

Comité de Regulaciones Federales y Estatales – Boletín 2018- 23

ELECTRONIC ANNOUNCEMENT

Para simplificar la información del centro de llamadas, el FSA está actualizando los números de teléfono utilizados para contactar el COD y al Centro de Apoyo para Préstamos Estudiantiles. En resumen, en lugar de mantener dos números para cada centro de llamadas, el FSA utilizará uno de los números de teléfono existentes para cada centro de llamadas. La actualización será efectiva el 17 de junio de 2018.

Número del *COD School Relations Center* (todos los programas y todas las instituciones) será el 1-800-848-0978.

Número del *Student Loan Support Center* (incluyendo Consolidación de Préstamo Directo) será el 1-877-557-7394.

Actualización del número de teléfono del Centro de Relaciones para instituciones del COD y Centro de Apoyo para Préstamos Estudiantiles

A partir del 17 de junio de 2018, habrá un número de teléfono para el **Centro de Relaciones para instituciones** de COD y un número de teléfono para el **Centro de Apoyo para Préstamos Estudiantiles**. Los números de teléfono para Becas y Consolidación de Préstamo Directo no estarán vigentes. Además, el *toll phone number* utilizado por las instituciones extranjeras tampoco estará vigente.

Para información adicional hacer referencia al número de teléfono o correo electrónico al final del anuncio.

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Author: Federal Student Aid

Subject: Phone Number Update for COD Call Centers Effective June 17, 2018

To simplify call center information, Federal Student Aid is making updates to the phone numbers used to reach the Common Origination and Disbursement (COD) School Relations Center and the Student Loan Support Center. In short, instead of maintaining two numbers for each call center, we will use one of the existing phone numbers for each call center. The update will occur on June 17, 2018.

The COD School Relations Center number (for all programs and all schools) will be 1-800-848-0978.

The Student Loan Support Center number (including Direct Loan Consolidation) will be 1-877-557-7394.

Below, we provide more detail about the update to the call center phone numbers.

COD School Relations Center and Student Loan Support Center Phone Number Update

Beginning June 17, 2018, there will be one phone number for the COD School Relations Center and one phone number for the Student Loan Support Center. The former phone numbers for Grants and Direct Loan Consolidation will be retired. In addition, the local toll phone number used by foreign schools will be retired.

If a user calls one of the retired phone numbers after June 17, 2018, he or she will receive a message stating the phone number is no longer in service and will be directed to the correct phone number. The redirect message will be in place for 90 days (until mid-September 2018).

There is no change to the email addresses or mailing addresses for the centers.

The table below lists the different call center support functions and how we will update the phone numbers. Most schools already use the phone numbers we are keeping, so we anticipate minimal impact to users. Schools should evaluate and update their internal processes, websites, and documentation, as appropriate.

Call Center Support Function	If you use this phone number...	...use this phone number instead
COD School Relations Center	1-800-4PGRANT (or 1-800-474-7268)	1-800-848-0978
Student Loan Support Center (Direct Loan Consolidation)	1-877-557-7392	1-877-557-7394
Foreign School Number	571-392-3737	1-800-848-0978 Note: This may not be a free call for some foreign schools.

We are in the process of updating all of the contact information on any applicable Federal Student Aid websites. We will also update all appropriate posted documentation, technical guides, and correspondence as soon as possible.

We appreciate the community's support as we make this update.

Contact Information

If you have questions about this announcement, contact the COD School Relations Center at 1-800-848-0978. You may also email CODSupport@ed.gov.

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