

**Washington's Birthday Federal Holiday Processing and Customer Service Hours  
Attachment to Febuary 2021 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, Feb. 15, 2021 to observe the Washington's Birthday federal holiday. See below for the various centers' operation status on the holiday.

**CPS**

The Central Processing System (CPS) will accept data on Monday, Feb. 15, 2021, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, Feb. 16, 2021.

**COD System**

In addition, the Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, Feb. 15, 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, Feb. 16, 2021.

In addition, the COD System will be unavailable from 11 p.m. Eastern time (ET) on Friday, Feb. 12, 2021 through 11 a.m. ET on Sunday, Feb. 14, 2021.

**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 Washington's Birthday Federal Holiday, Monday, Feb. 15, 2021</b>
Borrower Defense Hotline	1-855-279-6207	Closed
COD School Relations Center		
• Campus-Based, Direct Loans, and Grants	1-800-848-0978	Closed
• Student Loan Support Center	1-800-557-7394	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	Open
G5 Hotline	1-888-336-8930	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday Federal Holiday, Monday, Feb. 15, 2021
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 Open Open 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 Open Closed Open Open Closed Open Open 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 Open Closed Open Open Closed Open Open Open Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open
NSLDS Customer Service	1-800-999-8219	Closed
Ombudsman	1-877-557-2575	Closed