

**Thanksgiving Day Federal Holiday Processing and Customer Service Hours  
Attachment to November 2019 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Thursday, November 28, 2019 to observe the Thanksgiving Day federal holiday. In addition, some of our Title IV processors and contact centers will have additional closures on the days surrounding the holiday. See below for the various centers' operation status on the holiday.

**CPS**

The Central Processing System (CPS) will accept data on Thursday, November 28, 2019, but will not process data or send Institutional Student Information Records (ISIRs) until Friday, November 29, 2019.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 28, 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 Friday, November 29, 2019.

**Websites**

All Federal Student Aid websites will remain operational on the holiday.

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Thanksgiving Day Federal Holiday, Thursday, November 28, 2019</b>	<b>Status on Friday, November 29, 2019 (the day after Thanksgiving Day)</b>
Borrower Defense Hotline	1-855-279-6207	Closed	Open
COD School Relations Center <ul style="list-style-type: none"> <li>• Campus-Based, Direct Loans, Grants</li> <li>• Student Loan Support Center</li> </ul>	1-800-848-0978 1-800-557-7394	Closed* Closed* * Will also be closed beginning at 3 p.m. ET on Wednesday, November 27, 2019.	Open Open
CPS/SAIG Technical Support	1-800-330-5947	Closed	Closed
Default Resolution Group	1-800-621-3115	Closed	Open
eZ-Audit Help Desk	1-877-263-0780	Closed	Open
Federal Student Aid Feedback Center	1-844-651-0077	Closed	Open
Federal Student Aid Information Center	1-800-4-FED-AID	Closed	Closed
G5 Hotline	1-888-336-8930	Closed	Open

