# 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 <u>February 8, 2013 Electronic Announcement</u> 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.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday Federal Holiday, Monday, February 18, 2013
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

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Washington's Birthday Federal Holiday, Monday, February 18, 2013
Loan Servicing Centers for Schools		
Aspire Resources Inc.	(888) 902-6077	Open
CornerStone	(877) 336-7397	Closed
• COSTEP	(877) 292-8639	Closed
<ul> <li>Department of Education Student Loan Servicing Center (ACS)</li> </ul>	(800) 835-6511	Open
<ul> <li>Direct Loan Servicing Center (ACS) – School Services</li> </ul>	(888) 877-7658	Open
EDGEucation Loans	(877) 292-6759	Closed
<ul> <li>EdManage</li> </ul>	(800) 470-5961	Closed
ESA/Edfinancial	(855) 845-1001	Open
<ul> <li>FedLoan Servicing (PHEAA)</li> </ul>	(800) 655-3813	Closed
Granite State - GSMR	(800) 303-8353	Open
Great Lakes Educational Loan Services, Inc.	(888) 686-6919	Open
KSA Servicing	(877) 292-5227	Open
MOHELA	(888) 866-4353	Closed
Nelnet	(866) 463-5638	Closed
OSLA Servicing	(866) 264-9762	Open
Sallie Mae	(888) 272-4665	Open
VSAC Federal Loans	(888) 307-8722	Closed
Loan Servicing Centers for Students		
Aspire Resources Inc.	(855) 475-3335	Open
CornerStone	(800) 663-1662	Closed
• COSTEP	(877) 292-8639	Closed
Department of Education Student Loan Servicing Center (ACS)	(800) 835-4611	Open
Direct Loan Servicing Center (ACS)	(800) 848-0979	Open
EDGEucation Loans	(877) 292-7470	Closed
EdManage	(855) 479-0490	Closed
ESA/Edfinancial	(855) 337-6884	Open
FedLoan Servicing (PHEAA)	(800) 699-2908	Closed
Granite State - GSMR	(888) 556-0022	Open
Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Open
KSA Servicing	(877) 292-4825	Open
MOHELA	(888) 866-4352	Closed
Nelnet	(888) 486-4722	Closed
OSLA Servicing	(866) 264-9762	Open
Sallie Mae	(800) 722-1300	Open
VSAC Federal Loans	(888) 932-5626	Closed
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Closed

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