

**Birthday of Martin Luther King, Jr. Day Federal Holiday and Inauguration Day
Processing and Customer Service Hours
Attachment to January 2017 Electronic Announcement**

Our federal offices as well as many of our Title IV processors and contact centers will be closed on Monday, January 16, 2017 to observe the Birthday of Martin Luther King, Jr. federal holiday. Additionally, our federal offices located in Washington, D.C. will be closed on Friday, January 20, 2017 for the Presidential Inauguration activities. Some of the contact centers and Title IV processors will also be closed on this day. See below for the various centers' operation status.

CPS

The Central Processing System (CPS) will accept data on Monday, January 16, 2017 but will not process Institutional Student Information Records (ISIRs) until Tuesday, January 17, 2017. Normal CPS processing will occur on Friday, January 20, 2017.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, January 16, 2017, 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, January 17, 2017. Normal COD System processing will occur on Friday, January 20, 2017.

Websites

All Federal Student Aid websites will remain operational on Monday, January 16, 2017, and on Friday, January 20, 2017.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 16, 2017	Status on Inauguration Day, Friday, January 20, 2017
Borrower Defense Hotline	(855) 279-6207	Open	Open
Campus-Based Call Center	(877) 801-7168	Closed	Open
COD School Relations Center			
• Direct Loans	(800) 848-0978	Closed	Open
• Grants	(800) 474-7268	Closed	Open
• Student Loan Support Center	(800) 557-7394	Closed	Open
CPS/SAIG Technical Support	(800) 330-5947	Closed	Open
Default Resolution Group	(800) 621-3115	Closed	Open
eZ-Audit Help Desk	(877) 263-0780	Closed	Closed
Federal Student Aid Feedback Center	(844) 651-0077	Closed	Open
Federal Student Aid Information Center	(800) 4-FED-AID	Open	Open
G5 Hotline	(888) 336-8930	Closed	Open

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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 16, 2017	Status on Inauguration Day, Friday, January, 20, 2017
Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet 	(800) 699-2908 (800) 236-4300 (800) 722-1300 (866) 426-6765	Open* Open Closed Open *Will be closed beginning at 5:00 P.M. (ET).	Open Open Open Open
Loan Consolidation Information Call Center	(800) 557-7392	Closed	Open
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 	(877) 336-7397 (866) 313-4130 (800) 655-3813 (800) 303-8353 (888) 686-6919 (855) 845-1001 (888) 866-4353 (888) 272-4665 (866) 463-5638 (866) 264-9762	Closed Open Open* Open Open Closed Open Closed Open Closed *Will be closed beginning at 5:00 P.M. (ET).	Open Open Open Open Open Open Open Open Open

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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 16, 2017	Status on Inauguration Day, Friday, January, 20, 2017
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 	(800) 663-1662 (866) 313-3797 (800) 699-2908 (888) 556-0022 (800) 236-4300 (855) 337-6884 (888) 866-4352 (800) 722-1300 (888) 486-4722 (866) 264-9762	Closed Open Open* Open Open Closed Open Closed Open Closed *Will be closed beginning at 5:00 P.M. (ET).	Open Open Open Open Open Open Open Open Open Open
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open	Open
NSLDS Customer Service	(800) 999-8219	Closed	Open
Ombudsman	(877) 557-2575	Closed	Open
Research and Customer Care Center	(800) 433-7327	Closed	Closed