Veterans Day Federal Holiday Processing and Customer Service Hours
Attachment to October 2017 Electronic Announcement

Because the Veterans Day federal holiday falls on Saturday, our federal offices as well as some of our Title IV processors and contact centers will be closed on Friday, November 10, 2017 (the day before Veterans Day) to observe the Veterans Day federal holiday. See below for the various centers' operation status on Friday, November 10, 2017.

CPS

The Central Processing System (CPS) will accept data on Friday, November 10, 2017 but will not process data or send Institutional Student Information Records (ISIRs) until Monday, November 13, 2017.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Friday, November 10, 2017, 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 Monday, November 13, 2017.

Websites

All Federal Student Aid websites will remain operational on Friday, November 10, 2017.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Friday, November 10, 2017 (the day before Veterans Day)
Borrower Defense Hotline	(855) 279-6207	Open
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Closed
• Grants	(800) 474-7268	Closed
• Student Loan Support Center	(800) 557-7394	Closed
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Closed
eZ-Audit Help Desk	(877) 263-0780	Closed
Federal Student Aid Feedback Center	(844) 651-0077	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open* *Will be closed on Saturday, November 11, 2017.
G5 Hotline	(888) 336-8930	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Friday, November 10, 2017 (the day before Veterans Day)
Loan Consolidation Servicers		
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
• Navient	(800) 722-1300	Open
• Nelnet	(866) 426-6765	Open
Loan Consolidation Information Call Center	(800) 557-7392	Closed
Loan Servicing Centers for Schools		
• CornerStone	(877) 336-7397	Open
• ECSI Federal Perkins Loan Servicer	(866) 313-4130	Open
• FedLoan Servicing (PHEAA)	(800) 655-3813	Closed
• Granite State - GSMR	(800) 303-8353	Open
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Open
• HESC/Edfinancial	(855) 845-1001	Closed
• MOHELA	(888) 866-4353	Open
• Navient	(888) 272-4665	Open
• Nelnet	(866) 463-5638	Open
• OSLA Servicing	(866) 264-9762	Open
Loan Servicing Centers for Students		
• CornerStone	(800) 663-1662	Open
• ECSI Federal Perkins Loan Servicer	(866) 313-3797	Open
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
• Granite State - GSMR	(888) 556-0022	Open
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
• HESC/Edfinancial	(855) 337-6884	Closed
• MOHELA	(888) 866-4352	Open
• Navient	(800) 722-1300	Open
• Nelnet	(888) 486-4722	Open
• OSLA Servicing	(866) 264-9762	Open
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