

**Washington's Birthday Federal Holiday
Processing and Customer Service Hours
Attachment to February 2012 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, February 20, 2012 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, February 20, 2012 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, February 21, 2012.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, February 20, 2012, 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, February 21, 2012.

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 Washington's Birthday Federal Holiday, Monday, February 20, 2012
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
G5 Hotline	(888) 336-8930	Closed

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday Federal Holiday, Monday, February 20, 2012
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. • MOHELA • Nelnet • Sallie Mae 	(800) 835-6511 (888) 877-7658 (800) 655-3813 (888) 686-6919 (888) 866-4353 (866) 463-5638 (888) 272-4665	Open Open Closed Open Closed Closed Open
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. • MOHELA • Nelnet • Sallie Mae 	(800) 835-4611 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 866-4352 (888) 486-4722 (800) 722-1300	Open Open Closed Open Closed Closed Open
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