

Washington's Birthday Federal Holiday Processing and Customer Service Hours

Our Federal offices as well as some of our Title IV processors and call centers will be closed on Monday, February 15, 2010 to observe the Washington's Birthday Federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, February 15, 2010 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, February 16, 2010.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, February 15, 2010, 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, February 16, 2010.

Note: We are planning to execute a COD System maintenance activity on Sunday, February 14, 2010 of the holiday weekend. Please refer to the "COD Processing Update" posted on the [COD Web site](#) for an explanation of this activity.

G5 Phase 2 Implementation Outage

As described in [an Electronic Announcement posted to the Information for Financial Aid Professionals \(IFAP\) Web site on January 28, 2010](#), the [G5 Web site](#) will not be available from 3:00 P.M. (ET) on Wednesday, February 10, 2010 through 6:00 A.M. (ET) on Tuesday, February 16, 2010. Schools will not be able to draw down funds during this period for the following Title IV Programs: Academic Competitiveness Grant (ACG), Federal Pell Grant (Pell Grant), Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work Study (FWS), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), Teacher Education Assistance for College and Higher Education Grant (TEACH Grant), and William D. Ford Federal Direct Loan (Direct Loan).

Refer to the [January 28, 2010 Electronic Announcement](#) for further information about G5 Phase 2 implementation.

Web Sites

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

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on Washington's Birthday—Monday, February 15, 2010
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center <ul style="list-style-type: none"> • Direct Loans • Grants • Applicant Services 	(800) 848-0978 (800) 474-7268 (800) 557-7394	Open Open Open
Conditional Disability Discharge Unit	(888) 869-4169	Open
CPS/SAIG Technical Support	(800) 330-5947	Open
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
eZ-Audit	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Open
G5 Hotline	(888) 336-8930	Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center – School Services • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(866) 938-4750 (888) 877-7658 (800) 655-3813 (888) 686-6919 (866) 463-5638 (888) 272-4665	Open Open Closed Open Closed Open
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 486-4722 (800) 722-1300	Open Open Closed Open Closed Open
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Open
Research and Customer Care Center	(800) 433-7327	Closed