

**Memorial Day Federal Holiday Processing and Customer Service Hours  
Attachment to May 2019 Electronic Announcement**

Our federal offices as well as most of our Title IV processors and contact centers will be closed on Monday, May 27, 2019 to observe the Memorial Day federal holiday. See below for the various centers' operation status on the holiday.

**CPS**

The Central Processing System (CPS) will accept data on Monday, May 27, 2019, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, May 28, 2019.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, May 27, 2019, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, May 28, 2019.

**Websites**

All Federal Student Aid websites will remain operational on the holiday. The IRS Data Retrieval Tool (DRT) will be unavailable from 8 p.m. Eastern time (ET) on Saturday, May 25, 2019 through 7 a.m. ET on Tuesday, May 28, 2019. During this period, actions can be completed on fafsa.gov, the myStudentAid mobile app, and StudentLoans.gov. However, if an action requires entry of federal tax information, the tax information will need to be provided manually. Applicants may wish to complete the application after the outage is over.

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Memorial Day Federal Holiday, Monday, May 27, 2019</b>
Borrower Defense Hotline	1-855-279-6207	Closed
COD School Relations Center		
• Campus-Based, Direct Loans, and Grants	1-800-848-0978	Closed
• Student Loan Support Center	1-800-557-7394	Closed
CPS/SAIG Technical Support	1-800-330-5947	Closed
Default Resolution Group	1-800-621-3115	Will be closed at 5 p.m. ET on Monday, May 27, 2019.
eZ-Audit Help Desk	1-877-263-0780	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Closed
Federal Student Aid Information Center	1-800-4-FED-AID	Closed
G5 Hotline	1-888-336-8930	Closed

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Memorial Day Federal Holiday, Monday, May 27, 2019</b>
Loan Consolidation Servicers <ul style="list-style-type: none"> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Navient</li> <li>• Nelnet</li> </ul>	1-800-699-2908 1-800-236-4300 1-800-722-1300 1-866-426-6765	Closed Closed Closed Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• HESC/Edfinancial</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> </ul>	1-877-336-7397 1-866-313-4130 1-800-655-3813 1-800-303-8353 1-888-686-6919 1-855-845-1001 1-888-866-4353 1-888-272-4665 1-866-463-5638 1-866-264-9762	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• HESC/Edfinancial</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> </ul>	1-800-663-1662 1-866-313-3797 1-800-699-2908 1-888-556-0022 1-800-236-4300 1-855-337-6884 1-888-866-4352 1-800-722-1300 1-888-486-4722 1-866-264-9762	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Closed
NSLDS Customer Service	1-800-999-8219	Closed
Ombudsman	1-877-557-2575	Closed