

**National Day of Mourning Processing and Customer Service Hours  
Attachment to December 2018 Electronic Announcement**

On December 1, 2018, the President issued an Executive Order closing the federal government on Wednesday, December 5, 2018, as a mark of respect for George H. W. Bush, the forty-first President of the United States. As such, our federal offices will be closed on December 5, 2018, to observe the National Day of Mourning, and some data processing will be impacted. See below for the operation status of our Title IV processors and contact centers on Wednesday, December 5, 2018.

**CPS**

The Central Processing System (CPS) will accept data on Wednesday, December 5, 2018, but will not process data or send Institutional Student Information Records (ISIRs) until Thursday, December 6, 2018.

**COD System**

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Wednesday, December 5, 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 Thursday, December 6, 2018.

**Websites**

All Federal Student Aid websites will remain operational on the National Day of Mourning.

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on Wednesday, December 5, 2018 (National Day of Mourning)</b>
Borrower Defense Hotline	1-855-279-6207	Open
COD School Relations Center		
• Campus-Based, Direct Loans, and Grants	1-800-848-0978	Open
• Student Loan Support Center	1-800-557-7394	Open
CPS/SAIG Technical Support	1-800-330-5947	Open
Default Resolution Group	1-800-621-3115	Open
eZ-Audit Help Desk	1-877-263-0780	Closed
Federal Student Aid Feedback Center	1-844-651-0077	Open
Federal Student Aid Information Center	1-800-4-FED-AID	Open
G5 Hotline	1-888-336-8930	Open

<b>Federal Student Aid Customer Service or Processing Center</b>	<b>Telephone Number</b>	<b>Status on Wednesday, December 5, 2018 (National Day of Mourning)</b>
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	Open Open Open Open
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	Open Open Open Open Open Open Open Open Open
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	Open Open Open Open Open Open Open Open Open
Nelnet Total and Permanent Disability Servicer	1-888-303-7818	Open
NSLDS Customer Service	1-800-999-8219	Open
Ombudsman	1-877-557-2575	Open