NAVIENT®

1Q 2025
Earnings Call Presentation

Delivering Value to Shareholders

Maximize the cash flows from our loan portfolios

- Manage credit and interest rate risk and help borrowers manage loans
- Originate high-quality private education loans with attractive economics
- Eliminated the fixed cost of servicing

Continuously simplify the business and increase efficiency

- Align scale of platforms, processes and operations to scale of businesses
- Make cost structure more predictable and efficient
- Reduced employee headcount by more than 80% from YE2023 through 1q25

INCREASED FREE CASH FLOWS

Enhance the value of our growth businesses

- Invest in capabilities to grow high-quality private education loan originations that generate targeted returns, and explore opportunities to deepen relationships through product extensions
- Sharpened focus on go-forward business while achieving significant reductions in corporate overhead by executing on our strategic actions

Maintain a strong balance sheet and distribute excess capital

- Maintain a strong and flexible balance sheet, stable credit ratings, and manage unsecured debt footprint
- Deploy capital to support planned business growth and prepare for a range of economic environments
- Reliably distribute excess capital to shareholders in form of dividends and share repurchases

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Strategic Actions Update

In January 2024 Navient announced strategic actions to simplify the company, reduce its expense base and enhance flexibility. Below is a 1Q25 update.

Phase 1

Focusing on cost reductions and capital allocation

1. **Created a variable expense model for loan servicing**
   - Outsourced servicing to a third-party partner July 2024
   - Expense model aligns with amortizing legacy portfolio and facilitates corporate expense reduction
2. **Divesting business processing division**
   - Sold healthcare services business Sept 2024
   - Sold government services business Feb 2025
   - Related corporate expense reductions ongoing and projected to be fully realized in 2026
3. **Streamlining shared services infrastructure and corporate footprint**
   - Expected headcount reduction of 80-90% compared to YE2023; 80% already reduced as of March 31st
   - Established a clear path of approximately $400 million in expense reductions
   - Expected to be largely completed in 2025 and continue into 2026

Phase 2

Focusing on growth initiatives, cost of equity / valuation, and additional cost reductions

Expect a Phase 2 update in H2 2025.

Phase 1 Cost Reductions

Navient focused on reducing the expense base supporting its loan portfolios and non-growth businesses. **Phase 1 decisions set Navient on a path where this expense base can be reduced by approximately $400 million*.** The expenses related to Earnest, our consumer lending business, are expected to correlate with origination volume and any future growth initiatives.

- Healthcare Services-related expense reductions are expected to be fully realized in H2 2025.
- Government Services-related expense reductions are expected to be fully realized during 2026.
- Additional cost reductions have been identified. A portion of these expenses have already been eliminated and the remainder will be eliminated over time and largely complete in 2025.

Full Year 2023 Core Earnings Total Expenses [1]	……….	**$825 million**
Excluding Regulatory & Restructuring Expenses	……….	*$105 million*
Excluding Earnest-related Expenses	……….	*$98 million*
Total Shared and Corporate Expense	……….	***$622 million***
Less Healthcare Services-related Expenses	……….	*$99 million*
Total Shared and Corporate Expense **	……….	***$523 million***
Less Government Services-related Expenses	……….	*$186 million*
Less expected additional cost reductions	……….	*$133 million*
Adjusted Continuing Expense Base	……….	**$204 million**

* Reduction estimates are based on full-year 2023 expenses when excluding growth potential in the consumer lending segment as well as regulatory and restructuring costs

** As reported in the January 30, 2025 Strategy Update Presentation

1Q 2025 Results

	GAAP	Core Earnings [1]
Revenue (Before Provision)	$156 million	$195 million
Provision for Loan Losses	$30 million	Same as GAAP
Operating Expense	$127 million	Same as GAAP
Net Income (Loss)	$(2) million	$26 million
Average Common Stock Equivalents	102 million	103 million
Diluted Earnings (Loss) per Share	**$(0.02)**	**$0.25**

"We delivered strong performance during the first quarter. Our results demonstrate our capacity to double refi loan origination volume, generate strong revenue and cash flows from our legacy assets, and reduce operating expenses. We invested for growth while also distributing capital to shareholders. The sale of our Government Services business accelerates our ambitious expense reduction timeline."

— David Yowan, CEO

2025 Outlook –
includes net expenses that will ultimately be eliminated related to transition agreements*
(est. $0.26 per share)

Core EPS[1]: $1.00 - $1.20

* Net expenses are expenses related to transition services after offsetting transition service agreement revenue.

Federal Education Loans – 1Q 2025 Core Earnings Results

	1Q25	1Q24
Revenue (Before Provision)	$59 million	$70 million
Provision for Loan Losses	$8 million	$1 million
Operating Expense	$19 million	$17 million
Net Income	$24 million	$40 million

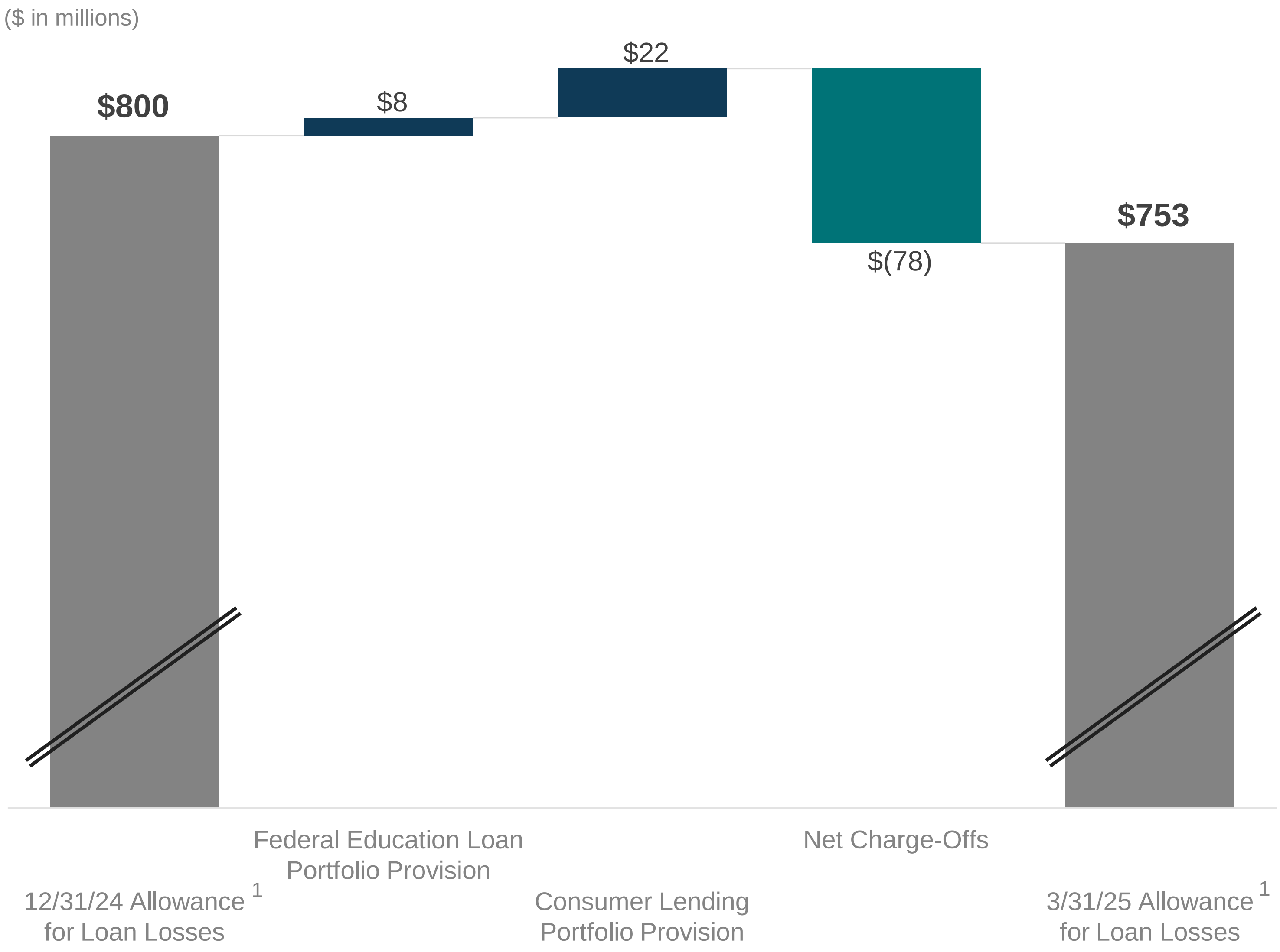
- Net income was $24 million compared to $40 million
- Net interest income decreased $4 million primarily due to:
  - the impact of decreasing interest rates for the segment's assets and debt
  - the paydown of the portfolio
- Provision for loan losses increased $7 million primarily as a result of an increase in delinquency balances
- Other revenue was $10 million in the quarter
- Expenses were $2 million higher primarily as a result of transitioning servicing of our portfolio to a third-party, consistent with expectations

Consumer Lending – 1Q 2025 Core Earnings Results

	1Q25	1Q24
Revenue (Before Provision)	$116 million	$138 million
Provision for Loan Losses	$22 million	$11 million
Operating Expense	$35 million	$32 million
Net Income	$46 million	$73 million

- Originated $508 million of Private Education Loans compared to $259 million, a 96% increase
  - Refinance Loan originations were $470 million compared to $228 million
  - In-school Loan originations were $38 million compared to $31 million
- Net income was $46 million compared to $73 million
- Net interest income decreased $21 million primarily due to the paydown of the loan portfolio
- Provision for loan losses increased $11 million
  - the $22 million provision this quarter is primarily driven by new loan originations and a general reserve build
- Expenses increased $3 million primarily as a result of higher marketing spend associated with higher loan origination volume

1Q 2025 Allowance for Loan Losses



For illustrative purposes only, total bars shown not to scale. Numbers may not total due to rounding.

- Our total provision expense was $30 million in 1Q25
- This consists of:
  - $8 million for our FFELP portfolio
  - $22 million of provision related to the Private Education portfolio, related to origination of new loans and a general reserve build
- Net charge-offs of $78 million during 1Q25 compared to $109 million during 1Q24

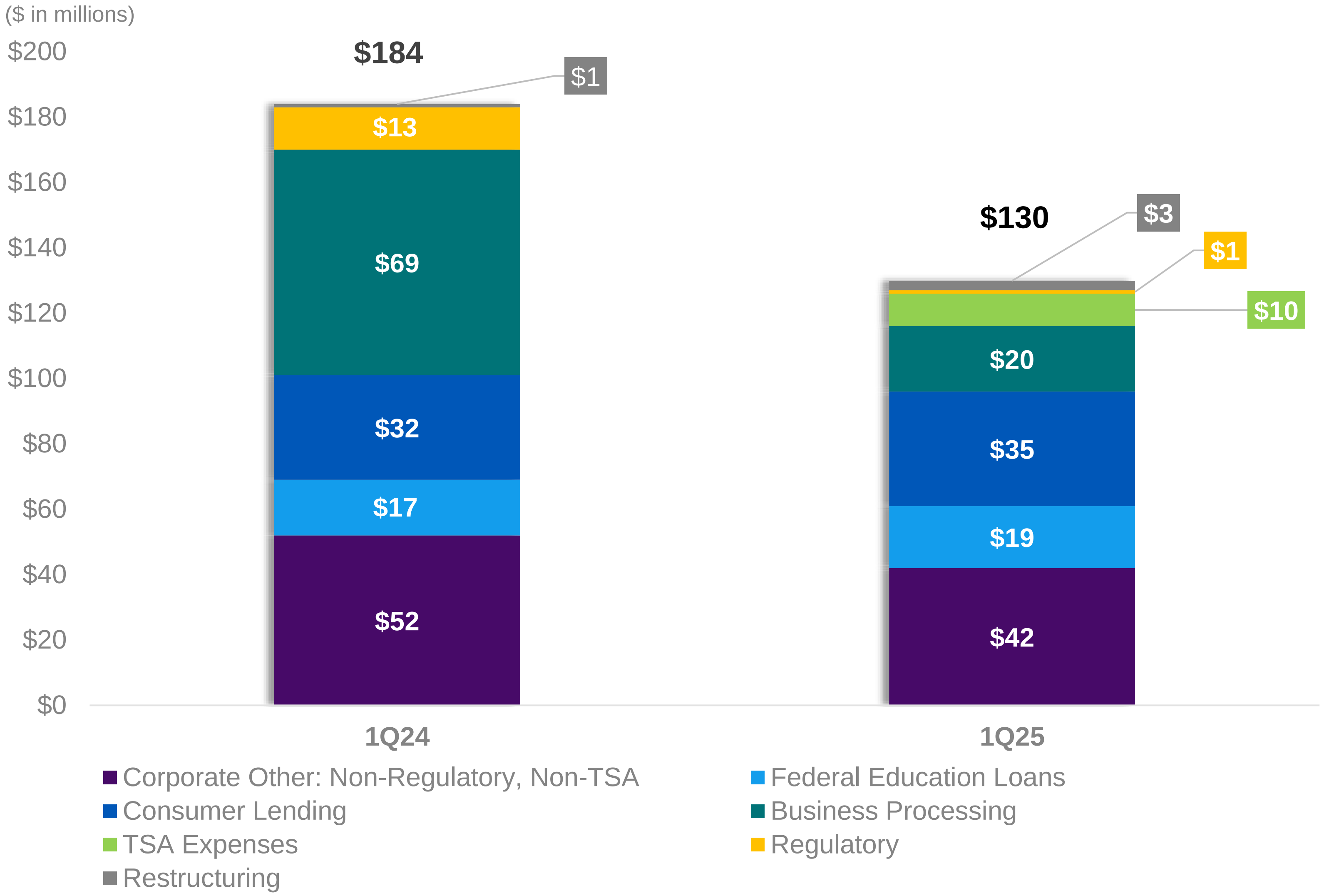
Business Processing – 1Q 2025 Core Earnings Results

	1Q25	1Q24
Total Fee Revenue	$23 million	$77 million
Operating Expense	$20 million	$69 million
EBITDA [1]	$3 million	$9 million
EBITDA Margin [1]	13%	11%
Net Income	$2 million	$6 million

- Fee revenue was $23 million, $54 million lower due to the sale of our government services business during the quarter and of our healthcare services business in 3q24
- Net income was $2 million compared to $6 million
- EBITDA [1] was $3 million, down $6 million, primarily as a result of the sales of the businesses
- EBITDA margin was 13%, up from 11%

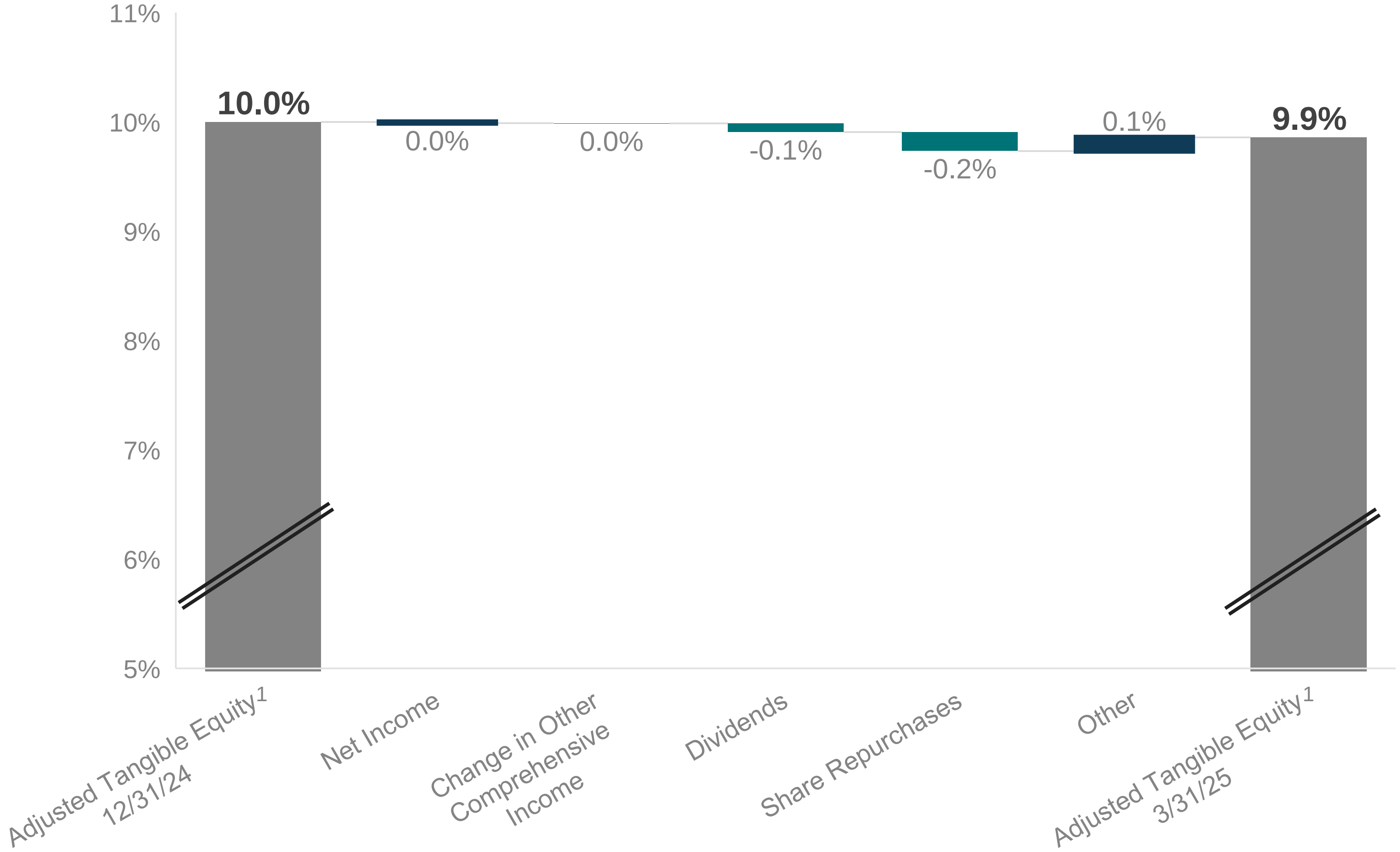
On September 19, 2024, the sale of our healthcare business was completed. On February 21, 2025, the sale of our government services business was completed. Together, these transactions represent the entirety of our Business Processing segment.

Total Expense[1] – 1Q 2025 Core Earnings Results



- We are focused on becoming more efficient across all segments
- Operating expenses for the quarter were $127 million compared to $183 million a year ago
- Operating expenses include $1 million of regulatory expenses compared to $13 million a year ago
- Restructuring expenses were $3 million in 1Q25 compared to $1 million a year ago
- Total expenses for the quarter were $130 million compared to $184 million a year ago
- TSA-related expenses were $10 million in the quarter, which were offset by $11 million in TSA-related revenue
- An additional $8 million of expenses incurred during the quarter will ultimately be eliminated after the completion of the TSAs

1Q 2025 Capital Allocation



For illustrative purposes only, total bars shown not to scale. Numbers may not total due to rounding.

- Adjusted Tangible Equity [1] ratio of 9.9%
- We distributed $51 million in 1Q25 to shareholders through dividends and share repurchases
- We ended the quarter with 81% of our Total Education Loan Portfolio funded to term
- We ended 1Q25 with $5.3 billion in unsecured debt outstanding

Forward-Looking Statements and Non-GAAP Financial Measures

The following information is current as of December 31, 2024 (unless otherwise noted) and should be read in connection with Navient Corporation's "Navient" Annual Report on 2024 Form 10-K for the year ended December 31, 2024 (the "2024 Form 10-K"), filed by Navient with the Securities and Exchange Commission (the "SEC") on February 27, 2025 and subsequent reports filed by Navient with the SEC. Definitions for capitalized terms in this presentation not defined herein can be found in the 2024 Form 10-K. This presentation contains "forward-looking statements," within the meaning of the federal securities law, about our business, and prospectus and other information that is based on management's current expectations as of the date of this presentation. 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," "assume", "intend," "plan," "believe," "seek," "see," "will," "would," "may," "could," "should," "goals," or "target." Such statements are based on management's expectations as of the date of this release and involve many risks and uncertainties that could cause our actual results to differ materially from those expressed or implied in our forward-looking statements.

For Navient, these factors include, among other things:
- general economic conditions, including the potential impact of inflation and interest rates on Navient and its clients and customers and on the creditworthiness of third parties; and
- increased defaults on education loans held by us.

The company could also be affected by, among other things:
- unanticipated repayment trends on education loans including prepayments or deferrals resulting from new interpretations or the timing of the execution and implementation of current laws, rules or regulations or future laws, executive orders or other policy initiatives that operate to encourage or require consolidation, abolish existing or create additional income-based repayment or debt forgiveness programs or establish other policies and programs or extensions of previously announced deadlines which may increase or decrease the prepayment rates on education loans and accelerate or slow down the repayment of the bonds in our securitization trusts;
- a reduction in our credit ratings;
- changes to applicable laws, rules, regulations and government policies and expanded regulatory and governmental oversight;
- changes in the general interest rate environment, including the availability of any relevant money-market index rate or the relationship between the relevant money-market index rate and the rate at which our assets are priced;
- the interest rate characteristics of our assets do not always match those of our funding arrangements;
- adverse market conditions or an inability to effectively manage our liquidity risk or access liquidity could negatively impact us;
- the cost and availability of funding in the capital markets; our ability to earn Floor Income and our ability to enter into hedges relative to that Floor Income are dependent on the future interest rate environment and therefore is variable;
- our use of derivatives exposes us to credit and market risk;
- our ability to continually and effectively align our cost structure with our business operations;
- a failure or breach of our operating systems, infrastructure or information technology systems;
- failure by any third party providing us material services or products or a breach or violation of law by one of these third parties;
- our current or previous work with government clients exposes us to additional risks inherent in the government contracting environment;
- acquisitions, strategic initiatives and investments or divestitures that we pursue;
- shareholder activism; reputational risk and social factors; and
- the other factors that are described in the "Risk Factors" section of Navient's Annual Report on Form 10-K for the year ended December 31, 2024, and in our other reports filed with the SEC.

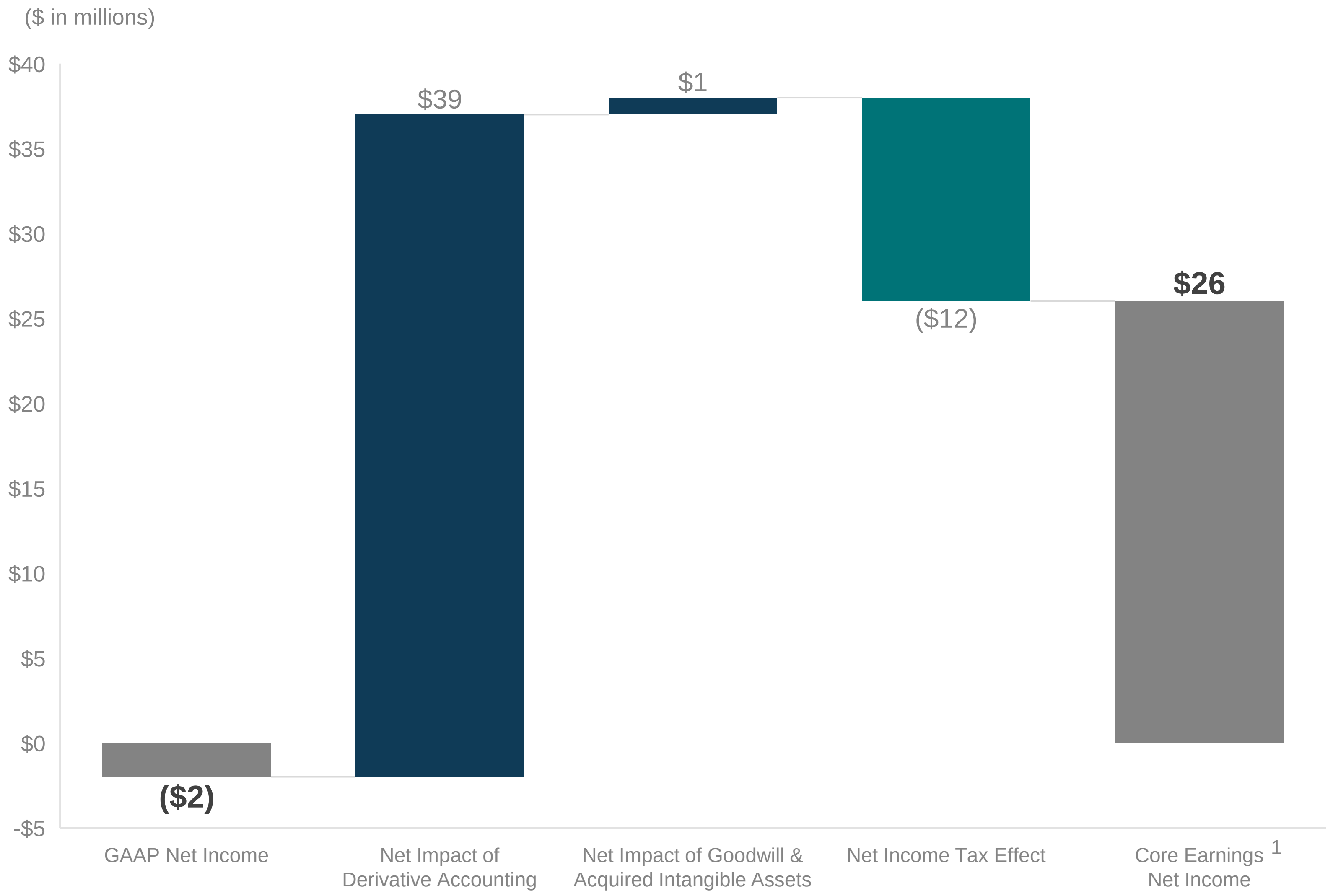
The preparation of our consolidated financial statements also requires management to make certain estimates and assumptions including estimates and assumptions about future events. These estimates or assumptions may prove to be incorrect and actual results could differ materially. All forward-looking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

Navient reports financial results on a GAAP basis and also provides certain non-GAAP performance measures, including Core Earnings, Adjusted Tangible Equity Ratio, and various other non-GAAP financial measures derived from Core Earnings. When compared to GAAP results, Core Earnings exclude the impact of: (1) mark-to-market gains/losses on derivatives; and (2) goodwill and acquired intangible asset amortization and impairment. Navient provides Core Earnings measures because this is what management uses when making management decisions regarding Navient's performance and the allocation of corporate resources. Navient Core Earnings are not defined terms within GAAP and may not be comparable to similarly titled measures reported by other companies. For additional information, see Core Earnings in Navient's first quarter 2025 earnings release and pages 13 - 14 for a complete reconciliation between GAAP net income and Core Earnings.

Differences Between GAAP and Core Earnings

Core Earnings adjustments to GAAP: (Dollars in Millions)	Quarters Ended Mar. 31, 2025	Mar. 31, 2024
GAAP net income (loss)	$(2)	$73
Net impact of derivative accounting	39	(21)
Net impact of goodwill and acquired intangible assets	1	3
Net income tax effect	(12)	(1)
Total Core Earnings adjustments to GAAP	28	(19)
Core Earnings net income [1]	$26	$54

1Q 2025 GAAP to Core Earnings

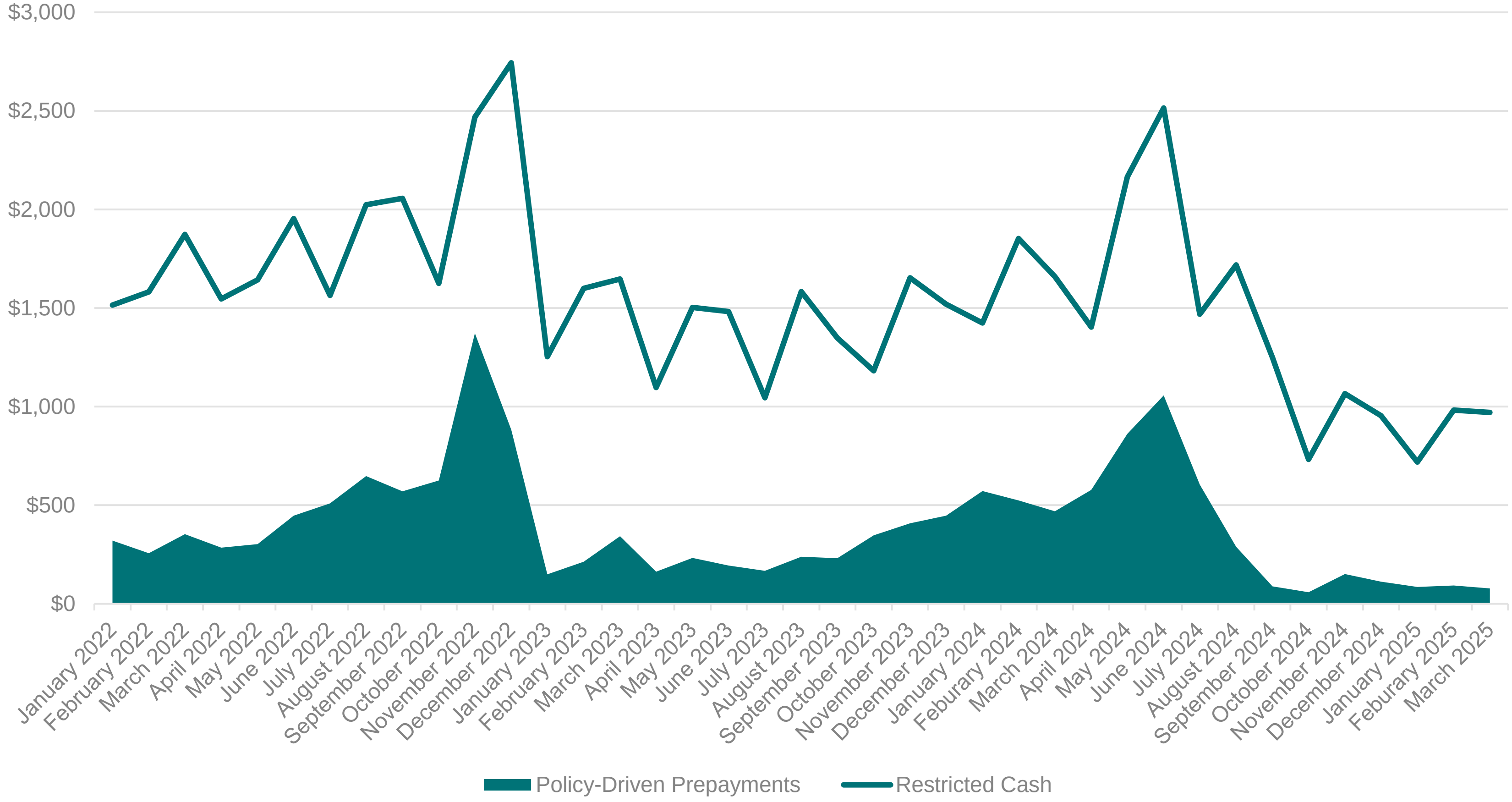


- We evaluate our business segments on a basis that differs from GAAP
- We refer to this different basis as Core Earnings [1]
- The two items we remove to result in Core Earnings are:
  - mark-to-market gains/losses from our use of derivative instruments that:
    - hedge economic risks that do not qualify for hedge accounting treatment, or
    - do qualify for hedge accounting treatment but result in ineffectiveness
  - the accounting for goodwill and acquired intangible assets

Appendix

FFELP Prepayments Influence Revenue and Cash Flow

There is a short term lag between when loan prepayments occur and when the cash received is applied to Asset Backed Securitization debt paydowns.



Policy-Driven Prepayments represent the loan prepayments that are believed to have been catalyzed by Department of Education programs and/or other government policy. Policy-Driven Prepayments represent loans that have consolidated to the Direct Consolidation Loan program as well as non-defaulted loans repaid by guarantors by direction of the Department of Education. Policy-Driven Prepayments exclude defaulted loans repaid by guarantors, full and partial voluntary prepayments, and other activity. Restricted Cash represents the month-end balance of restricted cash related to the FFELP portfolio; periodic balance fluctuations result from trust distributions.

- **A period of lower-than-anticipated FFELP Loan Prepayments extends the expected life of the portfolio and results in:**
  - Lower near-term loan premium amortization
  - Greater life of loan revenue
  - Loan principal payments occur later
- **A period of higher-than-anticipated FFELP Loan Prepayments shortens the expected life of the portfolio and results in:**
  - Higher near-term loan premium amortization
  - Lower life of loan revenue
  - Loan principal payments occur sooner

Loan Portfolio Cash Flows Greater than Debt Outstanding

- Projected loan portfolio cash flows as of March 31, 2025
  - Principally securitization trust distributions
    - Net interest income
    - Servicing fees
    - Return of initial equity

Cash Flow Projections [2]

($ in millions)

	Total	Remaining 2025	2026	2027	2028	2029	2030 - 2043
Loan Cash Flows Net of Secured Financing	$ 11,754	$ 823	$ 1,345	$ 1,277	$ 1,188	$ 1,091	$ 6,031
Maturities of Unsecured Debt Principal	(5,337)	(503)	(525)	(703)	(517)	(951)	(2,138)
Cash Flow After Debt Repayment	**$ 6,417**	**$ 320**	**$ 820**	**$ 574**	**$ 671**	**$ 140**	**$ 3,893**

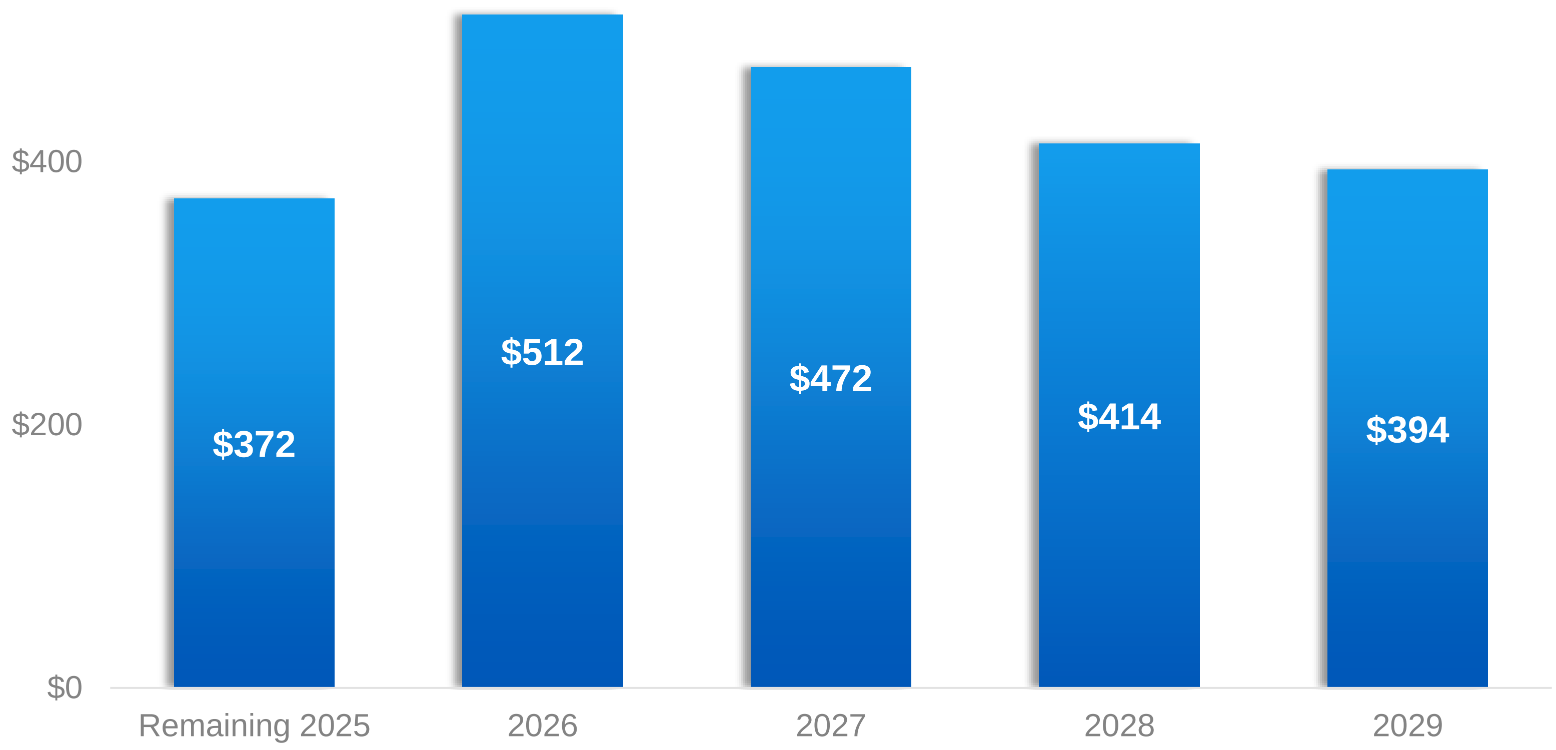
As of March 31, 2025, Navient held $642 million of unrestricted corporate cash which is not reflected in the table above.
Unsecured debt interest and overhead costs are not reflected in the table above.
Cash flow projections assume the CPRs disclosed on pages 18 – 19 of this presentation.

- Total projected loan portfolio undiscounted cash flows after repayment of secured financings are $11.8 billion over next 20 years
- Secured financings include asset backed securities and secured funding facilities
- Total unsecured debt principal outstanding is $5.3 billion as end of 1Q25
- Approximately 50% of lifetime loan cash flows net of secured financing expected to be received in next 5 years

Federal Education Loans – Overview

($ in millions)

5-Year Projected Annual FFELP Cash Flows [2]



	Remaining 2025	2026	2027	2028	2029
Projected Portfolio Average Balance	$29,087	$26,819	$24,260	$21,834	$19,535

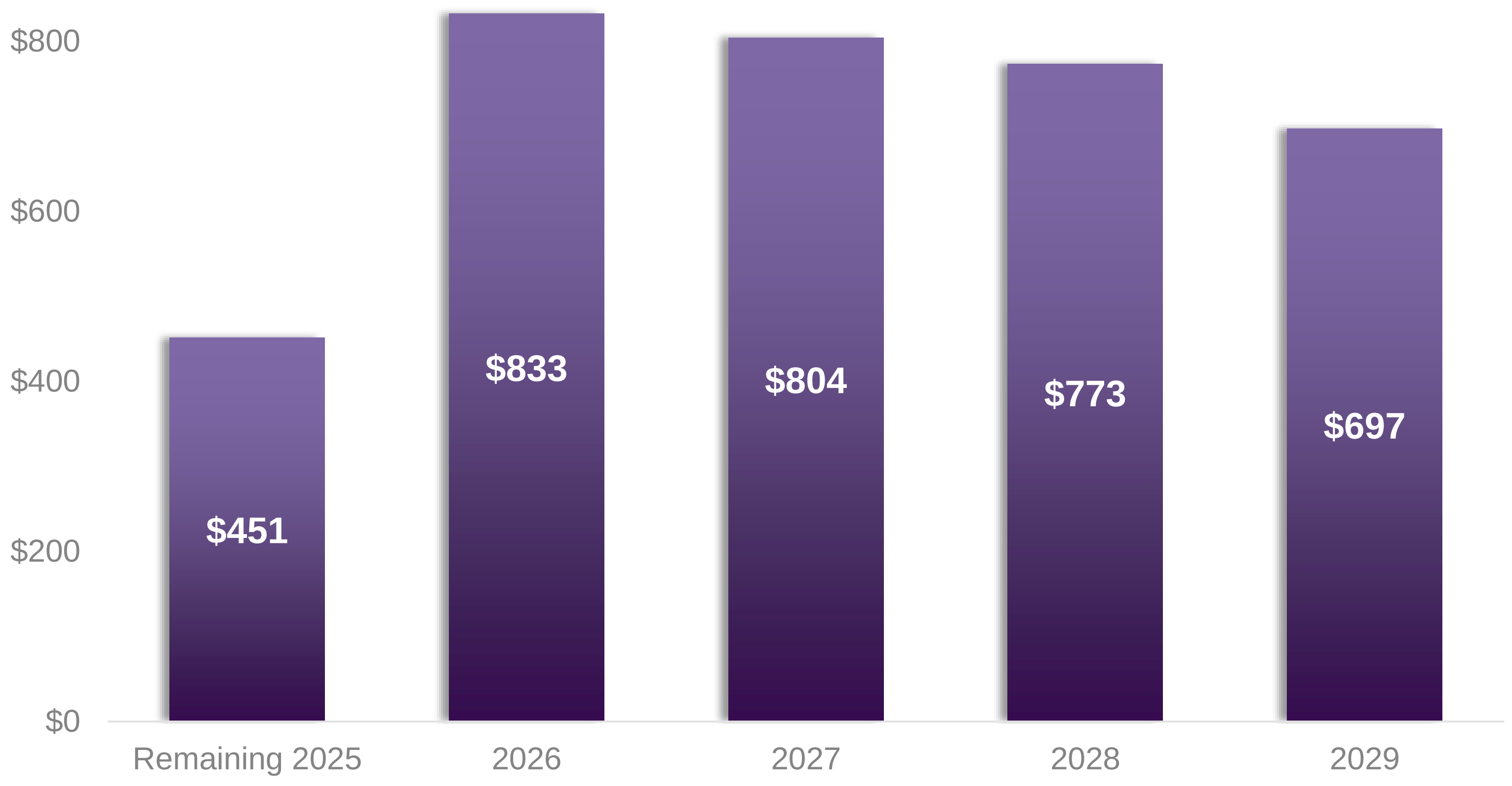
The cash flows reported above include revenue from excess spread and servicing from secured financings. Such servicing revenue is projected to be $91 million for remaining 2025, $114 million in 2026, $105 million in 2027, $96 million in 2028, and $88 million in 2029.[3]

- FFELP portfolio of $30 billion
  - no newly originated FFELP loans since 2010
  - 97-100% of principal and interest guaranteed by U.S. government
- Holding 50 basis points of equity capital against portfolio
- Projected cash flows from this portfolio are based on:
  - cash flows from loans net of secured financing costs
  - assumed Constant Prepayment Rate of 7% for Stafford Loans and 5% for Consolidation Loans
- Undiscounted projected cash flows are:
  - $2.2 billion through end of 2029
  - $5.3 billion over next 20 years

Consumer Lending – Overview

($ in millions)

5-Year Projected Annual Private Education Cash Flows [2]

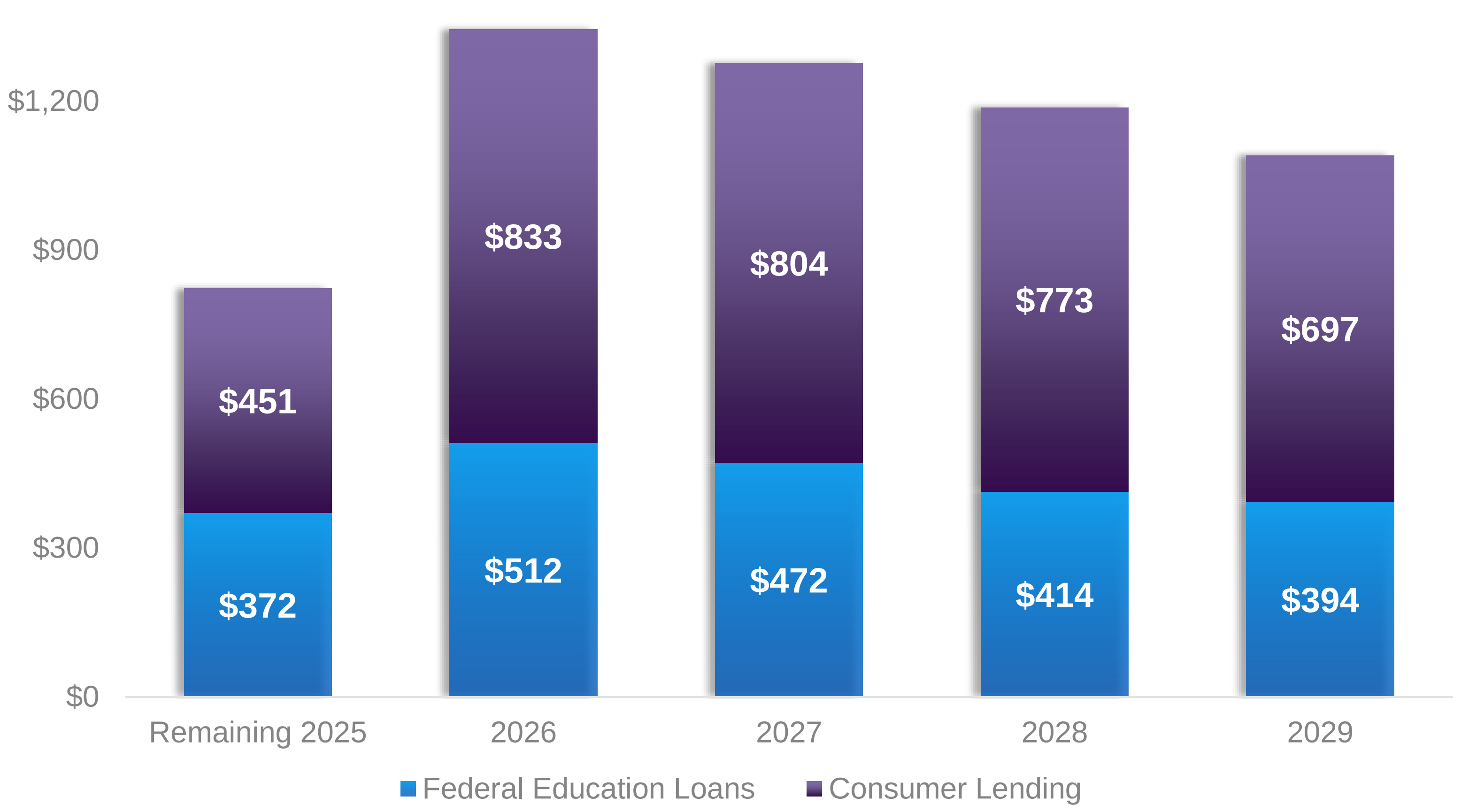


- Private Education Loan portfolio of $16 billion
  - Refinance education loan originations since 2017
  - In-school loan originations starting in 2019 and the seasoned loan portfolio
- Holding equity capital against portfolio:
  - 5% for refi loans
  - 10% for new in-school loans
  - 8% for seasoned loans
- Projected cash flows from this portfolio are based on:
  - cash flows from loans net of secured financing costs
  - assumed Constant Prepayment Rate of 10%
  - projections of future loan originations cash flows are not included
- Undiscounted projected cash flows are:
  - $3.6 billion through end of 2029
  - $6.4 billion over 20 years

Total Education Loan Portfolio – Projected Cash Flows

($ in millions)

5-Year Projected Annual Education Portfolio Cash Flows [2]



- Total Education Loan portfolio of $46 billion, undiscounted projected cash flows are:
  - $5.7 billion through end of 2029
  - $11.8 billion generated over 20 years
- We continue to maximize these cash flows through:
  - helping borrowers manage their loans
  - prudent interest rate risk management
  - asset / liability management and match funding through securitization
  - managing credit through economic cycles
  - originating high-quality private refi and in-school loans with attractive economics

Responsibility to Our Customers and Communities

Supporting education and economic opportunity
Our education finance solutions help people pursue higher education and successfully manage their finances.

- Refinanced more than $23 billion in student loans since 2014, helping borrowers save money and accelerate their journey to successful repayment

Strong corporate governance and compliance culture
Navient's Board of Directors shares a strong commitment to principles of accountability to shareholders, customers, employees and other stakeholders.

- Board brings diverse industry backgrounds, skills, and experiences, and half of directors are women and minorities
- Adopted governance best practices, board refreshment policies, annual board and committee assessments

Learn more about Navient's Environmental, Social, and Governance (ESG) practices in our Corporate Social Responsibility report at Navient.com/social-responsibility.

Team engagement, development and inclusion

We are committed to creating a workplace where employees are welcomed and supported.

- Inclusion, Diversity & Equity Council and Employee Resource Groups
- Our employees engage in a variety of community building activities and embrace our role in working towards a society with a focus on increasing quality education

For More Information

www.navient.com/investors
www.navient.com/abs

- **Environmental Social Governance (ESG) information**
  - Navient Corporate Social Responsibility report
- **Student loan asset-backed security (ABS) trust data**
  - Static pool information – detailed portfolio stratifications by trust as of the cutoff date
  - Accrued interest factors
  - Quarterly distribution factors
  - Historical trust performance – monthly charge-off, delinquency, loan status, CPR, etc. by trust
  - Since issued CPR – monthly CPR data by trust since issuance
- **Student loan performance by ABS trust**
  - Current and historical monthly distribution reports
  - Distribution factors
  - Current rates
  - Prospectus for public transactions and Rule 144A transactions are available through underwriters
- **Webcasts, presentations & additional information**
  - Details of the strategic update announced January 2024
  - For a primer on Navient, refer to the 2nd Quarter 2023 Earnings Presentation
  - Archived webcasts, transcripts and investor presentations

Footnotes

1. Item is a Non-GAAP Financial Measure. In addition to financial results reported on a GAAP basis, Navient also provides certain performance measures which are non-GAAP financial measures. Definitions for the non-GAAP financial measures and reconciliations are provided below and in the body of the company's quarterly earnings release, except that reconciliations of forward-looking non-GAAP financial measures are not provided because the company is unable to provide such reconciliations without unreasonable effort due to the uncertainty and inherent difficulty of predicting the occurrence and financial impact of certain items, including, but not limited to, the impact of any mark-to-market gains/losses resulting from our use of derivative instruments to hedge our economic risks. The following non-GAAP financial measures are presented within this presentation; for further detail and reconciliations, see pages 13 – 14 of this presentation and pages 15 – 23 of Navient's first quarter 2025 earnings release:

   Core Earnings – The difference between the company's Core Earnings and its GAAP results is that Core Earnings excludes the impacts of: (1) mark-to-market gains/losses on derivatives and (2) goodwill and acquired intangible asset amortization and impairment. Management uses Core Earnings in making decisions regarding the company's performance and the allocation of corporate resources and, as a result, our segment results are presented using Core Earnings. In addition, Navient's equity investors, credit rating agencies and debt capital investors use these Core Earnings measures to monitor the company's business performance.

   Adjusted Tangible Equity Ratio (ATE) – The Adjusted Tangible Equity Ratio measures Navient's tangible equity, relative to its tangible assets. We adjust this ratio to exclude the assets and equity associated with our FFELP portfolio because FFELP Loans are no longer originated and the FFELP portfolio bears a 3% maximum loss exposure under the terms of the federal guaranty. Management believes that excluding this portfolio from the ratio enhances its usefulness to investors. To determine Adjusted Tangible Equity Ratios, we calculate the Adjusted Tangible Equity (GAAP Total Equity less Goodwill & Acquired Intangible Assets less Equity held for FFELP Loans) and divide by Adjusted Tangible Assets (Total Assets less Goodwill & Acquired Intangible Assets less FFELP Loans).

   Earnings before Interest, Taxes, Depreciation and Amortization Expense ("EBITDA") – This metric measures the operating performance of the Business Processing segment and is used by management and our equity investors to monitor operating performance and determine the value of those businesses.

   Allowance for Loan Losses Excluding Expected Future Recoveries on Previously Fully Charged-off Loans – This metric excludes the expected future recoveries on previously fully charged-off loans to better reflect the current expected credit losses remaining in connection with the loans on balance sheet that have not charged off.

2. Projections are based on internal estimates and assumptions and are subject to ongoing review and modification. Education loan portfolio projections are forecasted as of the end of the quarter using a SOFR forward curve, are agnostic to timing discrepancies, and assume funding spreads remain static. These projections may prove to be incorrect.

3. Projections of servicing revenue are of secured FFELP on a go-forward basis. These projections are based on internal estimates and assumptions and are subject to ongoing review and modification. These projections may prove to be incorrect.

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