



SBA Information Notice

TO: All Lenders and All Employees

CONTROL NO: 2000-788

SUBJECT: Use of Special Characters in
Pay.gov.

EFFECTIVE: 1/4/2011

What is new in Pay.gov?

Effective immediately, the Pay.gov portal will no longer accept the use of special characters such as: ampersands (&), apostrophes, semicolons, dashes, and accents over letters (e.g. café), etc.

The restriction of special characters will affect all fields requiring your name, address, and credit card information. If you are a registered user, please update your profile information to remove any special characters. This will allow you to submit the form without having to correct the fields that are pre-populated.

How to access the website?

The Pay.gov website can be accessed at: <https://www.pay.gov>.

Do you have questions?

For questions regarding usage of the Pay.gov web site, contact the Pay.gov Help Desk at 1-800-624-1373, Option #2.

For questions regarding your payment to SBA, contact the DFC Action Desk at (303) 844-2411 or by e-mail at DFCActionDesk@sba.gov

Jonathan I. Carver
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Chief Financial Officer

EXPIRES: 1/1/2012

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SBA Form 1353.3 (12-93) Use 4-93 Edition Until Exhausted
Must be accompanied by SBA Form 58