

**Thanksgiving Day Federal Holiday  
Processing and Customer Service Hours  
Attachment to November 2013 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Thursday, November 28, 2013 to observe the Thanksgiving Day federal holiday. In addition, some of the Title IV processors and call centers will be closed on Friday, November 29, 2013. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Thursday, November 28, 2013 but will not process new Institutional Student Information Records (ISIRs) until Friday, November 29, 2013.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 28, 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 Friday, November 29, 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 Wednesday, November 27, 2013 (the day before Thanksgiving Day)	Status on the Thanksgiving Day Federal Holiday, Thursday, November 28, 2013	Status on Friday, November 29, 2013 (the day after Thanksgiving Day)
Campus-Based Call Center	(877) 801-7168	Open	Closed	Open
COD School Relations Center				
• Direct Loans	(800) 848-0978	Will be closed beginning at 3:00 P.M. (ET).	Closed	Open
• Grants	(800) 474-7268	Will be closed beginning at 3:00 P.M. (ET).	Closed	Open
• Applicant Services	(800) 557-7394	Will be closed beginning at 3:00 P.M. (ET).	Closed	Open
CPS/SAIG Technical Support	(800) 330-5947	Open	Closed	Open
Default Resolution Group	(800) 621-3115	Open	Closed	Open
Direct Loan Consolidation Center	(800) 557-7392	Open	Closed	Open

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eZ-Audit Help Desk	(877) 263-0780	Open	Closed	Open
Federal Student Aid Information Center	(800) 4-FED-AID	Open	Closed	Closed
G5 Hotline	(888) 336-8930	Open	Closed	Open
Loan Servicing Centers for Schools <ul style="list-style-type: none"> <li>• Aspire Resources Inc.</li> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• ESA/Edfinancial</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• MOHELA</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> <li>• Sallie Mae</li> <li>• VSAC Federal Loans</li> </ul>	<ul style="list-style-type: none"> <li>(888) 902-6077</li> <li>(877) 336-7397</li> <li>(866) 313-4130</li> <li>(855) 845-1001</li> <li>(800) 655-3813</li> <li>(800) 303-8353</li> <li>(888) 686-6919</li> <li>(888) 866-4353</li> <li>(866) 463-5638</li> <li>(866) 264-9762</li> <li>(888) 272-4665</li> <li>(888) 307-8722</li> </ul>	<ul style="list-style-type: none"> <li>Open</li> <li>Open</li> <li>Open</li> <li>Will be closed beginning at 5:00 P.M. (ET).</li> <li>Open</li> <li>Open</li> <li>Open</li> <li>Will be closed beginning at 5:00 P.M. (CT).</li> <li>Open</li> <li>Open</li> <li>Open</li> <li>Will be closed beginning at 12:00 P.M. (ET).</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Will be closed beginning at 7:00 A.M. (CT).</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> </ul>	<ul style="list-style-type: none"> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> <li>Closed*</li> <li>Closed</li> <li>Closed</li> <li>Closed</li> </ul>
				* Will reopen at 7:00 A.M. (CT) on Saturday, November 30, 2013.

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Loan Servicing Centers for Students <ul style="list-style-type: none"> <li>• Aspire Resources Inc.</li> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• ESA/Edfinancial</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• MOHELA</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> <li>• Sallie Mae</li> <li>• VSAC Federal Loans</li> </ul>	(855) 475-3335 (800) 663-1662 (866) 313-3797 (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 Open Will be closed beginning at 5:00 P.M. (ET). Will be closed beginning at 9:00 P.M. (ET). Open Open Will be closed beginning at 5:00 P.M. (CT). Open Open Will be closed beginning at 12:00 P.M. (ET).	Closed Closed Closed Closed Closed Closed Closed Will be closed beginning at 7:00 A.M. (CT). Closed Closed Closed	Closed Closed Closed Closed Closed Closed Closed Closed* Closed Closed Closed * Will reopen at 7:00 A.M. (CT) on Saturday, November 30, 2013.
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open	Closed	Closed*  * Will reopen at 7:00 A.M. (CT) on Saturday, November 30, 2013.
NSLDS Customer Service	(800) 999-8219	Open	Closed	Open
Ombudsman	(877) 557-2575	Open	Closed	Open
Research and Customer Care Center	(800) 433-7327	Open	Closed	Open