

**Washington's Birthday Federal Holiday  
Processing and Customer Service Hours  
Attachment to February 2013 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, February 18, 2013 to observe the Washington's Birthday federal holiday. See below for the various centers' operation status on the holiday.

**CPS**

The Central Processing System (CPS) will accept data on Monday, February 18, 2013 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, February 19, 2013.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, February 18, 2013, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, February 19, 2013.

**Note:** The COD System will also undergo extended maintenance during the period February 15-18, 2013. Refer to our [February 8, 2013 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site for specific outage information.

**Web Sites**

All Federal Student Aid Web sites will remain operational on the holiday.

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Washington's Birthday Federal Holiday, Monday, February 18, 2013</b>
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
• Direct Loans	(800) 848-0978	Open
• Grants	(800) 474-7268	Open
• Applicant Services	(800) 557-7394	Open
CPS/SAIG Technical Support	(800) 330-5947	Closed
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
eZ-Audit Help Desk	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open* *Will be open from 8:00 A.M. – 11:00 P.M. (ET).
G5 Hotline	(888) 336-8930	Closed



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<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on the Washington's Birthday Federal Holiday, Monday, February 18, 2013</b>
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Open
Research and Customer Care Center	(800) 433-7327	Closed