

**Veterans 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, November 11, 2013 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 Monday, November 11, 2013 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, November 12, 2013.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, November 11, 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, November 12, 2013.

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 the Veterans Day Federal Holiday, Monday, November 11, 2013
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	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 Veterans Day Federal Holiday, Monday, November 11, 2013
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(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	Open Open Closed Closed Open Open Closed Closed Open Open Closed
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(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	Open Open Closed Closed Open Open Closed Closed Open Open Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Closed
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed