Independence Day Federal Holiday
Processing and Customer Service Hours
Attachment to June 2013 Electronic Announcement

Our federal offices as well as our Title IV processors and call centers will be closed on Thursday, July 4, 2013 to observe the Independence Day federal holiday. In addition, some of the Title IV processors and call centers will have different operating hours on Friday, July 5, 2013. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Thursday, July 4, 2013 but will not process new Institutional Student Information Records (ISIRs) until Friday, July 5, 2013.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Thursday, July 4, 2013, 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 Friday, July 5, 2013.

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 Independence Day Federal Holiday, Thursday, July 4, 2013
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Closed
• Grants	(800) 474-7268	Closed
• Applicant Services	(800) 557-7394	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 Help Desk	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed
G5 Hotline	(888) 336-8930	Closed

Independence Day Federal Holiday
Processing and Customer Service Hours
Attachment to June 2013 Electronic Announcement

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Independence Day Federal Holiday, Thursday, July 4, 2013
Loan Servicing Centers for Schools		
• Aspire Resources Inc.	(888) 902-6077	Closed
• CornerStone	(877) 336-7397	Closed
• COSTEP	(877) 292-8639	Closed
• Department of Education Student Loan Servicing Center (ACS)	(800) 835-6511	Closed
• Direct Loan Servicing Center (ACS) – School Services	(888) 877-7658	Closed
• EDGEucation Loans	(877) 292-6759	Closed
• EdManage	(800) 470-5961	Closed*
• ESA/Edfinancial	(855) 845-1001	Closed**
• FedLoan Servicing (PHEAA)	(800) 655-3813	Closed
• Granite State - GSMR	(800) 303-8353	Closed
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Closed
• KSA Servicing	(877) 292-5227	Closed
• MOHELA	(888) 866-4353	Closed
• Nelnet	(866) 463-5638	Closed
• OSLA Servicing	(866) 264-9762	Closed
• Sallie Mae	(888) 272-4665	Closed
• VSAC Federal Loans	(888) 307-8722	Closed * Will also be closed on Friday, July 5, 2013. ** Will also close at 4:00 P.M. (ET) on Friday, July 5, 2013.

Independence Day Federal Holiday
Processing and Customer Service Hours
Attachment to June 2013 Electronic Announcement

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Independence Day Federal Holiday, Thursday, July 4, 2013
Loan Servicing Centers for Students		
• Aspire Resources Inc.	(855) 475-3335	Closed
• CornerStone	(800) 663-1662	Closed
• COSTEP	(877) 292-8639	Closed
• Department of Education Student Loan Servicing Center (ACS)	(800) 835-4611	Closed
• Direct Loan Servicing Center (ACS)	(800) 848-0979	Closed
• EDGEucation Loans	(877) 292-7470	Closed
• EdManage	(855) 479-0490	Closed*
• ESA/Edfinancial	(855) 337-6884	Closed**
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
• Granite State - GSMR	(888) 556-0022	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed
• KSA Servicing	(877) 292-4825	Closed
• MOHELA	(888) 866-4352	Closed
• Nelnet	(888) 486-4722	Closed***
• OSLA Servicing	(866) 264-9762	Closed
• Sallie Mae	(800) 722-1300	Closed
• VSAC Federal Loans	(888) 932-5626	Closed * Will also be closed on Friday, July 5, 2013. **Will also close at 4:00 P.M. (ET) on Friday, July 5, 2013. *** Will be closed from 8:00 A.M. (ET) on Thursday, July 4, 2013 to 8:00 A.M. (ET) on Friday, July 5, 2013.
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