

**Labor Day Federal Holiday Processing and Customer Service Hours
Attachment to August 2020 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Monday, Sept. 7, 2020 to observe the Labor 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, Sept. 7, 2020, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, Sept. 8, 2020.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, Sept. 7, 2020, 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, Sept. 8, 2020.

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, Sept. 5, 2020 through 7 a.m. ET on Tuesday, Sept. 8, 2020. During this outage period, users may access fafsa.gov, the myStudentAid mobile app, and the Income-Driven Repayment (IDR) Plan Request. However, if an action requires entry of federal tax information, the tax information will need to be provided manually (or, in the case of the IDR Plan Request, alternative documentation of income will need to be provided). Applicants may wish to complete the application after the outage is over.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Labor Day Federal Holiday, Monday, Sept. 7, 2020
Borrower Defense Hotline	1-855-279-6207	Closed
COD School Relations Center <ul style="list-style-type: none"> • Campus-Based, Direct Loans, and Grants • Student Loan Support Center 	1-800-848-0978 1-800-557-7394	Closed Closed
CPS/SAIG Technical Support	1-800-330-5947	Closed
Default Resolution Group	1-800-621-3115	Closed
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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Labor Day Federal Holiday, Monday, Sept. 7, 2020
Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet 	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"> • CornerStone • ECSI Federal Perkins Loan Servicer • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • HESC/Edfinancial • MOHELA • Navient • Nelnet • OSLA Servicing 	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
Loan Servicing Centers for Students <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • HESC/Edfinancial • MOHELA • Navient • Nelnet • OSLA Servicing 	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
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