

**Thanksgiving Day Federal Holiday Processing and Customer Service Hours  
Attachment to November 2020 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Thursday, Nov. 26, 2020 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 and Friday, Nov. 26–27, 2020, but will not process data or send *Institutional Student Information Records* (ISIRs) until Monday, Nov. 30, 2020.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Thursday, Nov. 26, 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 Friday, Nov. 27, 2020.

**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, Nov. 26, 2020</b>	<b>Status on Friday, Nov. 27, 2020 (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. Eastern time on Wednesday, Nov. 25, 2020.	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

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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	Closed Open Closed Open
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	Closed Closed Closed Closed Open Closed Closed Closed Open 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	Closed Closed Closed Closed Open Closed Closed Closed Open Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Closed	Open
NSLDS Customer Service	1-800- 999-8219	Closed	Closed
Ombudsman	1-877-557-2575	Closed	Open