

## Columbus Day Federal Holiday Processing and Customer Service Hours

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, October 11, 2010 to observe the Columbus 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, October 11, 2010 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, October 12, 2010.

### COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, October 11, 2010, 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, October 12, 2010.

### Web Sites

All Federal Student Aid Web sites will remain operational on the holiday.

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on Columbus Day, Monday, October 11, 2010</b>
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center <ul style="list-style-type: none"><li>• Direct Loans</li><li>• Grants</li><li>• Applicant Services</li></ul>	(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	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed
G5 Hotline	(888) 336-8930	Closed

<b>Loan Servicing Centers for Schools</b> <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center – School Services</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>	(866) 938-4750  (888) 877-7658  (800) 655-3813 (888) 686-6919  (866) 463-5638 (888) 272-4665	Open  Open  Closed Open  Open Closed
<b>Loan Servicing Centers for Students</b> <ul style="list-style-type: none"> <li>• Department of Education Student Loan Servicing Center (ACS)</li> <li>• Direct Loan Servicing Center</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>	(800) 508-1378  (800) 848-0979 (800) 699-2908 (800) 236-4300  (888) 486-4722 (800) 722-1300	Open  Open Closed Open  Open Closed
<b>NSLDS Customer Service</b>	(800) 999-8219	Closed
<b>Ombudsman</b>	(877) 557-2575	Closed
<b>Research and Customer Care Center</b>	(800) 433-7327	Closed
<b>Total and Permanent Disability Processing Centers</b> <ul style="list-style-type: none"> <li>• Disability Discharge Loan Servicing Center</li> <li>• Nelnet Total and Permanent Disability Servicer</li> <li>• Veterans Disability Discharge Unit</li> </ul>	(888) 869-4169  (888) 303-7818  (404) 974-9490	Open  Open  Closed