

**Christmas and New Year's Federal Holiday Processing and Customer Service Hours  
Attachment to December 2018 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Tuesday, December 25, 2018 to observe the Christmas Day federal holiday as well as on Tuesday, January 1, 2019 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 Tuesday, December 25, 2018 and Tuesday, January 1, 2019, but will not process data or send Institutional Student Information Records (ISIRs) until Wednesday, December 26, 2018 (for data received on the 25<sup>th</sup>) and Wednesday, January 2, 2019 (for data received on the 1<sup>st</sup>).

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Tuesday, December 25, 2018 and Tuesday, January 1, 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 Wednesday, December 26, 2018 (for requests received on the 25<sup>th</sup>) and Wednesday, January 2, 2019 (for requests received on the 1<sup>st</sup>).

**Note:** The COD System and [StudentLoans.gov](http://StudentLoans.gov) website will be unavailable from 3 a.m. Eastern time (ET) through 3 p.m. ET on Sunday, December 30, 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 holidays.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Christmas Day Federal Holiday, Tuesday, December 25, 2018	Status on Monday, December 31, 2018 (the day before New Year's Day)	Status on the New Year's Day Federal Holiday, Tuesday, January 1, 2019
Borrower Defense Hotline	1-855-279-6207	Closed	Open	Closed
COD School Relations Center				
<ul style="list-style-type: none"> <li>Campus-Based, Direct Loans, and Grants</li> </ul>	1-800-848-0978	Closed*	Will be closed at 3 p.m. ET on Monday, December 31, 2018.	Closed
<ul style="list-style-type: none"> <li>Student Loan Support Center</li> </ul>	1-800-557-7394	Closed* *Will be closed at 3 p.m. ET on Monday, December 24, 2018.	Will be closed at 3 p.m. ET on Monday, December 31, 2018.	Closed
CPS/SAIG Technical Support	1-800-330-5947	Closed	Open	Closed
Default Resolution Group	1-800-621-3115	Closed	Open	Closed
eZ-Audit Help Desk	1-877-263-0780	Closed	Open	Closed

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Federal Student Aid Feedback Center	1-844-651-0077	Closed	Open	Closed
Federal Student Aid Information Center	1-800-4-FED-AID	Closed* *Will be closed on Monday, December 24, 2018.	Open	Open
G5 Hotline	1-888-336-8930	Closed	Open	Closed
Loan Consolidation Servicers <ul style="list-style-type: none"> <li>• FedLoan Servicing (PHEAA)</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• Navient</li> <li>• Nelnet</li> </ul>	1-800-699-2908  1-800-236-4300  1-800-722-1300  1-866-426-6765	Closed*  Closed**  Closed***  Closed *Will be closed at 2 p.m. ET on Monday, December 24, 2018. **Will be closed on Monday, December 24, 2018. ***Will be closed at 5 p.m. ET on Monday, December 24, 2018.	Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Will be closed on Monday, December 31, 2018.  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Open	Closed  Closed  Closed  Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Christmas Day Federal Holiday, Tuesday, December 25, 2018	Status on Monday, December 31, 2018 (the day before New Year's Day)	Status on the New Year's Day Federal Holiday, Tuesday, January 1, 2019
Loan Servicing Centers for Schools <ul style="list-style-type: none"> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• HESC/Edfinancial</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> </ul>	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 on Monday, December 24, 2018. **Will be closed at 5 p.m. ET on Monday, December 24, 2018. ***Will be closed at 2 p.m. ET on Monday, December 24, 2018.	Will be closed at 7 p.m. ET on Monday, December 31, 2018.  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Will be closed at 2 p.m. ET on Monday, December 31, 2018.  Will be closed on Monday, December 31, 2018.  Open  Open  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Open  Open	Closed  Closed  Closed  Closed  Closed  Closed  Closed  Closed  Closed  Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Christmas Day Federal Holiday, Tuesday, December 25, 2018	Status on Monday, December 31, 2018 (the day before New Year's Day)	Status on the New Year's Day Federal Holiday, Tuesday, January 1, 2019
Loan Servicing Centers for Students <ul style="list-style-type: none"> <li>• CornerStone</li> <li>• ECSI Federal Perkins Loan Servicer</li> <li>• FedLoan Servicing (PHEAA)</li> <li>• Granite State - GSMR</li> <li>• Great Lakes Educational Loan Services, Inc.</li> <li>• HESC/Edfinancial</li> <li>• MOHELA</li> <li>• Navient</li> <li>• Nelnet</li> <li>• OSLA Servicing</li> </ul>	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 on Monday, December 24, 2018. **Will be closed at 5 p.m. ET on Monday, December 24, 2018. ***Will be closed at 2 p.m. ET on Monday, December 24, 2018.	Will be closed at 7 p.m. ET on Monday, December 31, 2018.  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Will be closed at 2 p.m. ET on Monday, December 31, 2018.  Will be closed on Monday, December 31, 2018.  Open  Open  Will be closed at 5 p.m. ET on Monday, December 31, 2018.  Open  Open	Closed  Closed  Closed  Closed  Closed  Closed  Closed  Closed  Closed  Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Closed	Open	Closed
NSLDS Customer Service	1-800-999-8219	Closed	Open	Closed
Ombudsman	1-877-557-2575	Closed	Open	Closed