Veterans Day Federal Holiday
Processing and Customer Service Hours
Attachment to November 2012 Electronic Announcement

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, November 12, 2012 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 12, 2012 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, November 13, 2012.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, November 12, 2012, 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 13, 2012.

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 12, 2012**
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center • Direct Loans • Grants • Applicant Services	 (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
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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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Veterans Day Federal Holiday, Monday, November 12, 2012
Loan Servicing Centers for Schools		
• Aspire Resources Inc.	(888) 902-6077	Open
• CornerStone	(877) 336-7397	Open
• Department of Education Student Loan Servicing Center (ACS)	(800) 835-6511	Open
• Direct Loan Servicing Center (ACS) – School Services	(888) 877-7658	Open
• EdManage	(800) 470-5961	Open
• ESA/Edfinancial	(855) 845-1001	Closed
• FedLoan Servicing (PHEAA)	(800) 655-3813	Closed
• Granite State - GSMR	(800) 303-8353	Open
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Open
• KSA Servicing	(877) 292-5227	Closed
• MOHELA	(888) 866-4353	Closed
• Nelnet	(866) 463-5638	Closed
• OSLA Servicing	(866) 264-9762	Open
• Sallie Mae	(888) 272-4665	Open
• VSAC Federal Loans	(888) 307-8722	Closed
Loan Servicing Centers for Students		
• Aspire Resources Inc.	(855) 475-3335	Open
• CornerStone	(800) 663-1662	Open
• Department of Education Student Loan Servicing Center (ACS)	(800) 835-4611	Open
• Direct Loan Servicing Center (ACS)	(800) 848-0979	Open
• EdManage	(855) 479-0490	Open
• ESA/Edfinancial	(855) 337-6884	Closed
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
• Granite State - GSMR	(888) 556-0022	Open
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
• KSA Servicing	(877) 292-4825	Closed
• MOHELA	(888) 866-4352	Closed
• Nelnet	(888) 486-4722	Closed
• OSLA Servicing	(866) 264-9762	Open
• Sallie Mae	(800) 722-1300	Open
• VSAC Federal Loans	(888) 932-5626	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