

**Labor Day Federal Holiday
Processing and Customer Service Hours
Attachment to August 2012 Electronic Announcement**

Our federal offices as well as our Title IV processors and call centers will be closed on Monday, September 3, 2012 to observe the Labor 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, September 3, 2012 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, September 4, 2012.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, September 3, 2012, 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, September 4, 2012.

Web Sites

All Federal Student Aid Web sites will remain operational on the holiday. However, the IRS Data Retrieval Tool will be unavailable from 1:00 A.M. (ET) on Thursday, August 30, 2012 through 12:00 P.M. (ET) on Tuesday, September 4, 2012, due to a scheduled power outage at the IRS. Students and parents may still complete and submit the Free Application for Federal Student Aid (FAFSA) during this time, but should return to FAFSA on the Web after the power outage to use the IRS Data Retrieval Tool. During the scheduled power outage, all options for requesting an IRS Tax Return Transcript or an IRS Tax Account Transcript (phone, paper, and electronic) will also be unavailable.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Labor Day Federal Holiday, Monday, September 3, 2012
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	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed
G5 Hotline	(888) 336-8930	Closed

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Labor Day Federal Holiday, Monday, September 3, 2012
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) – School Services • EdManage • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae 	(888) 902-6077 (877) 336-7397 (800) 835-6511 (888) 877-7658 (855) 479-0490 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (888) 866-4353 (866) 463-5638 (866) 264-9762 (888) 272-4665	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) • EdManage • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae 	(855) 475-3335 (800) 663-1662 (800) 835-4611 (800) 848-0979 (855) 479-0490 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (888) 866-4352 (888) 486-4722 (866) 264-9762 (800) 722-1300	Closed Closed Closed 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