

**Birthday of Martin Luther King, Jr. Federal Holiday  
Processing and Customer Service Hours  
Attachment to January 2011 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, January 17, 2011 to observe the Birthday of Martin Luther King, Jr. federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, January 17, 2011 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, January 18, 2011.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, January 17, 2011, 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, January 18, 2011.

Web Sites

The Direct Consolidation Loans Web site will be unavailable over the holiday weekend. For complete information, including system and Interactive Voice Response unit impact, refer to the electronic announcement posted on [January 7, 2011](#) to the Information for Financial Aid Professionals (IFAP) Web site.

All other Federal Student Aid Web sites will remain operational on the holiday.

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 17, 2011</b>
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center <ul style="list-style-type: none"> <li>• Direct Loans</li> <li>• Grants</li> <li>• Applicant Services</li> </ul>	(800) 848-0978 (800) 474-7268 (800) 557-7394	Open Open Open
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
eZ-Audit	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Closed

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<b>Loan Servicing Centers for Schools</b> <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center – School Services</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>	(866) 938-4750 (888) 877-7658 (800) 655-3813 (888) 686-6919 (866) 463-5638 (888) 272-4665	Open Open Closed Open Closed Closed
<b>Loan Servicing Centers for Students</b> <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 486-4722 (800) 722-1300	Open Open Closed Open Closed Closed
<b>NSLDS Customer Service</b>	(800) 999-8219	Closed
<b>Ombudsman</b>	(877) 557-2575	Open
<b>Research and Customer Care Center</b>	(800) 433-7327	Closed
<b>Total and Permanent Disability Processing Centers</b> <ul style="list-style-type: none"> <li>• Disability Discharge Loan Servicing Center</li> <li>• Nelnet Total and Permanent Disability Servicer</li> <li>• Veterans Disability Discharge Unit</li> </ul>	(888) 869-4169 (888) 303-7818 (404) 974-9490	Open Closed Closed