

**Birthday of Martin Luther King, Jr. Federal Holiday Processing and Customer Service Hours
Attachment to January 2019 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, January 21, 2019 to observe the Birthday of Martin Luther King, Jr. federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, January 21, 2019, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, January 22, 2019.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, January 21, 2019, 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 22, 2019.

Note: The COD System and StudentLoans.gov website will be unavailable from 3 a.m. Eastern time (ET) through 1 p.m. ET on Sunday, January 20, due to a scheduled outage that will extend beyond the weekly maintenance period. For more information regarding this outage, refer to the COD Processing Update posted on the [COD Web Site](#) under the "COD Resources" link located at the bottom of the home page.

Websites

All Federal Student Aid websites 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 21, 2019 |
|---|----------------------------------|--|
| Borrower Defense Hotline | 1-855-279-6207 | Closed |
| COD School Relations Center <ul style="list-style-type: none"> • Campus-Based, Direct Loans, and Grants • Student Loan Support Center | 1-800-848-0978 1-800-557-7394 | Closed Closed |
| CPS/SAIG Technical Support | 1-800-330-5947 | Closed |
| Default Resolution Group | 1-800-621-3115 | Open |
| eZ-Audit Help Desk | 1-877-263-0780 | Closed |
| Federal Student Aid Feedback Center | 1-844-651-0077 | Closed |
| Federal Student Aid Information Center | 1-800-4-FED-AID | Open |
| G5 Hotline | 1-888-336-8930 | Closed |

| Federal Student Aid Customer Service or Processing Center | Telephone Number | Status on the Birthday of Martin Luther King, Jr. Federal Holiday, Monday, January 21, 2019 |
|--|--|--|
| Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet | 1-800-699-2908 1-800-236-4300 1-800-722-1300 1-866-426-6765 | Closed Open 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 | 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 | Closed Open Closed Open Open Closed Closed Closed Open Closed |
| 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 | Closed Open Closed Open Open Closed Closed Closed Open Closed |
| Nelnet Total and Permanent Disability Servicer | 1-888-303-7818 | Open |
| NSLDS Customer Service | 1-800-999-8219 | Closed |
| Ombudsman | 1-877-557-2575 | Closed |