

**Christmas and New Year's
Processing and Customer Service Hours
Attachment to December 2012 Electronic Announcement**

Our federal offices as well as our Title IV processors and call centers will be closed on Tuesday, December 25, 2012 to observe the Christmas Day federal holiday, as well as on Tuesday, January 1, 2013 to observe the New Year's Day federal holiday. In addition, some call centers will have other closures during the holiday period. See below for the various centers' operation status on the holidays.

CPS

The Central Processing System (CPS) will accept data on Tuesday, December 25, 2012 and Tuesday, January 1, 2013 but will not process new Institutional Student Information Records (ISIRs) until Wednesday, December 26, 2012 (for data received on the 25th) and Wednesday, January 2, 2013 (for data received on the 1st). The 2013-2014 FAFSA on the Web application will be available to students and parents beginning on January 1, 2013.

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, 2012, as well as Tuesday, January 1, 2013, 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, 2012 (for requests received on the 25th) and Wednesday, January 2, 2013 (for requests received on the 1st).

Web Sites

All Federal Student Aid Web sites will remain operational on the holidays.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Christmas Eve Day, Monday, December 24, 2012	Status on the Christmas Day Federal Holiday, Tuesday, December 25, 2012	Status on New Year's Day Federal Holiday, Tuesday, January 1, 2013
Campus-Based Call Center	(877) 801-7168	Open	Closed	Closed
COD School Relations Center				
• Direct Loans	(800) 848-0978	Open*	Closed	Closed*
• Grants	(800) 474-7268	Open*	Closed	Closed*
• Applicant Services	(800) 557-7394	Open*	Closed	Closed*
		* Will close at 3:00 P.M. (ET).		* Will also close at 3:00 P.M. (ET) on Monday, December 31, 2012.
CPS/SAIG Technical Support	(800) 330-5947	Open	Closed	Closed
Default Resolution Group	(800) 621-3115	Open	Closed	Closed
Direct Loan Consolidation Center	(800) 557-7392	Open	Closed	Closed

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eZ-Audit	(877) 263-0780	Open	Closed	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed	Closed	Open* * Will be open from 9:00 A.M. – 6:00 P.M. (ET).
G5 Hotline	(888) 336-8930	Open	Closed	Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) – School Services • EdManage • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • KSA Servicing • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(888) 902-6077 (877) 336-7397 (800) 835-6511 (888) 877-7658 (800) 470-5961 (855) 845-1001 (800) 655-3813 (800) 303-8353 (888) 686-6919 (877) 292-5227 (888) 866-4353 (866) 463-5638 (866) 264-9762 (888) 272-4665 (888) 307-8722	Closed Open Open Open Closed Closed Open Open Closed Closed Open* Open Closed Open Closed *Will close at 2:00 P.M. (CT).	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed	Closed Closed Closed Closed Closed Closed Closed Closed Closed* Closed* Closed** Closed Closed Closed Closed* * Will also be closed on Monday, December 31, 2012. ** Will also close at 2:00 P.M. (CT) on Monday, December 31, 2012.

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Loan Servicing Centers for Students <ul style="list-style-type: none"> • Aspire Resources Inc. • CornerStone • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center (ACS) • EdManage • ESA/Edfinancial • FedLoan Servicing (PHEAA) • Granite State - GSMR • Great Lakes Educational Loan Services, Inc. • KSA Servicing • MOHELA • Nelnet • OSLA Servicing • Sallie Mae • VSAC Federal Loans 	(855) 475-3335 (800) 663-1662 (800) 835-4611 (800) 848-0979 (855) 479-0490 (855) 337-6884 (800) 699-2908 (888) 556-0022 (800) 236-4300 (877) 292-4825 (888) 866-4352 (888) 486-4722 (866) 264-9762 (800) 722-1300 (888) 932-5626	Closed Open Open Open Closed Closed Open Open Closed Closed Open* Open Closed Closed Open Closed *Will close at 2:00 P.M. (CT).	Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed Closed * Will also be closed on Monday, December 31, 2012. ** Will also close at 2:00 P.M. (CT) on Monday, December 31, 2012.	Closed Closed Closed Closed Closed Closed Closed Closed Closed* Closed* Closed** Closed Closed Closed Closed Closed* * Will also be closed on Monday, December 31, 2012. ** Will also close at 2:00 P.M. (CT) on Monday, December 31, 2012.
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open	Closed	Closed
NSLDS Customer Service	(800) 999-8219	Open	Closed	Closed
Ombudsman	(877) 557-2575	Open	Closed	Closed
Research and Customer Care Center	(800) 433-7327	Open	Closed	Closed