

## Memorial Day Federal Holiday Processing and Customer Service Hours

Our federal offices as well as our Title IV processors and call centers will be closed on Monday, May 31, 2010 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 31, 2010 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, June 1, 2010.

### COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, May 31, 2010, 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, June 1, 2010.

**Note:** We are planning to execute a COD System maintenance activity on Sunday, May 30, 2010 of the holiday weekend. Please refer to the "COD Processing Update" posted on the [COD Web site](#) for an explanation of this activity.

### Web Sites

All Federal Student Aid Web sites will remain operational on the holiday.

| <b>Federal Student Aid Customer Service or Processing Center</b>   | <b>Telephone Number</b>                            | <b>Status on Memorial Day—Monday, May 31, 2010</b> |
|--|--|--|
| Campus-Based Call Center   | (877) 801-7168                                     | Closed   |
| COD School Relations Center <ul style="list-style-type: none"><li>• Direct Loans</li><li>• Grants</li><li>• Applicant Services</li></ul> | (800) 848-0978<br>(800) 474-7268<br>(800) 557-7394 | Closed<br>Closed<br>Closed                         |
| Conditional Disability Discharge Unit  | (888) 869-4169                                     | Closed   |
| CPS/SAIG Technical Support   | (800) 330-5947                                     | Closed   |
| Default Resolution Group   | (800) 621-3115                                     | Closed   |
| Direct Loan Consolidation Center   | (800) 557-7392                                     | Closed   |
| eZ-Audit   | (877) 263-0780                                     | Closed   |
| Federal Student Aid Information Center   | (800) 4-FED-AID                                    | Closed   |
| G5 Hotline   | (888) 336-8930                                     | Closed   |

| <b>Federal Student Aid Customer Service or Processing Center</b>   | <b>Telephone Number</b>  | <b>Status on Memorial Day—Monday, May 31, 2010</b>       |
|--|--|--|
| Loan Servicing Centers for Schools <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center – School Services</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul> | (866) 938-4750<br>(888) 877-7658<br>(800) 655-3813<br>(888) 686-6919<br>(866) 463-5638<br>(888) 272-4665 | Closed<br>Closed<br>Closed<br>Closed<br>Closed<br>Closed |
| Loan Servicing Centers for Students <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>                  | (800) 508-1378<br>(800) 848-0979<br>(800) 699-2908<br>(800) 236-4300<br>(888) 486-4722<br>(800) 722-1300 | Closed<br>Closed<br>Closed<br>Closed<br>Closed<br>Closed |
| NSLDS Customer Service   | (800) 999-8219   | Closed   |
| Ombudsman  | (877) 557-2575   | Closed   |
| Research and Customer Care Center  | (800) 433-7327   | Closed   |