

OUR COLLECTIVE IMPACT

**COLUMBIA
UNIVERSITY &
SAVI**

Q1 2026



STUDENT DEBT, SIMPLIFIED.

Our Mission

Columbia University, Savi, and TIAA have partnered to transform how public service workers navigate the complex landscape of student loan repayment, putting control back in borrowers' hands. Our collaboration empowers employees to proactively manage their debt by staying on top of regulatory changes and making informed decisions on their loan repayment strategies. Through our intuitive digital platform, Columbia University employees with student debt are equipped with the tools they need to chart a clear course to full loan forgiveness, from uncovering savings opportunities to streamlining the application process.

76

New Users in Q1 2026

\$59k

Average Forgiveness-Eligible Debt Per User

\$912

Average Yearly Savings Per User

OUR PARTNERSHIP PROMOTION HIGHLIGHTS

COLUMBIA BENEFITS FAIR



To continue growing awareness and engagement, Savi was able attend Columbia's Open Enrollment in November 2025.

These in-person events provide an opportunity for Savi representatives to interact directly with CU employees, answer questions, and spread the word about the student loan benefit. Savi will also provide materials and resources to help employees take the next step in using the platform.

Savi hopes to return to campus in 2026 for the fairs!

LUNCH & LEARN SESSIONS

Last October, Savi held a borrower education session for CU employees. Participants learned how assess their forgiveness and repayment options in the Savi tool, and had the opportunity to ask our student loan experts questions in a live setting.

Webinars continue to serve as a leading strategy to engage CU borrowers and drive employee savings.

UPCOMING EVENT:

STUDENT LOAN FORGIVENESS WORKSHOP



OUR PARTNERSHIP

ESSENTIAL REGISTRATIONS & RENEWALS

DEFINITIONS

*Total Unique Employees Enrolled in Essential: A Columbia employee that enrolls in Savi's Essential plan for a calendar year.

**Total Renewals: A Columbia employee that renewed their premium plan with Savi in 2023, 2024, or 2025. Savi's premium plans match the calendar year and if an employee wants to continue to work with Savi, they would need to re-enroll in an Essential plan each year.

Year	# of New Essential Users	# of Essential Renewals	Total Essential Enrollments
2022	782	N/A	782
2023	595	400	995
2024	300	774	1074
2025	213	743	956
Q1 2026	76	591	667
TOTALS (ALL TIME)	1,966*	2,508**	4,474

Additional Benefits of Savi Essential

One of the main benefits of enrolling in Savi's premium service for employees is having their Employer Certification Forms digitized (and over 1,200 forms have been completed this way so far!), but Columbia employees are also enrolling in the Essential service to:

- Receive access to one-on-one support from Savi's team of student loan experts via email and live chat
- Get important student loan policy updates
- Identify ways to save money on monthly payments and maximize credits towards PSLF, including consolidation
- Have forms for Income Driven Repayment Plans, Teacher Loan Forgiveness, and Public Service Loan Forgiveness digitized and submitted to Dept. of Education automatically
- Receive annual enrollment and recertification reminders

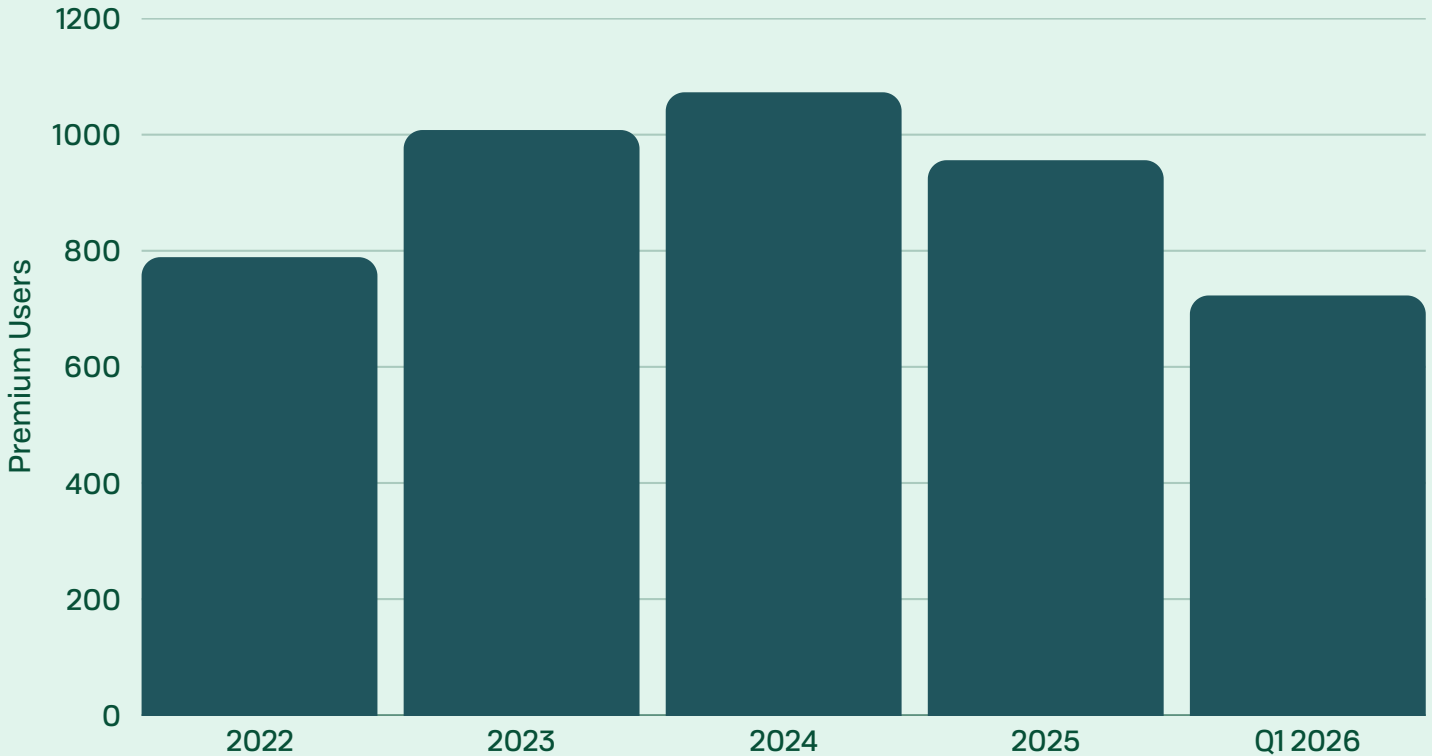
By The Numbers

- Launch date: July 15, 2022
- CU Employees Self-Reported Public Service Loan Forgiveness: Totaling \$2,001,176!
- Savi's Hosted and CU Lunch & Learn - Student Debt Solutions Webinars combined: 1,123 Registrations - 475 Attended = 43%
- PSLF CU Employer Certification Forms completed with Savi: 1,272
- Savi's Premium Personalized Support Touchpoints: 1,661

OUR PARTNERSHIP

PREMIUM USER ADOPTION

Premium User Adoption

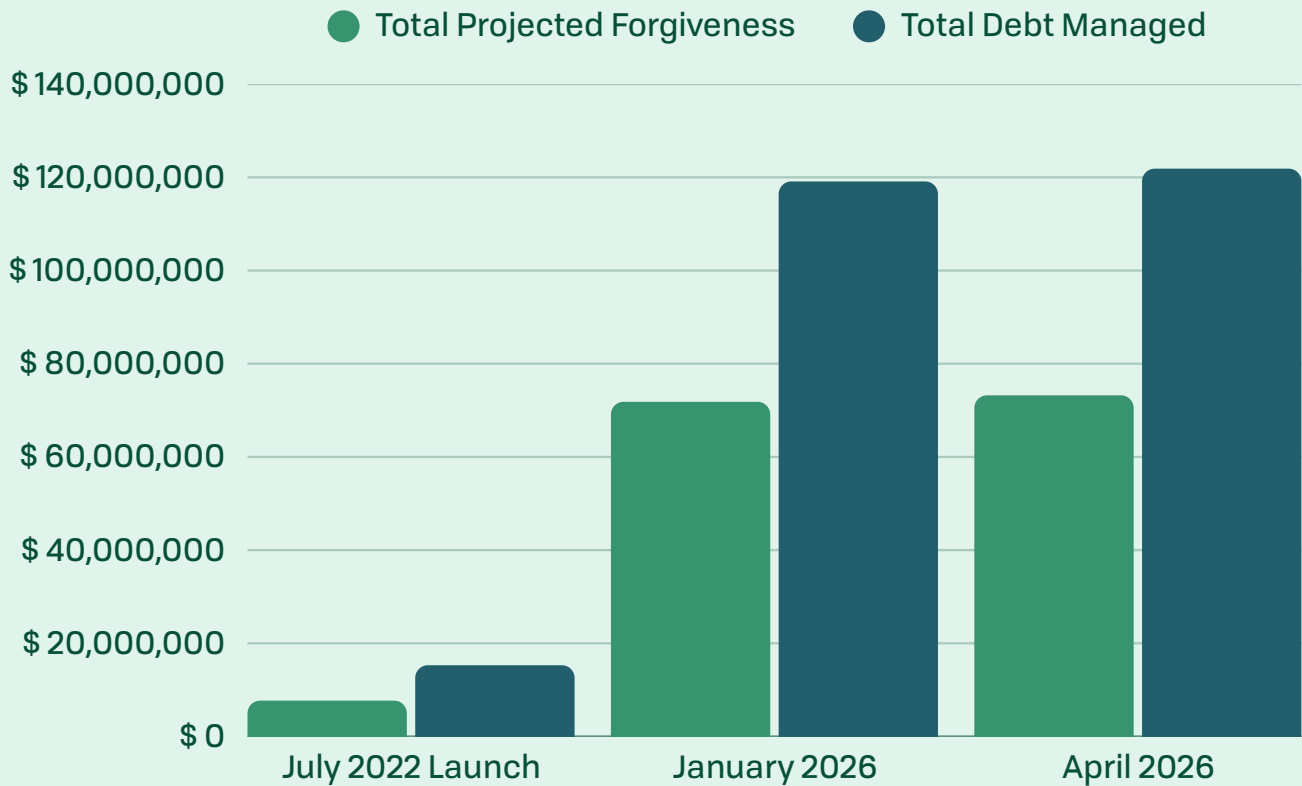


Columbia has achieved 70% premium user adoption in the three years of launching. Columbia's premium adoption rate is high compared to other Savi/TIAA partners, including other Ivy League partners.

Webinars and Columbia's marketing efforts have been the driver of adoption. Columbia's marketing emails are informative with a clear call to action, and their website is up-to-date and thorough.

OUR PARTNERSHIP

PREMIUM USER IMPACT METRICS



Columbia is driving huge savings and forgiveness for employees that not only helps their employees, but also sets them apart from their competitors.

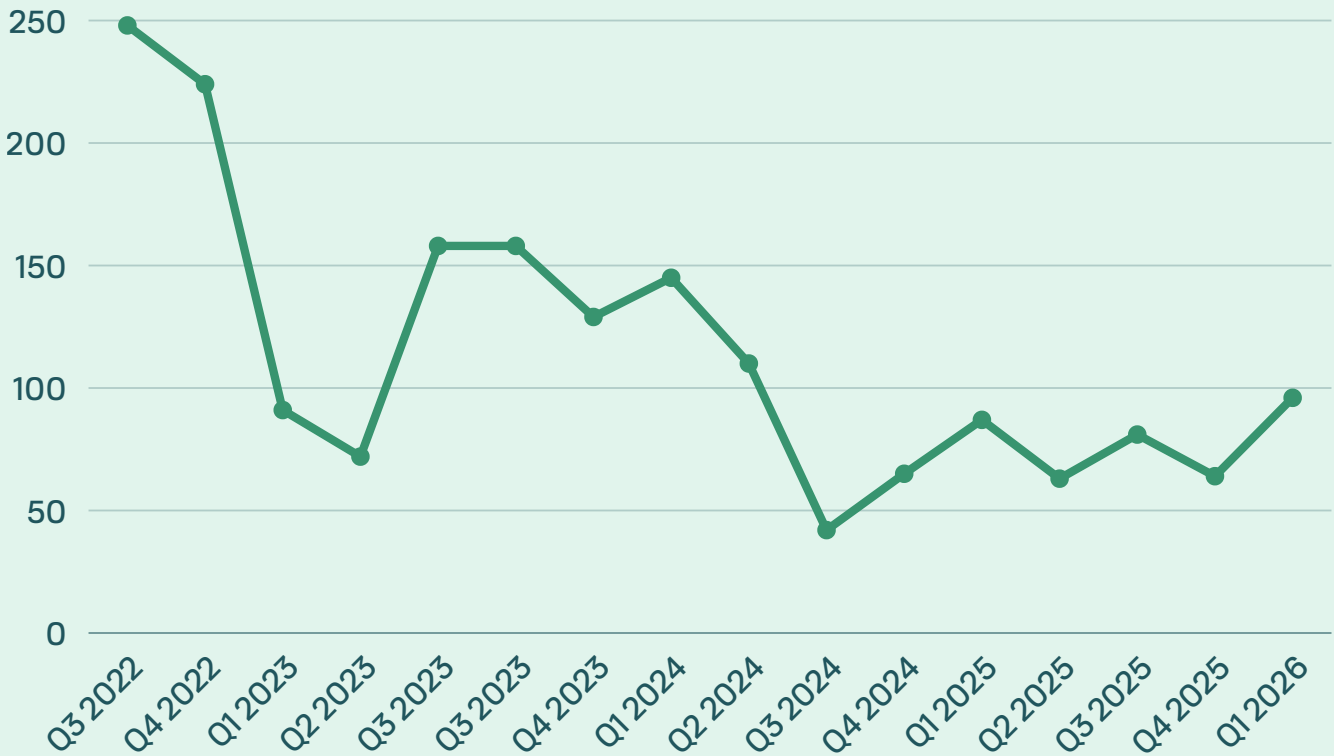
Savi projects that Columbia employees enrolled in our premium service will receive over \$73 million in loan forgiveness. Additionally, at least 60% of Columbia's premium user debt is eligible for forgiveness.

Columbia employees enrolled in a premium plan can save nearly \$100 per month on their payments.

OUR PARTNERSHIP

PREMIUM SUPPORT TOUCHPOINTS

Email and Call Touchpoints



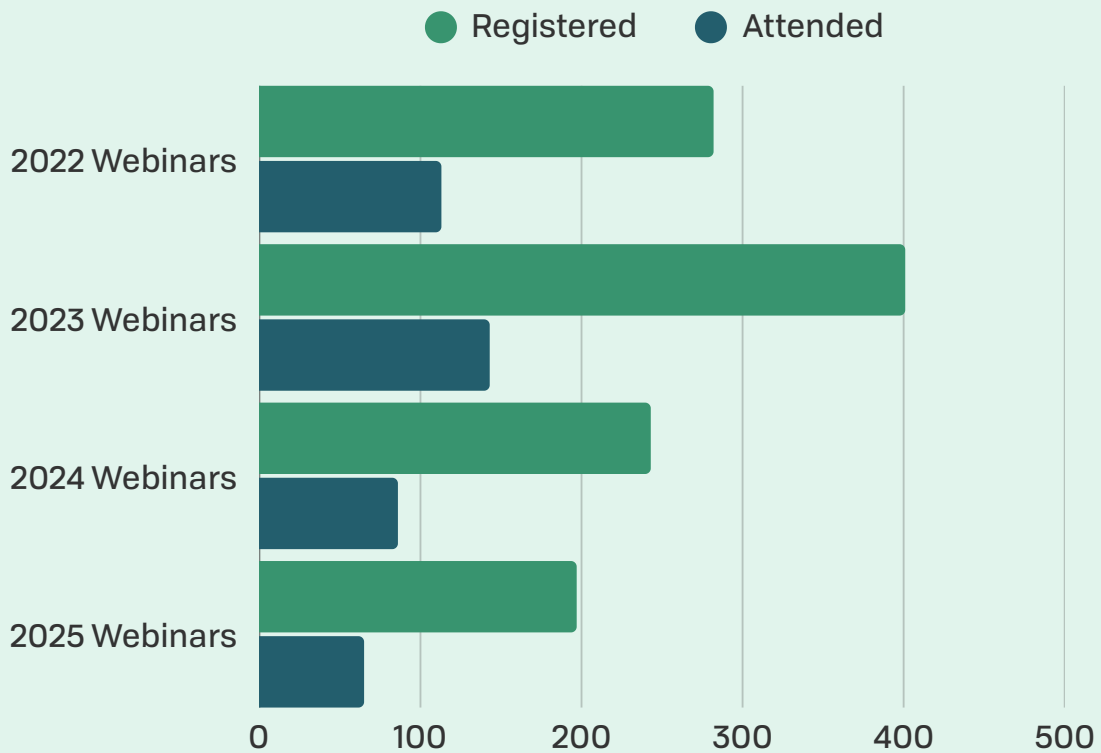
As part of Savi's premium service, employees get access to personalized support. Savi's customer support team has had over 1,661 touch points with Columbia employees enrolled in an Essential plan thus far.

Savi defines a partner's customer concern rate by taking negative user complaints and escalations and dividing those by the number of users for that specific partner. Our goal across all clients is to keep the customer concern rate below 5%.

Customer Concern Rate	
2023	2.86%
2024	0.25%
2025	0.25%
2026	0.90%

BORROWER EDUCATION

COLUMBIA EMPLOYEE WEBINARS



Savi has presented nine custom webinars for Columbia employees to learn about the new benefit and get started. Between the first three webinars hosted on Savi's platforms, over 808 employees registered, and 300 attended (37% conversion). Savi has also presented on the Columbia Lunch & Learn series since 2023 with over 205 attendees.

Additionally, thanks to Columbia's ongoing promotion, many employees attend Savi's bi-weekly all-user webinars, which helps contribute to adoption stats.

Savi will continue to host a custom webinar for Columbia employees twice a year, currently scheduled for June and October 2026!

BORROWER VOICES

Danette D. I was very happy with the customer service I received from Savi. It took two years to finally have my loan forgiven but it was because I was not filling out the application correctly and didn't understand the process. After speaking with someone who patiently walked me through it I had my loan forgiven the following year.

Michael D. Savi helped me through a very difficult, frustrating, and extremely complicated process since my student loans were federally funded but predated the Direct Loan program. Thank you to everyone at Savi for your guidance and help! I could not have completed my loan forgiveness successfully without your help.

Vivian R. Incredible service. They helped me consolidate my loans and updated me on how to proceed for loan forgiveness.

Nicole S. Despite having a background in Financial Aid, Savi's town halls and webinars advised me that I was indeed eligible for PSLF. I luckily found out in the nick of time that I needed to consolidate my FFELP loans and apply for PSLF. I was recently notified that I had made 120 payments and my student loans have been discharged. It is a huge relief to have this six-figure debt forgiven.

I owe a huge thanks to Savi for this service. Without those sessions, I'd still be in loan repayment...likely for the rest of my life!

SELF-REPORTED FORGIVENESS

As borrowers hear back from Federal Student Aid on their PSLF applications, Savi encourages them to share news of forgiveness. Here are some of the recent self-reported forgiveness news from Columbia employees so far, **totaling \$2,001,176!**

- Thomas C., \$21,468
- Jennifer G., \$15,000
- Jocelyn T., \$80,000
- Alessandra C., \$202,000
- Elsa W., \$30,000
- Johanna B., \$130,000
- Dianna M., \$4,500
- Megan A., \$35,000
- Vivian A., \$116,000
- Evelyn R., \$4,000
- Manan A., \$70,000
- Eric F., \$40,000
- Crystal M., \$71,000
- Hans B., \$48,000
- Kristen C., \$70,000
- Sheila S., \$27,414
- Nicole S., \$124,913
- Ixchel R., \$12,600
- Danette D., \$30,744
- Jonathan W., \$252,461
- David H., \$20,000
- Caroline M., \$252,076
- Christina F., \$28,000
- Julia G., \$20,000
- Sharan K., \$14,512

*Note, forgiveness is self-reported, but as Savi hears back from borrowers, we will keep Columbia updated!

POLICY UPDATES

Overview

Savi's mission involves keeping partners and borrowers updated on the latest policy changes in the student loan space so that borrowers can make the most informed decisions on repayment.

Student Loans Are Moving to Treasury

On March 19, 2026, the Department of Education and the Treasury Department announced a historic interagency agreement to transfer operational management of the \$1.7 trillion federal student loan portfolio to the Treasury.

- **Phase 1 (Now):** The Treasury is now assuming responsibility for the Default Resolution Group, overseeing collections for approximately 9 million defaulted loans.
- **Future Phases:** Treasury will eventually assume operations for non-defaulted loans, FAFSA administration, and Pell Grants.
- Servicers, repayment plans, payment amounts, and forgiveness progress are unchanged and borrowers should continue to make payments as normal.

One Big Beautiful Bill Act (OBBBA)

The **One Big Beautiful Bill Act** is approaching a critical implementation milestone on **July 1, 2026**, marking the most significant overhaul of federal student aid in decades.

Key Changes Effective July 1, 2026:

- **New Repayment Options:** Two primary plans will launch, the **Repayment Assistance Plan (RAP)** and a new **Tiered Standard Plan**. RAP features a mandatory \$10 minimum monthly payment and a 30-year forgiveness timeline but preserves the 10-year **PSLF** pathway.
- **Borrowing Caps:** New lifetime limits take effect for Parent PLUS and graduate students, and the **Grad PLUS program is officially eliminated** for new originations.
- **Plan Phase-Outs:** While existing IBR, PAYE, and ICR plans remain available for now, they are being phased out for new borrowers. Anyone taking out a new loan or consolidating after this date will be restricted to the new Standard or RAP plans.

End of SAVE Plan & Forbearance

This year, the **SAVE Plan** is officially ending. Nearly half of SAVE's 7.5 million enrollees had \$0 monthly payments. Those borrowers face the most dramatic impact, potentially being placed on a plan with payments of hundreds of dollars per month.

- **Action Required:** On March 27, ED began notifying the 7.5 million borrowers in SAVE to select a new plan.
- **90-Day Window:** Starting July 1, servicers will issue formal 90-day notices. Borrowers must select a new option (such as IBR, ICR, PAYE, or the new RAP) within this window.
- **Auto-Enrollment:** On **October 1, 2026**, any remaining SAVE borrowers who have not selected a new plan will be **automatically enrolled** in the Standard or Tiered Standard Plan—typically the most expensive options.

Savi is the best tool for navigating the best repayment plan to switch into. Our platform can model payments across plans and help borrowers understand capitalization, forgiveness timelines, and PSLF eligibility for their specific situation.

POLICY UPDATES

Stakeholder Hub

To help our partners navigate this year's significant policy shifts, we have launched a dedicated Stakeholder Hub. This one-stop resource provides immediate access to all borrower-facing communications, official guidance, and engagement materials. By utilizing the Hub, partners can ensure their employees receive consistent, up-to-date messaging, which is critical for driving engagement and protecting borrowers from the risks associated with the upcoming July 1 changes. We encourage Pitt to leverage these materials to proactively reach employees who may be impacted by the sunset of current repayment plans such as SAVE.

Access the new Stakeholder Hub here: savistakeholderhub.aura.build

Borrower Advocacy

The student loan landscape will see unprecedented changes in 2026. These large-scale transitions create significant risk for borrowers to miss critical deadlines, lose eligibility for forgiveness programs, or face automatic enrollment in the most expensive repayment plans. Savi serves as a dedicated advocate, translating these complex regulatory updates into clear, actionable steps that protect employees from costly missteps.

Our expert personalized support, custom webinars, and 1-on-1 guidance provide a critical safety net for employees. By addressing complex policy questions directly with borrowers, we ensure employees remain on the fastest track to forgiveness while significantly reducing the administrative burden on HR teams who would otherwise have to navigate these federal shifts alone.

Conclusion

By equipping Columbia University employees with Savi's proactive tools, this partnership delivers a measurable impact that goes beyond individual loan balances. We are actively reducing financial stress and improving retention by ensuring that the path to Public Service Loan Forgiveness (PSLF) remains clear and attainable despite shifting federal policies. This partnership demonstrates Columbia's deep commitment to the long-term financial wellness of those who dedicate their careers to nonprofit and public service.

Together, we are not just managing student debt; we are providing a stabilizer during a period of national transition. By investing in your employees' professional growth and peace of mind, we ensure that Columbia remains a leader in supporting the financial security of its workforce.



THANK YOU FOR YOUR CONTINUED PARTNERSHIP!



Savi is a social impact technology startup in Washington, D.C. working to solve the student debt crisis affecting 46 million borrowers by helping them discover new repayment and loan forgiveness options. Founded by long-time student loan experts and advocates, Savi is a public benefit corporation that works with employers, membership organizations, and financial institutions to provide our service as a unique student loan benefit.

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