NAVIENT®

1Q 2024
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

Continuously simplify the business and increase efficiency

- Align scale of platforms, processes and operations to scale of businesses
- Make cost structure more efficient and variable
- Model and build on prior actions such as the sale of the servicing platform, exiting ED servicing, reducing real estate footprint

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
- Explore strategic options for BPS including divestment

Maintain a strong balance sheet and distribute excess capital

- Maintain a strong and flexible balance sheet, stable credit ratings, and reduce 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

Strategic Actions Update

Following an in-depth business review conducted by the board and management, on Jan. 30, 2024, Navient announced strategic actions to simplify the company, reduce expense base and enhance flexibility.

Outsource student loan servicing and create variable expense model

- Began implementing variable cost outsourced servicing model, which aligns with amortizing legacy portfolio and facilitates corporate expense reduction
- Expect to finalize transaction in 2Q24 with nearly 900 employees transitioning
- Maximize net value of loan portfolio cash flows

Explore strategic options for business processing division, including potential divestment

- Initiated divestment process and in active discussions with potential buyers
- Divestiture projected to enable further corporate expense reduction

Streamline shared services infrastructure and corporate footprint

- Began planning for a leaner structure and corporate overhead reductions
- Implementation started and expected to continue through 2024 and into 2025

1Q 2024 Results

	GAAP	Core Earnings [1]
Revenue (Before Provision)	$287 million	$266 million
Provision for Loan Losses	$12 million	Same as GAAP
Operating Expense	$183 million	Same as GAAP
Net Income	$73 million	$54 million
Average Common Stock Equivalent	114 million	Same as GAAP
Diluted Earnings per Share	**$0.64**	**$0.47**

"We have made substantial progress on the three strategic actions launched earlier this year to outsource student loan servicing, explore strategic options for our business processing division, and streamline our shared service infrastructure and corporate footprint. We are nearing completion of a final outsourcing agreement — which will pave the way for the transition of nearly 900 employees to support seamless service for our customers. Further, we expect to be in a position to decide on the options to divest our business processing division. We are beginning to execute our plans for a leaner company. When completed, we believe these actions will simplify our business, reduce our expense base, and increase our financial and operating flexibility. "

— David Yowan, CEO

2024 Outlook

Core EPS[1]: $1.55 - $1.75

Federal Education Loans – 1Q 2024 Core Earnings Results

	1Q24	1Q23
Revenue (Before Provision)	$70 million	$144 million
Provision for Loan Losses	$1 million	$10 million
Operating Expense	$17 million	$20 million
Net Income	$40 million	$87 million

- Net income was $40 million compared to $87 million
- Net interest income decreased $72 million primarily due to:
  - the impact of increased interest rates on the different index resets for the segment's assets and debt
  - the paydown of the loan portfolio included an increase in prepayments
- Provision for loan losses decreased $9 million
- Other revenue decreased $2 million primarily due to the paydown of the loan portfolio serviced for third parties
- Expenses were $3 million lower primarily as a result of the paydown of the loan portfolio

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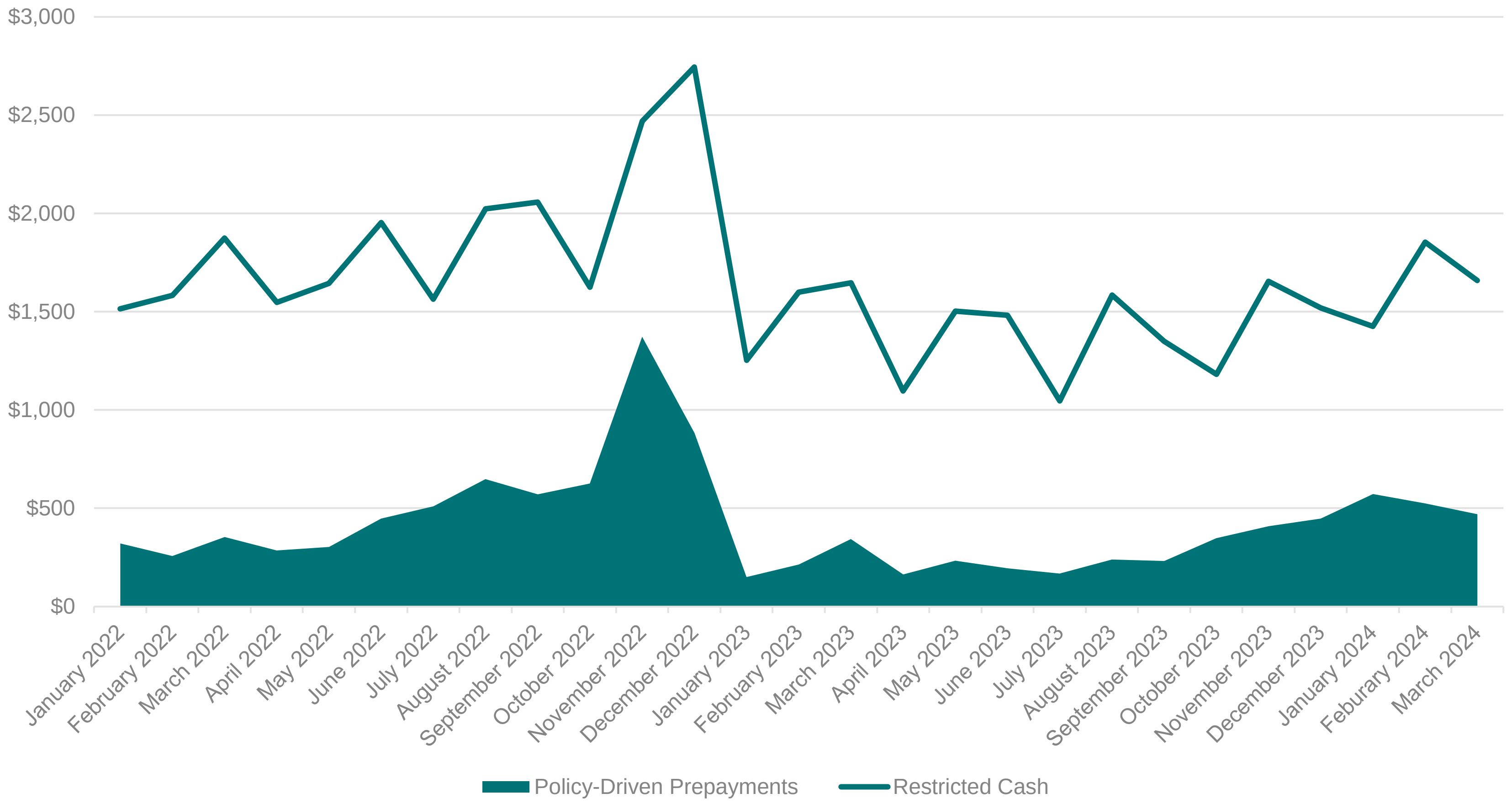
FFELP Prepayments Accelerate Cash Flow

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.

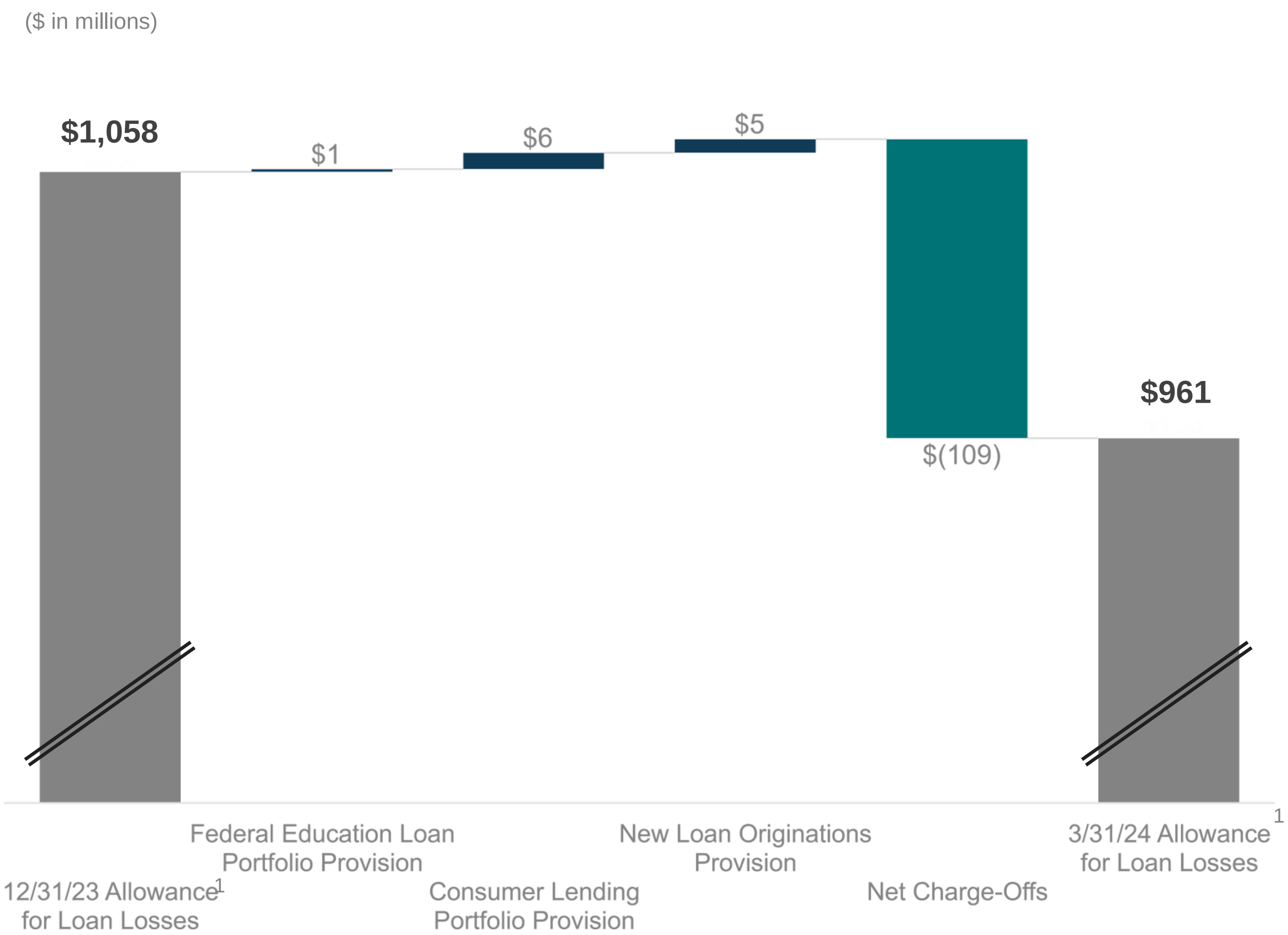
- **The Impacts of FFELP Loan Prepayments**
  - Loan prepayments accelerate loan principal cash flows
  - The immediate impact is to increase restricted cash
  - Restricted cash from loan prepayments are generally applied with a short time lag to pay down ABS debt with excess distributed to Navient, typically
  - FFELP loan prepayments accelerate loan premium amortization. This non-cash expense does not impact current period or future life-of-loan cash flows.

Consumer Lending –
1Q 2024 Core Earnings Results

	1Q24	1Q23
Revenue (Before Provision)	$138 million	$156 million
Provision for Loan Losses	$11 million	$(24) million
Operating Expense	$32 million	$37 million
Net Income	$73 million	$110 million

- Originated $259 million of Private Education Loans compared to $168 million
  - Refinance Loan originations were $228 million compared to $135 million
  - In-school loan originations were $31 million compared to $33 million
- Net income was $73 million compared to $110 million
- Net interest income decreased $19 million primarily due to the paydown of portfolio
- Provision for loan losses increased $35 million
  - The $11 million provision this quarter included $5 million in connection with loan originations and $6 million related to a general reserve build
  - The negative provision for loan losses of $(24) million in 1Q23 was primarily driven by the adoption of a new accounting standard
- Expenses decreased $5 million

1Q 2024 Allowance for Loan Losses



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

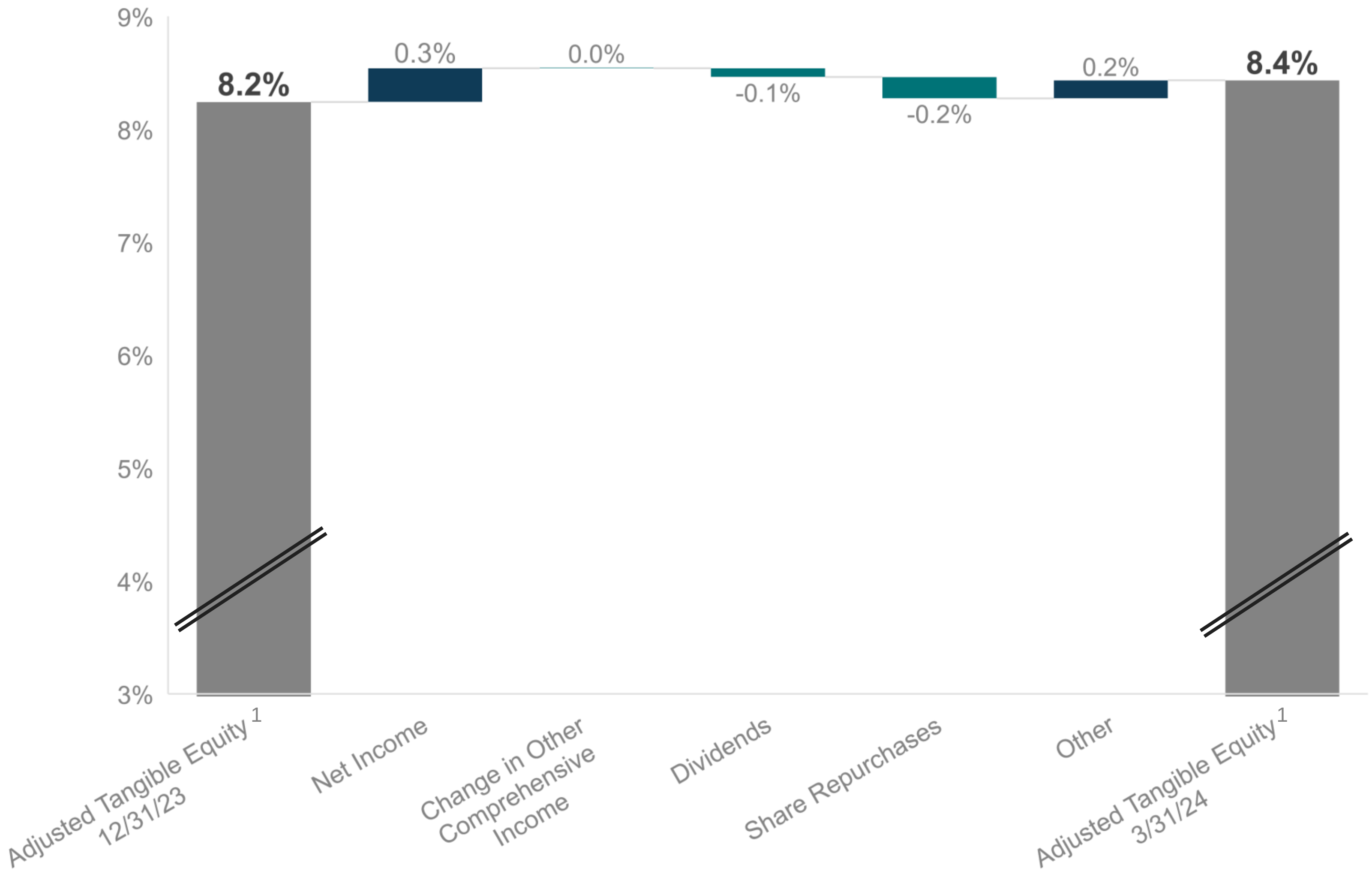
- Our total provision expense was $12 million in 1Q24
- This primarily consists of:
  - $1 million for our FFELP portfolio
  - $6 million related to a general reserve build for our Consumer Lending portfolio
  - $5 million for new Private Education Loan originations
- Total net charge-offs of $109 million during 1Q24
  - $28 million of this quarter's net charge-offs are in connection with the resolution of certain private legacy loans in bankruptcy, which was previously reserved for in 2023

Business Processing – 1Q 2024 Core Earnings Results

	1Q24	1Q23
Revenue	$77 million	$72 million
Operating Expense	$69 million	$67 million
EBITDA [1]	$9 million	$5 million
EBITDA Margin [1]	11%	7%
Net Income	$6 million	$4 million

- Revenue was $77 million, $5 million higher due to continued organic growth
- Net income was $6 million compared to $4 million
- EBITDA [1] was $9 million, up $4 million, primarily the result of the increase in revenue and the reduction of certain costs
- EBITDA margin was 11%, up from 7%

1Q 2024 Capital Allocation



- Adjusted Tangible Equity [1] ratio of 8.4%
- We distributed $61 million in 1Q24 to shareholders through dividends and share repurchases
- We ended the quarter with 83% of our Total Education Loan Portfolio funded to term
- We have $5.9 billion in unsecured debt outstanding

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

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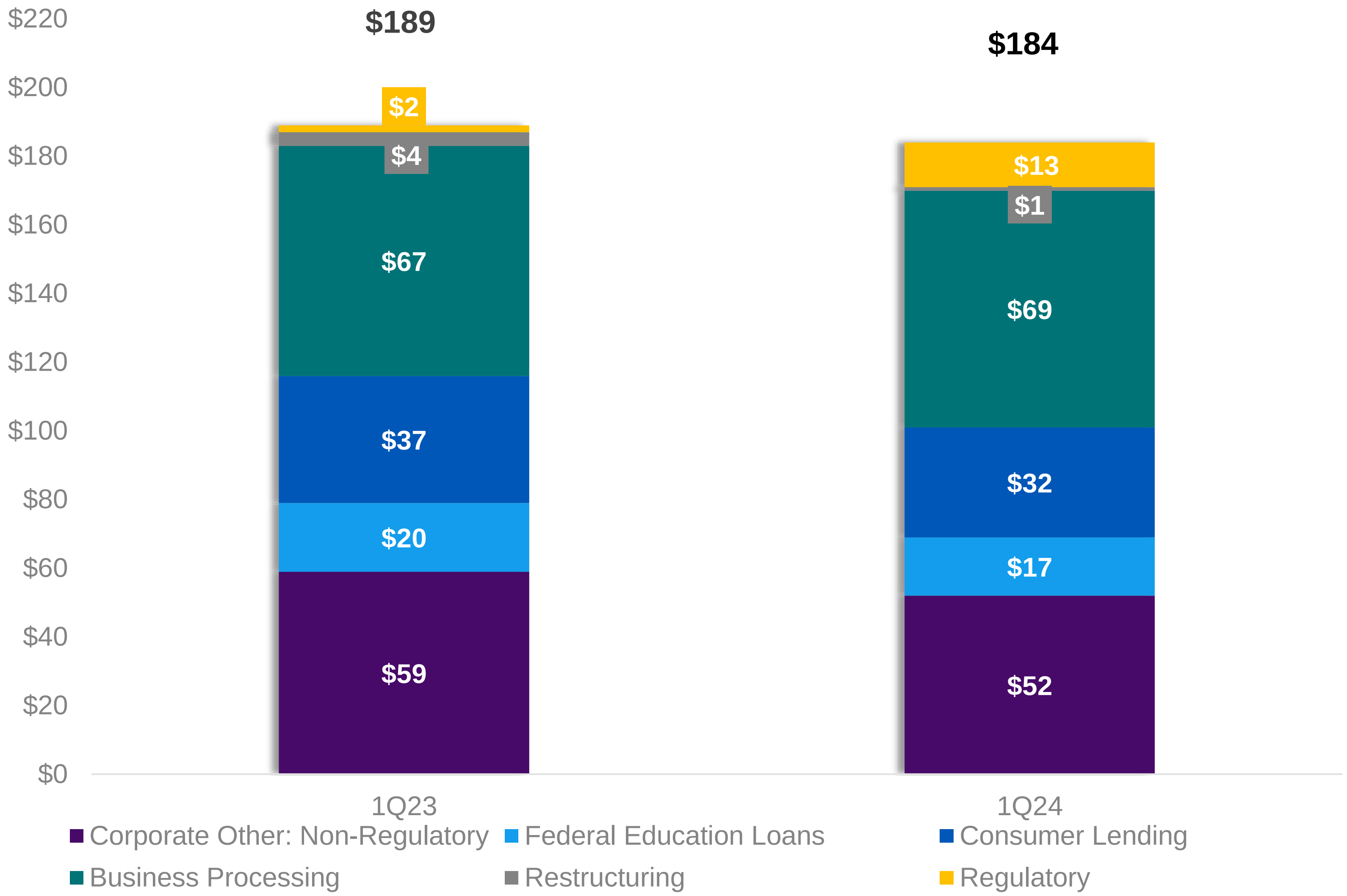
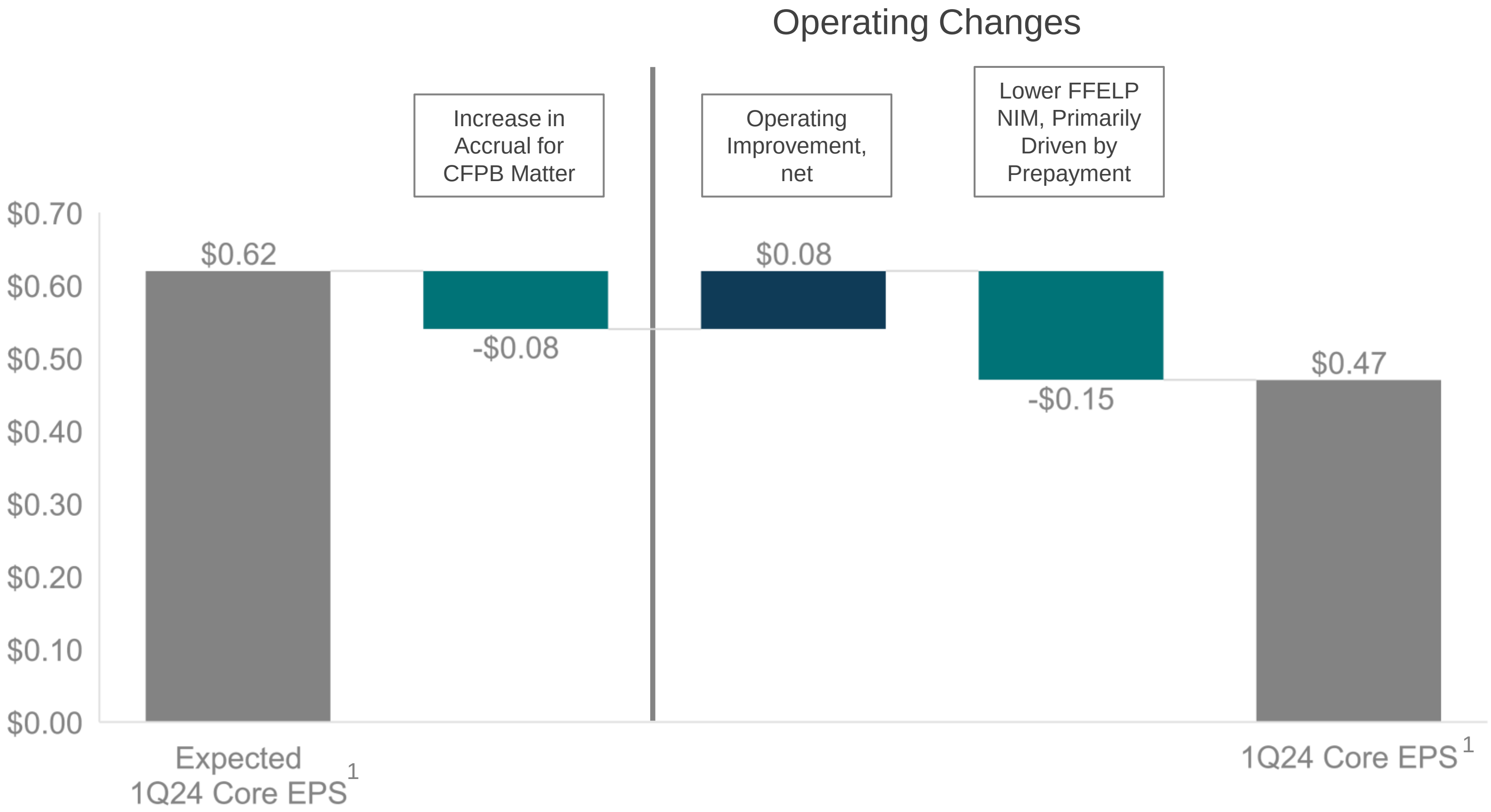
1Q 2024 Total Expenses

($ in millions)



- We are focused on becoming more efficient across all segments
- Expenses are lower from a year ago quarter across non-regulatory-related categories, with the exception of BPS which has offsetting increasing revenue
- This quarter's results include $13 million of regulatory expenses compared to $2 million in 1Q23
- Restructuring expenses were $1 million
- Total expenses for the quarter were $184 million compared to $189 million a year ago quarter
- Excluding regulatory and restructuring costs, total expenses for the quarter were $170 million

1Q 2024 Earnings Impacts to EPS Outlook



- Other operating income and operating expenses were better than outlook
  - Expect acceleration of shared service and corporate footprint expense reductions as outsourcing and BPS transactions are executed

- Elevated FFELP prepayments accelerate loan premium expense, a non-cash item, and contribute to other NIM impacts
- Other line items, net, offset in large part the FFELP prepayment impact including lower operating expenses
- Regulatory-related expenses included $12 million related to an accrual in connection with recent developments related to CFPB matters

2024 Outlook

Core EPS[1]: $1.55 - $1.75

Forward-Looking Statements and Non-GAAP Financial Measures

The following information is current as of March 31, 2024 (unless otherwise noted) and should be read in connection with Navient Corporation's "Navient" Annual Report on 2023 Form 10-K for the year end December 31, 2023 (the "2023 Form 10-K"), filed by Navient with the Securities and Exchange Commission (the "SEC") on February 26, 2024 and subsequent reports filed by Navient with the SEC. Definitions for capitalized terms in this presentation not defined herein can be found in the 2023 Form 10-K. This presentation contains "forward-looking statements," within the meaning of the federal securities law, about our business, and prospects 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 the company's 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," "may," "could," "should," "goal," 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 Navient, these factors include, among others:
- changes in the macroeconomic environment, and volatility in market conditions including interest rates, the value of equities and other financial assets;
- the risks and uncertainties associated with increases in financing costs;
- the availability of financing or limits on our 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 education finance 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 the company is 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 the enactment of new laws and the implementation of existing laws).

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 which operate to encourage or require consolidation, abolish existing or create additional income-based repayment or debt forgiveness programs or establish other policies and programs which may increase or decrease the prepayment rates on education loans and accelerate or slowdown the repayment of the bonds in our securitization trusts;
- 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 or litigation;
- failure to successfully implement strategic and/or 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 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, divestitures and other strategic initiatives;
- activities by shareholder activists, including a proxy contest or any unsolicited takeover proposal;
- changes in general economic conditions, including the potential impact of persistent inflation; 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, 2023, and in our other reports filed with the SEC.

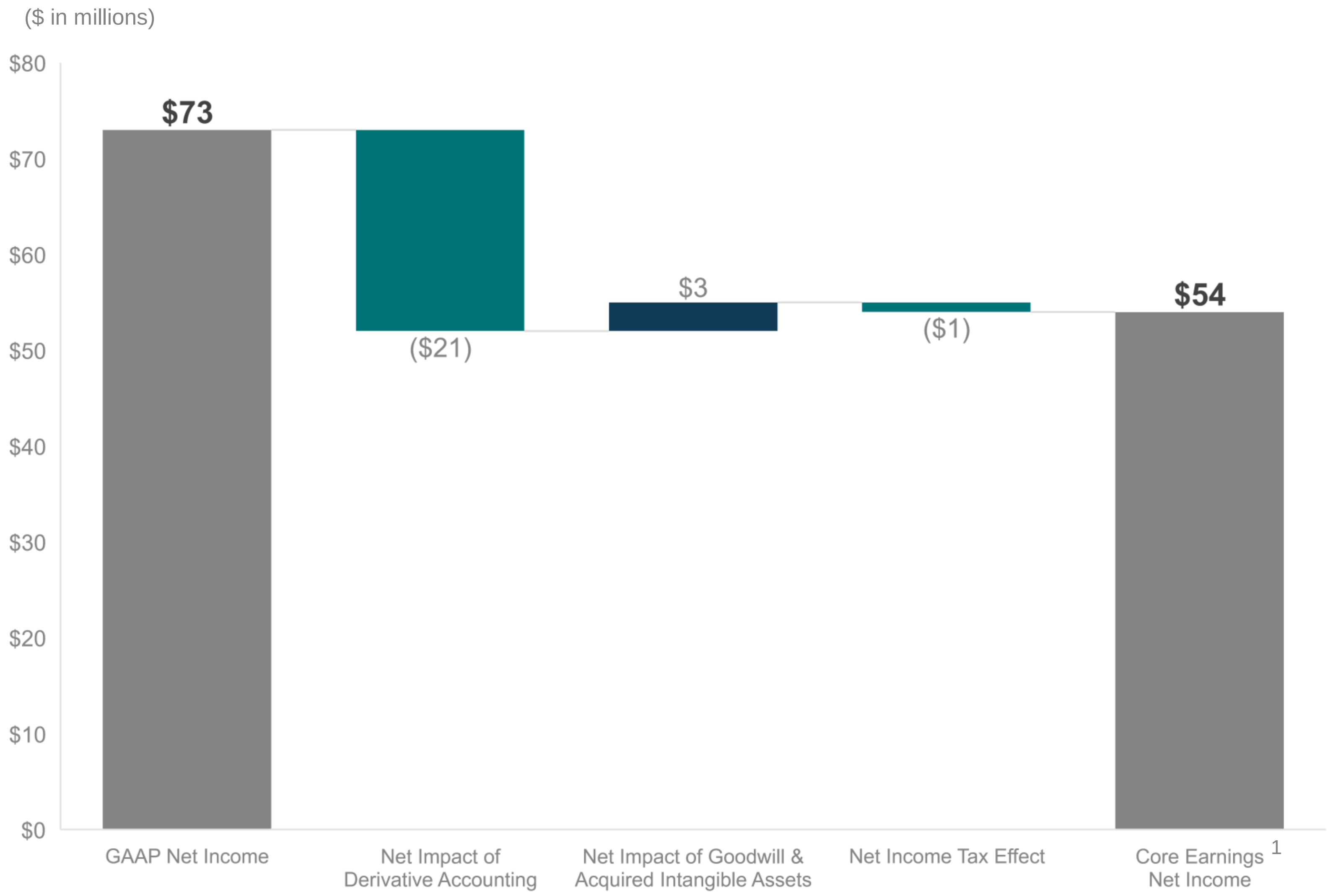
The preparation of the company's consolidated financial statements also requires management to make certain estimates and assumptions including estimates and assumptions about future events. These estimates or assumptions may prove to be incorrect and actual results could differ materially. All forward-looking 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 earnings release and pages 14 – 15 of this presentation 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, 2024	Mar. 31, 2023
GAAP net income	$73	$111
Net impact of derivative accounting	(21)	27
Net impact of goodwill and acquired intangible assets	3	3
Net income tax effect	(1)	(8)
Total Core Earnings adjustments to GAAP	(19)	22
Core Earnings net income [1]	$54	$133

1Q 2024 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

Loan Portfolio Cash Flows Greater than Debt Outstanding

- Projected loan portfolio cash flows as of March 31, 2024
  - Principally securitization trust distributions
    - Net interest income
    - Servicing fees
    - Return of initial equity

Cash Flow Projections [2]

($ in millions)

	Total	Remaining 2024	2025	2026	2027	2028	2029 - 2043
Loan Cash Flows Net of Secured Financing	$12,620	$ 952	$ 1,450	$ 1,431	$ 1,410	$ 1,189	$ 6,187
Maturities of Unsecured Debt Principal	(5,894)	(507)	(553)	(525)	(703)	(517)	(3,089)
Cash Flow After Debt Repayment	**$ 6,726**	**$ 445**	**$ 897**	**$ 906**	**$ 707**	**$ 672**	**$ 3,098**

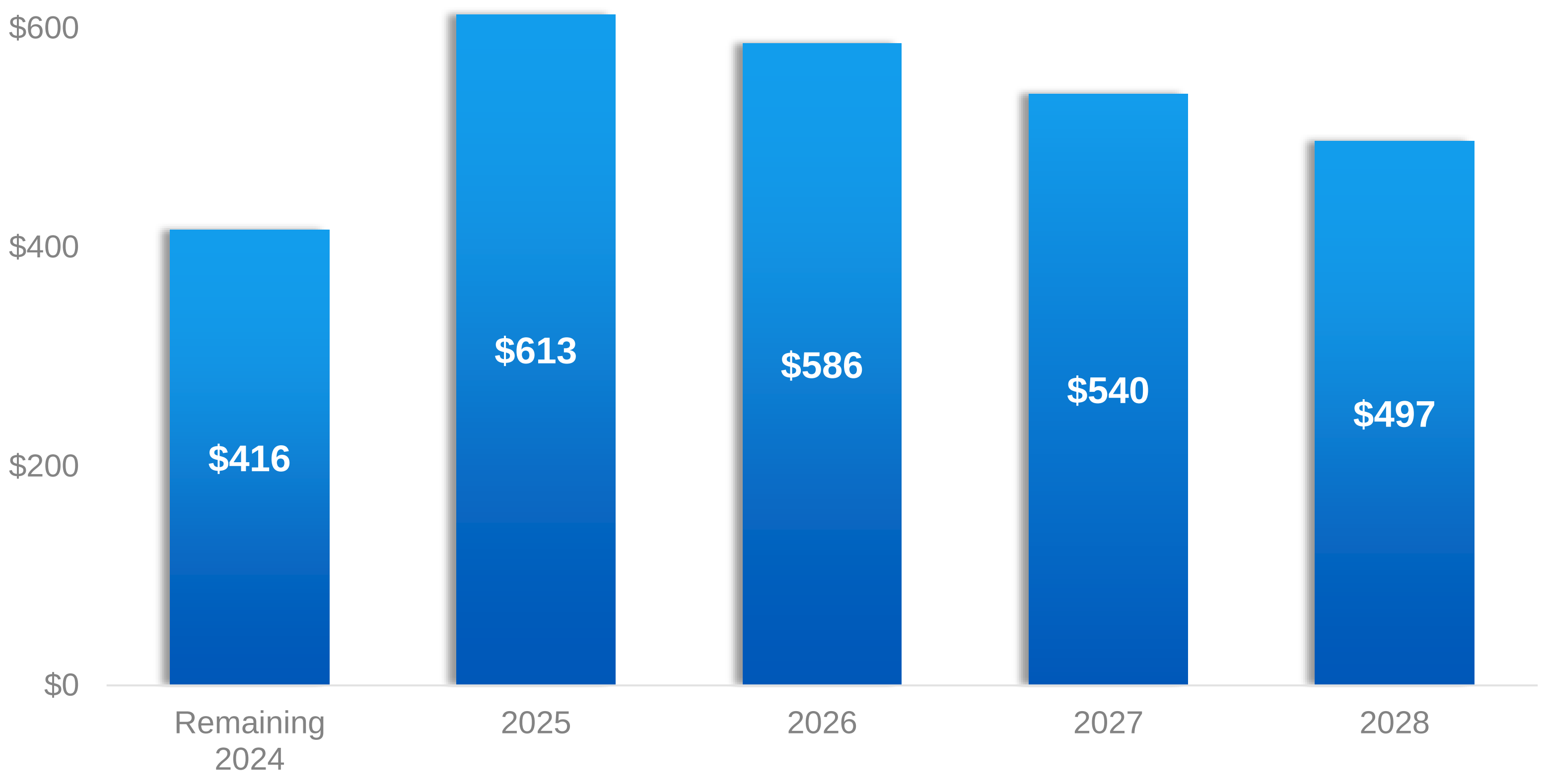
As of March 31, 2024, Navient held $823 million of unrestricted corporate cash which is not reflected in the table above.
Cash flow projections assume the CPRs disclosed on slides 18 – 19 of this presentation.

- Total projected loan portfolio undiscounted cash flows after repayment of secured financings are $12.6 billion over next 20 years
- Secured financings include asset backed securities and secured funding facilities
- Total unsecured debt principal outstanding is $5.9 billion
- Approximately 50% of lifetime loan cash flows net of secured financing expected to be received in next 5 years

Federal Education Loans – Projected Cash Flows

($ in millions)

5-Year Projected Annual FFELP Cash Flows [2]



- FFELP portfolio of $36 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:
  - $2.7 billion through end of 2028
  - $6.0 billion over next 20 years

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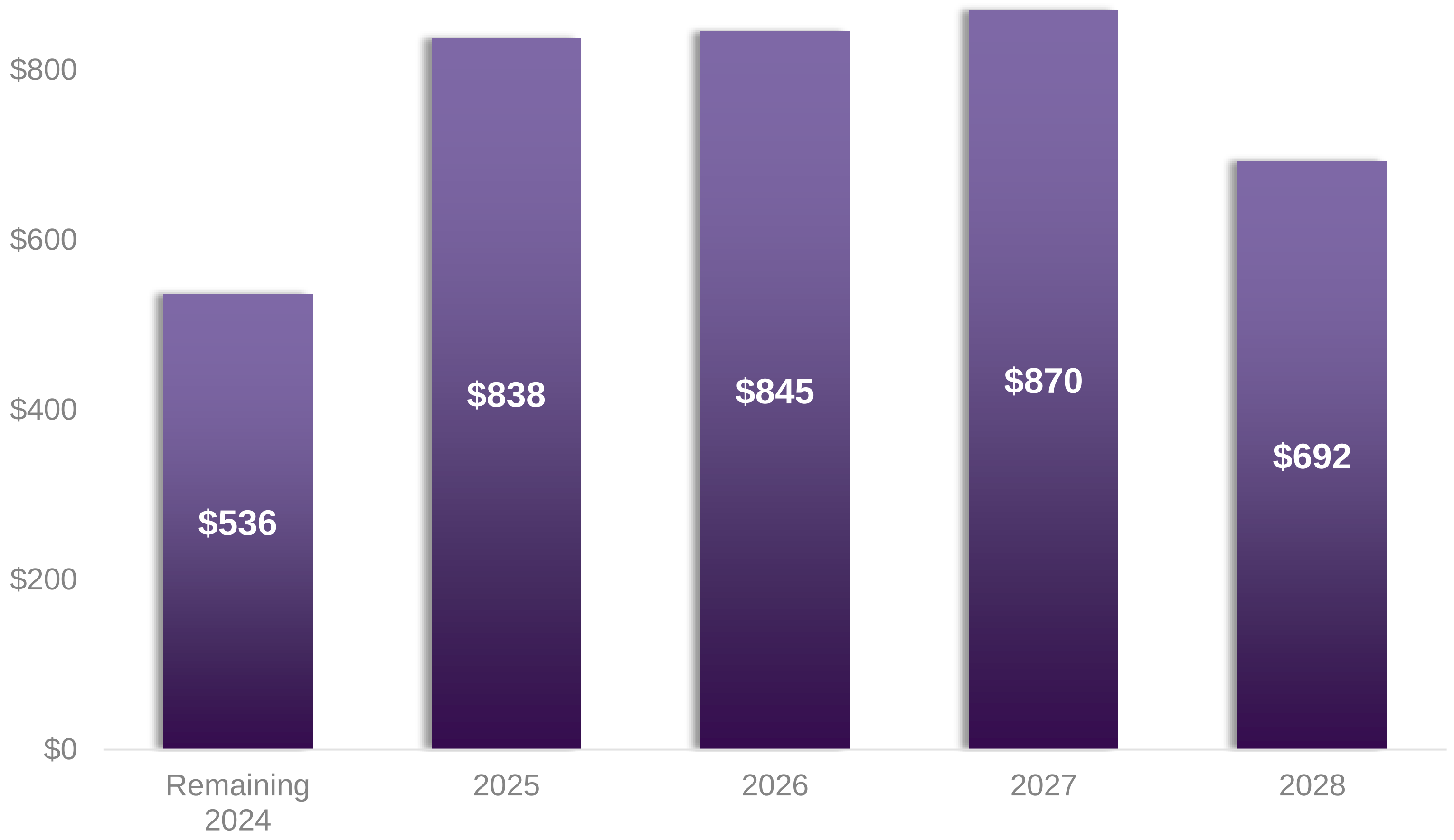
Consumer Lending – Projected Cash Flows

($ in millions)

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

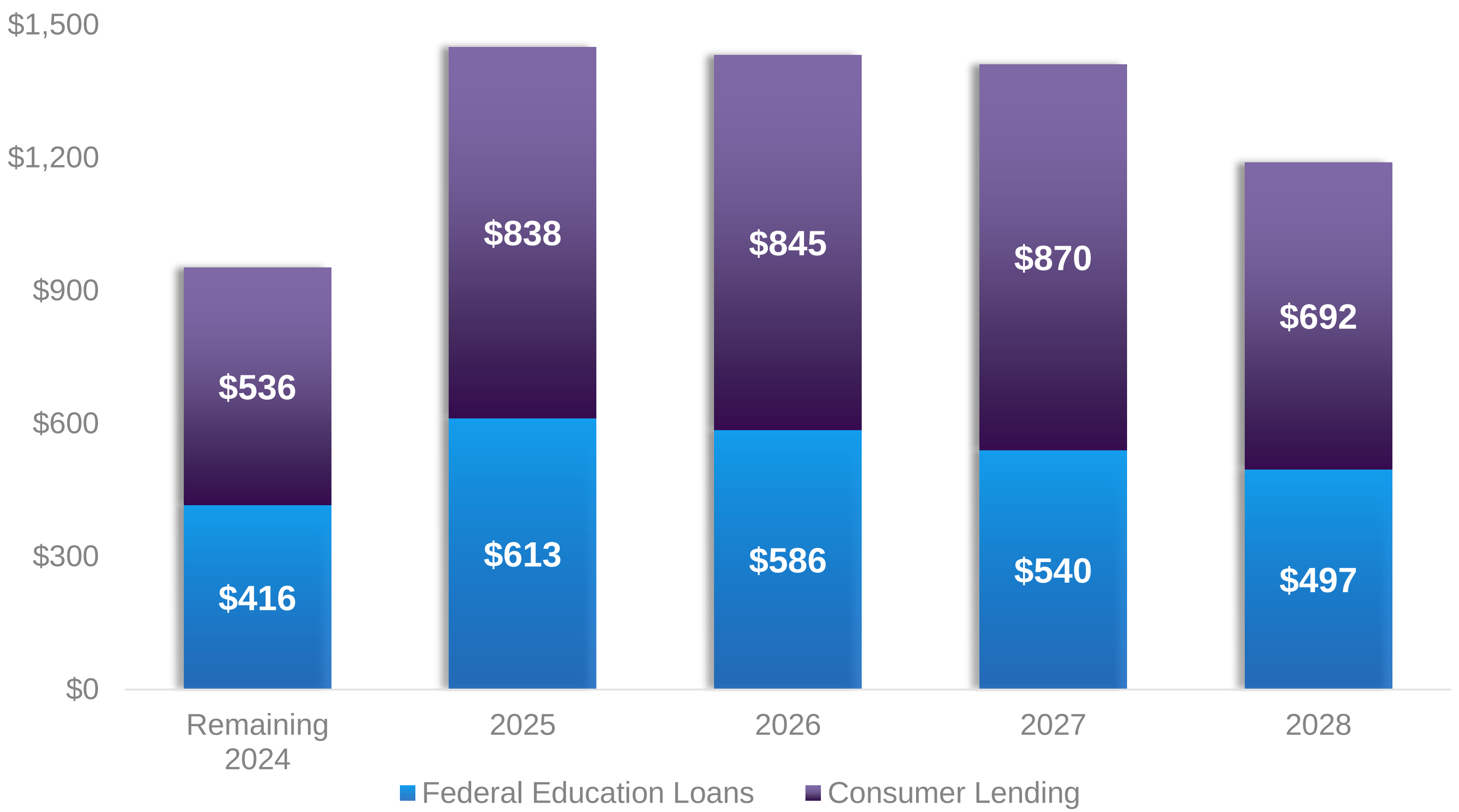


- Private Education Loan portfolio of $17 billion
  - Refinance education loan originations since 2017
  - In-school loan originations starting in 2019 and the seasoned loan portfolio
- Holding equity capital against portfolio:
  - 5% for refi loans
  - 10% for new in-school loans
  - 8% for seasoned 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:
  - $3.8 billion through end of 2028
  - $6.7 billion over 20 years

Total Education Loan Portfolio – Projected Cash Flows

($ in millions)

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



Cash flow projections assume the CPRs disclosed on slides 18 – 19 of this presentation.

- Total Education Loan portfolio of $52 billion, undiscounted projected cash flows are:
  - $6.4 billion through end of 2028
  - $12.6 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.

- Helped over 8 million borrowers pay off their student loans in the past decade
- Refinanced more than $22 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 more than 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.

- Award-winning employee training and career development opportunities
- Inclusion, Diversity & Equity Council and Employee Resource Groups
- Our employees engage in a variety of community building activities

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 14 – 15 of this presentation and pages 15 – 23 of Navient's first quarter 2024 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.

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