

**Christmas Day, Day After Christmas Day, and New Year's Day Federal Holiday
Processing and Customer Service Hours
Attachment to December 2014 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Thursday, December 25, 2014 to observe the Christmas Day federal holiday as well as on Thursday, January 1, 2015 to observe the New Year's Day federal holiday. In addition, by Executive Order, our federal offices will be closed on Friday, December 26, 2014, the day after Christmas Day. Some of our Title IV processors and contact 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 Thursday, December 25, 2014, Friday, December 26, 2014, and Thursday, January 1, 2015 but will not process Institutional Student Information Records (ISIRs) until Monday, December 29, 2014 (for data received on the 25th and 26th) and Friday, January 2, 2015 (for data received on the 1st). The 2015-2016 FAFSA on the Web application will be available to students and parents beginning on January 1, 2015.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Thursday, December 25, 2014 and Thursday, January 1, 2015, 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 Friday, December 26, 2014 (for requests received on the 25th) and Friday, January 2, 2015 (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, Wednesday, December 24, 2014	Status on the Christmas Day Federal Holiday, Thursday, December 25, 2014	Status on Friday, December 26, 2014 (the day after Christmas Day)	Status on New Year's Eve Day, Wednesday, December 31, 2014	Status on the New Year's Day Federal Holiday, Thursday, January 1, 2015
Campus-Based Call Center	(877) 801-7168	Open	Closed	Open	Open	Closed
COD School Relations Center						
• Direct Loans	(800) 848-0978	Will be closed beginning at 3:00 P.M. (ET).	Closed	Open	Will be closed beginning at 3:00 P.M. (ET).	Closed
• Grants	(800) 474-7268	Will be closed beginning at 3:00 P.M. (ET).	Closed	Open	Will be closed beginning at 3:00 P.M. (ET).	Closed
• Student Loan Support Center	(800) 557-7394	Will be closed beginning at 3:00 P.M. (ET).	Closed	Open	Will be closed beginning at 3:00 P.M. (ET).	Closed
CPS/SAIG Technical Support	(800) 330-5947	Open	Closed	Open	Open	Closed
Default Resolution Group	(800) 621-3115	Will be closed beginning at 3:00 P.M. (CT).	Closed	Open	Will be closed beginning at 3:00 P.M. (CT).	Closed
eZ-Audit Help Desk	(877) 263-0780	Open	Closed	Closed	Open	Closed

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Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Closed	Open	Open	Open
G5 Hotline	(888) 336-8930	Open	Closed	Closed	Open	Closed
Loan Consolidation Servicers						
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed	Closed	Open	Will be closed beginning at 5:00 P.M. (ET).	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed	Closed	Open	Closed	Closed
• Navient	(800) 722-1300	Open	Closed	Open	Open	Closed
• Nelnet	(866) 426-6765	Will be closed beginning at 4:00 P.M. (CT).	Closed	Open	Will be closed beginning at 5:00 P.M. (CT).	Closed
Loan Consolidation Information Call Center	(800) 557-7392	Will be closed beginning at 3:00 P.M. (CT).	Closed	Open	Will be closed beginning at 3:00 P.M. (CT).	Closed
Loan Servicing Centers for Schools						
• Aspire Resources Inc.	(888) 902-6077	Closed	Closed	Open	Open	Closed
• CornerStone	(877) 336-7397	Open	Closed	Closed	Open	Closed
• ECSI Federal Perkins Loan Servicer	(866) 313-4130	Open	Closed	Open	Open	Closed
• ESA/Edfinancial	(855) 845-1001	Will be closed beginning at 5:00 P.M. (ET).	Closed	Closed	Will be closed beginning at 5:00 P.M. (ET).	Closed
• FedLoan Servicing (PHEAA)	(800) 655-3813	Closed	Closed	Open	Will be closed beginning at 5:00 P.M. (ET).	Closed
• Granite State - GSMR	(800) 303-8353	Will be closed beginning at 2:00 P.M. (ET).	Closed	Closed	Will be closed beginning at 3:00 P.M. (ET).	Closed
• Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Closed	Closed	Open	Closed	Closed
• MOHELA	(888) 866-4353	Will be closed beginning at 2:00 P.M. (CT).	Closed	Open	Will be closed beginning at 5:00 P.M. (CT).	Closed
• Navient	(888) 272-4665	Open	Closed	Open	Open	Closed
• Nelnet	(866) 463-5638	Will be closed beginning at 4:00 P.M. (CT).	Closed	Open	Will be closed beginning at 5:00 P.M. (CT).	Closed
• OSLA Servicing	(866) 264-9762	Closed	Closed	Open	Open	Closed
• VSAC Federal Loans	(888) 307-8722	Closed	Closed	Open	Will be closed beginning at 12:00 P.M. (ET).	Closed

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Loan Servicing Centers for Students						
• Aspire Resources Inc.	(855) 475-3335	Closed	Closed	Open	Open	Closed
• CornerStone	(800) 663-1662	Open	Closed	Closed	Open	Closed
• ECSI Federal Perkins Loan Servicer	(866) 313-3797	Open	Closed	Open	Open	Closed
• ESA/Edfinancial	(855) 337-6884	Will be closed beginning at 5:00 P.M. (ET).	Closed	Closed	Will be closed beginning at 5:00 P.M. (ET).	Closed
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed	Closed	Open	Will be closed beginning at 5:00 P.M. (ET).	Closed
• Granite State - GSMR	(888) 556-0022	Will be closed beginning at 2:00 P.M. (ET).	Closed	Closed	Will be closed beginning at 3:00 P.M. (ET).	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed	Closed	Open	Closed	Closed
• MOHELA	(888) 866-4352	Will be closed beginning at 2:00 P.M. (CT).	Closed	Open	Will be closed beginning at 5:00 P.M. (CT).	Closed
• Navient	(800) 722-1300	Open	Closed	Open	Open	Closed
• Nelnet	(888) 486-4722	Will be closed beginning at 4:00 P.M. (CT).	Closed	Open	Will be closed beginning at 5:00 P.M. (CT).	Closed
• OSLA Servicing	(866) 264-9762	Closed	Closed	Open	Open	Closed
• VSAC Federal Loans	(888) 932-5626	Closed	Closed	Open	Will be closed beginning at 12:00 P.M. (ET).	Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Will be closed beginning at 4:00 P.M. (CT).	Closed	Open	Will be closed beginning at 5:00 P.M. (CT).	Closed
NSLDS Customer Service	(800) 999-8219	Open	Closed	Open	Open	Closed
Ombudsman	(877) 557-2575	Open	Closed	Open	Open	Closed
Research and Customer Care Center	(800) 433-7327	Open	Closed	Closed	Open	Closed