

**Memorial Day Federal Holiday Processing and Customer Service Hours
Attachment to May 2016 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Monday, May 30, 2016 to observe the Memorial Day federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, May 30, 2016 but will not process Institutional Student Information Records (ISIRs) until Tuesday, May 31, 2016.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, May 30, 2016, 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, May 31, 2016.

Web Sites

All Federal Student Aid Web sites will remain operational on the holiday. The IRS Data Retrieval Tool will be unavailable from 6:00 P.M. (ET) on Saturday, May 28, 2016 through 7:00 A.M. (ET) on Tuesday, May 31, 2016. During this period, actions can be completed on FAFSA on the Web and StudentLoans.gov. However, if an action requires entry of federal tax information, the tax information will need to be entered manually.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Memorial Day, Federal Holiday, Monday, May 30, 2016
Borrower Defense Hotline	(855) 279-6207	Closed
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Closed
• Grants	(800) 474-7268	Closed
• Student Loan Support Center	(800) 557-7394	Closed
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Closed
eZ-Audit Help Desk	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed
G5 Hotline	(888) 336-8930	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Memorial Day, Federal Holiday, Monday, May 30, 2016
Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet 	(800) 699-2908 (800) 236-4300 (800) 722-1300 (866) 426-6765	Closed Closed Closed Closed
Loan Consolidation Information Call Center	(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 • VSAC Federal Loans 	(877) 336-7397 (866) 313-4130 (800) 655-3813 (800) 303-8353 (888) 686-6919 (855) 845-1001 (888) 866-4353 (888) 272-4665 (866) 463-5638 (866) 264-9762 (888) 307-8722	Closed Closed Closed Closed Closed Closed Closed Closed Closed 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 • VSAC Federal Loans 	(800) 663-1662 (866) 313-3797 (800) 699-2908 (888) 556-0022 (800) 236-4300 (855) 337-6884 (888) 866-4352 (800) 722-1300 (888) 486-4722 (866) 264-9762 (888) 932-5626	Closed Closed Closed Closed 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	Closed
Research and Customer Care Center	(800) 433-7327	Closed