OUR COLLECTIVE IMPACT

COLUMBIA UNIVERSITY & SAVI



Q3 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.

58

New Users in Q3 2026

$61k

Average Forgiveness-Eligible Debt Per User

$4.2k

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 will be returning to campus November 2026 for the this year's fairs!

LUNCH & LEARN SESSIONS

October 7th, Savi held a borrower education session for CU employees. Participants learned how assess their forgiveness and repayment options in the Savi tool, upcoming policy changes 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.





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, 2025, or 2026. 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
Q2 2026	272	74	346
Q3 2026	96	137	233
TOTALS (ALL TIME)	**2,334***	**2,719****	**5,053**

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 1,400 forms have been completed this way so far!), but Columbia employees are also enrolling in the Essential service to:

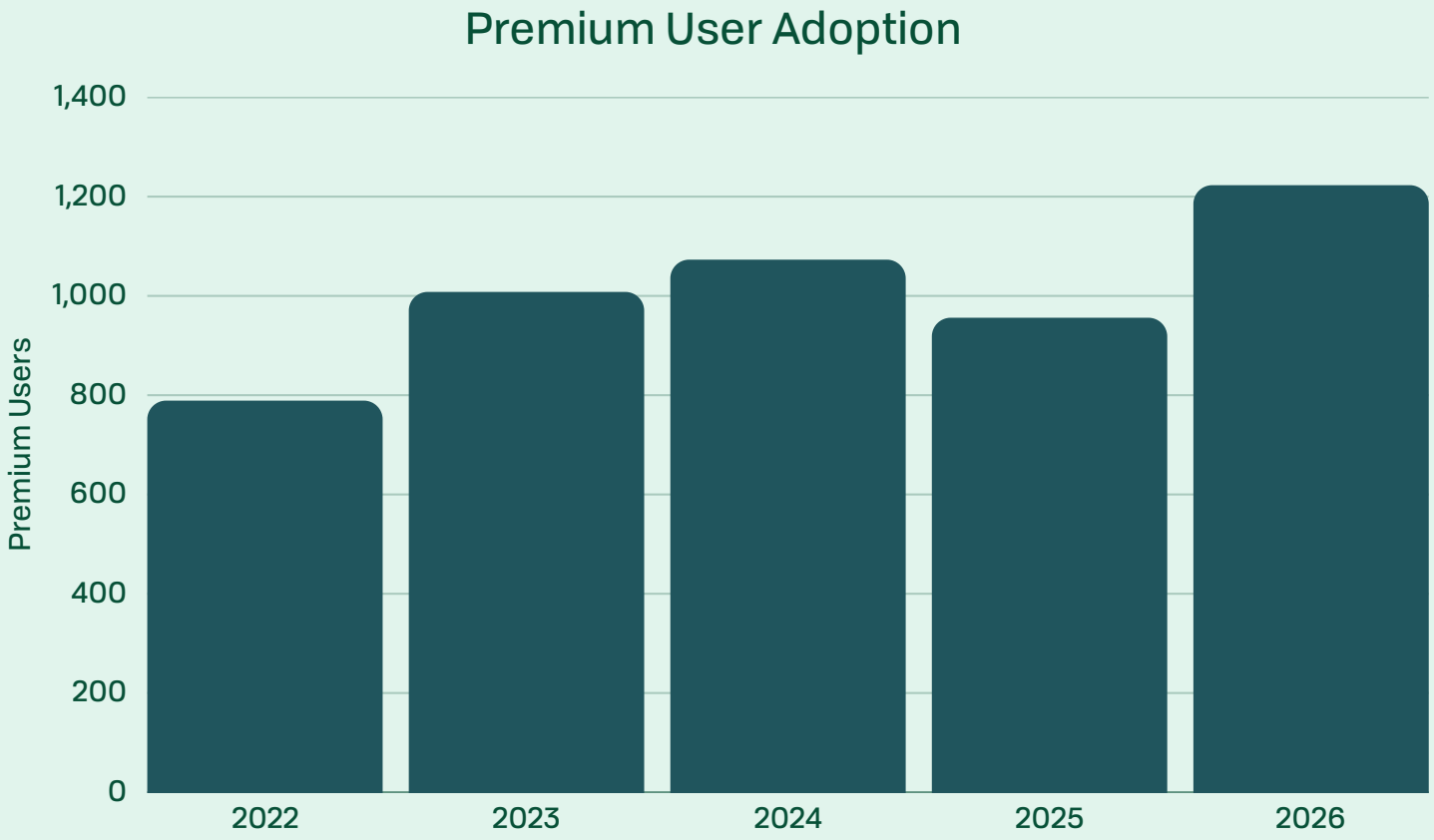
- Receive access to one-on-one support from Savi's team of student loan experts via email and live chat
- Get important student loan policy updates
- Identify ways to save money on monthly payments and maximize credits towards PSLF, including consolidation
- Have forms for Income Driven Repayment Plans, 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: 1,497 Registrations / 569 Attended = 38%
- PSLF CU Employer Certification Forms completed with Savi: 1,467
- Savi's Premium Personalized Support Touchpoints: 1,912

OUR PARTNERSHIP

PREMIUM USER ADOPTION

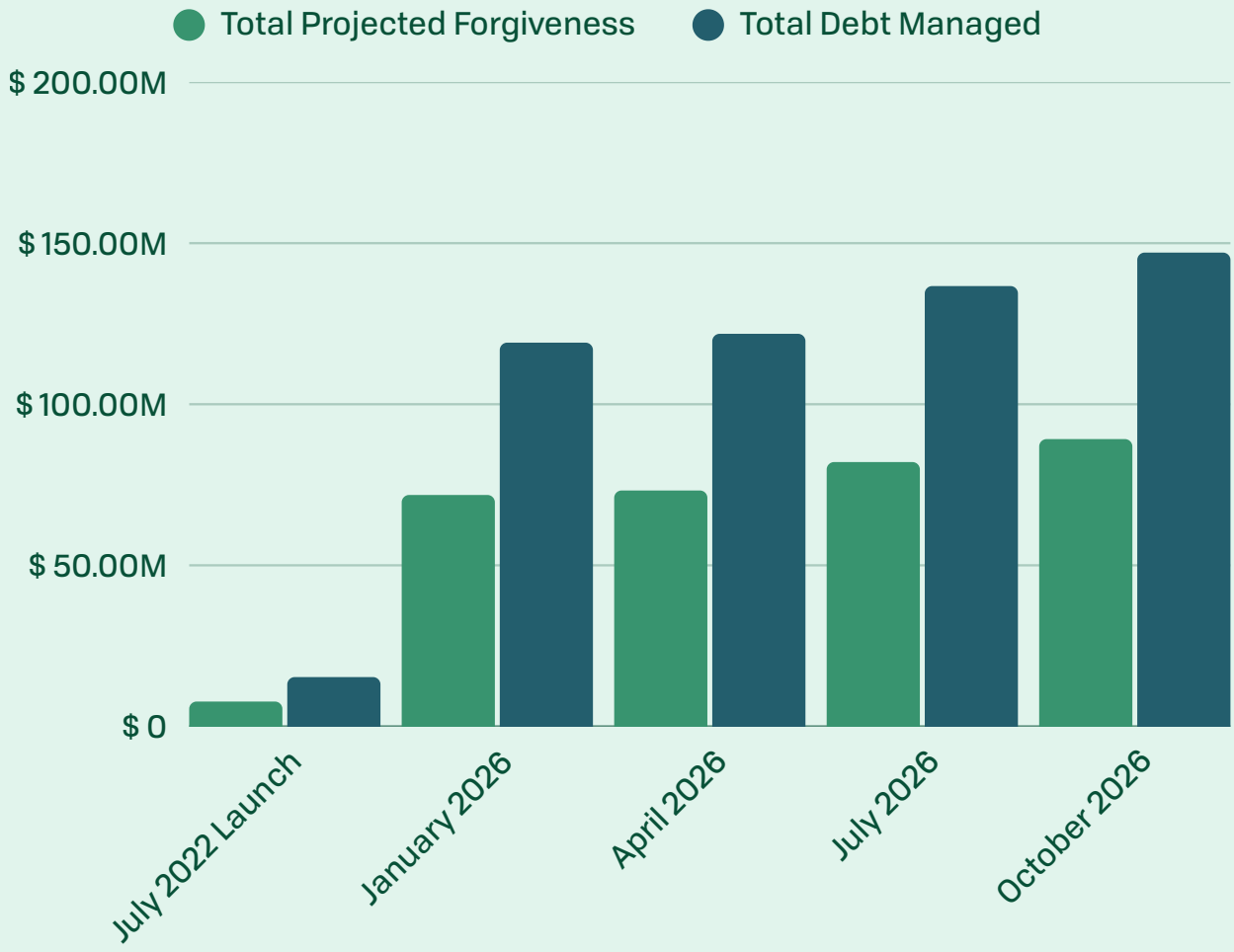


Columbia has achieved 91% premium user adoption in the three years of launching. Columbia's premium adoption rate is high compared to other Savi/TIAA partners, including other Ivy League partners.

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



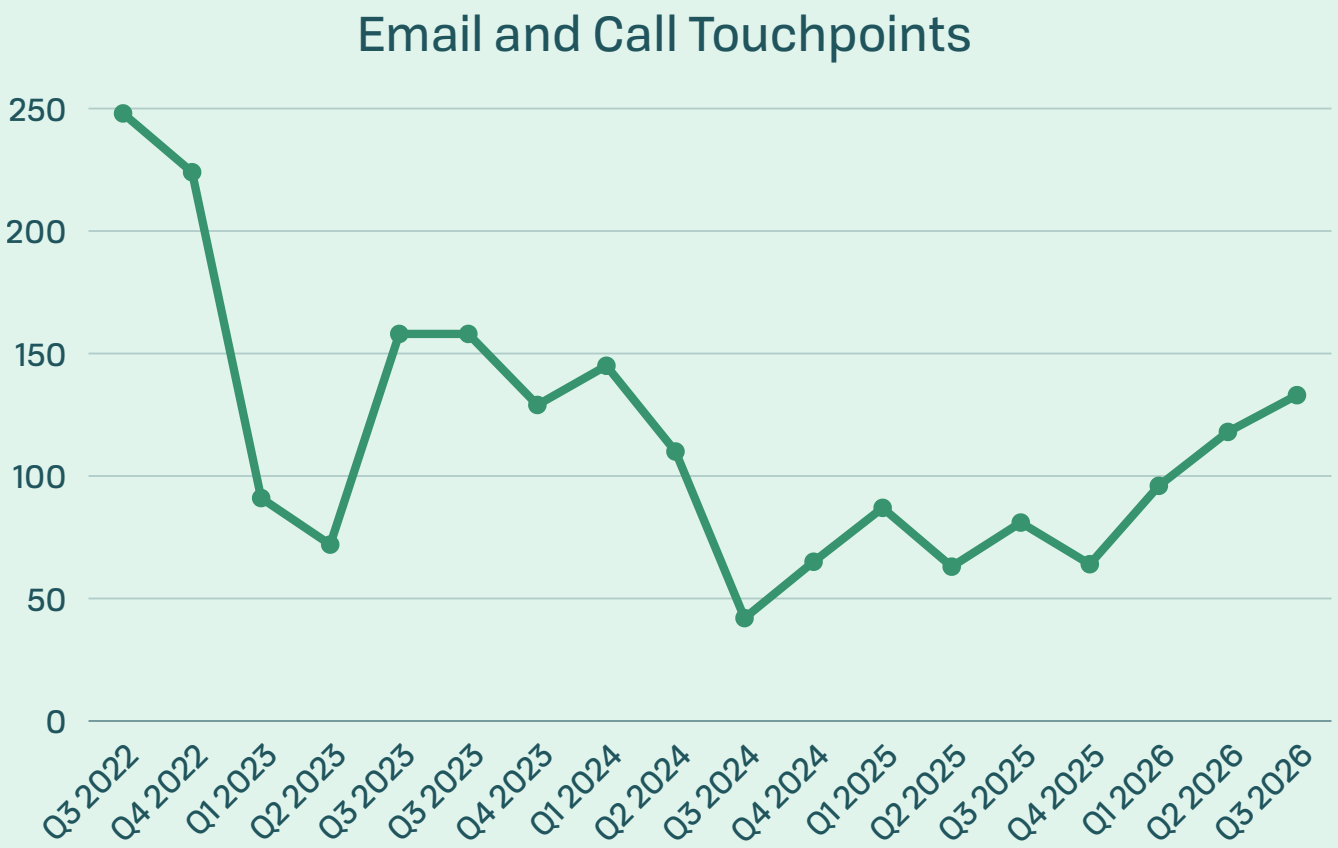
Columbia is driving huge savings and forgiveness for employees that not only helps their employees, but also sets them apart from their competitors.

Savi projects that Columbia employees enrolled in our premium service will receive over $89 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 over $350 per month on their payments.

OUR PARTNERSHIP

PREMIUM SUPPORT TOUCHPOINTS



As part of Savi's premium service, employees get access to personalized support. Savi's customer support team has had over 1,912 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	0.82%

BORROWER EDUCATION

COLUMBIA EMPLOYEE WEBINARS



The 2026 Lunch & Learn sessions drew a combined total of 374 registrations, with 84 employees attending live! This strong turnout reflects borrower interest in this year's policy changes and aligns with our goal to keep employees equipped with the clarity and confidence they need to make the best decisions on thier loans.

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

Savi will continue to host a custom webinar for Columbia employees twice a year.

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!

- 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
- Andrew H., $147,080

*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.

Autopay Interest Rate Reduction Extended

The Department of Education has extended the enrollment deadline for the temporary 1% interest rate reduction for borrowers who sign up for autopay. The deadline moved from September 30 to December 31, 2026. The standard autopay reduction is 0.25%, so this is four times the usual benefit.

- **Who benefits:** Borrowers who currently pay manually can enroll through their servicer before December 31. Borrowers already on autopay are receiving the reduction automatically.
- **How long it lasts:** The reduction continues through June 30, 2028, as long as autopay stays active and the borrower keeps making payments. Moving into forbearance or deferment ends it.
- **Why it matters:** Autopay helps borrowers stay on time every month, which is also important for anyone pursuing PSLF. We encourage Columbia to remind employees who pay manually to enroll before the year-end deadline.

The Clock Is Running for SAVE Borrowers

Following a federal court decision, the SAVE plan has officially been terminated and the transition is now in motion. Nearly half of SAVE's 7.5 million enrollees had $0 monthly payments. For many, auto-enrollment could mean going from nothing to hundreds of dollars per month.

- **90-Day Notices Are Rolling Out Through 2027:** Servicers began sending formal notices on July 1 and will continue sending them through 2027, so borrowers will reach their deadlines on a rolling basis. Each notice gives the borrower 90 days to choose a new qualifying repayment plan. If a borrower hasn't selected a plan by the end of their 90 days, they will be automatically placed into Standard or Tiered Standard repayment, and their payment amount will be based on their loan balance, not income.
- **Savi Is the Right Tool for This Moment:** Our platform models payments across every available plan and helps borrowers understand their PSLF eligibility, forgiveness timelines, and capitalization risks before making a switch.

WHAT WE CAN FOCUS ON

Enhanced Administrative Dashboard

We have made significant enhancements to the Savi Administrative Dashboard, which tracks employee engagement. The redesign came directly from partner feedback and is meant to make reporting cleaner, more meaningful, and easier to share with leadership. Data updates in real time, so you can see engagement as it happens.

- **Full employee reach:** Total Unique Members brings everyone with a Savi account into one clear number.
- **Household impact:** Supported Family Members shows the spouses and dependents your employees have entered in their accounts, reflecting how student debt affects whole households.
- **Topic engagement:** See how employees are using Savi across repayment, forgiveness, and financial education.
- **Payment and forgiveness comparisons:** View average monthly payments before and after working with Savi, along with projected forgiveness.
- **Templated communications:** A new section gives you flyers, newsletters, and email templates, all accessible directly from the Admin Dashboard, so sharing consistent messaging with employees is quick and simple.

Ongoing Benefits Integration

- **Open Enrollment & New Hires:** We remain committed to supporting your recruitment and retention efforts. We recommend including Savi in your Open Enrollment communications and New Hire orientations to ensure student loan solutions are a Day 1 priority for your workforce.
- **All-User Webinars:** Add the Savi & TIAA bi-monthly webinars to your employee communications. Also, promote the monthly Borrower Town Halls on the State of Student Debt.

Borrower Advocacy

The student loan landscape has undergone unprecedented change in 2026 and the transition isn't over. SAVE enrollees will soon be auto-enrolled into more expensive plans, and the 2028 PAYE/ICR sunset means the window for borrowers to act on their own terms is narrowing.

Savi serves as a dedicated advocate through this period: translating complex regulatory changes into clear next steps, running custom webinars, and providing 1-on-1 support that keeps employees on the fastest path to forgiveness while reducing the burden on HR teams navigating these shifts.

Conclusion

Our partnership is delivering 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 remains clear and attainable despite the most significant federal policy shift in decades.

Together, 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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