

**Christmas and New Year's Federal Holiday
Processing and Customer Service Hours
Attachment to December 2016 Electronic Announcement**

Because the Christmas Day federal holiday and New Year's Day federal holiday fall on Sundays, our federal offices as well as many of our Title IV processors and contact centers will be closed on Monday, December 26, 2016 (the day after Christmas Day) to observe the Christmas Day federal holiday, as well as on Monday, January 2, 2017 (the day after New Year's Day) to observe the New Year's Day federal holiday. Some contact centers will also 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, 2016 and Monday, January 2, 2017 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, December 27, 2016 (for data received on the 26th) and Tuesday, January 3, 2017 (for data received on the 2nd).

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, December 26, 2016, as well as Monday, January 2, 2017, 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, 2016 (for requests received on the 26th) and Tuesday, January 3, 2017 (for requests received on the 2nd).

Websites

All Federal Student Aid websites will remain operational on the holidays.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Friday, December 23, 2016 (two days before Christmas Day)	Status on Monday, December 26, 2016 (the day after Christmas Day)	Status on Monday, January 2, 2017 (the day after New Year's Day)
Borrower Defense Hotline	(855) 279-6207	Will be closed beginning at 5:00 P.M. (CT).	Closed	Closed* *Will be closed beginning at 5:00 P.M. (CT) on Friday, December 30, 2016.
Campus-Based Call Center	(877) 801-7168	Open	Closed	Closed
COD School Relations Center				
• Direct Loans	(800) 848-0978	Open	Closed	Closed
• Grants	(800) 474-7268	Open	Closed	Closed
• Student Loan Support Center	(800) 557-7394	Open	Closed	Closed
CPS/SAIG Technical Support	(800) 330-5947	Open	Closed	Closed
Default Resolution Group	(800) 621-3115	Open	Closed	Closed
eZ-Audit Help Desk	(877) 263-0780	Open	Closed	Closed
Federal Student Aid Feedback Center	(844) 651-0077	Open	Closed	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open	Open* *Will be closed on Saturday, December 24, 2016 and Sunday, December 25, 2016.	Open

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G5 Hotline	(888) 336-8930	Open	Closed	Closed
Loan Consolidation Servicers				
<ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) 	(800) 699-2908	Will be closed beginning at 5:00 P.M. (ET).	Closed	Closed*
<ul style="list-style-type: none"> • Great Lakes Educational Loan Services, Inc. 	(800) 236-4300	Closed	Closed	Open**
<ul style="list-style-type: none"> • Navient 	(800) 722-1300	Will be closed beginning at 5:00 P.M. (ET).	Closed	Closed*
<ul style="list-style-type: none"> • Nelnet 	(866) 426-6765	Open	Open	Open *Will be closed beginning at 5:00 P.M. (ET) on Friday, December 30, 2016. **Will be closed on Friday, December 30, 2016.
Loan Consolidation Information Call Center	(800) 557-7392	Open	Closed	Closed
Loan Servicing Centers for Schools				
<ul style="list-style-type: none"> • CornerStone 	(877) 336-7397	Closed	Closed	Closed*
<ul style="list-style-type: none"> • ECSI Federal Perkins Loan Servicer 	(866) 313-4130	Open	Closed	Closed
<ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) 	(800) 655-3813	Will be closed beginning at 5:00 P.M. (ET).	Closed	Closed**
<ul style="list-style-type: none"> • Granite State - GSMR 	(800) 303-8353	Open	Closed	Closed
<ul style="list-style-type: none"> • Great Lakes Educational Loan Services, Inc. 	(888) 686-6919	Closed	Closed	Open*
<ul style="list-style-type: none"> • HESC/Edfinancial 	(855) 845-1001	Closed	Closed	Closed
<ul style="list-style-type: none"> • MOHELA 	(888) 866-4353	Open	Closed	Closed
<ul style="list-style-type: none"> • Navient 	(888) 272-4665	Will be closed beginning at 5:00 P.M. (ET).	Closed	Closed**
<ul style="list-style-type: none"> • Nelnet 	(866) 463-5638	Open	Closed	Closed
<ul style="list-style-type: none"> • OSLA Servicing 	(866) 264-9762	Open	Closed* *Will be closed on Tuesday, December 27, 2016.	Closed *Will be closed on Friday, December 30, 2016. **Will be closed beginning at 5:00 P.M. (ET) on Friday, December 30, 2016.

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Loan Servicing Centers for Students <ul style="list-style-type: none"> • CornerStone • ECSI Federal Perkins Loan Servicer • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • HESC/Edfinancial • MOHELA • Navient • Nelnet • OSLA Servicing 	(800) 663-1662 (866) 313-3797 (800) 699-2908 (888) 556-0022 (800) 236-4300 (855) 337-6884 (888) 866-4352 (800) 722-1300 (888) 486-4722 (866) 264-9762	Closed Open Will be closed beginning at 5:00 P.M. (ET). Open Closed Closed Open Will be closed beginning at 5:00 P.M. (ET). Open Open	Closed Closed Closed Closed Closed Closed Closed Open Closed* *Will be closed on Tuesday, December 27, 2016.	Closed* Closed Closed** Closed Open* Closed Closed Closed** Open Closed *Will be closed on Friday, December 30, 2016. **Will be closed beginning at 5:00 P.M. (ET) on Friday, December 30, 2016.
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open	Open	Open
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