

**Operational Status of Customer Service Contact Centers
During Federal Government Closure
Attachment to September 2013 Electronic Announcement**

In the event of the closure of the federal government (more commonly referred to as a shutdown or furlough), there will be minimal impact on students, borrowers, schools, lenders, and guaranty agencies. For information regarding the operational status of the various customer service contact centers during a shutdown, see below.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status during Federal Government Closure
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Applicant Services 	(800) 848-0978 (800) 474-7268 (800) 557-7394	Open Open Open
CPS/SAIG Technical Support	(800) 330-5947	Open
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
eZ-Audit Help Desk	(877) 263-0780	Open
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Open
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(888) 902-6077 (877) 336-7397 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (888) 866-4353 (866) 463-5638 (866) 264-9762 (888) 272-4665 (888) 307-8722	Open Open Open Open Open Open Open Open Open Open Open
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(855) 475-3335 (800) 663-1662 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (888) 866-4352 (888) 486-4722 (866) 264-9762 (800) 722-1300 (888) 932-5626	Open Open Open Open Open Open Open Open Open Open Open
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status during Federal Government Closure
NSLDS Customer Service	(800) 999-8219	Open
Ombudsman	(877) 557-2575	Open
Research and Customer Care Center	(800) 433-7327	Closed