

**Thanksgiving Day Federal Holiday
Processing and Customer Service Hours
Attachment to November 2016 Electronic Announcement**

Our federal offices as well as our Title IV processors and contact centers will be closed on Thursday, November 24, 2016 to observe the Thanksgiving Day federal holiday. In addition, some of the Title IV processors and call centers will be closed on Friday, November 25, 2016. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Thursday, November 24, 2016 but will not process Institutional Student Information Records (ISIRs) until Friday, November 25, 2016.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Thursday, November 24, 2016, 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 Friday, November 25, 2016.

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 Thanksgiving Day Federal Holiday, Thursday, November 24, 2016	Status on Friday, November 25, 2016 (the day after Thanksgiving Day)
Borrower Defense Hotline	(855) 279-6207	Closed* *Will also be closed beginning at 5:00 P.M. (CT) on Wednesday, November 23, 2016.	Open
Campus-Based Call Center	(877) 801-7168	Closed	Open
COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Student Loan Support Center 	(800) 848-0978 (800) 474-7268 (800) 557-7394	Closed* Closed* Closed* *Will also be closed beginning at 3:00 P.M. (ET) on Wednesday, November 23, 2016.	Open Open Open
CPS/SAIG Technical Support	(800) 330-5947	Closed	Open
Default Resolution Group	(800) 621-3115	Closed	Open
eZ-Audit Help Desk	(877) 263-0780	Closed	Open
Federal Student Aid Feedback Center	(844) 651-0077	Closed	Open
Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Closed
G5 Hotline	(888) 336-8930	Closed	Open

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Loan Consolidation Servicers <ul style="list-style-type: none"> • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Navient • Nelnet 	(800) 699-2908 (800) 236-4300 (800) 722-1300 (866) 426-6765	Closed Closed Closed Closed	Closed Closed Closed Open
Loan Consolidation Information Call Center	(800) 557-7392	Closed* *Will also be closed beginning at 3:00 P.M. (ET) on Wednesday, November 23, 2016.	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 	(877) 336-7397 (866) 313-4130 (800) 655-3813 (800) 303-8353 (888) 686-6919 (855) 845-1001 (888) 866-4353 (888) 272-4665 (866) 463-5638 (866) 264-9762	Closed Closed Closed Closed Closed Closed Closed* Closed Closed Closed Closed	Closed Closed Closed Closed Closed Closed Open Closed Closed Closed

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Thanksgiving Day Federal Holiday, Thursday, November 24, 2016	Status on Friday, November 25, 2016 (the day after Thanksgiving Day)
Loan Servicing Centers for Students			
• CornerStone	(800) 663-1662	Closed	Closed
• ECSI Federal Perkins Loan Servicer	(866) 313-3797	Closed	Closed
• FedLoan Servicing (PHEAA)	(800) 699-2908	Closed	Closed
• Granite State - GSMR	(888) 556-0022	Closed	Closed
• Great Lakes Educational Loan Services, Inc.	(800) 236-4300	Closed	Closed
• HESC/Edfinancial	(855) 337-6884	Closed	Closed
• MOHELA	(888) 866-4352	Closed*	Open
• Navient	(800) 722-1300	Closed	Closed
• Nelnet	(888) 486-4722	Closed	Open
• OSLA Servicing	(866) 264-9762	Closed	Closed
		*Will also be closed beginning at 5:00 P.M. (CT) on Wednesday, November 23, 2016.	
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Closed	Open
NSLDS Customer Service	(800) 999-8219	Closed	Closed
Ombudsman	(877) 557-2575	Closed	Open
Research and Customer Care Center	(800) 433-7327	Closed	Open