

**Washington's Birthday Federal Holiday
Processing and Customer Service Hours
Attachment to February 2014 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, February 17, 2014 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 17, 2014 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, February 18, 2014.

COD System

The Common Origination and Disbursement (COD) System will be unavailable during the period of February 14 – 18, 2014. Batch processing will be suspended and requests for changes in funding levels and for funds will not be processed until Tuesday, February 18, 2014. Refer to our [February 7, 2014 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site for specific outage information.

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 17, 2014
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Open
• Grants	(800) 474-7268	Open
• Student Loan Support Center	(800) 557-7394	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 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 Washington's Birthday Federal Holiday, Monday, February 17, 2014
Loan Consolidation Servicer (for applicants with one or more defaulted loans assigned to the Department) <ul style="list-style-type: none"> • Direct Loan Consolidation Center 	(800) 557-7392	Open
Loan Consolidation Servicers (for applicants with no defaulted loans assigned to the Department) <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 699-2908 (800) 236-4300 (866) 426-6765 (800) 722-1300	Open Open Open Open
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • ECSI Federal Perkins Loan Servicer • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(888) 902-6077 (877) 336-7397 (866) 313-4130 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (888) 866-4353 (866) 463-5638 (866) 264-9762 (888) 272-4665 (888) 307-8722	Open Closed Open Open Open Open Open Open Open Open Open Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • ECSI Federal Perkins Loan Servicer • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(855) 475-3335 (800) 663-1662 (866) 313-3797 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (888) 866-4352 (888) 486-4722 (866) 264-9762 (800) 722-1300 (888) 932-5626	Open Closed Open Open Open Open Open Open Open Open Open Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
NSLDS Customer Service	(800) 999-8219	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 17, 2014
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed