

**Christmas and New Year's Federal Holiday
Processing and Customer Service Hours
Attachment to December 2015 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Friday, December 25, 2015 to observe the Christmas Day federal holiday as well as on Friday, January 1, 2016 to observe the New Year's Day federal holiday. In addition, some of our Title IV processors and call centers will have additional closures during the holiday period. See below for the various centers' operation status during the holiday period.

CPS

The Central Processing System (CPS) will accept data on Friday, December 25, 2015 and Friday, January 1, 2016 but will not process Institutional Student Information Records (ISIRs) until Monday, December 28, 2015 (for data received on the 25th) and Monday, January 4, 2016 (for data received on the 1st). The 2016-2017 FAFSA on the Web application will be available to students and parents beginning on January 1, 2016.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Friday, December 25, 2015 and Friday, January 1, 2016, 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 Monday, December 28, 2015 (for requests received on the 25th) and Monday, January 4, 2016 (for requests received on the 1st).

Web Sites

All Federal Student Aid Web sites will remain operational during the holiday period.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Thursday, December 24, 2015	Status on the Christmas Day Federal Holiday, Friday, December 25, 2015	Status on New Year's Eve Day, Thursday, December 31, 2015	Status on the New Year's Day Federal Holiday, Friday, January 1, 2016
Campus-Based Call Center	(877) 801-7168	Open	Closed	Open	Closed
COD School Relations Center					
• Direct Loans	(800) 848-0978	Will be closed beginning at 3:00 PM (ET).	Closed	Will be closed beginning at 3:00 PM (ET).	Closed
• Grants	(800) 474-7268	Will be closed beginning at 3:00 PM (ET).	Closed	Will be closed beginning at 3:00 PM (ET).	Closed
• Student Loan Support Center	(800) 557-7394	Will be closed beginning at 3:00 PM (ET).	Closed	Will be closed beginning at 3:00 PM (ET).	Closed
CPS/SAIG Technical Support	(800) 330-5947	Open	Closed	Open	Closed
Default Resolution Group	(800) 621-3115	Open	Closed	Open	Closed
eZ-Audit Help Desk	(877) 263-0780	Open	Closed	Open	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Closed	Open	Open
G5 Hotline	(888) 336-8930	Open	Closed	Open	Closed

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Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet 	(800) 699-2908 (800) 236-4300 (800) 722-1300 (866) 426-6765	Will be closed beginning at 5:00 PM (ET). Closed Will be closed beginning at 3:00 PM (ET). Will be closed beginning at 4:00 PM (ET).	Closed Closed Closed Closed	Will be closed beginning at 5:00 PM (ET). Closed Will be closed beginning at 5:00 PM (ET). Will be closed beginning at 5:00 PM (ET).	Closed Closed Closed Closed
Loan Consolidation Information Call Center	(800) 557-7392	Will be closed beginning at 3:00 PM (ET).	Closed	Will be closed beginning at 3:00 PM (ET).	Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • MOHELA • Navient • Nelnet • OSLA Servicing • VSAC Federal Loans 	(877) 336-7397 (866) 313-4130 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (888) 866-4353 (888) 272-4665 (866) 463-5638 (866) 264-9762 (888) 307-8722	Closed Will be closed beginning at 4:00 PM (ET). Closed Will be closed beginning at 5:00 PM (ET). Will be closed beginning at 12:00 PM (ET). Closed Will be closed beginning at 2:00 PM (CT). Will be closed beginning at 3:00 PM (ET). Will be closed beginning at 4:00 PM (ET). Closed Will be closed beginning at 12:00 PM (ET).	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed	Open Will be closed beginning at 6:00 PM (ET). Will be closed beginning at 5:00 PM (ET). Will be closed beginning at 5:00 PM (ET). Will be closed beginning at 12:00 PM (ET). Closed Open Will be closed beginning at 5:00 PM (ET). Will be closed beginning at 5:00 PM (ET). Open Will be closed beginning at 12:00 PM (ET).	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed

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Loan Servicing Centers for Students					
• CornerStone	(800) 663-1662	Closed	Closed	Open	Closed
• ECSI Federal Perkins Loan Servicer	(866) 313-3797	Will be closed beginning at 4:00 PM (ET).	Closed	Will be closed beginning at 6:00 PM (ET).	Closed
• ESA/Edfinancial	(855) 337-6884	Closed	Closed	Will be closed beginning at 5:00 PM (ET).	Closed
• FedLoan Servicing (PHEAA)	(800) 699-2908	Will be closed beginning at 5:00 PM (ET).	Closed	Will be closed beginning at 5:00 PM (ET).	Closed
• Granite State - GSMR	(888) 556-0022	Will be closed beginning at 12:00 PM (ET).	Closed	Will be closed beginning at 12:00 PM (ET).	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed	Closed	Closed	Closed
• MOHELA	(888) 866-4352	Will be closed beginning at 2:00 PM (CT).	Closed	Will be closed beginning at 5:00 PM (CT).	Closed
• Navient	(800) 722-1300	Will be closed beginning at 3:00 PM (ET).	Closed	Will be closed beginning at 5:00 PM (ET).	Closed
• Nelnet	(888) 486-4722	Will be closed beginning at 4:00 PM (ET).	Closed	Will be closed beginning at 5:00 PM (ET).	Closed
• OSLA Servicing	(866) 264-9762	Closed	Closed	Open	Closed
• VSAC Federal Loans	(888) 932-5626	Will be closed beginning at 12:00 PM (ET).	Closed	Will be closed beginning at 12:00 PM (ET).	Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Will be closed beginning at 4:00 PM (ET).	Closed	Will be closed beginning at 5:00 PM (ET).	Closed
NSLDS Customer Service	(800) 999-8219	Open	Closed	Open	Closed
Ombudsman	(877) 557-2575	Open	Closed	Open	Closed
Research and Customer Care Center	(800) 433-7327	Open	Closed	Open	Closed