

**Birthday of Martin Luther King, Jr. Federal Holiday and Inauguration Day Processing and Customer Service Hours
Attachment to January 2021 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, Jan 18, 2021 to observe the Birthday of Martin Luther King, Jr. federal holiday. Additionally, our federal offices located in Washington, D.C. will be closed on Wednesday, Jan. 20, 2021 for the Presidential Inauguration activities. Some of the contact centers and Title IV processors will also be closed on this day. See below for the various centers' operation status on the holidays.

CPS

The Central Processing System (CPS) will accept data on Monday, Jan. 18, 2021, but will not process data or send *Institutional Student Information Records* (ISIRs) until Tuesday, Jan. 19, 2021.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, Jan. 18, 2021, 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, Jan. 19, 2021.

Websites

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Day Federal Holiday, Monday, Jan. 18, 2021	Status on Inauguration Day, Wednesday, Jan. 20, 2021
Borrower Defense Hotline	1-855-279-6207	Closed	Open
COD School Relations Center			
• Campus-Based, Direct Loans, Grants	1-800-848-0978	Closed	Open
• Student Loan Support Center	1-800-557-7394	Closed	Open
CPS/SAIG Technical Support	1-800-330-5947	Closed	Open
Default Resolution Group	1-800-621-3115	Closed	Open
eZ-Audit Help Desk	1-877-263-0780	Closed	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Closed	Open
Federal Student Aid Information Center	1-800-4-FED-AID	Open	Open
G5 Hotline	1-888-336-8930	Closed	Open

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Day Federal Holiday, Monday, Jan. 18, 2021	Status on Inauguration Day, Wednesday, Jan. 20, 2021
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 Open Closed Open	Open Open Open Open
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 Open Open Closed Open Closed Open Closed	Open Open Open Open Open Open Open Open Open Open
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 Open Open Closed Open Closed Open Closed	Open Open Open Open Open Open Open Open Open Open
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open	Open
NSLDS Customer Service	1-800- 999-8219	Closed	Open
Ombudsman	1-877-557-2575	Closed	Open