

**Christmas and New Year's Federal Holiday Processing and Customer Service Hours
Attachment to December 2017 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Monday, December 25, 2017 to observe the Christmas Day federal holiday as well as on Monday, January 1, 2018 to observe the New Year's Day federal holiday. In addition, some of the Title IV processors and contact centers will have additional closures on the days surrounding the holidays. See below for the various centers' operation status on the holidays.

CPS

The Central Processing System (CPS) will accept data on Monday, December 25, 2017 and Monday, January 1, 2018, but will not process data or send Institutional Student Information Records (ISIRs) until Tuesday, December 26, 2017 (for data received on the 25th) and Tuesday, January 2, 2018 (for data received on the 1st).

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, December 25, 2017 and Monday, January 1, 2018, 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, December 26, 2017 (for requests received on the 25th) and Tuesday, January 2, 2018 (for requests received on the 1st).

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 Christmas Day Federal Holiday, Monday, December 25, 2017	Status on the New Year's Day Federal Holiday, Monday, January 1, 2018
Borrower Defense Hotline	1-855-279-6207	Closed	Closed
Campus-Based Call Center	1-877-801-7168	Closed	Closed
COD School Relations Center			
• Direct Loans	1-800-848-0978	Closed	Closed
• Grants	1-800-474-7268	Closed	Closed
• Student Loan Support Center	1-800-557-7394	Closed	Closed
CPS/SAIG Technical Support	1-800-330-5947	Closed	Closed
Default Resolution Group	1-800-621-3115	Closed	Closed
eZ-Audit Help Desk	1-877-263-0780	Closed	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Closed	Closed
Federal Student Aid Information Center	1-800-4-FED-AID	Closed* *Will be closed on Sunday, December 24, 2017.	Open
G5 Hotline	1-888-336-8930	Closed	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Christmas Day Federal Holiday, Monday, December 25, 2017	Status on the New Year's Day Federal Holiday, Monday, January 1, 2018
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* Closed** Closed* Closed*** *Will be closed at 5 p.m. Eastern time (ET) on Friday, December 22, 2017. **Will be closed on Tuesday, December 26, 2017. ***Will be closed at 7 a.m. ET on Sunday, December 24, 2017. Will reopen at 7 a.m. ET on Tuesday, December 26, 2017.	Closed* Closed Closed Closed** * Will be closed at 5 p.m. ET on Friday, December 29, 2017. **Will be closed at 5 p.m. ET on Sunday, December 31, 2017.
Loan Consolidation Information Call Center	1-800-557-7392	Closed	Closed
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 Closed Closed* Closed Closed** Closed** Closed Closed* Closed Closed** *Will be closed at 5 p.m. ET on Friday, December 22, 2017. **Will be closed on Tuesday, December 26, 2017.	Closed Closed Closed* Closed Closed Closed Closed Closed Closed Closed *Will be closed at 5 p.m. ET on Friday, December 29, 2017.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Christmas Day Federal Holiday, Monday, December 25, 2017	Status on the New Year's Day Federal Holiday, Monday, January 1, 2018
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 Closed Closed* Closed Closed** Closed** Closed Closed* Closed*** Closed** *Will be closed at 5 p.m. ET on Friday, December 22, 2017. **Will be closed on Tuesday, December 26, 2017. ***Will be closed at 7 a.m. ET on Sunday, December 24, 2017. Will reopen at 7 a.m. ET on Tuesday, December 26, 2017.	Closed Closed Closed* Closed Closed Closed Closed Closed Closed** Closed *Will be closed at 5 p.m. ET on Friday, December 29, 2017. **Will be closed at 5 p.m. ET on Sunday, December 31, 2017.
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Closed* *Will be closed at 7 a.m. ET on Sunday, December 24, 2017. Will reopen at 7 a.m. ET on Tuesday, December 26, 2017.	Closed* *Will be closed at 5 p.m. ET on Sunday, December 31, 2017.
NSLDS Customer Service	1-800-999-8219	Closed	Closed
Ombudsman	1-877-557-2575	Closed	Closed
Research and Customer Care Center	1-800-433-7327	Closed	Closed