Christmas and New Year's Federal Holiday
Processing and Customer Service Hours
Attachment to December 2013 Electronic Announcement

Our federal offices as well as our Title IV processors and contact centers will be closed on Wednesday, December 25, 2013 to observe the Christmas Day federal holiday, as well as on Wednesday, January 1, 2014 to observe the New Year's Day federal holiday. In addition, some contact centers will have other closures during the holiday period. See below for the various centers' operation status during the holidays.

CPS

The Central Processing System (CPS) will accept data on Wednesday, December 25, 2013 and Wednesday, January 1, 2014 but will not process new Institutional Student Information Records (ISIRs) until Thursday, December 26, 2013 (for data received on the 25th) and Thursday, January 2, 2014 (for data received on the 1st). The 2014-2015 FAFSA on the Web application will be available to students and parents beginning on January 1, 2014.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on both Wednesday, December 25, 2013 and Wednesday, January 1, 2014, 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 Thursday, December 26, 2013 (for requests received on the 25th) and Thursday, January 2, 2014 (for requests received on the 1st).

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 Christmas Eve Day, Tuesday, December 24, 2013	Status on the Christmas Day Federal Holiday, Wednesday, December 25, 2013	Status on the New Year's Day Federal Holiday, Wednesday, January 1, 2014
Campus-Based Call Center	(877) 801-7168	Open	Closed	Closed
COD School Relations Center				
• Direct Loans	(800) 848-0978	Will be closed beginning at 3:00 P.M. (ET).	Closed	Closed
• Grants	(800) 474-7268	Will be closed beginning at 3:00 P.M. (ET).	Closed	Closed
• Applicant Services	(800) 557-7394	Will be closed beginning at 3:00 P.M. (ET).	Closed	Closed
CPS/SAIG Technical Support	(800) 330-5947	Open	Closed	Closed

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Default Resolution Group	(800) 621-3115	Open	Closed	Closed
Direct Loan Consolidation Center	(800) 557-7392	Open	Closed	Closed
eZ-Audit Help Desk	(877) 263-0780	Open	Closed	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Closed	Open from 9:00 A.M. to 6:00 P.M. (ET).
G5 Hotline	(888) 336-8930	Open	Closed	Closed
Loan Servicing Centers for Schools				
• Aspire Resources Inc.	(888) 902-6077	Closed	Closed	Closed
• CornerStone	(877) 336-7397	Will close at 5:00 P.M. (MT).	Closed	Closed*
• ECSI Federal Perkins Loan Servicer	(866) 313-4130	Open	Closed	Closed
• ESA/Edfinancial	(855) 845-1001	Closed	Closed	Closed
• FedLoan Servicing (PHEAA)	(800) 655-3813	Will close at 5:00 P.M. (ET).	Closed	Closed*
• Granite State - GSMR	(800) 303-8353	Will close at 2:00 P.M. (ET).	Closed	Closed**
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Closed	Closed	Closed***
• MOHELA	(888) 866-4353	Will close at 2:00 P.M. (CT).	Closed	Closed**
• Nelnet	(866) 463-5638	Open	Closed	Closed
• OSLA Servicing	(866) 264-9762	Closed	Closed	Closed
• Sallie Mae	(888) 272-4665	Open	Closed	Closed
• VSAC Federal Loans	(888) 307-8722	Closed*	Closed	Closed***
		* Will close at 4:30 P.M. (ET) on Monday, December 23, 2013.		* Will close at 5:00 P.M. on Tuesday, December 31, 2013. ** Will close at 2:00 P.M. on Tuesday, December 31, 2013. *** Will also be closed on Tuesday, December 31, 2013.

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Loan Servicing Centers for Students				
• Aspire Resources Inc.	(855) 475-3335	Closed	Closed	Closed
• CornerStone	(800) 663-1662	Will close at 5:00 P.M. (MT).	Closed	Closed*
• ECSI Federal Perkins Loan Servicer	(866) 313-3797	Open	Closed	Closed
• ESA/Edfinancial	(855) 337-6884	Closed	Closed	Closed
• FedLoan Servicing (PHEAA)	(800) 699-2908	Will close at 5:00 P.M. (ET).	Closed	Closed*
• Granite State - GSMR	(888) 556-0022	Will close at 2:00 P.M. (ET).	Closed	Closed**
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed	Closed	Closed***
• MOHELA	(888) 866-4352	Will close at 2:00 P.M. (CT).	Closed	Closed**
• Nelnet	(888) 486-4722	Open	Will close at 7:00 A.M. (ET).	Closed
• OSLA Servicing	(866) 264-9762	Closed	Closed	Closed
• Sallie Mae	(800) 722-1300	Open	Closed	Closed
• VSAC Federal Loans	(888) 932-5626	Closed* * Will close at 4:30 P.M. (ET) on Monday, December 23, 2013.	Closed	Closed*** * Will close at 5:00 P.M. on Tuesday, December 31, 2013. ** Will close at 2:00 P.M. on Tuesday, December 31, 2013. *** Will also be closed on Tuesday, December 31, 2013.
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open	Closed	Closed
NSLDS Customer Service	(800) 999-8219	Open	Closed	Closed
Ombudsman	(877) 557-2575	Open	Closed	Closed
Research and Customer Care Center	(800) 433-7327	Open	Closed	Closed