

**Columbus Day Federal Holiday  
Processing and Customer Service Hours  
Attachment to October 2013 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, October 14, 2013 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 14, 2013 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, October 15, 2013.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, October 14, 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, October 15, 2013.

**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 the Columbus Day Federal Holiday, Monday, October 14, 2013</b>
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Open
• Grants	(800) 474-7268	Open
• Student Loan Support Center	(800) 557-7394	Open
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
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 Columbus Day Federal Holiday, Monday, October 14, 2013
Loan Servicing Centers for Schools <ul style="list-style-type: none"> <li>• Aspire Resources Inc.</li> <li>• CornerStone</li> <li>• ESA/Edfinancial</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• MOHELA</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> <li>• Sallie Mae</li> <li>• VSAC Federal Loans</li> </ul>	(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	Closed Open Open Open Open Open  Open Open Closed Open Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> <li>• Aspire Resources Inc.</li> <li>• CornerStone</li> <li>• ESA/Edfinancial</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• MOHELA</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> <li>• Sallie Mae</li> <li>• VSAC Federal Loans</li> </ul>	(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	Closed Open Open Open* Open Open Open Open Closed Open Closed  * Assistance available to TEACH Grant recipients will be limited to the Interactive Voice Response (IVR) System and Web site.
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed