

**Washington's Birthday Federal Holiday Processing and Customer Service Hours
Attachment to February 2018 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, February 19, 2018 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 19, 2018, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, February 20, 2018.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, February 19, 2018, 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 20, 2018.

Note: The COD System and StudentLoans.gov website will be unavailable from 10 p.m. Eastern time (ET) on Saturday, February 17, 2018 through 8 p.m. ET on Sunday, February 18, 2018 due to a scheduled outage. For more information regarding this outage, refer to the COD Processing Update posted on the [COD Web Site](#) under the "COD Resources" link located at the bottom of the home page.

Websites

All Federal Student Aid websites 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 19, 2018
Borrower Defense Hotline	1-855-279-6207	Open
Campus-Based Call Center	1-877-801-7168	Closed
COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Student Loan Support Center 	1-800-848-0978 1-800-474-7268 1-800-557-7394	Closed Closed Closed
CPS/SAIG Technical Support	1-800-330-5947	Closed
Default Resolution Group	1-800-621-3115	Closed
eZ-Audit Help Desk	1-877-263-0780	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Closed
Federal Student Aid Information Center	1-800-4-FED-AID	Open
G5 Hotline	1-888-336-8930	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday Federal Holiday, Monday, February 19, 2018
Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet 	1-800-699-2908 1-800-236-4300 1-800-722-1300 1-866-426-6765	Will be closed beginning at 5 p.m. ET. Open Open Open
Loan Consolidation Information Call Center	1-800-557-7392	Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • HESC/Edfinancial • MOHELA • Navient • Nelnet • OSLA Servicing 	1-877-336-7397 1-866-313-4130 1-800-655-3813 1-800-303-8353 1-888-686-6919 1-855-845-1001 1-888-866-4353 1-888-272-4665 1-866-463-5638 1-866-264-9762	Closed Open Will be closed beginning at 5 p.m. ET. Open Open Closed Open Open Open Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • HESC/Edfinancial • MOHELA • Navient • Nelnet • OSLA Servicing 	1-800-663-1662 1-866-313-3797 1-800-699-2908 1-888-556-0022 1-800-236-4300 1-855-337-6884 1-888-866-4352 1-800-722-1300 1-888-486-4722 1-866-264-9762	Closed Open Will be closed beginning at 5 p.m. ET. Open Open Closed Open Open Open Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open
NSLDS Customer Service	1-800-999-8219	Closed
Ombudsman	1-877-557-2575	Closed
Research and Customer Care Center	1-800-433-7327	Closed