of the date of this report, ED has the right to place additional accounts with Pioneer under its ATE during the pendency of the new protests. ED’s ability to do so may be affected by any temporary restraining order or injunction granted by the court in the consolidated protests. For additional information on the ED collection contract, please refer to Item 7. “Management’s Discussion and Analysis of Financial Condition and Results of Operations – Business Segment Earnings Summary – ‘Core Earnings Basis’ – Business Services Segment” of this Form 10-K. As a leading provider of asset recovery services, Pioneer Credit Recovery has a long track record of assisting individuals who default on their student loan payments to recover from the negative consequences of default. Since 2012, Navient and its subsidiaries have helped more than 261,000 borrowers successfully rehabilitate their loans.

On April 4, 2016, ED published the first part of a two-part RFP related to a new servicing platform for the DSLP. The first part of the RFP focused on screening candidates’ capabilities relative to certain published criteria. In July 2016, Navient was selected as one of three companies eligible to submit responses in the second part of the RFP process. In January 2017, Navient submitted its bid for ED’s single servicing solution contract. While ED announced in May 2017 that it planned to select a single servicer for the DSLP, in August of 2017, the Department cancelled the prior RFP and announced a new upcoming solicitation for the FSA Next Generation Processing and Servicing Environment. Based upon the statements from ED, it is anticipated that the new environment will provide for a single data processing platform to house all student loan information while at the same time allowing for customer account servicing to be performed either by a single contract servicer or by multiple contract servicers. On February 20, 2018, ED issued Phase 1 of a new RFP entitled the Solicitation for the Next Generation Financial Services Environment which is intended to centralize student loan servicing on a single platform. Responses to Phase 1 are due by April 6, 2018.

At December 31, 2017 and 2016, the Business Services segment had total assets of \$649 million and \$587 million, respectively.

#### ***Other Segment***

Our Other segment primarily consists of activities of our holding company, including the repurchase of debt, our corporate liquidity portfolio, unallocated overhead, restructuring/other reorganization expenses, regulatory-related costs, and the deferred tax asset remeasurement loss recognized due to the enactment of the TCJA in the fourth quarter of 2017. We also include results from certain smaller wind-down operations within this segment.

Unallocated corporate overhead is comprised of costs related to executive management, the board of directors, accounting, finance, legal, human resources, compliance and risk management, and stock-based compensation expense. Unallocated information technology costs are related to infrastructure and operations.

At December 31, 2017 and 2016, the Other segment had total assets of \$2.2 billion and \$2.1 billion, respectively.

### ***Measure of Profitability***

We prepare financial statements and present financial results in accordance with GAAP. However, we also evaluate our business segments and present financial results on a basis that differs from GAAP. We refer to this different basis of presentation as “Core Earnings.” We provide this “Core Earnings” basis of presentation on a consolidated basis for each business segment because this is what we review internally when making management decisions regarding our performance and how we allocate resources. We also refer to this information in our presentations with credit rating agencies, lenders and investors. Because our “Core Earnings” basis of presentation corresponds to our segment financial presentations, we are required by GAAP to provide “Core Earnings” disclosure in the notes to our consolidated financial statements for our business segments.

“Core Earnings” are not a substitute for reported results under GAAP. We use “Core Earnings” to manage our business segments because “Core Earnings” reflect adjustments to GAAP financial results for three items, discussed below, that are either related to the Spin-Off or create significant volatility mostly due to timing factors generally beyond the control of management. Accordingly, we believe that “Core Earnings” provide management with a useful basis from which to better evaluate results from ongoing operations against the business plan or against results from prior periods. Consequently, we disclose this information because we believe it provides investors with additional information regarding the operational and performance indicators that are most closely assessed by management. When compared to GAAP results, the three items we remove to result in our “Core Earnings” presentations are:

1. Unrealized mark-to-market gains/losses resulting from our use of derivative instruments to hedge our economic risks that do not qualify for hedge accounting treatment or do qualify for hedge accounting treatment but result in ineffectiveness;
2. The accounting for goodwill and acquired intangible assets; and
3. The financial results attributable to the operations of SLM BankCo prior to the Spin-Off and related restructuring and reorganization expense incurred in connection with the Spin-Off, including the restructuring expenses related to the restructuring initiative launched in second-quarter 2015 to simplify and streamline the Company’s management structure post-Spin-Off. For GAAP purposes, Navient reflected the deemed distribution of SLM BankCo on April 30, 2014. For “Core Earnings,” we exclude the consumer banking business (SLM BankCo) as if it had never been a part of Navient’s historical results prior to the deemed distribution of SLM BankCo on April 30, 2014.

While GAAP provides a uniform, comprehensive basis of accounting, for the reasons described above, our “Core Earnings” basis of presentation does not. “Core Earnings” are subject to certain general and specific limitations that investors should carefully consider. For example, there is no comprehensive, authoritative guidance for management reporting. Our “Core Earnings” are not defined terms within GAAP and may not be comparable to similarly titled measures reported by other companies. Accordingly, our “Core Earnings” presentation does not represent a comprehensive basis of accounting. Investors, therefore, may not be able to compare our performance with that of other financial services companies based upon “Core Earnings.” “Core Earnings” results are only meant to supplement GAAP results by providing additional information regarding the operational and performance indicators that are most closely used by management, our board of directors, credit rating agencies, lenders and investors to assess performance.

**Segment Results and Reconciliations to GAAP**

(Dollars in millions)	Year Ended December 31, 2017									
	FFELP Loans	Private Education Loans	Business Services	Other	Eliminations(1)	Total "Core Earnings"	Reclassifications	Adjustments Additions/ (Subtractions)	Total Adjustments(2)	Total GAAP
<b>Interest income:</b>										
Education loans	\$ 2,679	\$ 1,634	\$ —	\$ —	\$ —	\$ 4,313	\$ 69	\$ (55)	\$ 14	\$ 4,327
Other loans	—	—	—	13	—	13	—	—	—	13
Cash and investments	30	4	—	9	—	43	—	—	—	43
<b>Total interest income</b>	<b>2,709</b>	<b>1,638</b>	<b>—</b>	<b>22</b>	<b>—</b>	<b>4,369</b>	<b>69</b>	<b>(55)</b>	<b>14</b>	<b>4,383</b>
<b>Total interest expense</b>	<b>2,016</b>	<b>825</b>	<b>—</b>	<b>149</b>	<b>—</b>	<b>2,990</b>	<b>(8)</b>	<b>(11)</b>	<b>(19)</b>	<b>2,971</b>
<b>Net interest income (loss)</b>	<b>693</b>	<b>813</b>	<b>—</b>	<b>(127)</b>	<b>—</b>	<b>1,379</b>	<b>77</b>	<b>(44)</b>	<b>33</b>	<b>1,412</b>
Less: provisions for loan losses	42	382	—	2	—	426	—	—	—	426
<b>Net interest income (loss) after provisions for loan losses</b>	<b>651</b>	<b>431</b>	<b>—</b>	<b>(129)</b>	<b>—</b>	<b>953</b>	<b>77</b>	<b>(44)</b>	<b>33</b>	<b>986</b>
<b>Other income (loss):</b>										
Servicing revenue	49	10	579	—	(348)	290	—	—	—	290
Asset recovery and business processing revenue	—	—	475	—	—	475	—	—	—	475
Other income	—	—	—	19	—	19	(77)	89	12	31
Gains on sales of loans and investments	—	—	—	3	—	3	—	—	—	3
Losses on debt repurchases	—	—	—	(3)	—	(3)	—	—	—	(3)
<b>Total other income (loss)</b>	<b>49</b>	<b>10</b>	<b>1,054</b>	<b>19</b>	<b>(348)</b>	<b>784</b>	<b>(77)</b>	<b>89</b>	<b>12</b>	<b>796</b>
<b>Expenses:</b>										
Direct operating expenses	357	165	527	27	(348)	728	—	—	—	728
Overhead expenses	—	—	—	238	—	238	—	—	—	238
Operating expenses	357	165	527	265	(348)	966	—	—	—	966
Goodwill and acquired intangible asset impairment and amortization	—	—	—	—	—	—	—	23	23	23
Restructuring/other reorganization expenses	—	—	—	29	—	29	—	—	—	29
<b>Total expenses</b>	<b>357</b>	<b>165</b>	<b>527</b>	<b>294</b>	<b>(348)</b>	<b>995</b>	<b>—</b>	<b>23</b>	<b>23</b>	<b>1,018</b>
<b>Income (loss) before income tax expense (benefit)</b>	<b>343</b>	<b>276</b>	<b>527</b>	<b>(404)</b>	<b>—</b>	<b>742</b>	<b>—</b>	<b>22</b>	<b>22</b>	<b>764</b>
<b>Income tax expense (benefit)(3)</b>	<b>124</b>	<b>99</b>	<b>190</b>	<b>78</b>	<b>—</b>	<b>491</b>	<b>—</b>	<b>(19)</b>	<b>(19)</b>	<b>472</b>
<b>Net income (loss)</b>	<b>\$ 219</b>	<b>\$ 177</b>	<b>\$ 337</b>	<b>\$ (482)</b>	<b>\$ —</b>	<b>\$ 251</b>	<b>\$ —</b>	<b>\$ 41</b>	<b>\$ 41</b>	<b>\$ 292</b>

(1) The eliminations in servicing revenue and direct operating expense represent the elimination of intercompany servicing revenue where the Business Services segment performs the loan servicing function for the FFELP Loans segment.

(2) "Core Earnings" adjustments to GAAP:

(Dollars in millions)	Year Ended December 31, 2017		
	Net Impact of Derivative Accounting	Net Impact of Acquired Intangibles	Total
Net interest income after provisions for loan losses	\$ 33	\$ —	\$ 33
Total other income (loss)	12	—	12
Goodwill and acquired intangible asset impairment and amortization	—	23	23
<b>Total "Core Earnings" adjustments to GAAP</b>	<b>\$ 45</b>	<b>\$ (23)</b>	<b>22</b>
<b>Income tax expense (benefit)</b>			<b>(19)</b>
<b>Net income (loss)</b>			<b>\$ 41</b>

(3) Income taxes are based on a percentage of net income before tax for the individual reportable segment with the impact of the DTA Remeasurement Loss included in the Other segment.

Year Ended December 31, 2016

(Dollars in millions)						Total "Core Earnings"	Adjustments			Total GAAP
	FFELP Loans	Private Education Loans	Business Services	Other	Eliminations(1)		Reclassifications	Additions/ (Subtractions)	Total Adjustments(2)	
Interest income:										
Education loans	\$ 2,395	\$ 1,587	\$ —	\$ —	\$ —	\$ 3,982	\$ 247	\$ (114)	\$ 133	\$ 4,115
Other loans	—	—	—	9	—	9	—	—	—	9
Cash and investments	16	2	—	4	—	22	—	—	—	22
Total interest income	2,411	1,589	—	13	—	4,013	247	(114)	133	4,146
Total interest expense	1,592	705	—	113	—	2,410	31	—	31	2,441
Net interest income (loss)	819	884	—	(100)	—	1,603	216	(114)	102	1,705
Less: provisions for loan losses	43	383	—	3	—	429	—	—	—	429
Net interest income (loss) after provisions for loan losses	776	501	—	(103)	—	1,174	216	(114)	102	1,276
Other income (loss):										
Servicing revenue	55	14	624	—	(389)	304	—	—	—	304
Asset recovery and business processing revenue	—	—	390	—	—	390	—	—	—	390
Other income	—	—	—	14	—	14	(216)	326	110	124
Gains on debt repurchases	—	—	—	1	—	1	—	—	—	1
Total other income (loss)	55	14	1,014	15	(389)	709	(216)	326	110	819
Expenses:										
Direct operating expenses	401	167	524	28	(389)	731	—	—	—	731
Overhead expenses	—	—	—	220	—	220	—	—	—	220
Operating expenses	401	167	524	248	(389)	951	—	—	—	951
Goodwill and acquired intangible asset impairment and amortization	—	—	—	—	—	—	—	36	36	36
Restructuring/other reorganization expenses	—	—	—	—	—	—	—	—	—	—
Total expenses	401	167	524	248	(389)	951	—	36	36	987
Income (loss) before income tax expense (benefit)										
	430	348	490	(336)	—	932	—	176	176	1,108
Income tax expense (benefit)(3)	158	129	182	(124)	—	345	—	82	82	427
Net income (loss)	\$ 272	\$ 219	\$ 308	\$ (212)	\$ —	\$ 587	\$ —	\$ 94	\$ 94	\$ 681

- (1) The eliminations in servicing revenue and direct operating expense represent the elimination of intercompany servicing revenue where the Business Services segment performs the loan servicing function for the FFELP Loans segment.
- (2) "Core Earnings" adjustments to GAAP:

(Dollars in millions)	Year Ended December 31, 2016		
	Net Impact of Derivative Accounting	Net Impact of Acquired Intangibles	Total
Net interest income after provisions for loan losses	\$ 102	\$ —	\$ 102
Total other income (loss)	110	—	110
Goodwill and acquired intangible asset impairment and amortization	—	36	36
Total "Core Earnings" adjustments to GAAP	\$ 212	\$ (36)	176
Income tax expense (benefit)			82
Net income (loss)			\$ 94

- (3) Income taxes are based on a percentage of net income before tax for the individual reportable segment with the impact of the DTA Remeasurement Loss included in the Other segment.

Year Ended December 31, 2015

(Dollars in millions)	Private				Eliminations(1)	Total "Core Earnings"	Adjustments			Total GAAP
	FFELP Loans	Education Loans	Business Services	Other			Reclassi- fications	Additions/ (Subtractions)	Total Adjustments(2)	
Interest income:										
Education loans	\$ 2,112	\$ 1,756	\$ —	\$ —	\$ —	\$ 3,868	\$ 650	\$ (238)	\$ 412	\$ 4,280
Other loans	—	—	—	7	—	7	—	—	—	7
Cash and investments	6	—	—	2	—	8	—	—	—	8
Total interest income	2,118	1,756	—	9	—	3,883	650	(238)	412	4,295
Total interest expense	1,245	680	—	112	—	2,037	37	—	37	2,074
Net interest income (loss)	873	1,076	—	(103)	—	1,846	613	(238)	375	2,221
Less: provisions for loan losses	46	538	—	(3)	—	581	—	—	—	581
Net interest income (loss) after provisions for loan losses	827	538	—	(100)	—	1,265	613	(238)	375	1,640
Other income (loss):										
Servicing revenue	95	21	651	—	(427)	340	—	—	—	340
Asset recovery and business processing revenue	—	—	367	—	—	367	—	—	—	367
Other income	—	—	4	11	—	15	(613)	781	168	183
Gains (losses) on sales of loans and investments	12	(21)	—	—	—	(9)	—	—	—	(9)
Gains on debt repurchases	—	—	—	21	—	21	—	—	—	21
Total other income (loss)	107	—	1,022	32	(427)	734	(613)	781	168	902
Expenses:										
Direct operating expenses	443	168	485	30	(427)	699	—	—	—	699
Overhead expenses	—	—	—	219	—	219	—	—	—	219
Operating expenses	443	168	485	249	(427)	918	—	—	—	918
Goodwill and acquired intangible asset impairment and amortization	—	—	—	—	—	—	—	12	12	12
Restructuring/other reorganization expenses	—	—	—	—	—	—	—	32	32	32
Total expenses	443	168	485	249	(427)	918	—	44	44	962
Income (loss) from continuing operations, before income tax expense (benefit)	491	370	537	(317)	—	1,081	—	499	499	1,580
Income tax expense (benefit)(3)	183	137	199	(118)	—	401	—	196	196	597
Net income (loss) from continuing operations	308	233	338	(199)	—	680	—	303	303	983
Income from discontinued operations, net of tax expense	—	—	—	1	—	1	—	—	—	1
Net income (loss)	\$ 308	\$ 233	\$ 338	\$ (198)	\$ —	\$ 681	\$ —	\$ 303	\$ 303	\$ 984

- (1) The eliminations in servicing revenue and direct operating expense represent the elimination of intercompany servicing revenue where the Business Services segment performs the loan servicing function for the FFELP Loans segment.
- (2) "Core Earnings" adjustments to GAAP:

Year Ended December 31, 2015

(Dollars in millions)	Net Impact from Spin-Off of SLM BankCo	Net Impact of Derivative Accounting	Net Impact of Acquired Intangibles	Total
Net interest income after provisions for loan losses	\$ —	\$ 375	\$ —	\$ 375
Total other income (loss)	—	168	—	168
Goodwill and acquired intangible asset impairment and amortization	—	—	12	12
Restructuring/other reorganization expenses	32	—	—	32
Total "Core Earnings" adjustments to GAAP	\$ (32)	\$ 543	\$ (12)	499
Income tax expense (benefit)	—	—	—	196
Net income (loss)	—	—	—	\$ 303

- (3) Income taxes are based on a percentage of net income before tax for the individual reportable segment with the impact of the DTA Remeasurement Loss included in the Other segment.

Summary of “Core Earnings” Adjustments to GAAP

(Dollars in millions)	Years Ended December 31,		
	2017	2016	2015
<b>“Core Earnings” adjustments to GAAP:</b>			
Net impact of the removal of SLM BankCo’s operations and restructuring and reorganization expense in connection with the Spin-Off <sup>(1)</sup>	\$ —	\$ —	\$ (32)
Net impact of derivative accounting <sup>(2)</sup>	45	212	543
Net impact of goodwill and acquired intangible assets <sup>(3)</sup>	(23)	(36)	(12)
Net tax effect <sup>(4)</sup>	19	(82)	(196)
Total “Core Earnings” adjustments to GAAP	\$ 41	\$ 94	\$ 303

- (1) **SLM BankCo’s operations and restructuring and other reorganization expense in connection with the Spin-Off:** For “Core Earnings,” we have assumed the consumer banking business (SLM BankCo) was never a part of Navient’s historical results prior to the deemed distribution of SLM BankCo on April 30, 2014 and we have removed the restructuring and other reorganization expense incurred in connection with the Spin-Off, including the restructuring expenses related to the restructuring initiative launched in second-quarter 2015 to simplify and streamline the Company’s management structure post-Spin-Off. Excluding these items provides management with a useful basis from which to better evaluate results from ongoing operations against results from prior periods.
- (2) **Derivative accounting:** “Core Earnings” exclude periodic unrealized gains and losses that are caused by the mark-to-market valuations on derivatives that do not qualify for hedge accounting treatment under GAAP as well as the periodic unrealized gains and losses that are a result of ineffectiveness recognized related to effective hedges under GAAP. These unrealized gains and losses occur in our FFELP Loans, Private Education Loans and Other business segments. Under GAAP, for our derivatives that are held to maturity, the cumulative net unrealized gain or loss over the life of the contract will equal \$0 except for Floor Income Contracts where the cumulative unrealized gain will equal the amount for which we sold the contract. In our “Core Earnings” presentation, we recognize the economic effect of these hedges, which generally results in any net settlement cash paid or received being recognized ratably as an interest expense or revenue over the hedged item’s life.
- (3) **Goodwill and acquired intangible assets:** Our “Core Earnings” exclude goodwill and intangible asset impairment and amortization of acquired intangible assets.
- (4) **Net Tax Effect:** Such tax effect is based upon our “Core Earnings” effective tax rate for the year.

16. Quarterly Financial Information (unaudited)

(Dollars in millions, except per share data)	2017			
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Net interest income	\$ 340	\$ 351	\$ 355	\$ 366
Less: provisions for loan losses	107	105	105	109
Net interest income after provisions for loan losses	233	246	250	257
Other income	168	187	238	181
Gains (losses) on derivative and hedging activities, net	(16)	(25)	25	38
Operating expenses	238	230	238	260
Goodwill and acquired intangible asset impairment and amortization expense	6	6	6	5
Restructuring/other reorganization expenses	—	—	—	29
Income tax expense	53	60	93	266
<b>Net income (loss) attributable to Navient Corporation</b>	<b>\$ 88</b>	<b>\$ 112</b>	<b>\$ 176</b>	<b>\$ (84)</b>
<b>Basic earnings (loss) per common share attributable to Navient Corporation</b>	<b>\$ .31</b>	<b>\$ .40</b>	<b>\$ .65</b>	<b>\$ (.32)</b>
<b>Diluted earnings (loss) per common share attributable to Navient Corporation</b>	<b>\$ .30</b>	<b>\$ .39</b>	<b>\$ .64</b>	<b>\$ (.32)</b>

(Dollars in millions, except per share data)	2016			
	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Net interest income	\$ 486	\$ 429	\$ 412	\$ 378
Less: provisions for loan losses	111	110	106	102
Net interest income after provisions for loan losses	375	319	306	276
Other income	159	151	174	218
Gains (losses) on derivative and hedging activities, net	1	(28)	137	6
Operating expenses	247	230	228	246
Goodwill and acquired intangible asset impairment and amortization expense	4	6	12	13
Restructuring/other reorganization expenses	—	—	—	—
Income tax expense	103	81	147	96
<b>Net income attributable to Navient Corporation</b>	<b>\$ 181</b>	<b>\$ 125</b>	<b>\$ 230</b>	<b>\$ 145</b>
<b>Basic earnings per common share attributable to Navient Corporation</b>	<b>\$ .53</b>	<b>\$ .39</b>	<b>\$ .74</b>	<b>\$ .49</b>
<b>Diluted earnings per common share attributable to Navient Corporation</b>	<b>\$ .53</b>	<b>\$ .38</b>	<b>\$ .73</b>	<b>\$ .48</b>

## APPENDIX A

### DESCRIPTION OF FEDERAL FAMILY EDUCATION LOAN PROGRAM

On March 30, 2010, the President of the United States signed into law the Health Care and Education Reconciliation Act of 2010 (“HCERA”) which terminated as of July 1, 2010 the Federal Family Education Loan Program (“FFELP”) under Title IV of the Higher Education Act. This appendix presents a summary of the program prior to its termination date. The new law does not alter or affect the terms and conditions of existing education loans made under the FFELP prior to July 1, 2010.

This appendix describes or summarizes the material provisions of Title IV of the Higher Education Act, the FFELP and related statutes and regulations. It, however, is not complete and is qualified in its entirety by reference to each actual statute and regulation. Both the Higher Education Act and the related regulations have been the subject of extensive amendments over the years. We cannot predict whether future amendments or modifications might materially change any of the programs described in this appendix or the statutes and regulations that implement them.

#### General

The FFELP provided for loans to students who were enrolled in eligible institutions, or to parents of dependent students who were enrolled in eligible institutions, to finance their educational costs. As further described below, payment of principal and interest on the education loans is insured by a state or not-for-profit guaranty agency against:

- default of the borrower;
- the death, bankruptcy or permanent, total disability of the borrower;
- closing of the borrower’s school prior to the end of the academic period;
- false certification of the borrower’s eligibility for the loan by the school; and
- an unpaid school refund.

Claims are paid from federal assets, known as “federal student loan reserve funds,” which are maintained and administered by state and not-for-profit guaranty agencies. In addition, the holders of education loans are entitled to receive interest subsidy payments and special allowance payments from the United States Department of Education (which we refer to as the Department of Education) on eligible education loans.

Special allowance payments raise the yield to education loan lenders when the statutory borrower interest rate is below an indexed market value. Subject to certain conditions, a program of federal reinsurance under the Higher Education Act entitles guaranty agencies to reimbursement from the Department of Education for between 75% and 100% of the amount of each guarantee payment.

Four types of education loans were authorized under the Higher Education Act:

- Subsidized Stafford Loans to students who demonstrated requisite financial need;
- Unsubsidized Stafford Loans to students who either did not demonstrate financial need or required additional loans to supplement their Subsidized Stafford Loans;
- Parent Loans for Undergraduate Students, known as “PLUS Loans,” to parents of dependent students whose estimated costs of attending school exceeded other available financial aid; and
- Consolidation Loans, which consolidated into a single loan a borrower’s obligations under various federally authorized education loan programs.

Before July 1, 1994, the Higher Education Act also authorized loans called “Supplemental Loans to Students” or “SLS Loans” to independent students and, under some circumstances, dependent undergraduate students, to supplement their Subsidized Stafford Loans. The Unsubsidized Stafford Loan program replaced the SLS program.

#### Legislative Matters

The federal education loan programs are subject to frequent statutory and regulatory changes. The most significant change to the FFELP was with the enactment of the HCERA, which terminated the FFELP as of July 1, 2010.



On December 23, 2011, the President of the United States signed the Consolidated Appropriations Act of 2012 into law. This law includes changes that permit FFELP lenders or beneficial holders to change the index on which the special allowance payments are calculated for FFELP loans first disbursed on or after January 1, 2000. The law allows owners of FFELP loans to elect to change the applicable index from the three-month commercial paper rate to the one-month LIBOR index. Such elections must have been made by April 1, 2012.

### **Eligible Lenders, Students and Educational Institutions**

Lenders who were eligible to make loans under the FFELP generally included banks, savings and loan associations, credit unions, pension funds and, under some conditions, schools and guaranty agencies. FFELP loans were required to be made to, or on behalf of, a “qualified student.” A “qualified student” is an individual who:

- is a United States citizen, national or permanent resident;
- has been accepted for enrollment or is enrolled and is maintaining satisfactory academic progress at a participating educational institution;
- is carrying at least one-half of the normal full-time academic workload for the course of study the student is pursuing; and
- meets the financial need requirements for the particular loan program.

Eligible schools include institutions of higher education, including proprietary institutions, meeting the standards provided in the Higher Education Act. For a school to participate in the program, the Department of Education had to approve its eligibility under standards established by regulation.

### **Financial Need Analysis**

Subject to program limits and conditions, education loans generally were made in amounts sufficient to cover the student’s estimated costs of attending school, including tuition and fees, books, supplies, room and board, transportation and miscellaneous personal expenses as determined by the institution. Generally, each loan applicant (and parents in the case of a dependent child) underwent a financial need analysis.

### **Special Allowance Payments**

The Higher Education Act provides for quarterly special allowance payments to be made by the Department of Education to holders of education loans to the extent necessary to ensure that they receive at least specified market interest rates of return. The rates for special allowance payments depend on formulas that vary according to the type of loan, the date the loan was made and the type of funds, tax-exempt or taxable, used to finance the loan. The Department of Education makes a special allowance payment for each calendar quarter, generally within 45 to 60 days after the receipt of a bill from the lender.

The special allowance payment equals the average unpaid principal balance, including interest which has been capitalized, of all eligible loans held by a holder during the quarterly period multiplied by the special allowance percentage.

For education loans disbursed before January 1, 2000, the special allowance percentage is computed by:

- (1) determining the average of the bond equivalent rates of 91-day Treasury bills auctioned for that quarter;*
- (2) subtracting the applicable borrower interest rate;*
- (3) adding the applicable special allowance margin described in the table below; and*
- (4) dividing the resultant percentage by 4.*

If the result is negative, the special allowance payment is zero.

<u>Date of First Disbursement</u>	<u>Special Allowance Margin</u>
Before 10/17/86	3.50%
From 10/17/86 through 09/30/92	3.25%
From 10/01/92 through 06/30/95	3.10%
From 07/01/95 through 06/30/98	2.50% for Stafford Loans that are in In-School, Grace or Deferment 3.10% for Stafford Loans that are in Repayment and all other loans
From 07/01/98 through 12/31/99	2.20% for Stafford Loans that are in In-School, Grace or Deferment 2.80% for Stafford Loans that are in Repayment and Forbearance 3.10% for PLUS, SLS and Consolidation Loans

For education loans disbursed after January 1, 2000, the special allowance percentage is computed by:

- (1) determining the average of the bond equivalent rates of 3-month commercial paper (financial) rates or one-month London Inter-Bank Offered Rates (LIBOR), as applicable, quoted for that quarter;
- (2) subtracting the applicable borrower interest rate;
- (3) adding the applicable special allowance margin described in the table below; and
- (4) dividing the resultant percentage by 4.

If the result is negative, the special allowance payment is zero.

<u>Date of First Disbursement</u>	<u>Special Allowance Margin</u>
From 01/01/00 through 09/30/07	1.74% for Stafford Loans that are in In-School, Grace or Deferment 2.34% for Stafford Loans that are in Repayment and Forbearance 2.64% for PLUS and Consolidation Loans
From 10/01/07 and after	1.19% for Stafford Loans that are In-School, Grace or Deferment 1.79% for Stafford Loans that are in Repayment and PLUS 2.09% for Consolidation Loans

For education loans disbursed on or after April 1, 2006, lenders are required to pay the Department of Education any interest paid by borrowers on education loans that exceeds the special allowance support levels applicable to such loans.

Special allowance payments are available on variable rate PLUS Loans and SLS Loans only if the variable rate, which is reset annually, exceeds the applicable maximum borrower rate. The variable rate is based on the weekly average one-year constant maturity Treasury yield for loans made before July 1, 1998 and based on the 91-day Treasury bill for loans made on or after July 1, 1998. The maximum borrower rate for these loans is between 9% and 12%. Effective July 1, 2006, this limitation on special allowance payments for PLUS Loans made on and after January 1, 2000 was repealed.

#### **Fees**

*Origination Fee.* An origination fee was required to be paid to the Department of Education for all Stafford and PLUS Loans originated in the FFELP. An origination fee was not required on a Consolidation Loan. A 3% origination fee was required to be deducted from the amount of each PLUS Loan.

An origination fee may have been, but was not required to be, deducted from the amount of a Stafford Loan according to the following table:

<b>Date of First Disbursement</b>	<b>Maximum Origination Fee</b>
Before 07/01/06	3.0%
From 07/01/06 through 06/30/07	2.0%
From 07/01/07 through 06/30/08	1.5%
From 07/01/08 through 06/30/09	1.0%
From 07/01/09 through 06/30/10	0.5%
From 07/01/10 and after	0.0%

*Federal Default Fee.* A federal default fee up to 1% (previously called an insurance premium) may have been, but was not required to be, deducted from the amount of a Stafford or PLUS Loan. A federal default fee was not deducted from the amount of a Consolidation Loan.

*Lender Loan Fee.* A lender loan fee was required to be paid to the Department of Education on the amount of each loan disbursement of all FFELP loans. For loans disbursed from October 1, 1993 to September 30, 2007, the fee was 0.50% of the loan amount. The fee increased to 1% of the loan amount for loans disbursed on or after October 1, 2007.

*Loan Rebate Fee.* A loan rebate fee of 1.05% is paid annually on the unpaid principal and interest of each Consolidation Loan disbursed on or after October 1, 1993. This fee was reduced to 0.62% for loans made from October 1, 1998 to January 31, 1999.

### **Stafford Loan Program**

For Stafford Loans, the Higher Education Act provided for:

- federal reimbursement of Stafford Loans made by eligible lenders to qualified students;
- federal interest subsidy payments on Subsidized Stafford Loans paid by the Department of Education to holders of the loans in lieu of the borrowers' making interest payments during in-school, grace and deferment periods or, in certain cases, during enrollment in an income-based repayment plan; and
- special allowance payments representing an additional subsidy paid by the Department of Education to the holders of eligible Stafford Loans.

We refer to all three types of assistance as "federal assistance."

*Interest.* The borrower's interest rate on a Stafford Loan can be fixed or variable. Stafford Loan interest rates are presented below.

<b>Trigger Date</b>	<b>Borrower Rate</b>	<b>Maximum Borrower Rate</b>	<b>Interest Rate Margin</b>
Before 10/01/81	7%	N/A	N/A
From 01/01/81 through 09/12/83	9%	N/A	N/A
From 09/13/83 through 06/30/88	8%	N/A	N/A
From 07/01/88 through 09/30/92	8% for 48 months; thereafter, 91-day Treasury + Interest Rate Margin	8% for 48 months, then 10%	3.25% for loans made before 7/23/92 and for loans made on or before 10/1/92 to new student borrowers; 3.10% for loans made after 7/23/92 and before 7/1/94 to borrowers with outstanding FFELP loans
From 10/01/92 through 06/30/94	91-day Treasury + Interest Rate Margin	9%	3.10%
From 07/01/94 through 06/30/95	91-day Treasury + Interest Rate Margin	8.25%	3.10%
From 07/01/95 through 06/30/98	91-day Treasury + Interest Rate Margin	8.25%	2.50% (In-School, Grace or Deferment); 3.10% (Repayment)
From 07/01/98 through 06/30/06	91-day Treasury + Interest Rate Margin	8.25%	1.70% (In-School, Grace or Deferment); 2.30% (Repayment)
From 07/01/06 through 06/30/08	6.8%	N/A	N/A
From 07/01/08 through 06/30/09	6.0% for undergraduate subsidized loans; and 6.8% for unsubsidized loans and graduate subsidized loans	6.0%, 6.8%	N/A
From 07/01/09 through 06/30/10	5.6% for undergraduate subsidized loans; and 6.8% for unsubsidized loans and graduate loans	5.6%, 6.8%	N/A

The rate for variable rate Stafford Loans applicable for any 12-month period beginning on July 1 and ending on June 30 is determined on the preceding June 1 and is equal to the *lesser* of:

- the applicable maximum borrower rate

*and*

- the sum of
- the bond equivalent rate of 91-day Treasury bills auctioned at the final auction held before that June 1,

*and*

- the applicable interest rate margin.

*Interest Subsidy Payments.* The Department of Education is responsible for paying interest on Subsidized Stafford Loans:

- while the borrower is a qualified student,
- during the grace period,
- during prescribed deferment periods, and
- in certain cases, during a borrower's enrollment in an income-based repayment plan.

The Department of Education makes quarterly interest subsidy payments to the owner of a Subsidized Stafford Loan in an amount equal to the interest that accrues on the unpaid balance of that loan before repayment begins or during any deferment periods. The Department of Education also makes quarterly interest subsidy payments to the owner of a Subsidized Stafford Loan in an amount equal to the unpaid interest payable during up to three consecutive calendar years of a period of financial hardship during enrollment in an income-based repayment plan. The Higher Education Act provides that the owner of an eligible Subsidized Stafford Loan has a contractual right against the United States to receive interest subsidy and special allowance payments. However, receipt of interest

subsidy and special allowance payments is conditioned on compliance with the requirements of the Higher Education Act, including the following:

- satisfaction of need criteria, and
- continued eligibility of the loan for federal insurance or reinsurance.

If the loan is not held by an eligible lender in accordance with the requirements of the Higher Education Act and the applicable guarantee agreement, the loan may lose its eligibility for federal assistance.

Lenders generally receive interest subsidy payments within 45 days to 60 days after the submission of the applicable data for any given calendar quarter to the Department of Education. However, there can be no assurance that payments will, in fact, be received from the Department of Education within that period.

*Loan Limits.* The Higher Education Act generally required that lenders disburse education loans in at least two equal disbursements. The Higher Education Act limited the amount a student could borrow in any academic year. The following chart shows current and historic loan limits.

Borrower's Academic Level	Dependent Students			Independent Students			Maximum Annual Total Amount
	Subsidized and Unsubsidized on or after 10/1/93	Subsidized and Unsubsidized on or after 7/1/07	Subsidized and Unsubsidized on or after 7/1/08	Additional Unsubsidized only on or after 7/1/94	Additional Unsubsidized only on or after 7/1/07	Additional Unsubsidized only on or after 7/1/08	
<b>Undergraduate (per year):</b>							
1st year	\$ 2,625	\$ 3,500	\$ 5,500	\$ 4,000	\$ 4,000	\$ 4,000	\$ 9,500
2nd year	\$ 3,500	\$ 4,500	\$ 6,500	\$ 4,000	\$ 4,000	\$ 4,000	\$ 10,500
3rd year and above	\$ 5,500	\$ 5,500	\$ 7,500	\$ 5,000	\$ 5,000	\$ 5,000	\$ 12,500
Graduate (per year)	\$ 8,500	\$ 8,500	\$ 8,500	\$ 10,000	\$ 12,000	\$ 12,000	\$ 20,500
<b>Aggregate Limit:</b>							
Undergraduate	\$ 23,000	\$ 23,000	\$ 31,000	\$ 23,000	\$ 23,000	\$ 26,500	\$ 57,500
Graduate (including undergraduate)	\$ 65,500	\$ 65,500	\$ 65,500	\$ 73,000	\$ 73,000	\$ 73,000	\$ 138,500

For the purposes of the table above:

- The loan limits include both FFELP and Federal Direct Lending Program (FDLP) loans.
- The amounts in the final column represent the combined maximum loan amount per year for Subsidized and Unsubsidized Stafford Loans. Accordingly, the maximum amount that a student may borrow under an Unsubsidized Stafford Loan is the difference between the combined maximum loan amount and the amount the student received in the form of a Subsidized Stafford Loan.
- Independent undergraduate students, graduate students and professional students were permitted to borrow the additional amounts shown in the third and fourth columns. Dependent undergraduate students were also permitted to receive these additional loan amounts if their parents were unable to provide the family contribution amount and could not qualify for a PLUS Loan.
- Students attending certain medical schools were eligible for \$38,500 annually and \$189,000 in the aggregate.
- The annual loan limits were sometimes reduced when the student was enrolled in a program of less than one academic year or had less than a full academic year remaining in his program.

**Repayment.** Repayment of principal on a Stafford Loan does not begin while the borrower remains a qualified student, but only after a 6-month grace period. In general, each loan must be scheduled for repayment over a period of not more than 10 years after repayment begins. New borrowers on or after October 7, 1998 who accumulated FFELP loans totaling more than \$30,000 in principal and unpaid interest are entitled to extend repayment for up to 25 years, subject to minimum repayment amounts. Consolidation Loan borrowers may be scheduled for repayment up to 30 years depending on the borrower's indebtedness. Outlined in the table below are the maximum repayment periods available based on the outstanding FFELP indebtedness.

<b>Outstanding FFELP Indebtedness</b>	<b>Maximum Repayment Period</b>
\$7,500-\$9,999	12 Years
\$10,000-\$19,999	15 Years
\$20,000-\$30,000	20 Years
\$30,001-\$59,999	25 Years
\$60,000 or more	30 Years

Note: Maximum repayment period excludes authorized periods of deferment and forbearance.

In addition to the outstanding FFELP indebtedness requirements described above, the Higher Education Act currently requires minimum annual payments of \$600, unless the borrower and the lender agree to lower payments, except that negative amortization is not allowed. The Higher Education Act and related regulations require lenders to offer a choice among standard, graduated, income-driven and extended repayment schedules, if applicable, to all borrowers entering repayment. The 2007 legislation introduced an income-based repayment plan on July 1, 2009 that a student borrower may elect during a period of partial financial hardship and have annual payments that do not exceed 15% of the amount by which adjusted gross income exceeds 150% of the poverty line. The Secretary repays or cancels any outstanding principal and interest under certain criteria after 25 years.

**Grace Periods, Deferment Periods and Forbearance Periods.** After the borrower stops pursuing at least a half-time course of study, he generally must begin to repay principal of a Stafford Loan following the grace period. However, no principal repayments need be made, subject to some conditions, during deferment and forbearance periods.

For borrowers whose first loans are disbursed on or after July 1, 1993, repayment of principal may be deferred while the borrower returns to school at least half-time. Additional deferments are available, when the borrower is:

- enrolled in an approved graduate fellowship program or rehabilitation program;
- seeking, but unable to find, full-time employment, subject to a maximum deferment of three years; or
- having an economic hardship, as defined in the Higher Education Act, subject to a maximum deferment of three years; or
- serving on active duty during a war or other military operation or national emergency, or performing qualifying National Guard duty during a war or other military operation or national emergency, subject to a maximum deferment period of three years, and effective July 1, 2006 on loans made on or after July 1, 2001.

The Higher Education Act also permits, and in some cases requires, "forbearance" periods from loan collection in some circumstances. Interest that accrues during a forbearance period is never subsidized. When a borrower ends forbearance and enters repayment, the account is considered current. When a borrower exits grace, deferment or forbearance, any interest that has not been subsidized is generally capitalized and added to the outstanding principal amount.

### **PLUS and SLS Loan Programs**

The Higher Education Act authorized PLUS Loans to be made to parents of eligible dependent students and graduate and professional students and originally authorized SLS Loans to be made to the categories of students later served by the Unsubsidized Stafford Loan program. Borrowers who had no adverse credit history or who were able to secure an endorser without an adverse credit history were eligible for PLUS Loans, as well as some borrowers with extenuating circumstances. The basic provisions applicable to PLUS and SLS Loans are similar to those of Stafford Loans for federal insurance and reinsurance. However, interest subsidy payments are not available under the PLUS and SLS programs and, in some instances, special allowance payments are more restricted.

**Loan Limits.** PLUS and SLS Loans disbursed before July 1, 1993 were limited to \$4,000 per academic year with a maximum aggregate amount of \$20,000. The annual loan limits for SLS Loans disbursed on or after July 1, 1993 range from \$4,000 for first and second year undergraduate borrowers to \$10,000 for graduate borrowers, with a maximum aggregate amount of \$23,000 for undergraduate borrowers and \$73,000 for graduate and professional borrowers.

The annual and aggregate amounts of PLUS Loans first disbursed on or after July 1, 1993 were limited only to the difference between the cost of the student's education and other financial aid received, including scholarship, grants and other education loans.

*Interest.* The interest rates for PLUS Loans and SLS Loans are presented in the chart below.

For PLUS or SLS Loans that bear interest based on a variable rate, the rate is set annually for 12-month periods, from July 1 through June 30, on the preceding June 1 and is equal to the lesser of:

- the applicable maximum borrower rate

and

- the sum of:
- the applicable 1-year Index or the bond equivalent rate of 91-day Treasury bills, as applicable,

and

- the applicable interest rate margin.

Under current law, PLUS Loans with a first disbursement on or after July 1, 2006 will return to a fixed annual interest rate of 8.5%.

Until July 1, 2001, the 1-year index was the bond equivalent rate of 52-week Treasury bills auctioned at the final auction held prior to each June 1. Beginning July 1, 2001, the 1-year index is the weekly average 1-year constant maturity Treasury, as published by the Board of Governors of the Federal Reserve System, for the last calendar week ending on or before the June 26 immediately preceding the July 1 reset date.

<b>Trigger Date</b>	<b>Borrower Rate</b>	<b>Maximum Borrower Rate</b>	<b>Interest Rate Margin</b>
Before 10/01/81	9%	N/A	N/A
From 10/01/81 through 10/30/82	14%	N/A	N/A
From 11/01/82 through 06/30/87	12%	N/A	N/A
From 07/01/87 through 09/30/92	1-year Index + Interest Rate Margin	12%	3.25%
From 10/01/92 through 06/30/94	1-year Index + Interest Rate Margin	PLUS 10%, SLS 11%	3.10%
From 07/01/94 through 06/30/98	1-year Index + Interest Rate Margin	9%	3.10%
From 07/01/98 through 06/30/06	91-day Treasury + Interest Rate Margin	9%	3.10%
From 07/01/06	8.5%	8.5%	N/A

A holder of a PLUS or SLS Loan is eligible to receive special allowance payments during any quarter if:

- the borrower rate is set at the maximum borrower rate and
- the sum of the average of the bond equivalent rates of 91-day Treasury bills auctioned during that quarter and the applicable interest rate margin exceeds the maximum borrower rate.

Effective July 1, 2006, this limitation on special allowance payments for PLUS Loans made on or after January 1, 2000 was repealed.

*Repayment; Deferrals.* Borrowers begin to repay principal on their PLUS and SLS Loans no later than 60 days after the final disbursement, unless they use deferment available for the in-school period and the six-month post enrollment period. Deferment and forbearance provisions, maximum loan repayment periods, repayment plans and minimum payment amounts for PLUS and SLS loans are generally the same as those for Stafford Loans.

### **Consolidation Loan Program**

The enactment of HCERA ended new originations under the FFELP consolidation program, effective July 1, 2010. Previously, the Higher Education Act authorized a program under which borrowers could consolidate one or more of their education loans into a single Consolidation Loan that is insured and reinsured on a basis similar to Stafford and PLUS Loans. Consolidation Loans were made in an amount sufficient to pay outstanding principal, unpaid interest, late charges and collection costs on all federally reinsured education loans incurred under the FFELP that the borrower selects for consolidation, as well as loans made under various other federal education loan programs and loans made by different lenders. In general, a borrower's eligibility to consolidate federal education loans ends upon receipt of a Consolidation Loan. With the end of new FFELP originations, borrowers with multiple loans, including FFELP loans, may only consolidate their loans under the FDLP.

Consolidation Loans made on or after July 1, 1994 had no minimum loan amount. Consolidation Loans for which an application was received on or after January 1, 1993 but before July 1, 1994 were available only to borrowers who had aggregate outstanding education loan balances of at least \$7,500. For applications received before January 1, 1993, Consolidation Loans were available only to borrowers who had aggregate outstanding education loan balances of at least \$5,000.

To obtain a FFELP Consolidation Loan, the borrower was required to be either in repayment status or in a grace period before repayment begins. For applications received on or after January 1, 1993, delinquent or defaulted borrowers were eligible to obtain Consolidation Loans if they re-entered repayment through loan consolidation. Prior to July 1, 2006, married couples who agreed to be jointly and severally liable could apply for one Consolidation Loan. In some cases, borrowers could enter repayment status while still in school and thereby become eligible to obtain a Consolidation Loan.

Consolidation Loans bear interest at a fixed rate equal to the greater of the weighted average of the interest rates on the unpaid principal balances of the consolidated loans rounded up to the nearest whole percent and 9% for loans originated before July 1, 1994. For Consolidation Loans made on or after July 1, 1994 and for which applications were received before November 13, 1997, the weighted average interest rate is rounded up to the nearest whole percent. Consolidation Loans made on or after July 1, 1994 for which applications were received on or after November 13, 1997 through September 30, 1998 bear interest at the annual variable rate applicable to Stafford Loans subject to a cap of 8.25%. Consolidation Loans for which the application is received on or after October 1, 1998 bear interest at a fixed rate equal to the lesser of (i) the weighted average interest rate of the loans being consolidated rounded up to the nearest one-eighth of one percent or (ii) 8.25%.

The 1998 reauthorization maintained interest rates for borrowers of Federal Direct Consolidation Loans whose applications were received prior to February 1, 1999 at 7.46%, which rates are adjusted annually based on a formula equal to the 91-day Treasury bill rate plus 2.3%. The borrower interest rates on Federal Direct Consolidation Loans for borrowers whose applications were received on or after February 1, 1999 and before July 1, 2006 is a fixed rate equal to the lesser of the weighted average of the interest rates of the loans consolidated, adjusted up to the nearest one-eighth of one percent, and 8.25%. This is the same rate that the 1998 legislation set on FFELP Consolidation Loans for borrowers whose applications were received on or after October 1, 1998 and before July 1, 2006. The 1998 legislation, as modified by the 1999 act and in 2002, set the special allowance payment rate for FFELP Consolidation Loans at the three-month commercial paper (financial) rate plus 2.64% for loans disbursed on or after January 1, 2000 and before July 1, 2006. Public Law 112-74, dated December 23, 2011, allowed FFELP lenders to make an election to permanently change the index for special allowance payment calculations on all FFELP loans in the lender's portfolio (with certain exceptions) disbursed after January 1, 2000 from the three-month commercial paper (financial) rate to the one-month LIBOR index, commencing with the special allowance payment calculations for the calendar quarter beginning on April 1, 2012. Lenders of FFELP Consolidation Loans pay a reinsurance fee to the Department of Education. All other guarantee fees may be passed on to the borrower.

Interest on Consolidation Loans accrues and, for applications received before January 1, 1993, is paid without interest subsidy by the Department of Education. For Consolidation Loans for which applications were received between January 1, 1993 and August 10, 1993, all interest of the borrower is paid during all deferment periods. Consolidation Loans for which applications were received on or after August 10, 1993 are subsidized only if all of the underlying loans being consolidated were Subsidized Stafford Loans. In the case of Consolidation Loans made on or after November 13, 1997, the portion of a Consolidation Loan that is comprised of Subsidized Stafford Loans retains subsidy benefits.

No insurance premium was charged to a borrower or a lender in connection with a Consolidation Loan. However, FFELP lenders were required to pay an origination fee to the Department of Education of 0.50% on principal of Consolidation Loans disbursed and a monthly rebate fee to the Department of Education at an annualized rate of 1.05% on principal of and interest on Consolidation Loans disbursed on or after October 1, 1993, or at an annualized rate of 0.62% for Consolidation Loan applications received between October 1, 1998 and January 31, 1999. The rate for special allowance payments for Consolidation Loans is determined in the same manner as for other FFELP loans.

A borrower must begin to repay his Consolidation Loan within 60 days after his consolidated loans have been disbursed. For applications received on or after January 1, 1993, repayment schedule options include graduated or income-driven repayment plans. Loans are repaid over periods determined by the sum of the Consolidation Loan and the amount of the borrower's other eligible education loans outstanding. The lender may, at its option, include graduated and income-driven repayment plans in connection with education loans for which the applications were received before that date. The maximum maturity schedule is 30 years for indebtedness of \$60,000 or more.

#### **Guaranty Agencies under the FFELP**

Under the FFELP, guaranty agencies guarantee loans made by eligible lending institutions, paying claims from "federal student loan reserve funds." These loans are guaranteed as to 100% of principal and accrued interest against death or discharge. The guaranty



agency also pays 100% of the unpaid principal and accrued interest on PLUS Loans, where the student on whose behalf the loan was borrowed dies.

FFELP loans are also insured against default, with the percent insured dependent on the date of the related loan’s disbursement. For loans made prior to October 1, 1993, lenders are insured against default for 100% of principal and accrued interest. For loans disbursed from October 1, 1993 through June 30, 2006, lenders are insured against default for 98% of principal and accrued interest. For loans disbursed on or after July 1, 2006, lenders are insured against default for 97% of principal and accrued interest.

The Department of Education reinsures guaranty agencies for amounts paid to lenders on loans that are discharged or defaulted. The reimbursement rate on discharged loans is for 100% of the amount paid to the holder. The reimbursement rate for defaulted loans decreases as a guaranty agency’s default rate increases. The first trigger for a lower reinsurance rate is when the amount of defaulted loan reimbursements exceeds 5% of the amount of all loans guaranteed by the agency in repayment status at the beginning of the federal fiscal year. The second trigger is when the amount of defaults exceeds 9% of the loans in repayment. Guaranty agency reinsurance rates are presented in the table below.

<b>Claims Paid Date</b>	<b>Maximum</b>	<b>5% Trigger</b>	<b>9% Trigger</b>
Before October 1, 1993	100%	90%	80%
October 1, 1993 — September 30, 1998	98%	88%	78%
On or after October 1, 1998	95%	85%	75%

After the Department of Education reimburses a guaranty agency for a default claim, the guaranty agency attempts to collect the loan from the borrower. However, the Department of Education requires that the defaulted loans be assigned to it when the guaranty agency is not successful. A guaranty agency also refers defaulted loans to the Department of Education to “offset” any federal income tax refunds or other federal reimbursement that may be due the borrowers. Some states have similar offset programs.

To be eligible for federal reinsurance, FFELP loans must meet the requirements of the Higher Education Act and the regulations issued thereunder. Generally, these regulations require that lenders determine whether the applicant is an eligible borrower attending an eligible institution, explain to borrowers their responsibilities under the loan, ensure that the promissory notes evidencing the loan are executed by the borrower, and disburse the loan proceeds as required. After the loan is made, the lender must establish repayment terms with the borrower, properly administer deferments and forbearances, credit the borrower for payments made, and report the loan’s status to credit reporting agencies. If a borrower becomes delinquent in repaying a loan, a lender must perform collection procedures that vary depending upon the length of time a loan is delinquent. The collection procedures consist of telephone calls, demand letters, skiptracing procedures and requesting assistance from the guaranty agency.

A lender may submit a default claim to the guaranty agency after the related education loan has been delinquent for at least 270 days. The guaranty agency must review and pay the claim within 90 days after the lender filed it. The guaranty agency will pay the lender interest accrued on the loan for up to 450 days after delinquency. The guaranty agency must file a reimbursement claim with the Secretary within 30 days after the guaranty agency paid the lender for the default claim. Following payment of claims, the guaranty agency endeavors to collect the loan. Guaranty agencies also must meet statutory and regulatory requirements for collecting loans.

### **Education Loan Discharges**

FFELP loans are not generally dischargeable in bankruptcy. Under the United States Bankruptcy Code, before an education loan may be discharged, the borrower must demonstrate that repaying it would cause the borrower or his family undue hardship. When a FFELP borrower files for bankruptcy, collection of the loan is suspended during the time of the proceeding. If the borrower files under the “wage earner” provisions of the United States Bankruptcy Code or files a petition for discharge on the grounds of undue hardship, then the lender transfers the loan to the guaranty agency which guaranteed that loan and that agency then participates in the bankruptcy proceeding. When the proceeding is complete, unless there was a finding of undue hardship, the loan is transferred back to the lender and collection resumes.

Education loans are discharged if the borrower dies or becomes totally and permanently disabled. If a school closes while a student is enrolled, or within 120 days after the student withdrew, loans made for that enrollment period are discharged. If a school falsely certifies that a borrower is eligible for the loan, the loan may be discharged, and if a school fails to make a refund to which a student is entitled, the loan is discharged to the extent of the unpaid refund. Effective July 1, 2006, a loan is also eligible for discharge if it is determined that the borrower’s eligibility for the loan was falsely certified as a result of a crime of identity theft.

**Rehabilitation of Defaulted Loans**

The Department of Education is authorized to enter into agreements with a guaranty agency under which such guaranty agency may sell defaulted loans that are eligible for rehabilitation to an eligible lender. For a loan to be eligible for rehabilitation the related guaranty agency must have received reasonable and affordable payments originally for 12 months which was reduced to 9 payments in 10 months effective July 1, 2006, and then the borrower may request that the loan be rehabilitated. Because monthly payments are usually greater after rehabilitation, not all borrowers opt for rehabilitation. Upon rehabilitation, a borrower is again eligible for all the benefits under the Higher Education Act for which he or she is not eligible as a borrower on a defaulted loan, such as new federal aid, and the negative credit record is expunged. No education loan may be rehabilitated more than once.

The July 1, 2009 technical corrections made to the Higher Education Act under H.R. 1777, Public Law 111-39 provide authority, between July 1, 2009 through September 30, 2011, for a guaranty agency to assign a defaulted loan to the Department of Education depending on market conditions.

The Bipartisan Budget Act of 2013 reduced the charge that a guaranty agency may assess to a borrower to defray the collection cost for assisting a borrower with the rehabilitation of a defaulted FFELP loan. The change was effective for loans sold by a guaranty agency to an eligible lender on or after July 1, 2014.

**Guarantor Funding**

In addition to administering the federal reserve funds, from which claims are paid, guaranty agencies are charged with responsibility for maintaining records on all loans which they have insured (“account maintenance”), assisting lenders to prevent default by delinquent borrowers (“default aversion”), post-default loan administration and collections and program awareness and oversight. These activities are funded by revenues from the following statutorily prescribed sources plus earnings on investments.

<u>Source</u>	<u>Basis</u>
Insurance Premium	Up to 1% of the principal amount guaranteed, withheld from the proceeds of each loan disbursement
Loan Processing and Issuance Fee	0.40% of the principal amount guaranteed, paid by the Department of Education
Account Maintenance Fee	Originally 0.10%, which was reduced to 0.06% on October 1, 2007, of the original principal amount of loans outstanding, paid by the Department of Education
Default Aversion Fee	1% of the outstanding amount of loans submitted by a lender for default aversion assistance, minus 1% of the unpaid principal and interest paid on default claims, which is paid once per loan by transfers out of the Student Loan Reserve Fund
Collection Retention Fee	16% of the amount collected on loans on which reinsurance has been paid (10% or 18.5% of the amount collected for a defaulted loan that is purchased by a lender for consolidation or rehabilitation, respectively), withheld from gross receipts

The Higher Education Act requires guaranty agencies to establish two funds: a Federal Student Loan Reserve Fund and an Agency Operating Fund. The Federal Student Loan Reserve Fund contains the payments received from the Department of Education and insurance premiums. The fund is federal property and its assets may be used only to pay Default Aversion Fees. Collection fees on defaulted loans are deposited into the Agency Operating Fund. The Agency Operating Fund is the guaranty agency’s property and is not subject to strict limitations on its use.

**Department of Education Oversight**

If the Department of Education determines that a guaranty agency is unable to meet its insurance obligations, the holders of loans insured by that guaranty agency may submit claims directly to the Department of Education and the Department of Education is required to pay the full reimbursement amounts due, in accordance with claim processing standards no more stringent than those applied by the affected guaranty agency. However, the Department of Education’s obligation to pay guarantee claims directly in this fashion is contingent upon the Department of Education determining a guaranty agency is unable to meet its obligations. While there have been situations where the Department of Education has made such determinations regarding affected guaranty agencies, there can be no assurances as to whether the Department of Education must make such determinations in the future or whether payments of reimbursement amounts would be made in a timely manner.

## GLOSSARY

Listed below are definitions of key terms that are used throughout this document. See also Appendix A “Description of Federal Family Education Loan Program” for a further discussion of the FFELP.

**Consolidation Loan Rebate Fee** — All holders of FFELP Consolidation Loans are required to pay to the U.S. Department of Education an annual 1.05 percent Consolidation Loan Rebate Fee on all outstanding principal and accrued interest balances of FFELP Consolidation Loans purchased or originated after October 1, 1993, except for loans for which consolidation applications were received between October 1, 1998 and January 31, 1999, where the Consolidation Loan Rebate Fee is 62 basis points.

**Constant Prepayment Rate (“CPR”)** — A variable in life-of-loan estimates that measures the rate at which loans in the portfolio prepay before their stated maturity. The CPR is directly correlated to the average life of the portfolio. CPR equals the percentage of loans that prepay annually as a percentage of the beginning of period balance.

**“Core Earnings”** — We prepare financial statements in accordance with generally accepted accounting principles in the United States of America (“GAAP”). In addition to evaluating our GAAP-based financial information, management evaluates the business segments on a basis that, as allowed under the Financial Accounting Standards Board’s (“FASB”) Accounting Standards Codification (“ASC”) 280, “Segment Reporting,” differs from GAAP. We refer to management’s basis of evaluating its segment results as “Core Earnings” presentations for each business segment and refer to these performance measures in its presentations with credit rating agencies and lenders. While “Core Earnings” results are not a substitute for reported results under GAAP, we rely on “Core Earnings” performance measures in operating each business segment because we believe these measures provide additional information regarding the operational and performance indicators that are most closely assessed by management.

“Core Earnings” performance measures are the primary financial performance measures used by management to evaluate performance and to allocate resources. Accordingly, financial information is reported to management on a “Core Earnings” basis by reportable segment, as these are the measures used regularly by our chief operating decision makers. “Core Earnings” performance measures are used in developing our financial plans, tracking results, and establishing corporate performance targets and incentive compensation. Management believes this information provides additional insight into the financial performance of our core business activities. “Core Earnings” performance measures are not defined terms within GAAP and may not be comparable to similarly titled measures reported by other companies. Our “Core Earnings” presentation does not represent another comprehensive basis of accounting.

See “Note 15 — Segment Reporting” and Item 7. “Management’s Discussion and Analysis of Financial Condition and Results of Operations — ‘Core Earnings’ — Definition and Limitations — Differences between ‘Core Earnings’ and GAAP” for further discussion of the differences between “Core Earnings” and GAAP, as well as reconciliations between “Core Earnings” and GAAP.

**DSLPL** — The William D. Ford Federal Direct Loan Program.

**DSLPL Loans** — Educational loans provided by the DSLPL (see definition above) to students and parent borrowers directly through ED (see definition below) rather than through a bank or other lender. Also referred to as Direct Loans.

**ED** — The U.S. Department of Education.

**FFELP** — The Federal Family Education Loan Program, formerly the Guaranteed Education Loan Program, a program that was discontinued in 2010.

**FFELP Consolidation Loans** — Under the FFELP, borrowers with multiple eligible education loans may have consolidated them into a single education loan with one lender at a fixed rate for the life of the loan. The new loan is considered a FFELP Consolidation Loan. The borrower rate on a FFELP Consolidation Loan is fixed for the term of the loan and was set by the weighted average interest rate of the loans being consolidated, rounded up to the nearest 1/8th of a percent, not to exceed 8.25 percent. Holders of FFELP Consolidation Loans are eligible to earn interest under the Special Allowance Payment (“SAP”) formula. In April 2008, we suspended originating new FFELP Consolidation Loans.

**FFELP Stafford and Other Education Loans** — Education loans to students or parents of students that are guaranteed or reinsured under the FFELP. The loans are primarily Stafford loans but also include PLUS and HEAL loans. The FFELP was discontinued in 2010.

**Fixed Rate Floor Income** — Fixed Rate Floor Income is Floor Income associated with education loans with borrower rates that are fixed to term (primarily FFELP Consolidation Loans and Stafford Loans originated on or after July 1, 2006).

**Floor Income** — For loans disbursed before April 1, 2006, FFELP Loans generally earn interest at the higher of either the borrower rate, which is fixed over a period of time, or a floating rate based on the SAP formula. We generally finance our education loan portfolio with floating rate debt whose interest is matched closely to the floating nature of the applicable SAP formula. If interest rates decline to a level at which the borrower rate exceeds the SAP formula rate, we continue to earn interest on the loan at the fixed borrower rate while the floating rate interest on our debt continues to decline. In these interest rate environments, we refer to the additional spread it earns between the fixed borrower rate and the SAP formula rate as Floor Income. Depending on the type of education loan and when it was originated, the borrower rate is either fixed to term or is reset to a market rate each July 1. As a result, for loans where the borrower rate is fixed to term, we may earn Floor Income for an extended period of time, and for those loans where the borrower interest rate is reset annually on July 1, we may earn Floor Income to the next reset date. In accordance with legislation enacted in 2006, lenders are required to rebate Floor Income to ED for all FFELP Loans disbursed on or after April 1, 2006.

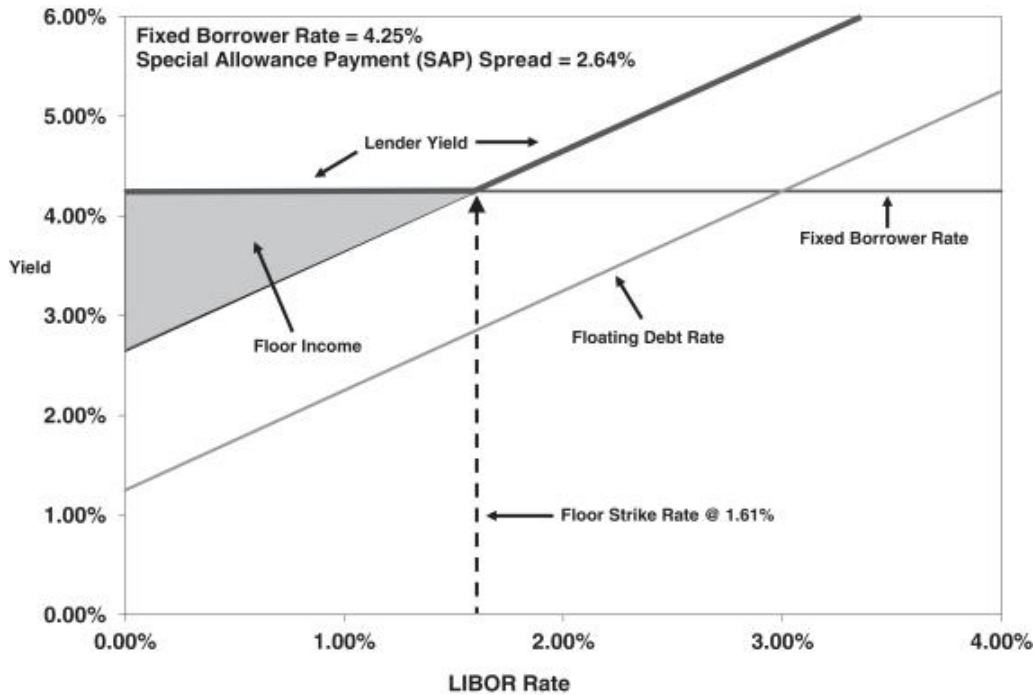
The following example shows the mechanics of Floor Income for a typical fixed rate FFELP Consolidation Loan (with a LIBOR-based SAP spread of 2.64 percent):

Fixed Borrower Rate	4.25%
SAP Spread over LIBOR	(2.64)
Floor Strike Rate <sup>(1)</sup>	<u>1.61%</u>

(1) The interest rate at which the underlying index (LIBOR, Treasury bill or commercial paper) plus the fixed SAP spread equals the fixed borrower rate. Floor Income is earned anytime the interest rate of the underlying index declines below this rate.

Based on this example, if the quarterly average LIBOR rate is over 1.61 percent, the holder of the education loan will earn at a floating rate based on the SAP formula, which in this example is a fixed spread to LIBOR of 2.64 percent. On the other hand, if the quarterly average LIBOR rate is below 1.61 percent, the SAP formula will produce a rate below the fixed borrower rate of 4.25 percent and the loan holder earns at the borrower rate of 4.25 percent.

**Graphic Depiction of Floor Income:**



**Floor Income Contracts** — We enter into contracts with counterparties under which, in exchange for an upfront contractual payment representing the present value of the Floor Income that we expect to earn on a notional amount of underlying education loans being economically hedged, we will pay the counterparties the Floor Income earned on that notional amount over the life of the Floor Income Contract. Specifically, we agree to pay the counterparty the difference, if positive, between the fixed borrower rate less the SAP (see definition below) spread and the average of the applicable interest rate index on that notional amount, regardless of the actual balance of underlying education loans, over the life of the contract. The contracts generally do not extend over the life of the underlying education loans. This contract effectively locks in the amount of Floor Income we will earn over the period of the contract. Floor Income Contracts are not considered effective hedges under ASC 815, “Derivatives and Hedging,” and each quarter we must record the change in fair value of these contracts through income.

**GAAP** — Generally accepted accounting principles in the United States of America.

**Guarantor(s)** — State agencies or non-profit companies that guarantee (or insure) FFELP Loans made by eligible lenders under The Higher Education Act of 1965 (“HEA”), as amended.

**HCERA** — The Health Care and Education Reconciliation Act of 2010.

**Private Education Loans** — Education loans to students or their families that bear the full credit risk of the customer and any cosigner. Private Education Loans are made primarily to bridge the gap between the cost of higher education and the amount funded through financial aid, federal loans or students’ and families’ resources. Private Education Loans include loans for higher education (undergraduate and graduate degrees) and for alternative education, such as career training, private kindergarten through secondary education schools and tutorial schools. Certain higher education loans have repayment terms similar to FFELP Loans, whereby repayments begin after the borrower leaves school while others require repayment of interest or a fixed pay amount while the borrower is still in school. Our higher education Private Education Loans are not dischargeable in bankruptcy, except in certain limited circumstances.

In the context of our Private Education Loan business, we use the term “Private Education Refinance Loans” to describe education loans made to certain customers that have simplified their payments by consolidating private and/or federal education loans into a single Private Education Loan. These loans are expected to have low default rates as a result of a number of factors including high FICO scores, employment record and educational history.

**Repayment Borrower Benefits** — Financial incentives offered to borrowers based on pre-determined qualifying factors, which are generally tied directly to making on-time monthly payments. The impact of Repayment Borrower Benefits is dependent on the estimate of the number of borrowers who will eventually qualify for these benefits and the amount of the financial benefit offered to the borrower.

**Residual Interest** — When we securitize education loans, we retain the right to receive cash flows from the education loans sold to trusts that we sponsor in excess of amounts needed to pay derivative costs (if any), other fees, and the principal and interest on the bonds backed by the education loans.

**Risk Sharing** — When a FFELP Loan first disbursed on and after July 1, 2006 defaults, the federal government guarantees 97 percent of the principal balance plus accrued interest (98 percent on loans disbursed before July 1, 2006) and the holder of the loan is at risk for the remaining amount not guaranteed as a Risk Sharing loss on the loan. FFELP Loans originated after October 1, 1993 are subject to Risk Sharing on loan default claim payments unless the default results from the borrower’s death, disability or bankruptcy.

**Special Allowance Payment (“SAP”)** — FFELP Loans disbursed prior to April 1, 2006 (with the exception of certain PLUS and Supplemental Loans to Students (“SLS”) loans discussed below) generally earn interest at the greater of the borrower rate or a floating rate determined by reference to the average of the applicable floating rates (LIBOR, 91-day Treasury bill rate or commercial paper) in a calendar quarter, plus a fixed spread that is dependent upon when the loan was originated and the loan’s repayment status. If the resulting floating rate exceeds the borrower rate, ED pays the difference directly to us. This payment is referred to as the Special Allowance Payment or SAP and the formula used to determine the floating rate is the SAP formula. We refer to the fixed spread to the underlying index as the SAP spread. For loans disbursed after April 1, 2006, FFELP Loans effectively only earn at the SAP rate, as the excess interest earned when the borrower rate exceeds the SAP rate (Floor Income) must be refunded to ED.

Variable rate PLUS Loans and SLS Loans earn SAP only if the variable rate, which is reset annually, exceeds the applicable maximum borrower rate. For PLUS Loans disbursed on or after January 1, 2000, this limitation on SAP was repealed effective April 1, 2006.

**TDR** — Troubled Debt Restructuring. The accounting and reporting standards for loan modifications and TDRs are primarily found in FASB’s ASC 310-40, “Troubled Debt Restructurings by Creditors.”

**TIVAS** — Title IV Additional Servicers. These are four large education loan servicers awarded a contract with ED to service federal loans owned by ED.

**Variable Rate Floor Income** — Variable Rate Floor Income is Floor Income that is earned only through the next date at which the borrower interest rate is reset to a market rate. For FFELP Stafford Loans whose borrower interest rate resets annually on July 1, we may earn Floor Income based on a calculation of the difference between the borrower rate and the then current interest rate.

**NAVIENT CORPORATION**  
**COMPUTATION OF RATIO OF EARNINGS TO FIXED CHARGES AND PREFERRED STOCK DIVIDENDS**  
(Dollars in millions)

	Years Ended December 31,				
	2013	2014	2015	2016	2017
Income (loss) from continuing operations before income taxes	\$ 2,087	\$ 1,818	\$ 1,580	\$ 1,108	\$ 764
Add: Fixed charges	2,213	2,066	2,077	2,445	2,975
<b>Total earnings</b>	<b>\$ 4,300</b>	<b>\$ 3,884</b>	<b>\$ 3,657</b>	<b>\$ 3,553</b>	<b>\$ 3,739</b>
Interest expense	\$ 2,210	\$ 2,063	\$ 2,074	\$ 2,441	\$ 2,971
Rental expense, net of income	3	3	3	4	4
<b>Total fixed charges</b>	<b>2,213</b>	<b>2,066</b>	<b>2,077</b>	<b>2,445</b>	<b>2,975</b>
Preferred stock dividends	31	10	—	—	—
<b>Total fixed charges and preferred stock dividends</b>	<b>\$ 2,244</b>	<b>\$ 2,076</b>	<b>\$ 2,077</b>	<b>\$ 2,445</b>	<b>\$ 2,975</b>
<b>Ratio of earnings to fixed charges(1)</b>	<b>1.94</b>	<b>1.88</b>	<b>1.76</b>	<b>1.45</b>	<b>1.26</b>
<b>Ratio of earnings to fixed charges and preferred stock dividends(1)</b>	<b>1.92</b>	<b>1.87</b>	<b>1.76</b>	<b>1.45</b>	<b>1.26</b>

(1) For purposes of computing these ratios, earnings represent income (loss) from continuing operations before income tax expense plus fixed charges. Fixed charges represent interest expensed and capitalized plus one-third (the proportion deemed representative of the interest factor) of rents, net of income from subleases.

SUBSIDIARIES OF  
NAVIENT CORPORATION

Name	Jurisdiction of Incorporation
HICA Holding, Inc.	South Dakota
Navient Solutions, LLC	Delaware
Navient Credit Finance Corporation	Delaware
Navient Credit Funding, LLC	Delaware
Navient Funding, LLC	Delaware
Navient Investment Corporation	Delaware
Jamestown Funding, LLC	Delaware
Navient Education Loan Corporation	Delaware
Southwest Student Services Corporation	Delaware

\* Pursuant to Item 601(b)(21)(ii) of Regulation S-K, the names of other subsidiaries of Navient Corporation are omitted because, considered in the aggregate, they would not constitute a significant subsidiary as of the end of the year covered by this report.



**Consent of Independent Registered Public Accounting Firm**

The Board of Directors  
Navient Corporation:

We consent to the incorporation by reference in the following registration statements of Navient Corporation and subsidiaries (the Company):

<u>Form</u>	<u>Registration Number</u>
S-3	333-218415
S-3	333-195540
S-3	333-197516
S-8	333-220003
S-8	333-195539
S-8	333-195538
S-8	333-195536
S-8	333-195535
S-8	333-195533
S-8	333-195529

of our reports dated February 26, 2018, with respect to the consolidated balance sheets of the Company as of December 31, 2017 and 2016, and the related consolidated statements of income, comprehensive income, changes in stockholders' equity, and cash flows for each of the years in the three-year period ended December 31, 2017, and the related notes (collectively, the "consolidated financial statements"), and the effectiveness of internal control over financial reporting as of December 31, 2017, which reports appear in the December 31, 2017 annual report on Form 10-K of the Company.

/s/ KPMG LLP

McLean, Virginia  
February 26, 2018

## Certification Pursuant to Section 302 of the Sarbanes-Oxley Act of 2002

I, John F. Remondi, certify that:

1. I have reviewed this annual report on Form 10-K of Navient Corporation;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act Rules 13a-15(f) and 15d-15(f)) for the registrant and have:
  - a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
  - b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
  - c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
  - d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit committee of the registrant's board of directors (or persons performing the equivalent functions):
  - a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
  - b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

/s/ JOHN F. REMONDI  
John F. Remondi  
Chief Executive Officer  
(Principal Executive Officer)  
February 26, 2018

## Certification Pursuant to Section 302 of the Sarbanes-Oxley Act of 2002

I, Christian M. Lown, certify that:

1. I have reviewed this annual report on Form 10-K of Navient Corporation;
2. Based on my knowledge, this report does not contain any untrue statement of a material fact or omit to state a material fact necessary to make the statements made, in light of the circumstances under which such statements were made, not misleading with respect to the period covered by this report;
3. Based on my knowledge, the financial statements, and other financial information included in this report, fairly present in all material respects the financial condition, results of operations and cash flows of the registrant as of, and for, the periods presented in this report;
4. The registrant's other certifying officer and I are responsible for establishing and maintaining disclosure controls and procedures (as defined in Exchange Act Rules 13a-15(e) and 15d-15(e)) and internal control over financial reporting (as defined in Exchange Act Rules 13a-15(f) and 15d-15(f)) for the registrant and have:
  - a) Designed such disclosure controls and procedures, or caused such disclosure controls and procedures to be designed under our supervision, to ensure that material information relating to the registrant, including its consolidated subsidiaries, is made known to us by others within those entities, particularly during the period in which this report is being prepared;
  - b) Designed such internal control over financial reporting, or caused such internal control over financial reporting to be designed under our supervision, to provide reasonable assurance regarding the reliability of financial reporting and the preparation of financial statements for external purposes in accordance with generally accepted accounting principles;
  - c) Evaluated the effectiveness of the registrant's disclosure controls and procedures and presented in this report our conclusions about the effectiveness of the disclosure controls and procedures, as of the end of the period covered by this report based on such evaluation; and
  - d) Disclosed in this report any change in the registrant's internal control over financial reporting that occurred during the registrant's most recent fiscal quarter (the registrant's fourth fiscal quarter in the case of an annual report) that has materially affected, or is reasonably likely to materially affect, the registrant's internal control over financial reporting; and
5. The registrant's other certifying officer and I have disclosed, based on our most recent evaluation of internal control over financial reporting, to the registrant's auditors and the audit committee of the registrant's board of directors (or persons performing the equivalent functions):
  - a) All significant deficiencies and material weaknesses in the design or operation of internal control over financial reporting which are reasonably likely to adversely affect the registrant's ability to record, process, summarize and report financial information; and
  - b) Any fraud, whether or not material, that involves management or other employees who have a significant role in the registrant's internal control over financial reporting.

/s/ CHRISTIAN M. LOWN

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Christian M. Lown  
Chief Financial Officer  
(Principal Financial Officer)  
February 26, 2018

**CERTIFICATION PURSUANT TO  
18 U.S.C. SECTION 1350,  
AS ADOPTED PURSUANT TO  
SECTION 906 OF THE SARBANES-OXLEY ACT OF 2002**

In connection with the Annual Report of Navient Corporation (the "Company") on Form 10-K for the year ended December 31, 2017 as filed with the Securities and Exchange Commission on the date hereof (the "Report"), I, John F. Remondi, Chief Executive Officer of the Company, certify, pursuant to 18 U.S.C. § 1350, as adopted pursuant to § 906 of the Sarbanes-Oxley Act of 2002, that:

- (1) The Report fully complies with the requirements of Section 13(a) or 15(d) of the Securities Exchange Act of 1934; and
- (2) The information contained in the Report fairly presents, in all material respects, the financial condition and result of operations of the Company.

/s/ JOHN F. REMONDI

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John F. Remondi  
Chief Executive Officer  
(Principal Executive Officer)  
February 26, 2018

**CERTIFICATION PURSUANT TO  
18 U.S.C. SECTION 1350,  
AS ADOPTED PURSUANT TO  
SECTION 906 OF THE SARBANES-OXLEY ACT OF 2002**

In connection with the Annual Report of Navient Corporation (the "Company") on Form 10-K for the year ended December 31, 2017 as filed with the Securities and Exchange Commission on the date hereof (the "Report"), I, Christian M. Lown, Chief Financial Officer of the Company, certify, pursuant to 18 U.S.C. § 1350, as adopted pursuant to § 906 of the Sarbanes-Oxley Act of 2002, that:

- (1) The Report fully complies with the requirements of Section 13(a) or 15(d) of the Securities Exchange Act of 1934; and
- (2) The information contained in the Report fairly presents, in all material respects, the financial condition and result of operations of the Company.

/s/ CHRISTIAN M. LOWN

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Christian M. Lown  
Chief Financial Officer  
(Principal Financial Officer)  
February 26, 2018