



## Nelnet Taking Student Loan Customer Calls 24/7

LINCOLN, Neb., Nov. 30, 2011 /PRNewswire/ -- Today, Nelnet announced it has extended the hours of its Customer Interaction Center call center to 24 hours a day, seven days a week. The company's student loan customers can now talk to a member of Nelnet's customer service team at any time to have their questions answered.

"We want our borrowers to be able to reach us on their own time," said Jeff Noordhoek, Nelnet President. "It's understandable that the student loan process can be complex and sometimes feel overwhelming. Oftentimes, a borrower just needs to talk with a live person—so now we're available whenever they need us. Our extended hours are another way we're trying to make ourselves available to help customers anytime and from anywhere through e-mail or over the phone."

In October, Nelnet's customer service hours were initially extended to end at 1 a.m. instead of 8 p.m. (Eastern). "As we have extended our hours, we're taking more calls, and that's a good thing," said Joe Popevis, Managing Director of Loan Servicing. "We want to be available to anyone who needs help. Having to wait until the next day to have a question answered isn't a good thing, and that's why we're going 24/7. We want to make sure our customers have the best experience possible."

Nelnet also provides customers with convenient mobile apps, texting alerts, and a new online experience when they're logged in to their account at [Nelnet.com](http://Nelnet.com).

Nelnet services approximately \$75 billion of student loans for nearly five million borrowers across the country. Borrowers who have loans with Nelnet are encouraged to call 888.486.4722 to get their questions answered, explore repayment options, or make a payment over the phone.

### About Nelnet

Nelnet Inc. (NYSE: NNI), is an innovative education finance and services company focused on providing fee-based processing services and quality education-related products in four core areas: loan financing, loan servicing, payment processing, and education planning. In addition, Nelnet leverages its strong technology competencies throughout its businesses. The company's products and services help students and families plan, prepare, and pay for their education and make administrative and financial processes more efficient for schools and financial organizations. For more information, visit [Nelnet.com](http://Nelnet.com).

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