

**Columbus Day Federal Holiday Processing and Customer Service Hours
Attachment to October 2020 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and contact centers will be closed on Monday, Oct. 12, 2020 to observe the Columbus Day federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, Oct. 12, 2020, but will not process data or send *Institutional Student Information Records* (ISIRs) until Tuesday, Oct. 13, 2020.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, Oct. 12, 2020, 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, Oct. 13, 2020.

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 Columbus Day Federal Holiday, Monday, Oct. 12, 2020
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	Open
Default Resolution Group	1-800-621-3115	Closed
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	Closed
G5 Hotline	1-888-336-8930	Closed

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Columbus Day Federal Holiday, Monday, Oct. 12, 2020
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 Open 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	Open Open Closed Open Open Open Open Open 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	Open Open Closed Open Open Open Open Open Open Closed
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open
NSLDS Customer Service	1-800-999-8219	Open
Ombudsman	1-877-557-2575	Closed