

**Christmas Day and New Year's Day Federal Holiday
Processing and Customer Service Hours
Attachment to December 2011 Electronic Announcement**

Because the Christmas Day federal holiday and New Year's Day federal holiday fall on Sundays, our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, December 26, 2011 (the day after Christmas Day) to observe the Christmas Day federal holiday, as well as on Monday, January 2, 2012 (the day after New Year's Day) to observe the New Year's Day federal holiday. Note that some call centers will have additional 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 Monday, December 26, 2011 and Monday, January 2, 2012 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, December 27, 2011 (for data received on the 26th) and Tuesday, January 3, 2012 (for data received on the 2nd). The 2012-2013 FAFSA on the Web application will be available to students and parents beginning on January 1, 2012.

COD System

The COD System will accept and process data from schools and send back responses/acknowledgments on Monday, December 26, 2011, as well as Monday, January 2, 2012, but schools will not be able to receive any federal funds on those days. Requests for changes in funding levels and for funds will not be processed until Tuesday, December 27, 2011 (for requests received on the 26th) and Tuesday, January 3, 2012 (for requests received on the 2nd).

Web Sites

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Monday, December 26, 2011 (the day after Christmas Day)	Status on Monday, January 2, 2012 (the day after New Year's Day)
Campus-Based Call Center	(877) 801-7168	Closed	Closed
COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Applicant Services 	(800) 848-0978 (800) 474-7268 (800) 557-7394	Closed Closed Closed	Closed Closed Closed
CPS/SAIG Technical Support	(800) 330-5947	Closed	Closed
Default Resolution Group	(800) 621-3115	Open* *Closed on Saturday, December 24, 2011.	Open* *Closed on Saturday, December 31, 2011.
Direct Loan Consolidation Center	(800) 557-7392	Open* *Closed on Saturday, December 24, 2011.	Open* *Closed on Saturday, December 31, 2011.
eZ-Audit	(877) 263-0780	Closed	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Open
G5 Hotline	(888) 336-8930	Closed	Closed

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Monday, December 26, 2011 (the day after Christmas Day)	Status on Monday, January 2, 2012 (the day after New Year's Day)
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center – School Services • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • Sallie Mae 	(800) 835-6511 (888) 877-7658 (800) 655-3813 (888) 686-6919 (888) 866-4353 (866) 463-5638 (888) 272-4665	Closed Closed Closed Closed* Closed Closed Closed *Will also be closed Friday, December 23, 2011.	Closed Closed Closed Closed* Closed Closed Closed *Will also be closed Friday, December 30, 2011.
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • MOHELA • Nelnet • Sallie Mae 	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 866-4352 (888) 486-4722 (800) 722-1300	Closed Closed Closed Closed* Closed Closed Closed *Will also be closed Friday, December 23, 2011.	Closed Closed Closed Closed* Closed Closed Closed *Will also be closed Friday, December 30, 2011.
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Closed	Closed
NSLDS Customer Service	(800) 999-8219	Closed	Closed
Ombudsman	(877) 557-2575	Closed	Closed
Research and Customer Care Center	(800) 433-7327	Closed	Closed