

**Veterans Day Federal Holiday  
Processing and Customer Service Hours  
Attachment to October 2011 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and call centers will be closed on Friday, November 11, 2011 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 Friday, November 11, 2011 but will not process new Institutional Student Information Records (ISIRs) until Monday, November 14, 2011.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Friday, November 11, 2011, 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 14, 2011.

**Note:** The [StudentLoans.gov Web site](http://StudentLoans.gov) will also undergo extended maintenance during the period of November 12-13, 2011. Refer to the COD Processing Update on the [COD Web site](#) for specific outage information.

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 Veterans Day Federal Holiday, Friday, November 11, 2011</b>
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Open
• Grants	(800) 474-7268	Open
• Applicant Services	(800) 557-7394	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

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<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Veterans Day Federal Holiday, Friday, November 11, 2011</b>
Loan Servicing Centers for Schools <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>• MOHELA</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>	(800) 835-6511 (888) 877-7658 (800) 655-3813 (888) 686-6919 (888) 866-4353 (866) 463-5638 (888) 272-4665	Open Open Closed Open Closed Closed Open
Loan Servicing Centers for Students <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>• MOHELA</li> <li>• Nelnet</li> <li>• Sallie Mae</li> </ul>	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 866-4352 (888) 486-4722 (800) 722-1300	Open Open Closed Open Closed Closed Open
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Closed
NSLDS Customer Service	(800) 999-8219	Open
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed