A Student Loan Servicer and Partner to Schools

Higher Education Loan Authority of the State of Missouri ("MOHELA")

Investor Presentation

December 2020





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Section 1 Executive Summary



CHOHELA®



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Excellence IN STUDENT LOAN SERVICING

Executive Summary

The Higher Education Loan Authority of the State of Missouri ("MOHELA" or the "Authority") is pleased to meet with you to discuss the company, its operations and business strategy

MOHELA is a public instrumentality and body politic and corporate of the State of Missouri

- Established in 1981 pursuant to the Authorizing Act⁽¹⁾, the Authority was initially formed to serve in various capacities to assure that all eligible post-secondary education students have access to post-secondary education loans
 - The Authority currently finances, acquires and services student loans including, Federal Family Education Loan Program ("FFELP"), Federal Direct Student Loan Program ("FDLP"), third party owned private loans and Supplemental loans
- Since its inception, MOHELA has maintained a consistent presence in the student loan industry
 - A committed holder of student loans with $$1.2 \text{ billion}^{(2)}$ of FFELP and $$103.9 \text{ million private student loans owned.}^{(2)}$
 - Provider of more than \$48.6 million⁽²⁾ in student loan forgiveness, helping Missouri students attend Missouri schools
 - Administrator of the Missouri Scholarship & Loan Foundation, a tax-exempt nonprofit 501(c)(3) organization that has
 originated \$21.9 million in an interest free loan program for Missouri students to date
- The Authority has solidified its reputation as an experienced and capable servicer of student loans
 - The Authority is a leading servicer of student loans with over \$76.4 billion⁽²⁾ in student loan assets serviced
 - Pursuant to the Health Care and Education Reconciliation Act of 2010 ("HCERA"), effective October 2011, MOHELA became the first nonprofit (non-Title IV Additional Servicer ("TIVA")) entity contracted to service student loans originated under the FDLP
 - MOHELA is contracted for federal and private student loan servicing and currently services 2.7 million FDLP borrower accounts, representing \$54.3 billion and over 338,000 third party owned private loans, representing \$20.8 billion
- The Authority has solidified its reputation as an experienced and capable servicer of federal and private student loan assets serviced. With MOHELA's diversified revenue sources, MOHELA is well positioned to maintain a consistent presence in the student loan industry.

Notes

Authorizing Act is the Missouri Higher Education Loan Authority Act, Title XI, Chapter 173, Section 173.350 to 173.445 of the Missouri Revised Statutes, inclusive as amended
 As of October 31, 2020





Section 2 MOHELA Organization Overview



Overview of MOHELA

Mission

 To ease the burden of financing higher education in Missouri while providing exceptional student loan services

Vision

- Be a nationally recognized leader in student loan servicing and higher education financing
- Have the capacity and capability to leverage federal contracting and other business-related opportunities
- Be recognized as an ethical, transparent and prudent steward of assets

Providing Students Access to Higher Education since 1981 Experienced Management Team with Extensive Student Loan Experience

MOHELA was initially established pursuant to the Authorizing Act for the purpose of ensuring that all eligible post-secondary students have access to federally guaranteed student loans, with a directive to: finance and acquire loans; administer and service loans; and, originate Supplemental loans

- Headquartered in Chesterfield, Missouri, MOHELA's current staff of 331 employees perform customary loan servicing, administrative, and advisory functions
- Business lines include the management and servicing of its existing portfolio, servicing of Federal owned student loan assets, Specialty Loan Servicing for private loans and income share agreements, and processing for another federal contractor









ORGANIZATION OVERVIEW AUDIT

- Unmodified Opinion for FY2020 Financial Statement Audit by Ernst & Young
- SSAE 18 Audit
 - Specialty Servicing SSAE-18 delivered January 31, 2020 without any findings covering the servicing period of 1/1/2019-12/31/2019.
 - Annual Specialty Servicing SSAE-18 will be completed based on lender request covering calendar year servicing periods and issued by end of Q1 each year.
- Periodic USDE and Guarantor Reviews
- Subject to CFPB Audit
- Additional financial, audit and other information can be found on our website at <u>www.mohela.com</u> under the About Us section



ORGANIZATION OVERVIEW Business Strategy and Outlook

MOHELA's Operational Strategy and Outlook

- MOHELA has repositioned its student lending business for future growth opportunities for contracted servicing:
 - * MOHELA began servicing FDLP for the Department of Education October 2011 and continues to pursue servicing contract opportunities.
 - Processing for third party servicer(s) contracted with the Department of Education began February 2015. Servicing tasks have expanded to include:
 - Income Driven Repayment Plans
 - Deferment and Forbearance Requests
 - Enrollment Monitoring and Account Status Updates
 - Credit Dispute Processing
 - Servicing for third party private loan lenders began in February 2015. MOHELA services refinanced and in-school student and parent loan portfolios for third party clients.
 - * As of October 2018 MOHELA began purchasing rehabilitated FFELP loans and continues to look for additional opportunities.
 - * As of September 2019 Specialty Servicing has expanded servicing into the Income Share Agreement space.





Section 3 MOHELA Servicing Operations



MOHELA SERVICING OPERATIONS MOHELA Serviced Student Loan Portfolio FFELP, Supplemental and FDLP Loans

MOHELA Portfolio

- As of 10/31/2020, Total loans owned \$1.3 billion and 70,642 accounts
 - \$1.2 billion in FFELP and 65,031 accounts
 - \$103.9 million in
 Supplemental and 5,611
 accounts
- As of fiscal year-end 2020,
 - \$1.2 billion in FFELP loans and \$104.7 million of Supplemental loans⁽²⁾
- MOHELA currently services 100% of its student loan portfolio

FDLP Portfolio

- As of 10/31/2020, Federal Asset principal serviced \$54.3 billion and 2,663,541 accounts
- As of fiscal year-end 2020, Federal Asset principal serviced \$50.5 billion and 2,458,934 accounts⁽²⁾

Lender Portfolio

- As of 10/31/2020, Total lender loans serviced \$20.8 billion and 338,515 accounts
- As of fiscal year-end 2020, Total lender loans serviced \$21.6 billion and 340,077 accounts

Servicer of Nearly 3.1 Million Borrower Accounts, or \$76.4 Billion of Student Loans⁽¹⁾

- MOHELA utilizes Pennsylvania Higher Education Assistance Agency's ("PHEAA") proprietary remote servicing platform "COMPASS" to perform its servicing operations
 - COMPASS is a mainframe-based decision support tool utilized by external client personnel as well as academic institutions and other educational servicing agencies
- MOHELA services the majority of its student loan portfolio financed through ABS transactions, with AES serving as backup servicer
- MOHELA has expanded student loan servicing to include:
 - Specialty Loan Servicing of private student loans for other organizations
 - Task processing for another federal contractor
 - Income Share Agreement Servicing for another lender

Notes

- $(1)\;$ As of October 31, 2020
- (2) As of June 30, 2020





Section 4 MOHELA Financial Overview



MOHELA Financial Overview Balance Sheet Position Highlights⁽¹⁾

MOHELA is a quasi-state agency that follows GASB guidelines for accounting purposes

Strategic movement from owning to servicing loans results in reduction in total assets over time, but stable net income and net position

- Total assets and deferred outflows of resources decreased \$31.3 million from \$1.486 billion at 6/30/2019 to \$1.455 billion at 6/30/2020.
- Total liabilities and deferred inflows of resources decreased \$31.7 million from \$1.171 billion at 6/30/2019 to \$1.139 billion at 6/30/2020, resulting in an increase in net position of \$0.4 million.
 - Net position is \$315.5 million at 6/30/2020

Notes

1. MOHELA stand alone as of June 30, 2020



MOHELA Financial Overview Income Statement Highlights⁽¹⁾

MOHELA's operating income is distributed to supporting higher education initiatives in the State of Missouri and to the Missouri Scholarship and Loan Foundation to support philanthropic endeavors such as scholarships, grants and interestfree loans.

- Total operating revenues decreased 8% or \$10.9 million from \$139.4 million in fiscal year 2019 to \$128.5 million in fiscal year 2020
 - Primarily due to increase in servicing fees, net of subcontractor fees,
 - Increase in special allowance paid
 - Partially offset by decrease in interest on student loans and decrease in interest subsidy
- Total operating expenses decreased 8% or \$9.9 million from \$118.7 million in fiscal year 2019 to \$108.8 million in fiscal year 2020
 - Primarily due to a decrease in bond related and student loan related expenses which was partially offset by an increase in general and administrative expenses
- Total operating income decreased 5% or \$1.1 million from \$20.7 million in fiscal year 2019 to \$19.6 million in fiscal year 2020
- Total distributions of operating income increased 8% or \$1.4 million from \$17.8 million in fiscal year 2019 to \$19.2 million in fiscal year 2020.

Notes

1. MOHELA stand alone as of June 30, 2020



Financial Summary

Period Ended October 31, 2020

		Unaudited , Non G	GAAP, Non GA	ASB			
2013-1 <u>Trust Indenture</u>	Net Positio	Assets + Deferred Outflows \$1,393,965,863 Net Position: \$318,653,092 Liabilities + Deferred Inflows \$1,075,312,771			und	2012-1 Trust Indenture	
Assets: \$365,933,655 Loans: \$337,603,059 Bonds Outstanding: \$313,779,530 YTD Inc.: \$1,232,346 Parity 09/30/20: 110.009 A/L: 115.76% Restricted Recycling 1 Month LIBOR + 0.55% Fitch Rating: B S&P Rating: AA Pool/Initial Balance: 35% Portfolio Balance for 109 Requirement: \$97 million Bond Maturity: 5/25/203 Parity Release at 110% min adj pool balance of S&A Draw: 1.00%	6 YTD Incom YTD Exper Equity Rati ROAA Befor Servicing & Weighted A Federal As Federal As FFELP, Ca Cash Loan K Pathway Lo Sagan FFELP, Ca Servicing & FELP, Ca Federal As FFELP, Ca Sagan	ities + Deferred Inflows \$1,075,312,771 Outstanding \$1,028,116,877 Income\$3,130,009* Expenses as % of loans owned & serviced: 0.08% y Ratio: 22.86% A Before Distribution: 1.48% Before Distribution: 6.63% cing & Admin Draw Weighted Average Rate 0.88% hted Average Bond Interest Rate 1.01% ral Asset, FFELP, Cash, & Pathway Loans Owned & Serviced: \$76,368,475,682 ral Asset, FFELP, Cash, & Pathway Accounts Owned & Serviced: 3,076,874 .P, Cash, & Pathway Loans Owned \$1,264,184,673 .P, Loans Owned \$53,552,254 way Loans Owned \$50,299,955 .P, Cash, & Pathway Accounts Owned 70,642 ral Asset Principal Serviced \$54,274,825,958 ral Accounts Serviced 2,663,541 Party Lender Principal Serviced \$20,829,465,052 Party Lender Accounts Serviced 342,691 ent Month Avg Federal Asset Revenue per Federal Accounts Serviced\$1.64				Assets: \$58,197,183 Loans: \$53,082,057 Bonds Outstanding: \$45,709,838 YTD Inc.: \$140,416 Parity 09/30/20: 119.53% A/L: 125.73% Restricted Recycling 1 Month LIBOR + 0.83% Fitch Rating: B S&P Rating: B- Full Turbo Pool/Initial Balance: 21% Portfolio Balance for 10% Requirement: \$26 million Bond Maturity: 1/26/2026 Senior S&A Draw: 0.75% Sub Admin Draw: 0.10%	
Bank of America Line of Credit	2009-1 <u>Trust Indenture</u>	2010-1 <u>Trust Indenture</u>	2010-2 <u>Trust Inden</u>	11 11	2010-3 <u>Trust Indenture</u>		11-1 ndenture
ssets: \$95,646,476 bans: \$89,456,855 ne of Credit: \$85,931,000 vailable Credit: 14,069,000 TD Inc.: \$691,653 arity 10/31/20: 110.36% 'L: 110.36% Month LIBOR + 0.70%	Assets: \$55,888,785 Loans: \$51,038,700 Bonds Outstanding: \$40,465,726 YTD Inc.: \$75,146 Parity 07/31/20:131.74% A/L: 136.30% Restricted Recycling 3 Month LIBOR + 1.05% Fitch Rating: AAA S&P Rating: AAA S&P Rating: AAA Full Turbo Pool/Initial Balance: 27% Portfolio Balance for 10% Requirement: \$19 million Bond Maturity: 2/25/2036 S&A Draw: 0.55%	Assets: \$195,745,191 Loans: \$177,575,509 Bonds Outstanding: \$167,880,363 YTD Inc.: \$459,418 Parity 07/31/20:110.00% A/L: 115.50% Restricted Recycling 3 Month LIBOR + 0.95% Fitch Rating: B S&P Rating: AA+ Pool/Initial Balance: 23% Portfolio Balance for 10% Requirement: \$79 million Bond Maturity: 11/26/2032 S&A Draw: 0.85%	Assets: \$209,112, Loans: \$190,947, Bonds Outstanding \$140,624,964 YTD Inc.: \$668,37 Parity 07/31/20:14 A/L: 147.02% Restricted Recyclii 3 Month LIBOR + Fitch Rating: A S&P Rating: AAA Full Turbo Pool/Initial Balance Portfolio Balance f Requirement: \$83 Bond Maturity: 8/2 S&A Draw: 0.85%	530 Loar g: Bon g: Son \$100 \$100 11.00% Parit AL: AL: ng Rest 0.85% 3 Mo Fitch S&P Full Pool for 10% Port million Req 27/2029 Bon	ets: \$132,485,322 hs: \$119,896,373 ds Outstanding: 0,460,858 0 Inc.: \$111,752 ty 07/31/20: 123.96% 130.03% tricted Recycling onth LIBOR + 0.85% n Rating: B P Rating: AA Turbo I/Initial Balance: 24% folio Balance for 10% uirement: \$51 million d Maturity: 8/26/2030 Draw: 0.85%	Assets: \$148, Loans: \$136,2 Bonds Outsta \$121,747,754 Bond Discour YTD Inc.: \$46 Parity 08/31/2 A/L: 123.69% Restricted Re 3 Month LIBC Fitch Rating: S&P Rating: Full Turbo Pool/Initial Ba Portfolio Bala Requirement: Bond Maturity Senior S&A D Sub Admin D	2250,229 inding: it: (\$3,014,878) 3,963 20: 115.47% cycling DR + 0.85% AAA AA+ ilance: 24% nce for 10% \$58 million <i>y</i> : 6/25/2036 Draw: 0.75%

MOHELA FINANCIAL OVERVIEW Historical Trend Analysis





■ Federal Assets ■ Specialty Servicing ■ FFELP ■ MOFELP

CMOHELA®

MOHELA FINANCIAL OVERVIEW Historical Trend Analysis

Revenue Diversification





■ FFELP ■ DL ■ Specialty Servicing ■ Contracted Loan Servicing ■ Other





Section 5

Investor Reporting



INVESTOR REPORTING MOHELA Investor Reporting Practices

Investor Disclosure

- Investor information is available under About Us/Investor Information at: https://www.mohela.com
 - * Financial Disclosures
 - * Servicing Reports
 - * Offering Documents
 - * Indentures

Primary Contacts:

- * Carol Malon
- * Director of Finance and CFO
- * carolm@mohela.com
- * Frank Reyes
- * Controller
- * frankr@mohela.com

MOHELA Investor Relations Website

Reports to Bondholders

- Quarterly and Monthly servicing reports include, but are not limited to:
 - * Waterfall distributions, including principal and interest distributions on the bonds
 - Outstanding note balances and applicable interest rates
 - * Fees and expenses accrued and paid
 - * Student loan profile
 - * Trust balance sheet and parity levels
 - * Trust income statement
- Servicing reports are posted to the Investor Information section of MOHELA's website under each respective bond indenture



INVESTOR REPORTING

Portfolio Statistics⁽¹⁾ As of October 31, 2020

Bonds	\$ Value of Total Portfolio	# of Total Borrowers	% of Total Portfolio	% of Total Borrowers
2009-1	\$51,038,857	3,096	4.8%	3.7%
2010-1	\$177,575,572	12,002	16.7%	14.5%
2010-2	\$190,947,809	14,212	17.9%	17.1%
2010-3	\$119,896,423	10,159	11.2%	12.2%
2011-1	\$136,250,233	12,716	12.8%	15.3%
2012-1	\$53,082,057	6,403	5.0%	7.7%
2013-1	\$337,596,295	24,459	31.6%	29.5%
Total	\$1,066,387,245	83,047	100.0%	100.0%

Note:

(1) Duplication of borrowers between trusts could exist



INVESTOR REPORTING

Information Homepage

MOHELA ®		CALL 888.866.4352 (Toll Free)				7 AM – 9 PM CT Monday – Thursday 7 AM – 5 PM CT Friday		
\$ Make a Payment	Repayment Options	Payment Methods	Schools	Contact Us	Info Center	Log In	Q SEARCH	

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Event Notice NRMSIRs Filings and Investor Presentations	:*
* Bond Resolution Quarterly/Monthly Financial Data - See Individual Trust Heading	-#
Continuing Financial Disclosures	+
Municipal Securities Rulemaking Board/EMMA website (Official Statements, Ratings, Etc.)	÷
12th General Bond Resolution	:*
MOHELA Financial Summaries	÷€.
2009-1 Trust Indenture	+
Bond Rates FY 2012- FY 2020	+
2010-1 Trust Indenture	
2010-2 Trust Indenture	:*
2010-3 Trust Indenture	÷

