MONTANA DISTRICT OFFICE NEWSLINE

April 2004

SBA - Your Small Business Resource

U.S. Small Business Administration
Montana District Office

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Issue #2

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For More Information:

- **Your rights to regulatory fairness:**
  1-800-REG-FAIR

SBA Home Page:
www.sba.gov

All SBA's programs and services are provided to the public on a nondiscriminatory basis.

A Message from the Director. . .

Bill Woody of Nightingale Nursing Services, Inc., of Missoula has been named SBA's 2004 Montana Small Business Person of the Year. Woody will be honored, along with a cast of outstanding business owners and advocates, at SBA's annual Small Business Week Awards luncheon on May 7, 2004, at Missoula's Doubletree Inn beginning at noon.

Woody's interest in the health care industry was fostered by his participation in an adaptive ski program that his wife Beth started through her job as associate director of the local YMCA. Consequently in 1996, a small home health care company named Nightingale Nursing came to his attention, and he and his brother Greer bought the business from Registered Nurse Sandy Leischner. As one might expect, there was a tremendous learning curve to overcome, given Woody's Geology background. "I realized I would have to learn quickly if I was to succeed," said Woody.

Initially, Leischner agreed to stay on and train Bill. Without the support and training provided by Sandy and Lyle Leischner, Nightingale Nursing would quite possibly have floundered and failed.

Woody purchased the business with 47 employees and first operated it out of an 8X15 porch at his home. The business eventually expanded into a new addition onto the house, and finally into its own offices when Nightingale went statewide with its services in 1997. Today, the business operates out of its own 8,000 square feet of office space in Missoula, and has smaller offices in Anchorage, AK, Reno, NV and Albuquerque, NM.

In seven short years, Bill Woody has expanded a fledgling local-area nursing service into a full-service home health care agency serving Montana, Nevada, New Mexico, and Alaska. At nearly 1,100 employees, it is now one of the largest private employers in Missoula. Employment has grown an average of 72% in each of the past four years and sales increased from $537,013

in 1996 to nearly $11 million at year end 2002. This increase reflects an average annual sales growth of 69%.

Nightingale's rapid growth did pose challenges for Woody. In the early years of the business as Nightingale's employment skyrocketed from 47 to 265 people, the company's management systems were nearly overwhelmed, and the owner's ability to cope was tested to his limit. At the same time, he was challenged with financing the rapidly growing operation. Although sales were growing at an average pace of 69%, the problem was that the company was a service firm and had very limited hard assets to offer a lender.

Woody handled the crises with a series of intelligent steps. First he hired talented managers and began to delegate to employees responsibility for key operational areas, while maintaining a strong oversight role. Second, he sought help from a peer company in another region of the country. He traveled to that company and shadowed the owner for a week, learning new skills, gathering financing ideas and developing a productive peer relationship that would boost his management ability. Finally, he and his banker used SBA line of credit guarantees and an innovative "sweep" receivable account to achieve the operational financing that now supports Nightingale's growth. "Without First Security Bank of Missoula and SBA loan products, this company would not exist," Mr. Woody says.

In seven years of ownership he has catapulted Nightingale Nursing Services, Inc. to one of the top private employers in Missoula, providing quality, professional, high paying jobs, and a significant economic boost to the community. In an extremely competitive industry with tight margins, he has created innovations in service, and employment and payor relationships that are both profitable and that result in very high quality home care in the states that Nightingale serves.

Bill Woody was instrumental in establishing a non-profit organization called Missoula Medical Aid that sends medical teams of doctors and nurses from Missoula to Honduras, Central America each year to administer medical services. He is a member of the Missoula Demonstration Project – End of Life Institute Task Force, and works actively with that organization's efforts to improve the quality of the death and dying process. Bill and his wife Beth are active in Missoula charities including the YMCA, Missoula Medical Aid, Missoula Hospice, and Missoula Aging Services. Nightingale Nursing and its employees sponsor and help organize the annual Walk for Life event in Missoula, as well as YMCA soccer and a youth track club.

Other 2004 Small Business Week Award Winners include:
First Runner-up Small Business Person of the Year: Jack Morgernstern, Century Companies, Inc. Lewistown
Woman Owned Business of the Year: Big Sky Travel Nurses, Inc., Jennifer Keck, Conrad
Entrepreneurial Success Award: Rick & Nicki Larson, Employee Benefit Management Services, Inc., Billings
Young Entrepreneur of the Year: Ryan Deskins, R&R Pressure Washing, Helena
National Small Business Exporter of the Year: Kim Wild, TowHaul Corporation, dba Smith Equipment USA, Belgrade
Main Street Business of the Year: Innovative Marketing Solutions, LLC, Mandi Heinle & Sarah Hamlen, Hathaway
Financial Services Advocate of the Year: Jerry Sullivan, Flint Creek Valley Bank/Granite Mountain Bank, Philipsburg
Home-based Business Advocate of the Year: Sheryle Shandy, Montana Harvest Kitchens & Montana Harvest Gift Boutique, Billings
Small Business Journalists of the Year: Flathead Business Journal, Kalispell
Minority Small Business Advocate of the Year: Craig Smith, Fort Peck Community College-TBIC, Fort Peck
Veteran Small Business Advocate of the Year: Joe Fletcher, Great Falls Job Service Workforce Center
Women in Business Advocate of the Year: Joy Ott, Wells Fargo Bank Montana, N.A, Billings

SBA Expo '04 : Celebrating National Small Business Week

Wednesday, May 19 th to Friday, May 21 st 2004
Orange County Convention Center
Orlando , Florida

SBA Releases Mid-Year Stats/Rankings

During the first half of FY 2004 (October 1, 2003– March 31, 2004), SBA guaranteed 222 loans totaling $29,505,661. Of these loans 212, totaling $26,177,661 were made through SBA's 7(a) Guaranty Loan Program which provides short or long term financing for small business start-up or expansion needs. Ten loans totaling $3,328,000 were made through SBA's 504 Certified Development Company program which provides long term fixed rate financing for land, buildings and equipment.

SBA financed 58 new businesses for $5,312,161. The most frequently financed industries were: accommodations and food services, manufacturing, wholesale trade, other retail trade, and professional and technical services. Of the 222 loans, 55 loans totaling $7,272,200 were made to women owned businesses, 24 loans totaling $1,879,500 were made to veterans, 14 loans totaling $2,013,200 were made to minority business owners, and 7 loans totaling $1,441,000 were made to businesses involved in international trade.

The following lenders approved five or more loans:

(Figures **DO NOT** include participation in 504 CDC Financing)

BANK NAME	CITY	$	#
Innovative Bank	Oakland	$116,000.00	16
Capital One Federal Savings Bank	Mclean	$630,000.00	15
Valley Bank Of Helena	Helena	$202,200.00	13
Yellowstone Bank	Billings	$1,352,800.00	11
First Security Bank	Missoula	$1,568,600.00	10
Montana Community Finance Corporation	Helena	$3,328,000.00	10
Mountain West Bank National Association	Helena	$2,069,900.00	9
Western Security Bank	Billings	$1,457,500.00	7
Stockman Bank Of Montana	Billings	$616,000.00	6
Sterling Savings Bank	Billings	$865,600.00	6
Mountain West Bank National Association	Missoula	$2,095,000.00	6

The following lenders exceeded $500,000 in total SBA loan volume:

(These figures **DO NOT** include participation in 504 CDC Financing)

BANK NAME	CITY	$	#
Montana Community Finance Corporation	Helena	$3,328,000.00	10
Mountain West Bank National Association	Missoula	$2,095,000.00	6
Mountain West Bank National Association	Helena	$2,069,900.00	9
First Security Bank	Missoula	$1,568,600.00	10
Western Security Bank	Billings	$1,457,500.00	7
Yellowstone Bank	Billings	$1,352,800.00	11
Independence Bank	Poplar	$1,000,000.00	2
First Citizens Bank	Butte	$922,500.00	5
American Federal Savings Bank	Helena	$907,500.00	2
Sterling Savings Bank	Billings	$865,600.00	6
Mountain West Bank National Association	Great Falls	$792,600.00	4
Rocky Mountain Bank	Billings	$772,000.00	2
Capital One Federal Savings Bank	Mclean	$630,000.00	15
Stockman Bank Of Montana	Billings	$616,000.00	6
First National Bank	Butte	$592,700.00	3
Mountain West Bank National Association	Kalispell	$501,000.00	2

Certified Development Company – 504 Loans

	$	#
Montana Community Finance Corporation – Helena	3,328,000	10

Holding Company – Dollar Volume		
Holding Company	**$**	**#**
Mountain West Financial Corporation	$5,312,000.00	22
Glacier Bancorp, Inc.	$3,359,300.00	31
Yellowstone Holding Company	$1,665,800.00	16
Stockman Financial Corporation	$1,339,800.00	11
First Interstate Bancsystem, Inc	$1,308,000.00	10
Montana Security Inc	$1,040,000.00	3
Butte Bank Shares, Inc.	$930,000.00	5
Sterling Financial Corporation	$915,600.00	7
Eagle Bancorp	$907,500.00	2
First National Bancorp, Inc.	$889,700.00	7

Holding Company - # of Loans		
Holding Company	**$**	**#**
Glacier Bancorp, Inc.	$3,359,300.00	31
Mountain West Financial Corporation	$5,312,000.00	22
Innovative Bank	$116,000.00	16
WFC Holdings Corporation	$672,300.00	16
Yellowstone Holding Company	$1,665,800.00	16
Capital One Financial Corporation	$630,000.00	15
Stockman Financial Corporation	$1,339,800.00	11
First Interstate Bancsystem, Inc	$1,308,000.00	10
Sterling Financial Corporation	$915,600.00	7
First National Bancorp, Inc.	$889,700.00	7

Counties exceeding $1.0 million in SBA guaranteed loans:

County name	$	#
Yellowstone	$5,878,961.00	47
Missoula	$3,600,900.00	18
Gallatin	$3,270,300.00	21
Lewis & Clark	$3,008,100.00	30
Flathead	$2,658,700.00	18
Silver Bow	$1,195,200.00	9
Cascade	$1,181,900.00	16
Roosevelt	$1,090,000.00	3
Stillwater	$1,089,500.00	7

Counties with five or more loan approvals:

County name	$	#
Yellowstone	$5,878,961.00	47
Lewis & Clark	$3,008,100.00	30
Gallatin	$3,270,300.00	21
Flathead	$2,658,700.00	18
Missoula	$3,600,900.00	18
Cascade	$1,181,900.00	16
Ravalli	$854,300.00	10
Silver Bow	$1,195,200.00	9
Stillwater	$1,089,500.00	7
Deer Lodge	$917,000.00	6

SBA Transformation Update

SBA continues with its transformation initiative to revitalize and streamline services within the agency. The liquidation center in Herndon, VA is up and running and the Montana District Office liquidation files have been shipped to the center. Unfortunately, due to the reorganization, our office lost three outstanding employees who declined a transfer to the center in Virginia. Currently the liquidation center is finishing the development of a tracking system to monitor all liquidation and guaranty purchase actions. Guaranty purchase teams are almost finished reviewing all loan files to identify uncompleted purchase requests previously handled by district offices. Additionally, a streamlined guaranty purchase guide is being developed to facilitate the purchase process for lenders. Centralization of 504 loan processing is underway, and the MDO expects to make that transition in the next few months. The future centralization of 7(a) processing depends on decisions in Congress.

Streamlining Loan Servicing

As part of a broader initiative to transform and streamline the Agency's processing, servicing, and liquidation functions, SBA has recently completed an analysis of the servicing actions currently performed by its Little Rock and Fresno Commercial Loan Servicing Centers (CLSC). From that analysis, the Agency has concluded that a substantial percentage of the CLSCs' servicing actions entail documenting or responding to actions that SBA has fully delegated to 7(a) lenders or Certified Development Companies (CDCs). As such, these actions should not require either a notification to or a response from SBA.

Pursuant to this notice, effective immediately, CLSCs will no longer review, acknowledge, stamp, notate or take any other servicing action on actions delegated to lenders/CDCs. This change to SBA internal procedure will allow SBA to more effectively and efficiently use existing resources in the CLSCs to process servicing actions that do require SBA review and approval.

SBA also has revised SOP 50 50 4, Chapter 4, ¶ 13 (p. 4-13) to make clear that Lenders and ALP-CDCs must not notify SBA or seek SBA approval on "non-substantial" servicing actions within a Lender/ALP CDC's unilateral authority, when they take such actions. Lenders may consult with SBA, about whether a proposed action is substantial or will confer a preference, by calling the CLSC responsible for overseeing servicing.

In addition, this notice reiterates current policy concerning which actions SBA has delegated to certain lenders/CDCs, and which lenders/CDCs have been granted unilateral authority to take certain actions.

Actions that Certain Lenders MUST Submit to SBA

Non-Delegated Actions Requiring SBA Approval

Before lenders may take certain servicing actions, they must obtain prior written approval by SBA. Other than those specific actions referenced below, SBA has delegated to such lenders all other servicing actions, pursuant to regulation, SOP, and supplemental loan guaranty

agreements. *Such lenders must not submit these actions to SBA for review and/or approval*. However, they must document their loan files concerning the actions taken.

PLP Lenders or Lenders on LowDoc Loans

The following actions are not delegated to PLP Lenders or to Lenders on LowDoc loans:

1. Action that would confer a preference on the lender. (13 CFR 120.453; SOP 50 50 4, Ch. 6, ¶5.c.(4)(a), p. 6-4 or ¶6.b.(2), p. 6-5)
2. Compromise with any obligor for less than the full outstanding principal loan balance. (13 CFR 120.453; SOP 50 50 4, Ch. 6, ¶5.c.(4)(b), p. 6-4 or ¶6.b.(2), p. 6-5)
3. Release a guarantor if the loan is delinquent or liquidation is contemplated. (SOP 50 50 4, Ch. 6, ¶5.c.(4)(b), p. 6-4 or ¶6.b.(2), p. 6-5)
4. Title property in the name of SBA. (SOP 50 50 4, Ch. 6, ¶5.c.(4)(c), p. 6-4 or ¶6.b.(2), p. 6-5)
5. Take title to environmentally impaired property. (SOP 50 50 4, Ch. 6, ¶5.c.(4)(c), p. 6-4 or ¶6.b.(2), p. 6-5)
6. Transfer loan to another lender. (SOP 50 50 4, Ch. 6, ¶5.c.(4)(d), p. 6-4 or ¶6.b.(2), p. 6-5)
7. Sell or pledge more than 90% of a loan. (SOP 50 50 4, Ch. 6, ¶5.c.(4)(e), p. 6-4 or ¶6.b.(2), p. 6-5)
8. Change guaranty percentage. (13 CFR 120.452(a)(3))
9. Emergency repurchase from secondary market. (SOP 50 50 4,Ch. 8, ¶11.c., p. 8-6).
10. Handle non-routine (contested) litigation or litigation with legal costs over $5,000. (SOP 70 50, Ch. 6, ¶ 42 and 43, p. 61).

SBA*Express* Lenders

The following actions are not delegated to SBA*Express* lenders, pursuant to the SBA*Express* Program Guide (10/1/02), ¶7.C (1), p. 29:

1. Action that would confer a preference on the lender.
2. Compromise with any obligor for less than the full outstanding principal loan balance.
3. Release a guarantor, even if actual demand has not yet been made.
4. Title property in the name of SBA
5. Take title to environmentally impaired property.
6. Transfer a loan to another lender.
7. Sell or pledge more than 90% of a loan.
8. Change guaranty percentage.
9. Repurchase from secondary market.
10. Handle non-routine (contested) litigation or litigation with legal costs over $5,000.
11. Increase the principal amount of the loan.
12. Disburse a loan with primary collateral having significant potential environmental risks that are proposed to be minimized by a non-standard indemnification agreement.
13. Select firms owned by officers, directors, employees or 10% or more stockholders of the lender to provide care and preservation services, legal assistance, or other liquidation services.
14. Release collateral that will be subsequently pledged for a conventional loan from the lender or any entity owned in whole or in part by the lender's officers, directors, employees, or 10% or more shareholders.

Actions that Lenders/CDCs Should NOT Submit to SBA

Unilateral Actions by Lenders (Other Than PLP and SBA*Express* Lenders) for LowDoc Loans and by ALP-CDCs

SBA has delegated to lenders other than PLP and SBA*Express* lenders and for LowDoc loans, and to ALP-CDCs, the unilateral authority to take "non-substantial" servicing actions, including but not limited to the following actions, without SBA clearance or approval, but subject to the restrictions and requirements in SOP 50 50 4A, Chapter 4, paragraphs 12 and 13, pp. 4-12 – 4-19, and SBA Policy Notice 5000-882 (effect. 8/27/03). Consequently, *these lenders/CDCs should not send actions within their unilateral authority to SBA, and even if lender/CDCs do send documentation of such actions, SBA will no longer process, record or acknowledge such actions*.

1. Correct obvious typographical errors.
2. Provide payoff figures to borrowers.
3. Modify financial statement requirements.
4. Defer principal and/or interest payments.
5. Release collateral up to cumulative value of 20% of original loan amount.
6. Substitute collateral.
7. Subordinate to third party senior lien.
8. Change life or hazard insurance requirements.
9. Adjust loan installment amounts.
10. Make loans that do not adversely affect the collateral.
11. Approve change in borrower's form of organization.
12. Adjust management covenants.
13. Accept prepayments.
14. Extend initial disbursement period up to 6 months.

Note Regarding CDCs

Because SBA holds the loan and collateral documents for 504 loans, CDCs and ALP CDCs must prepare for SBA review and signature any necessary legal documents to effect a desired servicing action, even for unilateral servicing actions by ALP-CDCs. The CDC is responsible for

maintaining a loan file with all appropriate documentation of servicing actions.

Actions by Lender/CDC That REQUIRE Notification to SBA

Actions that Require Notification to SBA (but not approval or response by SBA) For the following delegated/unilateral servicing actions, all lenders/CDCs must notify the CLSC when taking such actions because SBA must update SBA's accounting records and loans database to reflect the changes. However, SBA will not respond to the lender/CDC and will no longer process such actions other than by simply making the necessary changes to SBA's databases.

1. Loan cancellations.
2. Decreases in loan amount.
3. Changes of maturity.
4. Changes of business name and address.
5. Extensions of disbursement periods, and
6. Notice of prepayment.

Procedures for Subsidy Recoupment Fee Requests

Note Regarding Request for Waiver of Subsidy Recoupment Fee (Prepayment Fee)
CLSCs and field offices must refer such requests to the Office of Financial Assistance in Headquarters for final determination.

New Web-Based Lender Interface

E-Tran will allow lenders to submit multiple applications simultaneously

SBA is introducing a new Web-based loan application solution developed by the agency that is available to participating lenders, creating an electronic gateway that will save lenders substantial time and resources when submitting a loan to the SBA.

In response to lender requests to the agency, the SBA opened the E-Tran technology to the software providers for the lending industry, allowing participating lenders to submit loans to the agency with little or no additional effort.

Now, in addition to submitting loans electronically directly to the SBA, lenders who subscribe to those services can submit loans directly to the SBA via these software providers.

With the introduction of E-Tran, lenders are able to have direct loan submission and immediate response from the agency, thus reducing the 24-hour response time by the agency.

The SBA created E-Tran to allow lenders of any size to take advantage of the efficiencies of electronic application submission. For this reason the agency introduced a number of channels, including:

A Web page where lenders can enter loan information for single loans;

A secure Web site capable of accepting multiple applications simultaneously via an XML (Extensible Markup Language) file transfer; and

Working with software intermediaries that have E-Tran loan submission functionality built into their program.

"We have worked very hard to develop an electronic interface to our lending program. By using technology, we are able to dramatically decrease the time and cost associated with originating a loan," SBA Administrator Hector V. Barreto said. "We are being responsive to our partners, and in turn giving greater access to capital. We are also implementing President Bush's call to minimize burden on business by reusing data previously collected, or using XML or other open standards."

Bankers Systems, a leading provider of compliance resource solutions for financial organizations, will be the first provider in the SBA lending marketplace to take advantage of E-Tran through the company's proprietary software, which is being released to participating lenders.

"We are excited to make this technology available to our partners through leading software intermediaries. We hope to increase the number of intermediaries that we work with in the future to reduce the cost of loan origination to all of our lenders," Barreto said.

SBA Approves New Statewide CDC

High Plains Financial, Inc. of Great Falls, MT was recently approved as a statewide Certified Development Company (CDC) for SBA's 504 Certified Development Company Loan Program. High Plains Financial, Inc. is the second statewide CDC in Montana, along with Montana Community Finance Corporation of Helena.

High Plains Financial Inc. is the financing arm of Great Falls Development Authority, Inc. located at 710 1st Avenue North in Great Falls. John Kramer is the current President of High Plains Financial, Inc. Mr. Kramer has twenty-five years of economic development experience as the former president of Dubuque, Iowa's and Fargo, North Dakota's Economic Development Corporations. In those capacities he helped raise millions of dollars for economic development and structured deals with numerous companies throughout the United States that created over 100,000 jobs. Jim Kaitschuck is the Vice President of Finance at High Plains Financial and has over 20 years of experience in development financing. He served as a 504 loan officer and as a consultant to many 504 development companies during his tenure as a director of the National Development Council, one of the premier economic development finance companies in the country.

For more information contact High Plains Financial at (406) 454-1934 or log onto www.gfdevelopment.org.

Dean Folkvord Receives SBA District Director Award

Dean Folkvord, President of Wheat Montana Farms and Bakery, has been awarded the Montana District Director Award by SBA Administrator Hector Barreto. The award was presented to Folkvord at the agency's 50th anniversary event held in Denver on Monday, April 5th. The SBA's District Director Award is presented to a business owner who has acted as an advocate for the small business community in their state. Folkvord was nominated for this award by SBA's Montana District Director Michelle Johnston.

(L to R: Hector Barreto, SBA Administrator; Dean Folkvord, President, Wheat Montana Farms & Bakery; and Michelle Johnston, SBA District Director

Wheat Montana Farms began as a family farm operation in 1958 with a meager 250 acres. Today, the farm has grown to12,000 acres, and also includes a retail bakery and deli. Dean Folkvord has transformed this small family run business into a fully integrated food company. Wheat Montana processes and distributes grain and flour to a network of micro bakeries, grocers and specialty stores across the U.S. Their motto is "We sow it, grow it and dough it".

In 1994, the business received its first SBA 504 loan to expand its manufacturing facility in Three Forks, Montana and in 1997, was named SBA's Montana Small Business Person of the Year.

Today: An Excellent Time to Export

With the dollar down over 20% against the Euro in the past year, today is a terrific time for companies to take a look at export markets--or, if they are already exporting, to expand their export sales. In recent months we already have seen a boost in U.S. exports, as our products become more competitive in global markets. We expect this trend to continue throughout the year, as countries around the world begin economic recovery and increase their demand for U.S. products and services.

In additional to the financial advantages presented by a lower dollar, two new free trade agreements went into effect on January 1, 2004, with Chile and Singapore. These are in addition to existing free trade agreements that we already have with Canada, Mexico, Israel, and Jordan. All of these present additional export opportunities for U.S. businesses, since they mean U.S. products will be more competitive in these countries.

But, as many exporters know, companies often need extra working capital to make export deals happen. Fortunately, the **U.S. Small Business Administration (SBA)** and the **Export-Import Bank (Eximbank)** have financing programs that can help. Since some banks remain tentative about supporting their clients' international sales, SBA and Eximbank will provide banks with a 90% guaranty on loans extended to finance export transactions. **Export Working Capital loans** can be set up to

finance a single transaction--one that might be larger than the firm's normal order size--or, they can be established on a 12-month revolving line of credit basis to finance multiple transactions. For SBA loans of 12 months or less, the guaranty fee is only 1/4 of 1%; lines can be renewed annually for three years. Collateral is primarily what is in the transaction: inventory, accounts receivable, work in process, and an assignment of proceeds for letters of credit or credit insurance policies. SBA's export working capital loans can go as high as $1.6 million, while the Eximbank does not have a lending limit for its loans and also can guarantee loans made to larger businesses.

For companies that would like to expand their business because of growing export sales, any of SBA's regular loans program could help, by providing a 75% guaranty on a commercial bank loans of up to $2.0 million. Terms can go out as long as 25 years, while loan proceeds can be used for both fixed assets and working capital. Or, if a company's financing needs are $250,000 or less, the relatively new **SBA Export Express program** might meet those needs. Loans are available under this lender-expedited program with SBA guaranteeing 85% on loan amounts up to $150,000, or 75% on loan amounts up to $250,000. Proceeds can be used for equipment, other fixed assets, transaction costs, foreign trade show participation, translation services or other working capital needs. However, the applicant must have been in business for a least one year and must demonstrate that the loan will help the firm enter a new export market or expand in an existing export market.

If you think any of these programs might work for you, please give Inge Fisher Williams, SBA's representative at the U.S. Export Assistance Center in Portland, OR, a call to discuss them. Don't let financing stand in the way of your international sales success in 2004. Our country needs to increase its exports, and the SBA and Eximbank stand ready to help companies make that happen. Inge can be reached at (503) 326-5498, or by email at inge.fisherwilliams@mail.doc.

To learn more about international trade resources, log onto www.sba.gov/oit.

2nd ANNUAL "BODY, MIND & BUSINESS" CONFERENCE

September 9-11, 2004

In today's society, women are multi-tasking as moms, mentors, caregivers, and professionals. This can be overwhelming at times, worrying about family matters, dinner, soccer schedules, and aging parents, all the while trying to build a career or healthy business, and plan for the future. However impossible it may seem at times, there are absolutely no limits to what YOU as a woman can achieve, as long as you are equipped with the right tools, a solid plan, and a positive attitude! That's what this special event for women is all about - to bring to you powerful information, tools and skills to help you find time to be healthy, bring balance to your personal and professional life, plan for the future, build your business, motivate employees, and help you achieve personal and professional success.

The 2nd Annual Body, Mind & Business Conference, sponsored by SBA and the Business Resource Center at CTI, kicks off with an evening of networking on Thursday, Sept. 9th, sessions continue all day Friday the 10th, and conclude at Noon on Saturday, the 11th. This year's conference will be at Big Sky Resort, located in beautiful Big Sky, MT. A block of rooms has been reserved at Huntley Lodge at the special conference rate of $55.00 for singles and $110 for double occupancy. ***This special rate won't last long, so reserve your room NOW! Call (406) 995-5000. Be sure when making lodging reservations to specify you are attending the women's conference!***

Conference materials are still being prepared and will be forthcoming. Registration fees will be kept to a minimum.

Your help is needed to make this event a success. If your bank or organization is interested in supporting this special educational event, please contact Stephanie Hilger at the Business Resource Center for details (443-0800).

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Economic Development

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8(a) – Minority Enterprise Development

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Paralegal Bonnie McFarland	bonnie.mcfarland@sba.gov

U.S. Small Business Administration

SBA

Your Small Business Resource

IMPORTANT NUMBERS TO REMEMBER:

LOAN LIQUIDATION

Herndon Liquidation/Purchase Center
SBA
Liquidation/Purchase Center
1145 Herndon Parkway
Herndon, VA 20170

Lender's Hotline: (703) 487-9283
Fax information or urgent requests: (202) 481-4674.
E-mail: loanresolution@sba.gov.
Hours of Operation:
Monday -Friday, 7:30 am - 6:30 pm.

The Fresno, California, and Little Rock, Arkansas, Commercial Loan Service Centers will continue to assist lenders on accounts that are not in a liquidation status.

LOAN SERVICING

Fresno Commercial Loan Servicing Center
SBA
Commercial Loan Service Center
2719 North Air Fresno Drive, Suite 107
Fresno, CA 93727-1547

Phone: (559) 487-5136
Fax: (559) 487-5803
E-mail: FSC.Servicing@sba.gov

Sacramento LowDoc Processing Center
501 I Street, Suite 12-200
Sacramento, CA 95814-2413
Phone: (916) 930-2410
Fax: (916) 930-2180
Frank Pucci, Center Director (916) 930-2450
E-mail: Robert.pucci@sba.gov