

**Christmas and New Year's Federal Holiday Processing and Customer Service Hours  
Attachment to December 2020 Electronic Announcement**

Our federal offices and most of our Title IV processors and contact centers will be closed on Friday, Dec. 25, 2020 to observe the Christmas Day federal holiday as well as on Friday, Jan. 1, 2021 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 Friday, Dec. 25, 2020 and Friday, Jan. 1, 2021, but will not process data or send *Institutional Student Information Records* (ISIRs) until Monday, Dec. 28, 2020 (for data received on the 25<sup>th</sup>) and Monday, Jan. 4, 2021 (for data received on the 1<sup>st</sup>).

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Friday, Dec. 25, 2020 and Friday, Jan. 1, 2021, 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 Monday, Dec. 28, 2020 (for requests received on the 25<sup>th</sup>) and Monday, Jan. 4, 2021 (for requests received on the 1<sup>st</sup>).

**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, Thursday, Dec. 24, 2020	Status on the Christmas Day Federal Holiday, Friday, Dec. 25, 2020	Status on New Year's Eve Day, Thursday, Dec. 31, 2020	Status on the New Year's Day Federal Holiday, Friday, Jan. 1, 2021
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

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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					
<ul style="list-style-type: none"> <li>FedLoan Servicing (PHEAA)</li> </ul>	1-800-699-2908	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>Great Lakes Educational Loan Services, Inc.</li> </ul>	1-800-236-4300	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>Navient</li> </ul>	1-800-722-1300	Open	Closed	Open	Closed
<ul style="list-style-type: none"> <li>Nelnet</li> </ul>	1-866-426-6765	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
Loan Servicing Centers for Schools					
<ul style="list-style-type: none"> <li>CornerStone</li> </ul>	1-877-336-7397	Closed	Closed	Closed*	Closed
<ul style="list-style-type: none"> <li>ECSI Federal Perkins Loan Servicer</li> </ul>	1-866-313-4130	Will be closed at 5 p.m. ET.	Closed	*Will have reduced hours (10 a.m.–7 p.m. ET) on Dec. 28–30. Will be closed at 5 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>FedLoan Servicing (PHEAA)</li> </ul>	1-800-655-3813	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>Granite State - GSMR</li> </ul>	1-800-303-8353	Closed	Closed	Will be closed at 2 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>Great Lakes Educational Loan Services, Inc.</li> </ul>	1-888-686-6919	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>HESC/Edfinancial</li> </ul>	1-855-845-1001	Closed	Closed	Will be closed at 6 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>MOHELA</li> </ul>	1-888-866-4353	Closed	Closed	Closed	Closed
<ul style="list-style-type: none"> <li>Navient</li> </ul>	1-888-272-4665	Open	Closed	Open	Closed
<ul style="list-style-type: none"> <li>Nelnet</li> </ul>	1-866-463-5638	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
<ul style="list-style-type: none"> <li>OSLA Servicing</li> </ul>	1-866-264-9762	Closed	Closed	Open	Closed

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Loan Servicing Centers for Students					
• CornerStone	1-800-663-1662	Closed	Closed	Closed*	Closed
• ECSI Federal Perkins Loan Servicer	1-866-313-3797	Will be closed at 5 p.m. ET.	Closed	*Will have reduced hours (10 a.m.–7 p.m. ET) on Dec. 28–30. 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	Closed	Closed	Will be closed at 2 p.m. ET.	Closed
• Great Lakes Educational Loan Services, Inc.	1-800-236-4300	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 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	Closed	Closed	Closed	Closed
• Navient	1-800-722-1300	Open	Closed	Open	Closed
• Nelnet	1-888-486-4722	Will be closed at 5 p.m. ET.	Closed	Will be closed at 5 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 5 p.m. ET.	Closed	Will be closed at 5 p.m. ET.	Closed
NSLDS Customer Service	1-800-999-8219	Open	Closed	Open	Closed
Ombudsman	1-877-557-2575	Open	Closed	Open	Closed