NAVIENT®

3Q 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. Below is a 3Q24 update.

Outsource student loan servicing and create variable expense model

- Implemented variable cost outsourced servicing model, which aligns with amortizing legacy portfolio and facilitates corporate expense reduction
- Transitioned servicing and nearly 900 employees to a third-party partner on July 1
- Maximizing net value of loan portfolio cash flows

Explore strategic options for business processing division, including divestment

- Sold healthcare services business on Sept. 19; $219 million gain on the sale; approximately 950 employees transferred to buyer
- In active discussions with potential buyers of remaining BPS segment businesses
- Divestiture projected to enable further corporate expense reduction

Streamline shared services infrastructure and corporate footprint

- New flatter organizational structure in effect on July 1, with fewer management layers and smaller executive team
- Established a clear path and accountability of expense reductions
- Implementation started, expected to be largely completed in 2025 and continue into 2026

3Q 2024 Results

	GAAP	Core Earnings [1]
Revenue (Before Provision)	$396 million	$452 million
Provision for Loan Losses	$42 million	Same as GAAP
Operating Expense	$184 million	Same as GAAP
Net Income (Loss)	$(2) million*	$160 million
Average Common Stock Equivalents	108 million	110 million
Diluted Earnings (Loss) per Share	**$(0.02)**	**$1.45**

** See page 10 of Navient's third quarter 2024 earnings release, "GAAP Comparison of 2024 Results with 2023," for a discussion of the $138 million of goodwill impairment recognized related to our Government Services business. Core Earnings excludes goodwill and intangible asset impairment and amortization.*

"The third quarter was highly productive as we reached variable-cost economics on our loan servicing activities, completed the sale of our healthcare business, and continued to reduce our corporate expenses. We saw healthy growth within our lending business, including a 31% year-over-year increase in loan originations. We are more than doubling our targeted share repurchases in the fourth quarter compared to the third quarter."

— David Yowan, CEO

2024 Outlook

Core EPS[1]: $2.45 - $2.50

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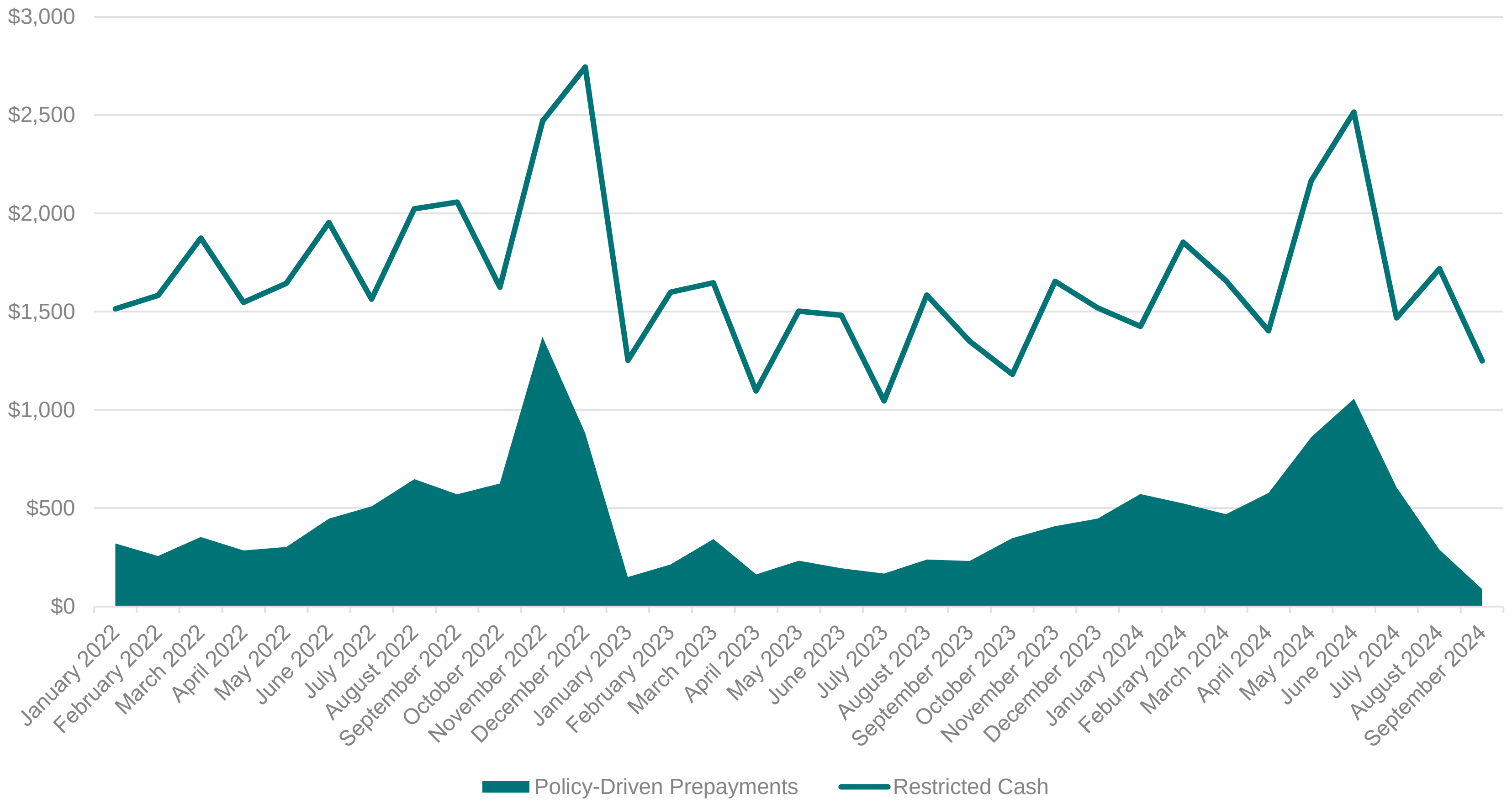
Federal Education Loans – 3Q 2024 Core Earnings Results

	3Q24	3Q23
Revenue (Before Provision)	$51 million	$176 million
Provision for Loan Losses	$(5) million	$36 million
Operating Expense	$20 million	$17 million
Net Income	$27 million	$94 million

- Net income was $27 million compared to $94 million
- Net interest income decreased $121 million primarily due to:
  - the $48 million benefit in 3Q23 related to the continued extension of a portion of the portfolio
  - the paydown of the portfolio, which included $1 billion in prepayments; this increase of $400 million compared to 3Q23 resulted in the write-off of an additional $4 million of loan premium and reduced FFELP NIM by 5 bps in the current quarter
  - the maturity of Floor Income hedges
- Provision for loan losses decreased $41 million
- Expenses were $3 million higher primarily as a result of transitioning servicing of our loan portfolio to a third-party on July 1, 2024, consistent with expectations

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.

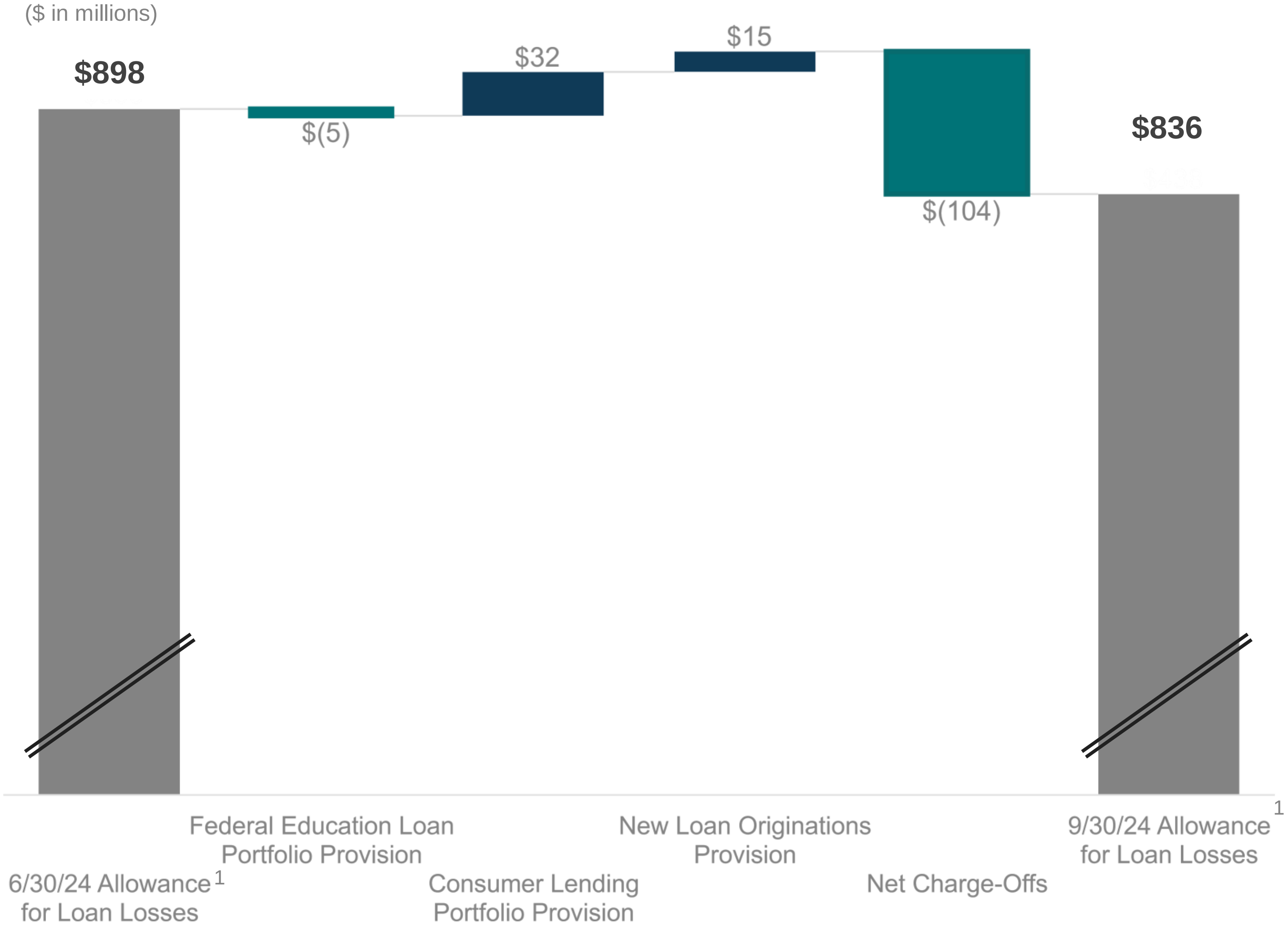
- **The Impacts of FFELP Loan Prepayments**
  - Loan prepayments accelerate loan principal cash flows
  - The immediate impact is to increase restricted cash
  - Restricted cash from loan prepayments is generally applied with a short time lag to pay down ABS debt with excess distributed to Navient, typically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

Consumer Lending – 3Q 2024 Core Earnings Results

	3Q24	3Q23
Revenue (Before Provision)	$124 million	$154 million
Provision for Loan Losses	$47 million	$36 million
Operating Expense	$44 million	$44 million
Net Income	$27 million	$56 million

- Originated $500 million of Private Education Loans compared to $382 million, a 31% increase
  - Refinance Loan originations were $262 million compared to $178 million
  - In-school Loan originations were $238 million compared to $204 million
- Net income was $27 million compared to $56 million
- Net interest income decreased $28 million primarily due to the paydown of the loan portfolio
- Provision for loan losses increased $11 million
  - the $47 million provision this quarter is primarily driven by changes in the net charge-off rates on defaulted loans and provision for loan originations
- Expenses were unchanged; there was not a significant impact resulting from the July 1 transitioning of servicing to a third-party

3Q 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 $42 million in 3Q24
- This consists of:
  - $(5) million for our FFELP portfolio
  - $32 million of additional provision related to the Consumer Lending portfolio, $21 million of which was related to increasing the net charge-off rates on defaulted loans
  - $15 million for new Private Education Loan originations
- Net charge-offs of $104 million during 3Q24 compared to $114 million during 3Q23

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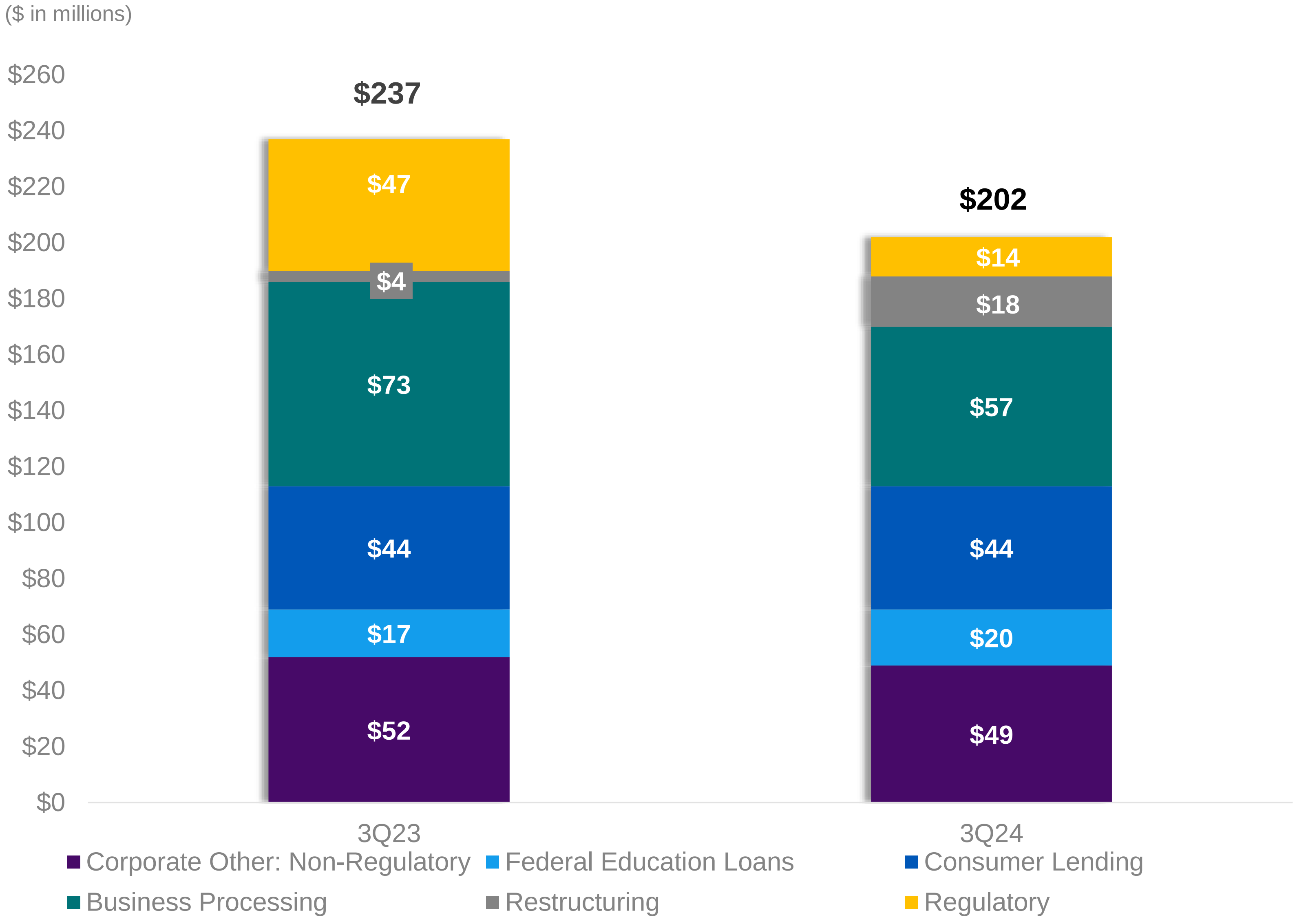
Business Processing – 3Q 2024 Core Earnings Results

	3Q24	3Q23
Total Fee Revenue	$70 million	$85 million
Total Revenue (includes gain on sale of subsidiary)	$289 million	$85 million
Operating Expense	$57 million	$73 million
EBITDA [1]	$233 million	$13 million
EBITDA Margin [1]	81%	15%
Net Income	$178 million	$9 million

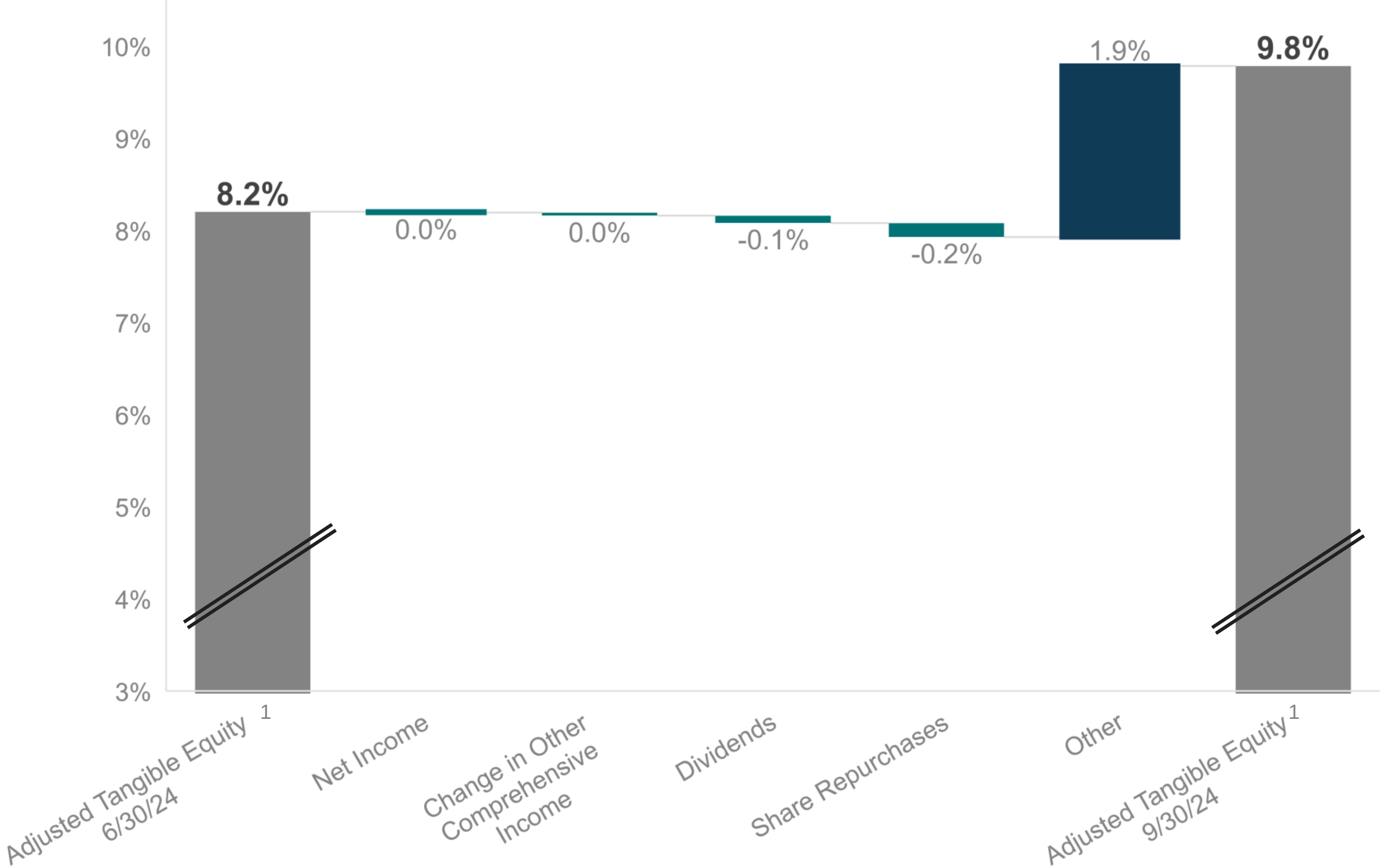
- Revenue was $289 million, $204 million higher, due to the $219 million gain on the sale of our healthcare business
- Net income was $178 million compared to $9 million
- EBITDA [1] was $233 million, up $220 million, as a result of the gain on the sale of our healthcare business
- EBITDA margin was 81%, up from 15%, as a result of the gain on sale of our healthcare business

3Q 2024 Total Expenses



- We are focused on becoming more efficient across all segments
- Operating expenses for the quarter were $184 million compared to $233 million a year ago quarter
- Operating expenses include $14 million of regulatory expenses compared to $47 million in 3Q23, in connection with the settlement of CFPB matters
- Restructuring expenses were $18 million in 3Q24 compared to $4 million
- Total expenses for the quarter were $202 million compared to $237 million a year ago quarter

3Q 2024 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 9.8%
- We distributed $50 million in 3Q24 to shareholders through dividends and share repurchases
  - we plan to more than double our share repurchases in the fourth quarter compared to the third quarter
- We ended the quarter with 83% of our Total Education Loan Portfolio funded to term
- We ended 3Q24 with $5.9 billion in unsecured debt outstanding
  - reduced unsecured debt outstanding to $5.4 billion on October 25, 2024

Forward-Looking Statements and Non-GAAP Financial Measures

The following information is current as of September 30, 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 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," "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 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, 2023, and in our other reports filed with the SEC.

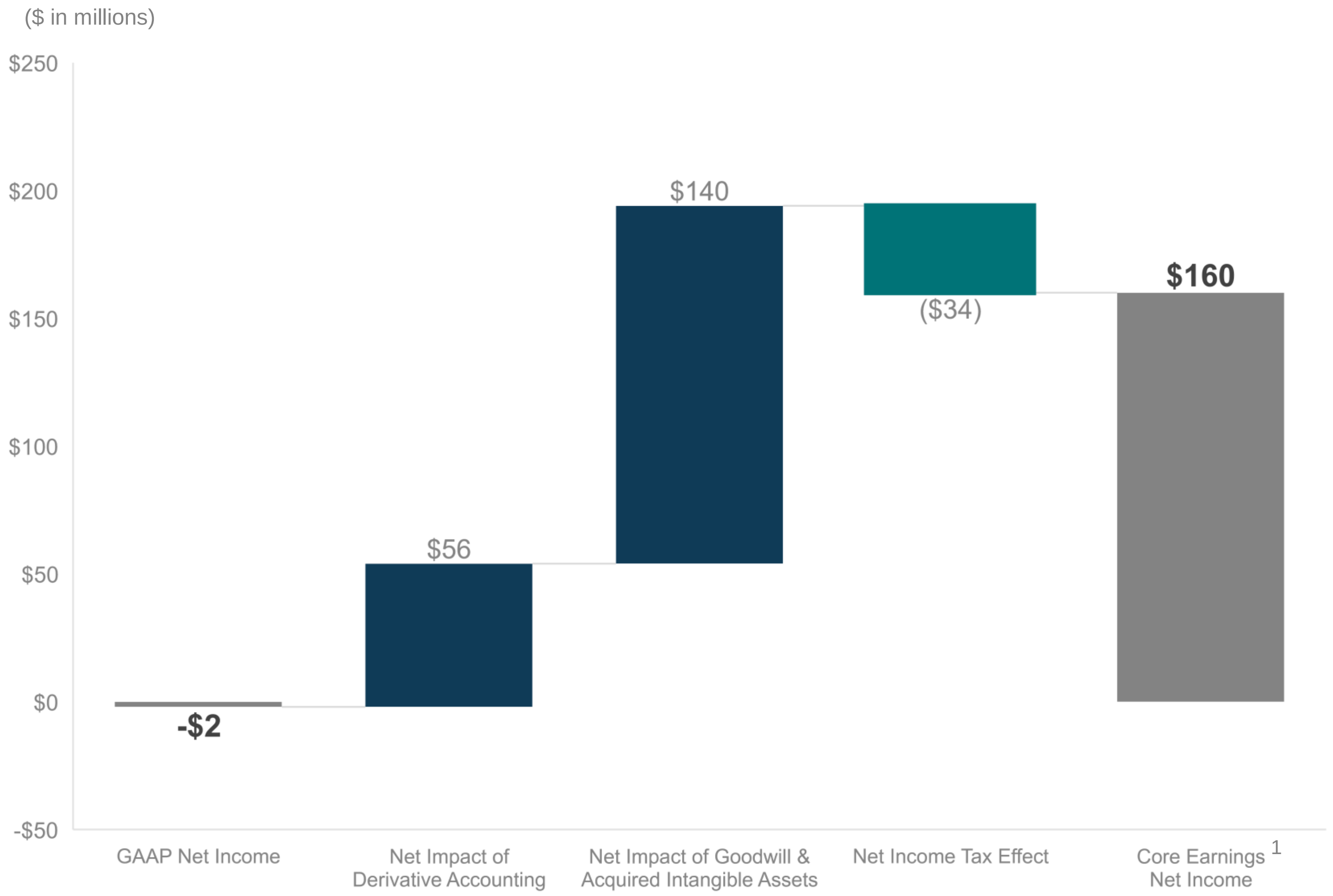
The preparation of our consolidated financial statements also requires management to make certain estimates and assumptions including estimates and assumptions about future events. These estimates or assumptions may prove to be incorrect and actual results could differ materially. All forward-looking 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 third quarter 2024 earnings release and pages 13 – 14 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 Sep. 30, 2024	Sep. 30, 2023
GAAP net income	$(2)	$79
Net impact of derivative accounting	56	(37)
Net impact of goodwill and acquired intangible assets	140	3
Net income tax effect	(34)	12
Total Core Earnings adjustments to GAAP	162	(22)
Core Earnings net income [1]	$160	$57

3Q 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 September 30, 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	$ 12,145	$ 265	$ 1,232	$ 1,343	$ 1,328	$ 1,209	$ 6,768
Maturities of Unsecured Debt Principal	(5,887)	(500)	(553)	(525)	(703)	(517)	(3,089)
Cash Flow After Debt Repayment	**$ 6,258**	**$ (235)**	**$ 679**	**$ 818**	**$ 625**	**$ 692**	**$ 3,679**

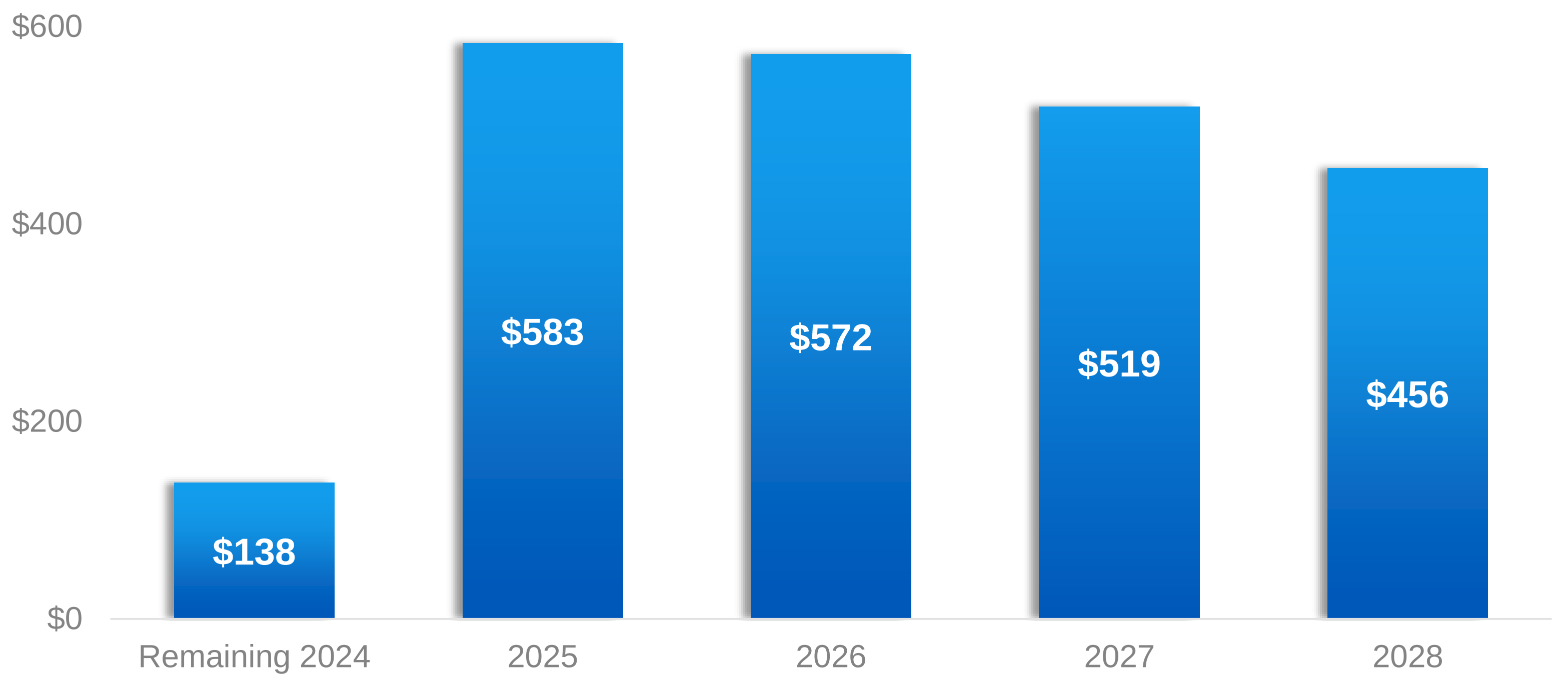
As of September 30, 2024, Navient held $1.143 billion of unrestricted corporate cash and liquid investments which is not reflected in the table above.
Unsecured debt interest and overhead costs are not reflected in the table above.
Cash flow projections assume the CPRs disclosed on slides 17 – 18 of this presentation.

- Total projected loan portfolio undiscounted cash flows after repayment of secured financings are $12.1 billion over next 20 years
- Secured financings include asset backed securities and secured funding facilities
- Total unsecured debt principal outstanding is $5.9 billion as end of 3Q24
- 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]



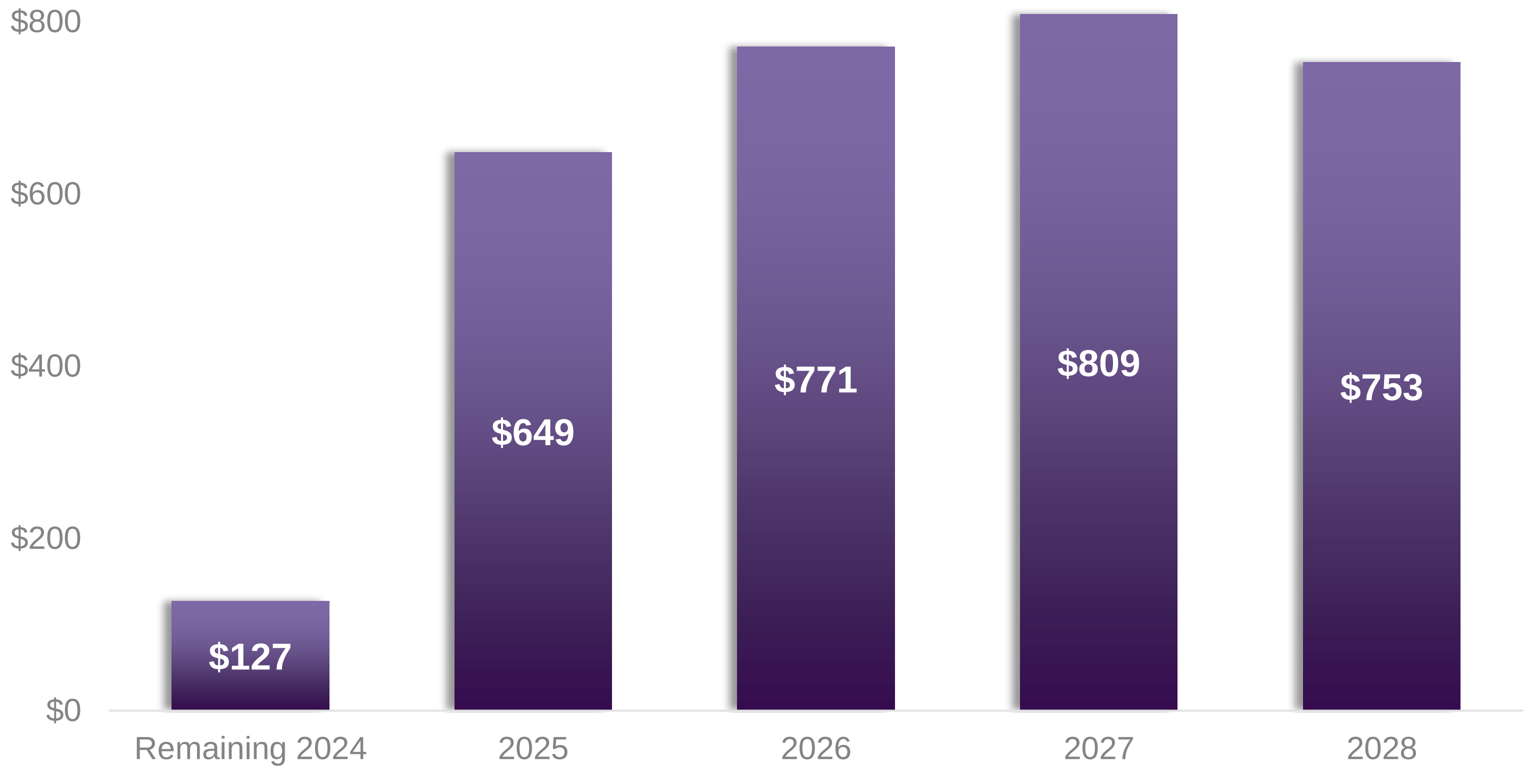
	Remaining 2024	2025	2026	2027	2028
Projected Portfolio Average Balance	$30,826	$29,195	$26,469	$23,825	$21,350

- FFELP portfolio of $32 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:
  - $2.3 billion through end of 2028
  - $5.8 billion over next 20 years

Consumer Lending – Overview

($ in millions)

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

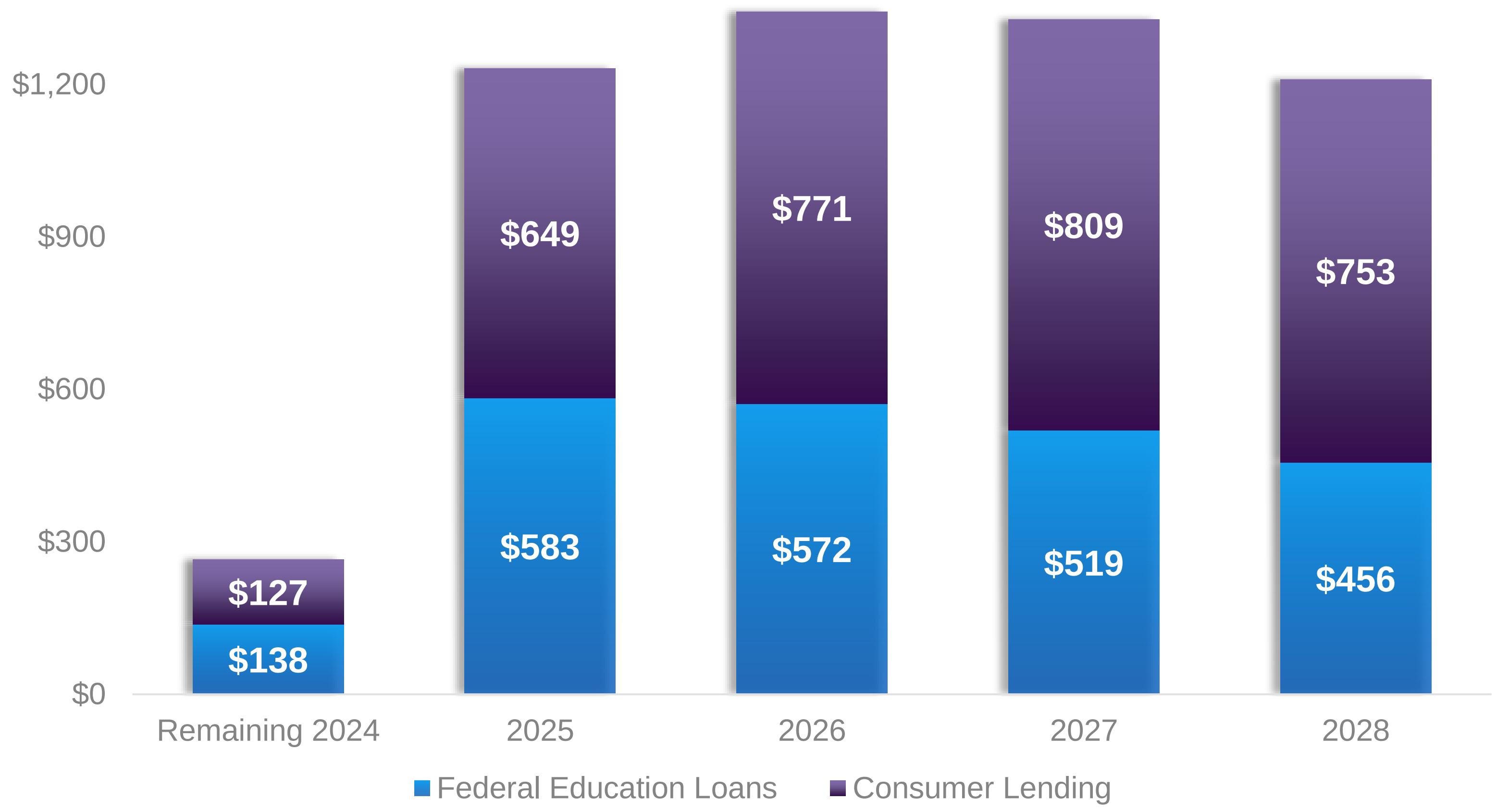


- Private Education Loan portfolio of $16 billion
  - Refinance education loan originations since 2017
  - In-school loan originations starting in 2019 and the seasoned loan portfolio
- Holding equity capital against portfolio:
  - 5% for refi loans
  - 10% for new in-school loans
  - 8% for seasoned 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:
  - $3.1 billion through end of 2028
  - $6.3 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 $48 billion, undiscounted projected cash flows are:
  - $5.4 billion through end of 2028
  - $12.1 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

Cash flow projections assume the CPRs disclosed on slides 17 – 18 of this presentation.

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 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 13 – 14 of this presentation and pages 18 – 29 of Navient's third 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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