**Labor Day Federal Holiday**
**Processing and Customer Service Hours**
**Attachment to August 2013 Electronic Announcement**

Our federal offices as well as our Title IV processors and call centers will be closed on Monday, September 2, 2013 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 2, 2013 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, September 3, 2013.

## COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, September 2, 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 Tuesday, September 3, 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 Labor Day Federal Holiday, Monday, September 2, 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 |

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| Federal Student Aid Customer Service or Processing Center | Telephone Number | Status on the Labor Day Federal Holiday, Monday, September 2, 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 |
| 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 |
| Nelnet Total and Permanent Disability Servicer | (888) 303-7818 | Closed |

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|---|---|---|
| NSLDS Customer Service | (800) 999-8219 | Closed |
| Ombudsman | (877) 557-2575 | Closed |
| Research and Customer Care Center | (800) 433-7327 | Closed |