

**Birthday of Martin Luther King, Jr. Federal Holiday
Processing and Customer Service Hours
Attachment to January 2016 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, January 18, 2016 to observe the Birthday of Martin Luther King, Jr. federal holiday. In addition, some of our Title IV processors and contact centers will have additional closures on the holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, January 18, 2016 but will not process Institutional Student Information Records (ISIRs) until Tuesday, January 19, 2016.

COD System

The Common Origination and Disbursement (COD) System will be unavailable beginning at 8:00 P.M. (ET) on Friday, January 15, 2016. Batch processing will be suspended and requests for changes in funding levels and for funds will not be processed until the outage has concluded after 8:00 P.M. (ET) on Monday, January 18, 2016. Monitor the [Information for Financial Aid Professionals \(IFAP\) Web site](#) for further information.

Web Sites

The StudentLoans.gov Web site will be unavailable during the period of Friday, January 15, 2016 through Monday, January 18, 2016. All other Federal Student Aid Web sites will remain operational on the holiday.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 18, 2016
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Closed
• Grants	(800) 474-7268	Closed
• Student Loan Support Center	(800) 557-7394	Closed
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Open
eZ-Audit Help Desk	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Closed
Loan Consolidation Servicers		
• FedLoan Servicing (PHEAA)	(800) 699-2908	Will be closed beginning at 5:00 P.M. (ET).
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
• Navient	(800) 722-1300	Closed
• Nelnet	(866) 426-6765	Open
Loan Consolidation Information Call Center	(800) 557-7392	Closed

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 18, 2016
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 Open Closed Will be closed beginning at 5:00 PM (ET). Open Open Open Closed Open Closed Closed
Loan Servicing Centers for Students <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 	(800) 663-1662 (866) 313-3797 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (888) 866-4352 (800) 722-1300 (888) 486-4722 (866) 264-9762 (888) 932-5626	Closed Open Closed Will be closed beginning at 5:00 PM (ET). Open Open Open Closed Open Closed Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed