

**Birthday of Martin Luther King, Jr. Federal Holiday
Processing and Customer Service Hours
Attachment to January 2013 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, January 21, 2013 to observe the Birthday of Martin Luther King, Jr. federal holiday. Please note that Monday, January 21, 2013 is also the day of the Presidential Inauguration. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, January 21, 2013 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, January 22, 2013.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, January 21, 2013, 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 22, 2013.

Web Sites

All Web sites except for the G5 Web site will remain operational on the holiday. The G5 Web site will be unavailable due to a system maintenance activity from 12:01 A.M. (ET) on Saturday, January 19, 2013 until 6:00 A.M. (ET) on Tuesday, January 22, 2013.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 21, 2013
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
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* *Will be open from 8:00 A.M. – 11:00 P.M. (ET).
G5 Hotline	(888) 336-8930	Closed

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 21, 2013
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) – School Services • EdManage • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • KSA Servicing • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(888) 902-6077 (877) 336-7397 (800) 835-6511 (888) 877-7658 (800) 470-5961 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (877) 292-5227 (888) 866-4353 (866) 463-5638 (866) 264-9762 (888) 272-4665 (888) 307-8722	Closed Closed Open Open Closed Open Closed Open Open Closed Closed Closed Closed Closed Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) • EdManage • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • KSA Servicing • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(855) 475-3335 (800) 663-1662 (800) 835-4611 (800) 848-0979 (855) 479-0490 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (877) 292-4825 (888) 866-4352 (888) 486-4722 (866) 264-9762 (800) 722-1300 (888) 932-5626	Closed Closed Open Open Closed Open Closed Open Open Closed Closed Closed Closed Closed Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Closed
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Open
Research and Customer Care Center	(800) 433-7327	Closed