

**Operational Status of Customer Service Contact Centers during Federal Government Closure
Attachment to January 2018 Electronic Announcement**

In the event of the closure of the federal government (more commonly referred to as a shutdown or furlough), there will be minimal impact on students, borrowers, schools, lenders, and guaranty agencies. For information regarding the operational status of the various customer service contact centers during a shutdown, see below.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status during Federal Government Closure
Borrower Defense Hotline	1-855-279-6207	Open
Campus-Based Call Center	1-877-801-7168	Closed
COD School Relations Center		
• Direct Loans	1-800-848-0978	Open
• Grants	1-800-474-7268	Open
• Student Loan Support Center	1-800-557-7394	Open
CPS/SAIG Technical Support	1-800-330-5947	Open
Default Resolution Group	1-800-621-3115	Open
eZ-Audit Help Desk	1-877-263-0780	Open
Federal Student Aid Feedback Center	1-844-651-0077	Open
Federal Student Aid Information Center	1-800-4-FED-AID	Open
G5 Hotline	1-888-336-8930	Open
Loan Consolidation Servicers		
• FedLoan Servicing (PHEAA)	1-800-699-2908	Open
• Great Lakes Educational Loan Services, Inc.	1-800-236-4300	Open
• Navient	1-800-722-1300	Open
• Nelnet	1-866-426-6765	Open
Loan Consolidation Information Call Center	1-800-557-7392	Open

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status during Federal Government Closure
Loan Servicing Centers for Schools <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 	1-877-336-7397 1-866-313-4130 1-800-655-3813 1-800-303-8353 1-888-686-6919 1-855-845-1001 1-888-866-4353 1-888-272-4665 1-866-463-5638 1-866-264-9762	Open Open Open Open Open Open Open Open Open
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 	1-800-663-1662 1-866-313-3797 1-800-699-2908 1-888-556-0022 1-800-236-4300 1-855-337-6884 1-888-866-4352 1-800-722-1300 1-888-486-4722 1-866-264-9762	Open Open Open Open Open Open Open Open Open
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open
NSLDS Customer Service	1-800-999-8219	Open
Ombudsman	1-877-557-2575	Open
Research and Customer Care Center	1-800-433-7327	Closed