Labor Day Federal Holiday
Processing and Customer Service Hours
Attachment to August 2011 Electronic Announcement

Our federal offices as well as our Title IV processors and call centers will be closed on Monday, September 5, 2011 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 5, 2011 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, September 6, 2011.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, September 5, 2011, 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 6, 2011.

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 5, 2011
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 5, 2011
Loan Servicing Centers for Schools		
• Department of Education Student Loan Servicing Center (ACS)	(800) 835-6511	Closed
• Direct Loan Servicing Center – School Services	(888) 877-7658	Closed
• FedLoan Servicing (PHEAA)	(800) 655-3813	Closed
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Closed
• Nelnet	(866) 463-5638	Closed
• Sallie Mae	(888) 272-4665	Closed
Loan Servicing Centers for Students		
• Department of Education Student Loan Servicing Center (ACS)	(800) 508-1378	Closed
• Direct Loan Servicing Center	(800) 848-0979	Closed
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed
• Nelnet	(888) 486-4722	Closed
• Sallie Mae	(800) 722-1300	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