

Christmas Day and New Year's Day Federal Holiday Processing and Customer Service Hours

Because the Christmas Day federal holiday and New Year's Day federal holiday fall on Saturdays, our federal offices as well as some of our Title IV processors and call centers will be closed on Friday, December 24, 2010 (Christmas Eve Day) to observe the Christmas Day federal holiday, as well as on Friday, December 31, 2010 (New Year's Eve Day) to observe the New Year's Day federal holiday. Note that some call centers will have additional closures during the holiday period. See below for the various centers' operation status during the holidays.

CPS

The Central Processing System (CPS) will accept data on Friday, December 24, 2010, and Friday, December 31, 2010, but will not process new Institutional Student Information Records (ISIRs) until Monday, December 27, 2010 (for data received on the 24th) and Monday, January 3, 2011 (for data received on the 31st). The 2011-2012 FAFSA on the Web application will be available to students and parents beginning on January 1, 2011.

COD System

The COD System will accept and process data from schools and send back responses/acknowledgments on Friday, December 24, 2010, as well as Friday December 31, 2010, but schools will not be able to receive any federal funds on those days. Requests for changes in funding levels and for funds will not be processed until Monday, December 27, 2010 (for requests received on the 24th) and Monday, January 3, 2011 (for requests received on the 31st).

Web Sites

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Friday, December 24, 2010	Status on New Year's Eve Day, Friday, December 31, 2010
Campus-Based Call Center	(877) 801-7168	Closed	Closed
COD School Relations Center			
• Direct Loans	(800) 848-0978	Closed	Closed
• Grants	(800) 474-7268	Closed	Closed
• Applicant Services	(800) 557-7394	Closed	Closed
CPS/SAIG Technical Support	(800) 330-5947	Closed	Closed
Default Resolution Group	(800) 621-3115	Closed	Closed
Direct Loan Consolidation Center	(800) 557-7392	Closed	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Friday, December 24, 2010	Status on New Year's Eve Day, Friday, December 31, 2010
eZ-Audit	(877) 263-0780	Closed	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open* *Closed on Christmas Day (Saturday)	Open* *Open on New Year's Day (Saturday)
G5 Hotline	(888) 336-8930	Closed	Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) – School Services • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(866) 938-4750 (888) 877-7658 (800) 655-3813 (888) 686-6919 (866) 463-5638 (888) 272-4665	Closed Closed Closed Closed Closed Closed	Closed Closed Closed Closed* Closed Closed *Closed January 3, 2011 (Monday)
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 486-4722 (800) 722-1300	Closed Closed Closed Closed Closed Closed	Closed Closed Closed Closed* Closed Closed *Closed January 3, 2011 (Monday)
NSLDS Customer Service	(800) 999-8219	Closed	Closed
Ombudsman	(877) 557-2575	Closed	Closed
Research and Customer Care Center	(800) 433-7327	Closed	Closed
Total and Permanent Disability Processing Centers <ul style="list-style-type: none"> • Disability Discharge Loan Servicing Center • Nelnet Total and Permanent Disability Servicer • Veterans Disability Discharge Unit 	(888) 869-4169 (888) 303-7818 (404) 974-9490	Closed Closed Closed	Closed Closed Closed