

**Columbus Day Federal Holiday
Processing and Customer Service Hours
Attachment to October 2014 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, October 13, 2014 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 13, 2014 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, October 14, 2014.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, October 13, 2014, 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 14, 2014.

Web Sites

All Federal Student Aid Web sites will remain operational on the holiday. The IRS Data Retrieval Tool will be unavailable from 9:00 P.M. (ET) on Saturday, October 11, 2014 through 5:00 A.M. (ET) on Tuesday, October 14, 2014. During this period, actions can be completed on FAFSA on the Web and StudentLoans.gov. However, if an action requires entry of federal tax information, the tax information will need to be entered manually.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Columbus Day Federal Holiday, Monday, October 13, 2014
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Student Loan Support Center 	(800) 848-0978 (800) 474-7268 (800) 557-7394	Open Open Open
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	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
Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 699-2908 (800) 236-4300 (866) 426-6765 (800) 722-1300	Closed Open Open Open
Loan Consolidation Information Call Center	(800) 557-7392	Open

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Columbus Day Federal Holiday, Monday, October 13, 2014
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. (888) 902-6077 • CornerStone (877) 336-7397 • ECSI Federal Perkins Loan Servicer (866) 313-4130 • ESA/Edfinancial (855) 845-1001 • FedLoan Servicing (PHEAA) (800) 655-3813 • Granite State - GSMR (800) 303-8353 • Great Lakes Educational Loan Services, Inc. (888) 686-6919 • MOHELA (888) 866-4353 • Navient* (888) 272-4665 • Nelnet (866) 463-5638 • OSLA Servicing (866) 264-9762 • VSAC Federal Loans (888) 307-8722 <p>* Effective October 13, 2014, Sallie Mae will begin operating as two separate companies – Sallie Mae and Navient. Navient will service federal education loans.</p>		
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. (855) 475-3335 • CornerStone (800) 663-1662 • ECSI Federal Perkins Loan Servicer (866) 313-3797 • ESA/Edfinancial (855) 337-6884 • FedLoan Servicing (PHEAA) (800) 699-2908 • Granite State - GSMR (888) 556-0022 • Great Lakes Educational Loan Services, Inc. (800) 236-4300 • MOHELA (888) 866-4352 • Navient* (800) 722-1300 • Nelnet (888) 486-4722 • OSLA Servicing (866) 264-9762 • VSAC Federal Loans (888) 932-5626 <p>** Effective October 13, 2014, Sallie Mae will begin operating as two separate companies – Sallie Mae and Navient. Navient will service federal education loans.</p>		
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