

**Birthday of Martin Luther King, Jr. Federal Holiday  
Processing and Customer Service Hours  
Attachment to January 2015 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, January 19, 2015 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 19, 2015 but will not process Institutional Student Information Records (ISIRs) until Tuesday, January 20, 2015.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, January 19, 2015, 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 20, 2015.

**Web Sites**

All 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 19, 2015</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>• Student Loan Support Center</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
eZ-Audit Help Desk	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Closed
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>	(800) 699-2908 (800) 236-4300 (800) 722-1300 (866) 426-6765	Open Open Closed Open
Loan Consolidation Information Call Center	(800) 557-7392	Closed

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<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 19, 2015</b>
Loan Servicing Centers for Schools <ul style="list-style-type: none"> <li>• Aspire Resources Inc.</li> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• ESA/Edfinancial</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> <li>• VSAC Federal Loans</li> </ul>	(888) 902-6077 (877) 336-7397 (866) 313-4130 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919  (888) 866-4353 (888) 272-4665 (866) 463-5638 (866) 264-9762 (888) 307-8722	Closed Closed Open Closed Open Open Open  Open Closed Open Closed Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> <li>• Aspire Resources Inc.</li> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• ESA/Edfinancial</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> <li>• VSAC Federal Loans</li> </ul>	(855) 475-3335 (800) 663-1662 (866) 313-3797 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300  (888) 866-4352 (800) 722-1300 (888) 486-4722 (866) 264-9762 (888) 932-5626	Closed Closed Open Closed Open Open Open  Open Closed Open Closed Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed