

**Navient Corporation**  
**Navient ERM Navigator™**  
**Pricing and Billing Policies**

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### **Satisfaction Guarantee**

We guarantee your satisfaction. If for any reason you are not satisfied with an ERM Navigator application you use, simply exit and let us know within its first 30 days of service. We will promptly issue a refund or credit as appropriate.

You will receive a refund or credit only if the ERM Navigator is shut down during its first 30 days of service.

To request a credit, contact the Navient Billing Department at [billing@Navientcorp.com](mailto:billing@Navientcorp.com) or +1.925.600.5434 (Monday-Friday, 9:00am-5:00pm PT).

If our guarantee program does not meet your introductory needs, we encourage you to contact Navient Sales at [sales@Navientcorp.com](mailto:sales@Navientcorp.com), so we can customize a program for your team.

### **Service Level Warranty**

ERM Navigator provides the highest security and reliability in addition to the powerful benefits of ERM Navigator. ERM Navigator is backed by a 99% uptime guarantee through our service level agreement (SLA) - our promise to you that your important projects will always be accessible through our site.

For details, see section 10 of our Registration Agreement.

### **Pricing plans**

ERM Navigator offers two pricing plans. Each Payer must subscribe to only one of the plans at a time: Start-Up (Monthly) or Department (Annual). All ERM Navigator usage will be billed according to the currently selected plan.

\* The Start-Up plan is intended for first-time users or individuals. While the monthly ERM Navigator fees are higher than under the Department plan, Start-Up customers are never under any obligation to continue paying for ERM Navigator services. Start-Up customers may pay for as many as five months at a time with a minimum monthly fee of \$1,000. To pay for more, you must change to the Department plan.

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\* The Department plan is designed for a multi-ERM Navigator deployment where several larger projects, in terms of total members and duration, are anticipated. In exchange for lower monthly ERM Navigator fees, Department customers must agree to a minimum term of 12 months and minimum prepaid annual payment of US\$9,000. Any monthly fees or usage above the minimum are added to your monthly bill.

You may change from the Start-Up plan to the Department plan at any time, by contacting Navient sales at [sales@navientcorp.com](mailto:sales@navientcorp.com). Changing from Department to Start-Up is not supported.

For ERM Navigator's current prices, call our sales department at 617-332-0550.

**Restrictions/Requirements:**

Start-Up: You may pay for up to five ERM Navigator modules at one time. When your ERM Navigator total reaches six, ERM Navigator will prompt you to switch your entire account to the Department plan before proceeding. Under the Department plan, there is no limit on the number of ERM Navigators you may pay for and the rates are discounted.

**Payment terms**

Under the Start-Up pricing plan, each month you pay for the ERM Navigator modules (including overage) subscribed for regardless of usage. You may add ERM Navigator modules at any time, or arrange for another payer to acquire them from you.

Navient reserves the right to change the monthly fees for Start-Up customers. In this event, customers are given a 60 day notice and have the opportunity to discontinue service.

Under the Department plan, you agree to a minimum annual fee of US\$9,000 paid in advance and a minimum term of 12 months. Any monthly fees or usage above the minimum are added to your monthly bill.

Under the Department plan, in the event that you do not use any or all of your ERM Navigator modules during the term, or your ERM Navigator modules are acquired by other payers, you are still obligated to pay the minimum payment.

During your term, Navient guarantees the fee schedule will not be adjusted. Your term will renew automatically at the prevailing prices for the then-current minimum term length unless otherwise indicated or unless you notify us in writing.

Full payment is due 30 days from invoice date in US currency. Late charges of 1.5%, or the maximum legal rate, may be applied to overdue payments.

**Payment methods**

Customers using the Start-Up pricing plan must choose a credit card to pay their monthly bill. Navient accepts VISA, MasterCard, and American Express.

Customers using the Department plan may choose between a credit card or a purchase order. Purchase orders must be made out for at least the minimum fee of US\$9000 (\$750 x 12 months). To avoid having to generate additional purchase orders during the service period, we recommend allocating your purchase order for an amount equal to your expected usage, taking into account the number of ERM Navigator modules you expect to create.

**Submitting a Purchase Order**

Purchase orders must meet these requirements:

- \* Must be made out for at least the minimum fee of US\$9000 (\$750 x 12 months)
- \* Must be issued in U.S. dollars
- \* Must have an expiration date of no sooner than 12 months from the start of service.

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- \* Must be submitted on company letterhead
- \* Must include a signature
- \* Must include your ERM Navigator Payer name

Purchase orders should be submitted by mail or fax to:

Navient Corp

One Gateway Center

Newton MA 02462

Attn: Navient Billing Department

U.S.A.

### **Billing cycles**

**Start-up Plan:** The billing cycle is month. Your first bill covers the period from the day you start your first ERM Navigator module(s) through the end of the current billing cycle. If such a period is less than a full month, all charges that appear on your first bill are pro-rated accordingly.

Subsequent changes of service (canceling or adding ERM Navigator modules) are also billed in a pro-rated manner based on the monthly cycle.

Credit cards are automatically charged on the last day of the billing cycle. Bills for customers paying by purchase order are mailed out shortly thereafter.

**Department Plan:** The billing cycle is pre-paid annual starting on day of the month of first usage or agreement of first usage. Your bill covers the period from the day of first usage of the designated ERM Navigator module(s) through the end of the 12-month billing cycle. Because of the special pricing for Department plans, there is no reimbursement for unused modules during the course of the billing cycle.

Credit cards are automatically charged on the first day of the billing cycle. Bills for customers paying by purchase order are mailed out shortly thereafter.

### **Changing your pricing plan**

At any time you can change your account's pricing plan from Start-Up to Department, but not from Department to Start-Up. To change plans contact Navient sales department. When changing to the Department plan, you will be billed at the Department rate immediately.

### **Adding ERM Navigator Modules**

You can add new ERM Navigator module at any time, although members on the Start-Up pricing plan are restricted to paying for no more than 5 ERM Navigator modules concurrently. To add an ERM Navigator module, contact the Navient sales department. If you add an ERM Navigator module in the middle of the billing cycle, a pro-rated charge for it will appear on your next bill.

### **Changing credit cards**

You can update your billing preferences with new credit card information at any time if you wish to switch credit cards. However, if you want the change to be effective for the current billing cycle, you need to make the change at least ten working days before the cycle ends.

### **Usage-based billing**

Our Rates are specific to the ERM Navigator modules being licensed. For example: ERM Selection modules are based upon the annual number of hires whereas ERM Performance modules are based upon the number of individuals receiving performance reviews. Every new ERM Navigator module stays at the agreed

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upon rate, based on the Plan selected, until usage levels exceed the thresholds shown. At the close of a billing cycle, if a particular ERM Navigator's usage has crossed a higher threshold, it is subject to the corresponding increased rate. Other ERM Navigator modules under the same plan are not affected.

**Terminating ERM Navigator License**

When an ERM Navigator module is terminated, it is made unavailable for members to visit or use. The ERM Navigator's payer is the only member with the authority to terminate. The payer bears the responsibility to continue paying for ERM Navigator modules until it is terminated or acquired by another payer, even if no members happen to visit it.

Caution: Be sure to give ample notice to all subscribers of the ERM Navigator module(s) before terminating it so they can retrieve any items they want to save.

A Payer shuts down an ERM Navigator module by sending an email to [billing@navientcorp.com](mailto:billing@navientcorp.com) and receiving a verification email confirming this intent. When an ERM Navigator module is terminated, charges apply and Payers remain liable for the rest of the billing cycle according to the plan selected; Start-up/monthly or Department/annually.