

**Christmas and New Year's Federal Holiday Processing and Customer Service Hours
Attachment to December 2019 Electronic Announcement**

Our federal offices as well as a most of our Title IV processors and contact centers will be closed on Wednesday, December 25, 2019 to observe the Christmas Day federal holiday as well as on Wednesday, January 1, 2020 to observe the New Year's Day federal holiday. In addition, some of the Title IV processors and contact centers will have additional closures on the days surrounding the holidays. See below for the various centers' operation status on the holidays.

CPS

The Central Processing System (CPS) will accept data on Wednesday, December 25, 2019 and Wednesday, January 1, 2020, but will not process data or send Institutional Student Information Records (ISIRs) until Thursday, December 26, 2019 (for data received on the 25th) and Thursday, January 2, 2020 (for data received on the 1st).

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Wednesday, December 25, 2019 and Wednesday, January 1, 2020, but schools will not be able to receive any federal funds on those days. Requests for changes in funding levels and for funds will not be processed until Thursday, December 26, 2019 (for requests received on the 25th) and Thursday, January 2, 2020 (for requests received on the 1st).

Websites

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Tuesday, December 24, 2019	Status on the Christmas Day Federal Holiday, Wednesday, December 25, 2019	Status on New Year's Eve Day, Tuesday, December 31, 2019	Status on the New Year's Day Federal Holiday, Wednesday, January 1, 2020
Borrower Defense Hotline	1-855-279-6207	Open	Closed	Open	Closed
COD School Relations Center					
• Campus-Based, Direct Loans, and Grants	1-800-848-0978	Will be closed at 3 p.m. Eastern time (ET).	Closed	Will be closed at 3 p.m. ET.	Closed
• Student Loan Support Center	1-800-557-7394	Will be closed at 3 p.m. ET.	Closed	Will be closed at 3 p.m. ET.	Closed
CPS/SAIG Technical Support	1-800-330-5947	Open	Closed	Open	Closed
Default Resolution Group	1-800-621-3115	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
eZ-Audit Help Desk	1-877-263-0780	Open	Closed	Open	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Open	Closed	Open	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Tuesday, December 24, 2019	Status on the Christmas Day Federal Holiday, Wednesday, December 25, 2019	Status on New Year's Eve Day, Tuesday, December 31, 2019	Status on the New Year's Day Federal Holiday, Wednesday, January 1, 2020
Federal Student Aid Information Center	1-800-4-FED-AID	Closed	Closed	Open	Open
G5 Hotline	1-888-336-8930	Open	Closed	Open	Closed
Loan Consolidation Servicers					
• FedLoan Servicing (PHEAA)	1-800-699-2908	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
• Great Lakes Educational Loan Services, Inc.	1-800-236-4300	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
• Navient	1-800-722-1300	Open	Closed	Open	Closed
• Nelnet	1-866-426-6765	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
Loan Servicing Centers for Schools					
• CornerStone	1-877-336-7397	Closed	Closed	Will be closed at 7 p.m. ET.	Closed
• ECSI Federal Perkins Loan Servicer	1-866-313-4130	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
• FedLoan Servicing (PHEAA)	1-800-655-3813	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
• Granite State - GSMR	1-800-303-8353	Will be closed at 2 p.m. ET.	Closed	Will be closed at 2 p.m. ET.	Closed
• Great Lakes Educational Loan Services, Inc.	1-888-686-6919	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
• HESC/Edfinancial	1-855-845-1001	Closed	Closed	Will be closed at 6 p.m. ET.	Closed
• MOHELA	1-888-866-4353	Will be closed at 3 p.m. ET.	Closed	Will be closed at 6 p.m. ET.	Closed
• Navient	1-888-272-4665	Open	Closed	Open	Closed
• Nelnet	1-866-463-5638	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
• OSLA Servicing	1-866-264-9762	Closed	Closed	Open	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Tuesday, December 24, 2019	Status on the Christmas Day Federal Holiday, Wednesday, December 25, 2019	Status on New Year's Eve Day, Tuesday, December 31, 2019	Status on the New Year's Day Federal Holiday, Wednesday, January 1, 2020
Loan Servicing Centers for Students					
• CornerStone	1-800-663-1662	Closed	Closed	Will be closed at 7 p.m. ET.	Closed
• ECSI Federal Perkins Loan Servicer	1-866-313-3797	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
• FedLoan Servicing (PHEAA)	1-800-699-2908	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
• Granite State - GSMR	1-888-556-0022	Will be closed at 2 p.m. ET.	Closed	Will be closed at 2 p.m. ET.	Closed
• Great Lakes Educational Loan Services, Inc.	1-800-236-4300	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
• HESC/Edfinancial	1-855-337-6884	Closed	Closed	Will be closed at 6 p.m. ET.	Closed
• MOHELA	1-888-866-4352	Will be closed at 3 p.m. ET.	Closed	Will be closed at 6 p.m. ET.	Closed
• Navient	1-800-722-1300	Open	Closed	Open	Closed
• Nelnet	1-888-486-4722	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
• OSLA Servicing	1-866-264-9762	Closed	Closed	Open	Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Will be closed at 4 p.m. ET.	Closed	Will be closed at 4 p.m. ET.	Closed
NSLDS Customer Service	1-800-999-8219	Open	Closed	Open	Closed
Ombudsman	1-877-557-2575	Open	Closed	Open	Closed