

Birthday of Martin Luther King, Jr. Federal Holiday Processing and Customer Service Hours

Our Federal offices as well as some of our Title IV processors and call centers will be closed on Monday, January 18, 2010 to observe the Birthday of Martin Luther King, Jr. Federal holiday. See below for the various centers' operation status on the holiday.

CPS

CPS/SAIG Technical Support will be closed on Monday, January 18, 2010.

The Central Processing System (CPS) will accept data on Monday, January 18, 2010 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, January 19, 2010.

COD System

The Common Origination and Disbursement (COD) School Relations Center will be open on Monday, January 18, 2010.

The COD System will accept and process data from schools and send back responses/acknowledgments on Monday, January 18, 2010, 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 19, 2010.

Note: We are planning to execute a COD System maintenance activity on Sunday, January 17, 2010 of the holiday weekend. Please refer to the "COD Processing Update" posted on the [COD Web site](#) for an explanation of this activity.

Web Sites

All Federal Student Aid Web sites 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. Federal Holiday— Monday, January 18, 2010 |
|--|--|--|
| Campus-Based Call Center | (877) 801-7168 | Closed |
| COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Applicant Services | (800) 848-0978 (800) 474-7268 (800) 557-7394 | Open Open Open |
| Conditional Disability Discharge Unit | (888) 869-4169 | Open |
| CPS/SAIG Technical Support | (800) 330-5947 | Closed |
| Default Resolution Group | (800) 621-3115 | Open |

| Federal Student Aid Customer Service or Processing Center | Telephone Number | Status on the Birthday of Martin Luther King, Jr. Federal Holiday—Monday, January 18, 2010 |
|---|--|---|
| 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 |
| Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center – School Services • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae | (866) 938-4750 (888) 877-7658 (800) 655-3813 (888) 686-6919 (866) 463-5638 (888) 272-4665 | Open Open Closed Open Closed Closed |
| Loan Servicing Centers for Students <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae | (800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 486-4722 (800) 722-1300 | Open Open Closed Open Closed Closed |
| NSLDS Customer Service | (800) 999-8219 | Closed |
| Ombudsman | (877) 557-2575 | Open |
| Research and Customer Care Center | (800) 433-7327 | Closed |