

Veterans 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 Thursday, November 11, 2010 to observe the Veterans Day Federal Holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Thursday, November 11, 2010 but will not process new Institutional Student Information Records (ISIRs) until Friday, November 12, 2010.

COD System

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

Web Sites

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Veterans Day, Thursday, November 11, 2010
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	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed
G5 Hotline	(888) 336-8930	Closed

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