

**Veterans Day Federal Holiday Processing and Customer Service Hours  
Attachment to November 2018 Electronic Announcement**

Because the Veterans Day federal holiday falls on a Sunday, our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, November 12, 2018 (the day after Veterans Day) to observe the Veterans Day federal holiday. See below for the various centers' operation status on Monday, November 12, 2018.

**CPS**

The Central Processing System (CPS) will accept data on Monday, November 12, 2018, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, November 13, 2018.

**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, 2018; however, given the extended G5 outage from November 10-19, 2018, requests for changes in funding levels and for funds will not be processed until Monday, November 19, 2018. For more information about the G5 outage, refer to the [October 11, 2018 Electronic Announcement](#), posted to the Information for Financial Aid Professionals (IFAP) website.

**Websites**

The majority of Federal Student Aid websites will remain operational on Monday, November 12, 2018. However, planned outages include the G5 outage described above, as well as an Internal Revenue Service (IRS) Data Retrieval Tool (DRT) outage. For more information about the IRS DRT outage, refer to the [October 26, 2018 Electronic Announcement](#).

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on Monday, November 12, 2018 (the day after Veterans Day)</b>
Borrower Defense Hotline	1-855-279-6207	Closed
COD School Relations Center		
• Campus-Based, Direct Loans, and Grants	1-800-848-0978	Closed
• Student Loan Support Center	1-800-557-7394	Closed
CPS/SAIG Technical Support	1-800-330-5947	Closed
Default Resolution Group	1-800-621-3115	Closed
eZ-Audit Help Desk	1-877-263-0780	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Closed
Federal Student Aid Information Center	1-800-4-FED-AID	Open* *Will be closed on Sunday, November 11, 2018.
G5 Hotline	1-888-336-8930	Closed

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on Monday, November 12, 2018 (the day after Veterans Day)</b>
<b>Loan Consolidation Servicers</b> <ul style="list-style-type: none"> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Navient</li> <li>• Nelnet</li> </ul>	1-800-699-2908 1-800-236-4300 1-800-722-1300 1-866-426-6765	Closed Open Open Open
<b>Loan Servicing Centers for Schools</b> <ul style="list-style-type: none"> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• HESC/Edfinancial</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> </ul>	1-877-336-7397 1-866-313-4130 1-800-655-3813 1-800-303-8353 1-888-686-6919 1-855-845-1001 1-888-866-4353 1-888-272-4665 1-866-463-5638 1-866-264-9762	Open Open Closed Open Open Closed Open Open Open Open
<b>Loan Servicing Centers for Students</b> <ul style="list-style-type: none"> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• HESC/Edfinancial</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> </ul>	1-800-663-1662 1-866-313-3797 1-800-699-2908 1-888-556-0022 1-800-236-4300 1-855-337-6884 1-888-866-4352 1-800-722-1300 1-888-486-4722 1-866-264-9762	Open Open Closed Open Open Closed Open Open Open Open
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open
NSLDS Customer Service	1-800-999-8219	Closed
Ombudsman	1-877-557-2575	Closed