

Quick Contact Guide to the
Office of Capital Access

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Office of Financial Assistance (OFA) - 7(a), 504, and Secondary Market

Dianna Seaborn, Director OFA

202-205-3645

dianna.seaborn@sba.gov

For Lenders Website (General Info)

Link

<https://www.sba.gov/for-lenders>

Lenders Form and SOP Search

Link

<http://www.sba.gov/lender-documentation-tool>

Authorizations (Boilerplates)

Link

[7\(a\) Authorizations](#)

Secondary Market

Link

<https://www.sba.gov/category/lender-navigation/secondary-market>

Bank Mergers & Acquisitions

202-205-6250

carson.tanks@sba.gov

CDC Annual Reports (504)

Email:

CDCAnnualreports@sba.gov

Office of Performance and Systems Management (OPSM) Etran, CLS, GLS, Colson, SBAONE

Steve Kucharski, Director OPSM

202-205-7551

stephen.kucharski@sba.gov

CLS (ETRAN SBAONE) Log in

Link

<https://caweb.sba.gov/cls/>

Access and Log-in Questions

Email:

CLS@sba.gov

SBA ONE

Email:

sba.one@bnymellon.com

Partner Instructions (Account setup & issues)

202-205-7520

[CAFS Customer Support](#)

LINC Systems Questions

Email:

LINC@sba.gov

SBA Monthly Report instructions & Form 1502

Link

<https://www.sba.gov/category/lender-navigation/lender-reporting>

Colson Servicing

877-245-6159

<http://www.colsonservices.com/main/index.shtml>

Office of Credit Risk Management (OCRM) Lender Oversight

Linda Rusche, Director OCRM

202-205-6396

linda.rusche@sba.gov

Debra Mayer (Supervision and Enforcement)

202-205-7577

debra.meyer@sba.gov

Nichole Hinds (Lender Invoice Questions)

202-205-6866

creditriskmgt@sba.gov

OCRM (Questions on Oversight)

Email:

Lender.Oversight@SBA.gov

Edward Ledford (West Regions 6-10)

202-205-7857

edward.ledford@sba.gov

Lou Pham (East Regions 1-5)

202-205-6287

lou.pham@sba.gov

Paul Kirwin (504 Inquiries)

202-205-7261

paul.kirwin@sba.gov

Andrea Giles (Supervised Lenders Inquiries)

202-205-6301

andrea.giles@sba.gov

Renewals, Certificate of good standing

Email:

7aDeleAuthRenewal@sba.gov

Request for **NEW** Delegated Authority

Email:

7adeleauthnomination@sba.gov

Office of Economic Opportunity (OEO) Underserved Markets & Pilot Programs

Manny Hidalgo, Director OEO

202-401-6365

manuel.hidalgo@sba.gov

Community Advantage & PRIME Grants

Email:

Communityadvantage@sba.gov

Microloans and Intermediary Lending Pilot

Email:

Microloans@sba.gov

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Office of Financial Program Operations (OFPO) 7(a) Processing, Servicing & Liquidation Centers

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Susan Streich, Director OFPO	202-205-6663	susan.streich@sba.gov
7A Submission and checklist	Link	http://www.sba.gov/content/7a-submission-instructions-and-checklist
CAIVRS Help	Email:	kristi.harris@sba.gov
LGPC 7(a) Website (Useful Links)	877-475-2435	http://www.sba.gov/CitrusHeightsLGPC/useful-links
Loan mods (Prior to first disbursement)	Email:	7aloanmod@sba.gov
Sacramento SLPC (504) Website	916-735-1214	http://www.sba.gov/content/mission-slpc
"ELIGIBILITY" ONLY questions	Email:	7aquestions@sba.gov
Fresno Servicing Center (504)	800-347-0922	fsc.postservicing@sba.gov
Fresno (FSC) (Servicing)	800-347-0922	fsc.servicing@sba.gov
Fresno (FSC) - Express Purchase	Email:	fsc.purchasing@sba.gov
Little Rock Servicing Center (504)	Email:	lpsc.postservicing@sba.gov
Little Rock Servicing Center (504 liquidations)	Email:	lpsc.504liquidation@sba.gov
Little Rock (LRSC)	800-644-8564	lpsc.servicing@sba.gov
Little Rock CLSC Website	Link	http://www.sba.gov/littlerockCLSc
Little Rock Post Servicing	Email:	lpsc.postservicing@sba.gov
Little Rock - Express Purchase	Email:	lpsc.expresspurchase@sba.gov
Herndon - Guaranty Purchase info and guidance	Email:	sbapurchase@sba.gov
Herndon - Guaranty Purchase Status	Email:	purchasestatus@sba.gov
Herndon - Liquidation info & guidance	Email:	loanresolution@sba.gov
Herndon - Regular 7(a) Purchase (10Tab)	703-487-9283	http://www.sba.gov/content/regular-7a-guaranty-purchase-package-tabs
Herndon Website (Purchases)	703-487-9283	http://www.sba.gov/HerndonNGPC
Denver Finance Action Desk (Fees)	800-260-4806	DFCActionDesk@sba.gov
ARC Interest Payments	Email:	ARC1502Inquiries@sba.gov
Offer in Compromise	Link	Link to Offer in Compromise Tabs
Treasury Offset Division	800-736-6048	Extension 3917
Fee Payments and Disaster Collections	800-624-1373	www.pay.gov
Santa Ana Loan Resolution	714-550-9566	Disaster Liquidations, Treasury Offsets, Payments
El Paso Disaster Loan Servicing Center	800-487-6019	Subordinations, Lien Releases (Westerns States)
Birmingham Disaster Loan Servicing Center	800-716-6048	Subordinations, Lien Releases (Eastern States)
Find Your District Office/Status Checks	Link	Link to District Offices by State
Know Your SOP	Link	Link to SOP 50 10 5 (I)
Know Your Servicing SOP	Link	Link to SOP 50 57
Know Your Servicing Actions	Link	Link to Servicing and Liquidation Matrix

