As a small business owner, having the right insurance coverage can mean the difference between staying in business and going belly up. At Progressive, our experts can provide a broad range of coverage—from general liability, commercial auto, and more—to help you protect not just your vehicle, but the business that depends on it.

Protect your business today. 1-800-PROGRESSIVE | ProgressiveCommercial.com
On the Cover: Elliott Henry, owner of two companies working out of one building, Maintenance Unlimited Janitorial and Unlimited Water Processing. See his success story on inside back cover.
FROM THE ADMINISTRATOR

Finding Your Partner for Success

I am proud to hold the seat in the President’s cabinet responsible for helping America’s Mom & Pop businesses grow and scale up. At the U.S. Small Business Administration (SBA), we are committed to empowering potential entrepreneurs and small business owners like you who help drive America’s economy. In today’s competitive global landscape, small businesses face major opportunities and challenges. The SBA is here to help with capital, counseling, contracts, and loan assistance after a natural disaster. But our work doesn’t happen alone. Just like any seasoned entrepreneur can tell you, effective partnerships are pivotal to an organization’s success.

That’s why we have dedicated resource partners located in close proximity to virtually every community in America. These partners amplify the support SBA offers through one-on-one counseling, training and mentorship.

This issue of our resource guide spotlights the 35th anniversary of our Small Business Development Centers. SBDCs are the most comprehensive small business assistance network in the world, serving America’s urban centers, rural towns and underserved communities. They are hosted by universities and economic development agencies, and funded in part through cooperative agreements with SBA.

Small business owners and aspiring entrepreneurs can go to one of the more than 940 SBDC service locations throughout the United States and its territories to obtain free professional counseling from qualified business advisors. These SBDC advisors have expertise and can consult with you about how to write a successful business plan, obtain capital, market your business, manage your working capital, obtain a government contract, and export to the billions of consumers who live outside of our borders.

My personal commitment to help SBA serve America’s small businesses is rooted in my own entrepreneurial experience. Before taking on the leadership of SBA, I started three small businesses, including a community bank that specialized in small business lending. I understand firsthand the sacrifice, struggle and strength that entrepreneurs muster every single day to sustain their vision. My success depended on my ability to seek out knowledgeable and trusted counselors. I wish I knew then what I know now: SBA and its resource partners offer the services and mentorship that can help you propel your business.

I encourage you to leverage the partnerships SBA and SBDC offer. Consult this resource guide for more information and visit www.sba.gov/tools/local-assistance/sbdc to find your local center.

After all, our business is to empower yours.

Sincerely,

Maria Contreras-Sweet
Administrator
U.S. Small Business Administration
When I left a secure high-paying senior executive position to become an entrepreneur 20+ years ago, it was exciting and challenging. One thing I learned was that you don’t have to do it alone. The Small Business Administration (SBA) has people, resources and assistance dedicated to helping you. This 2016 Small Business Resource Guide is one of many tools, services and programs the SBA brings to assist small businesses as they strive to be successful.

Our commitment at the SBA is to work diligently on behalf of small businesses and entrepreneurs at every stage to help them get access to capital, contracting opportunities and the counseling assistance they need to start, grow, innovate and export.

CAPITAL: A critical focus for the SBA is access to capital. We’ve eliminated borrower and bank fees on small-dollar loans so more Main Street entrepreneurs can get the working capital they need to hire and grow. Last year, our region achieved an all-time high in lending, especially in underserved markets. SBA loans increased by 18% for women, 23% for minorities and 101% for veterans.

CONTRACTING: SBA is the champion for small business in the federal procurement marketplace. Last year we helped small businesses obtain 91.7 billion dollars in federal contracts and subcontracts with the help of our programs, matchmaking events and online training. The ChallengeHer program provides training and networking opportunities for women-owned small businesses.

COUNSELING: Along with our SBA District Offices, our resource partners located throughout our communities offer training and coaching assistance to improve the technical skills of small businesses. Our valued resource partners include the SCORE business mentors, Small Business Development Centers, Women’s Business Centers and Veteran Business Outreach Centers.

DISASTER ASSISTANCE: Our Disaster Assistance Center team has worked tirelessly with small businesses and individuals helping them through unsettling times due to damaging natural disasters.

SPECIAL INITIATIVES: For our veterans, SBA’s Boots to Business initiative gives post-9/11 transitioning service members a tutorial on the basics of business ownership. The program introduces service members and spouses to potential entrepreneurship as they rejoin the civilian workforce. Boots to Business: Reboot opens up this innovative curriculum to veterans of every era.

SBA is partnering with cities on Startup in a Day to create an easy-to-use online tool that allows entrepreneurs to apply for all licenses and permits needed to start a business in less than a day. The federal government has accelerated payments to small businesses through the QuickPay program so small business owners can maintain cash flow to grow their businesses. Additionally, the private sector’s equivalent, SupplierPay will support private sector contracting for small businesses.

Exports: With 95% of the world’s consumers living outside of our country, SBA helps small businesses take full advantage of new global market opportunities through our training classes, export assistance centers and export/trade loan guarantees.

Innovation: SBA actively supports innovative ventures and research including growth accelerators and initiatives like InnovateHER, a nationwide competition for entrepreneurs developing products and services that will enhance the lives of women and their families.

Helping small businesses and entrepreneurs start and grow in our communities is the sole mission of the U.S. Small Business Administration. We hope you reach out to this District Office so we can help you jumpstart and scale up your small business. Thank you for the opportunity to support your dreams.

Kind regards,

Donna J. Davis
Regional Administrator
U.S. Small Business Administration
Region 9: Arizona, California, Guam, Hawaii, Nevada.
If you are reading this, chances are good that you are an entrepreneur, a small business owner or are interested in becoming one. As the District Director covering Los Angeles, Santa Barbara and Ventura counties (LADO), I am delighted that you have this resource guide to serve as a roadmap to all of SBA’s programs and services. Our core mission is to support small businesses with our resources and what we call the three Cs: capital, counseling and contracts.

Through our capital programs, SBA fills credit gaps by guaranteeing loans to entrepreneurs who do not otherwise qualify for conventional bank loans with the help of our large network of lending partners. In FY15, LADO backed 3,511 loans and guaranteed more than $1.8 billion in financing to our small businesses. This year, with streamlined processes and technology improvements, we are looking to build on this success.

LADO works closely with our network of Small Business Development Centers (SBDC), Women’s Business Centers (WBC), and SCORE chapters that counsel and mentor our small businesses. SCORE will pair you with one of their seasoned executive mentors in our network who specializes in your particular industry. SBDC’s work with entrepreneurs to start, grow and expand their businesses locally, nationally and internationally by providing counseling services throughout our district. SBA also supports U.S. Export Assistance Centers staffed by trade professionals who specialize in helping small businesses think globally and access international markets.

In the area of government contracting, SBA works diligently to ensure a level playing field by helping small businesses access contracting opportunities. The U.S. Government is the largest marketplace and the largest buyer of goods and services in the world. SBA works hard to empower underserved communities and create an environment for maximum participation by small businesses in federal contracting.

As the District Director, I have had the opportunity to visit with many small businesses owners. Although their backgrounds have been diverse and their industries may differ, they have all had one thing in common—their businesses represent a desire to build a better future for themselves, their families, and their communities. I hope that you find the information in this guide helpful as you embark on your small business journey.

If you’d like to speak to someone about SBA’s programs and services, please call my office at 818-552-3201 or e-mail lado@sba.gov. You can also learn more about available resources, upcoming events and local SBA news on our website at www.sba.gov/ca/la.

Sincerely,

Victor Parker
District Director of SBA’s Los Angeles District Office
THE LOS ANGELES DISTRICT OFFICE
The Los Angeles District Office is responsible for the delivery of SBA’s many programs and services to Los Angeles, Ventura and Santa Barbara counties. The District Office is located at 330 N. Brand Boulevard, Suite 1200, Glendale, CA 91203. Office hours are from 8:00 AM until 4:30 PM, Monday through Friday. The Los Angeles District Office has an Alternate Work Site located at 8248 Van Nuys Blvd., Panorama City, CA 91402.

CONTACTING THE LOS ANGELES DISTRICT OFFICE
For information regarding programs and services, please contact us at 818-552-3201 or e-mail: lado@sba.gov.

SERVICES AVAILABLE
The SBA conducts training and events throughout the district (most are free of charge, although some partners may require a nominal registration fee to help cover expenses).

A Women’s Business Ownership Representative is available to assist women business owners.

A Veterans Small Business Liaison is available to assist veterans.

Our office is also available to provide information on free business counseling, advice, and information on starting, improving, or expanding a small business is also available through SBA’s Resource Partners: Small Business Development Centers (SBDC), SCORE - Counselors to America’s Small Business, and Women’s Business Centers (WBC).

SBA staff is available to explain how Government Contracting (GC) works to create an environment for maximum participation by small businesses in federal government contracting.

Special programs are available for businesses involved in international trade through the U.S. Export Assistance Center. Please contact Pellson Lau at 213-894-8267 or pellson.lau@sba.gov or Martin Selander at 949-660-8935 or martin.selander@sba.gov.

When disaster strikes, SBA Disaster Assistance customer service personnel can be reached at 1-800-659-2955. For general information please go to www.sba.gov/disaster.

We Welcome Your Questions
For extra copies of this publication or questions please contact:

SBA
Los Angeles District Office
330 N. Brand Boulevard, Suite 1200
Glendale, CA 91203

Tel: 818-552-3201
E-mail: lado@sba.gov
Website: www.sba.gov/la
Celebrating a Resource Partner Milestone
by Paula Panissidi, SBA’s Director of Marketing

If you’re a small business owner, whether you’re just starting out or have been in business for a while, you’re likely wearing multiple hats...So many hats, in fact, that it’s very easy to miss the little successes along your journey as an entrepreneur. Those milestones give us perspective and, often, a sense of accomplishment. They allow us to see just how far we’ve come. So, it’s important to celebrate them.

Hiring your first employee. The first month you made a profit. Getting your first huge client or public endorsement. Securing that first loan so you can expand your business. Opening that second location. These are all important milestones, but many years in the future these milestones will also help you gauge the impact you’ve made...whether on an individual, in a community, or globally.

It is with this appreciation for milestones in mind that we recognize the 35th anniversary of the Small Business Development Center (SBDC) program. Funded in part through cooperative agreements with the SBA, SBDCs offer existing and future entrepreneurs free business counseling and planning assistance, as well as insight and guidance with respect to several special focus areas, such as green business technology, disaster preparedness and recovery, veteran’s assistance, technology transfer, and regulatory compliance. And, with more than 900 locations throughout the country, Guam, Puerto Rico, American Samoa, and the U.S. Virgin Islands, SBDCs are unparalleled in their reach as a professional business counseling network.

In recognition of the tremendous contribution SBDCs have made and continue to make to the growth and sustainability of America’s small businesses, this edition of SBA’s Small Business Resource Guide is dedicated to America’s Small Business Development Centers. The next several pages profile just a handful of the small businesses that have succeeded, in large part, due to the assistance they received from an SBDC. We hope these stories both inspire and motivate you to pursue the path of entrepreneurship.

To learn more about Small Business Development Centers, please read the Counseling section of this resource guide. To find the nearest SBDC, visit www.sba.gov and click on the Local Assistance tab.
SUCCESS STORY

JSL Technologies, Inc. (JSL)

Joseph T. Black III
CEO/President

Joseph T. Black III, CEO/President of JSL Technologies, Inc. (JSL), researched SBA certifications and discovered the 8(a) program when he attended an SBA Los Angeles District Office onsite seminar in 2010. Being a Veteran, a minority and from a disadvantaged background, Black spoke with a Business Opportunity Specialist and began the 8(a) certification process. JSL was formed in 2008, and while business survived, once it became 8(a) certified, it thrived. “The company’s numbers are staggering. In 2014, we won over eight contracts as a Prime contractor for both 8(a) sole source and competitive unrestricted contracts with the DoD,” said James Savage, Executive Vice President for Business Development. Savage, who joined JSL in 2010, added, “This span of contracts contributed to over 30% growth of JSL.”

JSL provides Program Management, Systems Engineering, Test and Evaluation (T&E), Integrated Logistics Support (ILS) and In-Service Engineering (ISE) support for combat systems, weapon systems and equipment at shore sites and on-board US Navy Ships. JSL’s customer support includes the Naval Surface Warfare Center Port Hueneme, CA, COMPACFLT Pearl Harbor, HI, Guam, Okinawa, Japan, Naval Air Warfare Center Weapons Division China Lake, NAVFAC Port Hueneme, CA, Department of Transportation (DOT) Maritime Administration (MARAD) Washington, DC and the Naval Post Graduate School Center for Asymmetric Warfare Point Mugu, CA, JSL Technologies, Inc.

Since becoming SBA 8(a) certified, Black has turned the company, which started from scratch with three people, into a major player in the defense industry today with more than 100 employees.

Black is no newcomer to the DoD; he and his two founding partners have worked for the Department of Defense throughout their respective professional careers. They have each worked extensively for or with the Naval Surface Warfare Center Port Hueneme Division (NSWC PHD) and have had extremely successful careers supporting that particular Command and Navy headquarters in Washington DC. Subsequent to their government careers, each have had outstanding careers in the private sector before forming JSL.

“In retrospect,” Black said, “The year 2008 was not the most opportune time for anyone to start a new business due to the national economy starting its free fall. However, we had a sound Business Plan and we were dedicated so we took the risk,” Black added.

After a JSL Growth Strategy was developed and approved by the Board of Directors, investigating and securing SBA small business certifications were of the highest priority and Black pursued all certifications that JSL qualified for. Veteran-Owned, (self-certified) and Small Disadvantaged Business (SDB) 8(a) certifications were investigated and researched and became the cornerstones of JSL’s Business Plan. “We also began recruiting new program and marketing managers to increase gross revenues,” Black said.

JSL’s Business Plan is very realistic yet very aggressive. Despite big challenges during the very early start up years and the various transitions as the company grows, Black has been successful in attaining financial stability requirements by obtaining SBA backed loans to meet company operational requirements for account payables to ensure JSL continues to operate while invoicing for account receivables.

Once established in the DoD arena, JSL’s plan was to expand outside the DoD to diversify the company and not depend solely on DoD contracts. JSL now supports the Department of Transportation and was recently certified by Toshiba as a preferred vendor in the telecommunications arena.

Black’s goal for JSL is to continue to focus on various Federal Agencies’ “Five year Acquisition Plans” and target those small business and large business opportunities that were identified in JSL’s Business Plan and in the company’s area of expertise. Black contributes JSL’s success to staying the course as outlined in the Business Plan and in identifying and hiring a good mixture of engineers and retired military personnel. “With this critical mix of personnel, JSL is well suited for pursuing upcoming opportunities in the local area and those at Navy Headquarters and other Naval Surface Warfare Centers, Naval Undersea Warfare Centers (NUWC), SPAWAR and other agencies across the country,” said Black.

In 2014, Black was nominated for the SBA Small Business Person of the year award.
Every year, the U.S. Small Business Administration and its nationwide network of resource partners help millions of potential and existing small business owners start, grow and succeed.

Whether your target market is global or local, the SBA and its resource partners can help at every stage of turning your entrepreneurial dream into a thriving business.

If you're just starting out, the SBA and its resources can help you with business and financing plans. If you're already in business, you can use the SBA’s resources to help manage and expand your business, obtain government contracts, recover from disaster, find foreign markets for your produce or services, and make your voice heard in the federal government.

You can access SBA information at www.sba.gov or visit one of our local offices for assistance.

SBA’s Resource Partners

In addition to our district offices, which serve every state and territory, the SBA works with a variety of local resource partners to meet your small business needs: SCORE chapters, Small Business Development Centers (SBDCs), and Women’s Business Centers (WBCs). This partner network reaches into communities across America: More than 13,000 business counselors, mentors and trainers are available through over 300 SCORE chapters, 900 Small Business Development Centers, and 110 Women’s Business Centers. These professionals can help with writing a formal business plan, locating sources of financial assistance, managing and expanding your business, finding opportunities to sell your goods or services to the government, and recovering from disaster. To find your local district office or SBA resource partner, visit www.sba.gov/tools/local-assistance.

SCORE

SCORE is a national network of more than 11,000 entrepreneurs, business leaders and executives who volunteer as mentors to America’s small businesses. SCORE volunteers donated more than 1.2 million hours providing services to small business clients. SCORE leverages decades of experience from seasoned business professionals to help entrepreneurs to start and grow companies and to create jobs in local communities. SCORE does this by harnessing the passion and knowledge of individuals who have owned and managed their own businesses and want to share this “real world” expertise with you.

Across the country, SCORE offers more than 10,000 educational workshops and seminars depending on the needs of the local business community. The SCORE workshops cover all manner of business topics, including: an introduction to the fundamentals of a business plan, managing cash flow and marketing your business. For established businesses, SCORE offers more in-depth training in areas like customer service, digital marketing, hiring practices and operating home-based businesses.

For around-the-clock business advice and information on the latest business news and trends visit www.sba.gov/score or call 800-634-0245 for the SCORE office nearest you. More than 1,200 online mentors are available to answer your questions about starting and running a business. For more information on SCORE and to get your own business mentor, visit www.SCORE.org.

ON THE UPSIDE

It’s true, there are a lot of reasons not to start your own business. But for the right person, the advantages of business ownership far outweigh the risks.

• You get to be your own boss.
• Hard work and long hours directly benefit you, rather than increasing profits for someone else.
• Earnings and growth potential are unlimited.
• Running a business will provide endless variety, challenge and opportunities to learn.
Protect yourself. Incorporate and save.

Contact us today for a FREE business consultation and learn how to protect your assets!

Business owners can use corporations and LLCs to separate and protect their personal assets from business debts and obligations. Entity formation also provides tax flexibility, name protection, and allows owners to deduct normal business expenses.

The Company Corporation makes forming a corporation or LLC easy, fast, and affordable.

Call a Business Specialist at 800-626-8543 (mention “SBA” during the call) or visit www.incorporate.com

The Company Corporation is a service company and does not provide legal or financial advice.
COUNSELING

SCORE Greater Los Angeles
Chapter #9
330 N. Brand Blvd., Ste. 190
Glendale, CA 91203
818-552-3206
admin@scorela.org
www.scorela.org

Regular Mentor Hours: 10:00 AM to 2:00 PM
Monday through Saturday
To make appointments with specific mentors
at other locations go to
www.scorela.org.

Santa Barbara Chapter #166
104 Anapamu St.
Santa Barbara, CA 93101
805-563-0084
info@sbscore.org
www.sbscore.org

To make an appointment e-mail or call.

Ventura County Chapter #255
516 Pennsfield Place, Ste., 206
Thousand Oaks, CA 91360
805-204-6022
info@scoreventura.org
To make an appointment go to
www.ventura.score.org

SCORE East San Gabriel Valley
2648 E. Workman Ave., #267
West Covina, CA 91791
626-593-1120
https://eastangabrielvalley.score.org/

SMALL BUSINESS DEVELOPMENT CENTERS

The U.S. Small Business Administration’s Small Business Development Centers (SBDC) mission is to build, sustain, and grow small businesses; promote small business development; and enhance local economies by creating businesses and fulfilling its mission of creating jobs.

The SBDCs are vital to SBA’s entrepreneurial outreach and have been providing service to small businesses for over 35 years. It is one of the largest professional small business management and technical assistance networks in the nation. With over 900 locations across the country, the SBDCs offer existing and future entrepreneurs free one-on-one expert business counseling and low-cost training by qualified small business professionals.

In addition to its core business development services, the SBDCs offer special focus areas such as disaster recovery and preparedness, technology transfer and commercialization, regulatory compliance, and accessing unique resources for women, minority, and veteran business owners and entrepreneurs. The SBDCs have also increased their capacity to help U.S. entrepreneurs enter global markets through export readiness assessment, training, regulatory compliance and a broad range of international trade assistance for new and existing exporters.

The program combines a unique combination of federal, state and private sector resources to provide, in every state and territory, the foundation for the economic growth of small businesses. In FY 2015 the LA SBDC Network:• Assisted more than 300 entrepreneurs to start their new businesses – equating to nearly 26 new businesses starts a month.
• Provided counseling services to more than 2,700 emerging entrepreneurs and almost 1,500 existing businesses. Resulting in over 22,000 hours of counseling service to entrepreneurs.
• Provided training services to approximately 6,700 clients.

The efficacy of the SBDC program has been validated by a nationwide evaluation study. Of the clients surveyed, more than 80 percent reported that the business assistance they received from the SBDC counselor was worthwhile. The top five impacts of counseling cited by SBDC clients were revising marketing strategy, increasing sales, expanding products and services, improving cash flow and increasing profit margin. More than 40 percent of long-term clients who received five hours or more of counseling reported an increase in sales and profit margins.

For information on the SBDC program, visit www.sba.gov/sbdc.

SERVICE CENTERS:

SBA SBDC hosted by College of The Canyons
26455 Rockwell Canyon Rd.
Santa Clarita, CA 91355
661-362-5900 • 661-362-5596 Fax
Starleen Van Buren, Director
sbdc@cscc.edu
www.cocsbdc.org

SBA SBDC hosted by Economic Development Collaborative of Ventura County (EDC-VC)
1601 Carmen Dr., Ste. 215
Camarillo, CA 93010
805-384–1800 • 805-384-1805 Fax
Ray Bowman, Director
info@edcsbdc.org
www.edcsbdc.org

SBA SBDC hosted by El Camino College
13430 Hawthorne Blvd.
Hawthorne, CA 90250
310-973-3177 • 310-973-3132 Fax
Starleen Van Buren, Director
sbdc@elcamino.edu
www.southbaysbdc.org

SBA SBDC hosted by Long Beach City College
4900 E. Conant St., Bldg. 2, Ste. 108
Long Beach, CA 90808
562-938-5020 • 562-938-5030 Fax
Ted Hiatt, Interim Director
sbdcinfo@lbcc.edu
www.longbeachsbdcc.org

SBA SBDC hosted by Pacific Coast Regional (PCR)
3255 Wilshire Blvd., Ste. 1501
Los Angeles, CA 90010
213-674-2696 • 213-739-0639 Fax
Constance Anderson, Director
sbdc.contact@pcrcorp.org
www.pcrsbdc.org

CALIFORNIA’S CENTERS FOR INTERNATIONAL TRADE DEVELOPMENT (CITD)

California’s Centers for International Trade Development (CITD) are funded by the state of California through the economic and workforce development division of the California Community Colleges. The network of CITD offices provides value-added assistance to businesses and entrepreneurs to increase their capacity to export or import.

The CITD network, directly and through partnerships with state and federal agencies like the California Department of Food and Agriculture, United States Commerce Service, and Ex-Im Bank, serves small & medium-size businesses and entrepreneurs in the state through trade missions, low-cost training, trade research, and limited free consulting.

SBDC International Trade Center and CITD
1601 Carmen Dr., Ste. 215
Camarillo, CA 93010
805-384–1800 • 805-384-1805 Fax
Ray Bowman, Director
info@edcsbdc.org
www.edcsbdc.org

Visit us online: www.sba.gov/ca/la
You’ve built this business from the ground up. A State Farm® agent can tailor your business insurance to help protect your unique needs. Select the right coverage from a local business owner who understands what it takes to grow. Visit st8.fm/bizinsurance or contact a State Farm agent today.

Get to a better State®. Get State Farm.
SMALL BUSINESS
DEVELOPMENT CENTERS

35+ YEARS
Assisting Small Businesses

SBDCs offer a team of business advisors who provide free business advising and low-cost training in business operations, management, marketing, financing, business planning and more. The SBDCs assist current and future entrepreneurs plan, obtain loans, streamline operations, utilize new technologies, expand into new markets, and position themselves for long-term growth.

THE SBDC WORKS
The SBDC is one of the largest professional small business management networks in the nation with over 900 locations across the country. 80%* of SBDC clients surveyed say the assistance received from the SBDC was worthwhile.

Startup
- Business Planning
- Financial Projection
- Exploratory Funding
- Lease Negotiation
- Human Resource Management
- Bookkeeping
- State and Federal Tax Setup and Preparation
- Web Development
- Merchant Account Services (if applicable)
- Franchise Purchase

New Business
- Financial Packaging
- Contract Negotiations
- Cash Flow Management and Financial Statement Preparation
- Brand Creation and Development
- Competitive Assessment
- Target Market and Customer Identification
- Marketing Channel Identification, Implementation, and Measurement

Growing Business
- Rebranding and Market Identification
- Advanced Web Development (Shopping Cart, SEO, Email Segmentation, etc.)
- Tax and Accounting Preparation
- Government Procurement and Certification
- Financial Packaging Assistance
- Hiring New Employees (available subsidies)
- Permitting, Product Pricing, Succession Planning
- Franchise Development
- International Trade (Importing/Exporting)
- Specialized assistance by industry (e.g. lean manufacturing, emerging technology, retail, beauty, food and hospitality)

TOP FIVE AREAS OF IMPACT:

1. Marketing Strategy
2. Sales Strategy
3. Product and Service Expansion
4. Cash Flow Management
5. Increasing Profits

*SBA* Funded in part through a cooperative agreement with the U.S. Small Business Administration.
WOMEN’S BUSINESS CENTERS

The SBA’s Women Business Center (WBC) program is a network of over 100 community-based centers that provide business training, counseling, coaching, mentoring and other assistance geared toward women, particularly those who are socially and economically disadvantaged. WBCs are located in nearly every state and U.S. territory including the District of Columbia and the territories of Puerto Rico and American Samoa. They are partially funded through a cooperative agreement with the SBA.

To meet the needs of women entrepreneurs, WBCs offer services at convenient times and locations, including evenings and weekends. WBCs are located within non-profit host organizations that offer a wide variety of services in addition to the services provided by the WBC. Many of the WBCs also offer training and counseling and provide materials in different languages in order to meet the diverse needs of the communities they serve.

WBCs often deliver their services through long-term training or group counseling, both of which have shown to be effective. WBC training courses are often free or are offered for a small fee. Some centers will also offer scholarships based on the client’s needs.

A number of WBCs also provide courses and counseling via the Internet, and mobile classrooms and satellite locations. In fiscal year 2015, the WBC program counseled and trained over 140,000 clients, creating local economic growth and vitality. The WBCs helped entrepreneurs access more than $87 million dollars in capital. Based on a 2010 Impact Study, of the WBC clients that have received three or more hours of counseling, 15 percent indicated that the services led to hiring new staff, 34 percent indicated that the services led to an increased profit margin, and 47 percent indicated that the services led to an increase in sales.

In addition, the WBC program has taken a lead in preparing women business owners to apply for the Women-Owned Small Business (WOSB) Federal Contract program that authorizes contracting officers to set aside certain federal contracts for eligible women-owned small businesses or economically disadvantaged women-owned small businesses. For more information on the program, visit www.sba.gov/wosb.

To find the nearest SBA WBC, visit www.sba.gov/women.
Leaders have graduated since its inception. A study of Emerging Leaders past participants reported that:
• Nearly 70% obtained revenue growth
• Over 80% created new jobs or retained all
• Participants secured federal, state, local and tribal contracts awards over $1 Billion
• 95% were satisfied with the Emerging Leaders program Visit www.sba.gov/emergingleaders for more information.

SBA’s LEARNING CENTER

SBA’s Learning Center is a virtual campus complete with free online courses, workshops, podcasts and learning tools.

Key Features of the SBA’s Learning Center:
• Training is available anytime and anywhere — all you need is a computer (or mobile device) with Internet access.
• Nearly 50 free online and interactive courses and workshops are available.
• Checklists and worksheets to get your business planning underway.
• Course topics include how to write a business plan, financing options that include SBA lending programs, mastering overseas markets through exporting, public sector procurement tactics, and specialty material for veterans, young entrepreneurs, and women business owners.
• Over 10 new courses launched in the last year; including a new Spanish-language version of a course for Young Entrepreneurs. This robust portal also includes video content, templates, and articles.
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• Over 10 new courses launched in the last year; including a new Spanish-language version of a course for Young Entrepreneurs. This robust portal also includes video content, templates, and articles.

Visit www.sba.gov/learning for these free resources.

SBA’S CLUSTER INITIATIVE

Every small business must effectively connect into the key relationships necessary to drive success in its particular industry or market sector. Regional Innovation Clusters act as a networking hub to connect small businesses in a particular industry sector and geographic region with other business innovators in the same sector and with specialized suppliers, research institutions, large prime customers or contractors and investors who also operate in that sector. In addition, market success requires small businesses to know their customers and distribute their product development dollars efficiently. Therefore, through intensive, industry-specific technical assistance, our Clusters help small business innovators commercialize promising technologies needed by government and industry buyers in that particular sector. And then, through showcasing, networking and “demonstration events,” they help get these small businesses and their products in front of investment and other funding sources, research institutions and customers/buyers in order to bring products to market.

Across the country, our resource partners work with our Regional Innovation Clusters: The resource partners provide the businesses with information and coaching on the key building blocks of business success, while the Cluster experts help them with the highly technical product development and relationship-building assistance necessary to get and keep customers and investors in their particular market sector (such as smart-grid, fuel cell energy storage, solar cells, imaging, aerospace, and agricultural processing technologies and networks).

For more information on SBA’s Cluster Initiative, go to www.sba.gov/clusters.

FINANCIAL LITERACY

If you want to start a business or learn how to better manage your business money, consider Money Smart for Small Business. SBA and FDIC jointly provide their free instructor-led business training curriculum. The curriculum is designed to provide introductory training for new and aspiring entrepreneurs. The 13 modules provide the most essential information on running a small business from a financial standpoint. In addition to grounding participants in the basics, the curriculum serves as a foundation for more advanced training and technical assistance. You can find this curriculum by visiting www.sba.gov/moneysmart.
The SBA also offers a number of programs specifically designed to meet the needs of underserved communities.

**ENCORE ENTREPRENEURS**

With their range of life experiences and their tendency to have more disposable income, entrepreneurs age 50 and older are one of the fastest growing groups of business owners. To help meet the needs of “encore entrepreneurs,” SBA and AARP have joined forces to mentor, counsel, and educate Americans age 50 and over on how to start or grow a small business. Through this partnership, SBA and AARP collaborate to connect the 50+ population to small business development resources, including online courses, webinars, live workshops, conferences, and mentoring activities. For additional information, visit www.sba.gov/encore.

**LGBT BUSINESS OUTREACH INITIATIVE**

The SBA’s groundbreaking outreach to the Lesbian, Gay, Bisexual and Transgendered (LGBT) community brings SBA resources directly to LGBT business owners for the first time. Recognizing the unique challenges faced by the nation’s 1.4 million LGBT-owned businesses, the SBA has partnered with several national business advocacy organizations, including the National Gay and Lesbian Chamber of Commerce, to increase the use of SBA programs by LGBT owned businesses. The SBA is the nation’s leading advocate and champion for all entrepreneurs and is deeply committed to helping LGBT-owned small businesses launch, innovate, hire and grow. Across the country, our resource partners are providing LGBT entrepreneurs with game-changing business advice. For more information on LGBT business development, go to www.sba.gov/LGBT or e-mail: lgbt@sba.gov.

**FAITH-BASED AND COMMUNITY INITIATIVES**

SBA’s Center for Faith-Based and Community Initiatives works to engage and build strong partnerships with community and nonprofit organizations, both secular and faith-based, to support entrepreneurship, economic growth and promote prosperity for all Americans. The Center works in coordination with other offices within the Agency to formulate policies and practices that extend the reach and impact of SBA programs into local communities. SBA recognizes the important role community leaders and networks have in economic development at the local and national level. Furthermore, the Center plays a key role in helping identify, engage and impact underserved communities. For additional information, visit www.sba.gov/faith-based.

**NATIVE AMERICAN BUSINESS DEVELOPMENT**

The SBA Office of Native American Affairs (ONAA) ensures that American Indians, Alaska Natives and Native Hawaiians seeking to create, develop and expand small businesses have full access to the business development and expansion tools available through the Agency’s entrepreneurial development, lending, and contracting programs.

The Office provides a network of training initiatives that include a Native Entrepreneurial Empowerment Workshop, a Native American 8(a) Business Development Workshop, a Money Smart Workshop, an Incubator Workshop and the online tool, “Small Business Primer: Strategies for Growth.” ONAA also is responsible for consulting with tribal governments prior to finalizing SBA policies that may have tribal implications. Visit www.sba.gov/ona for more information.

**WOMEN BUSINESS OWNERS**

Women entrepreneurs are changing the face of America’s economy. In the 1970s, women owned less than 5 percent of the nation’s businesses. Today, they are majority owners of about a third of the nation’s small businesses and are at least equal owners of about half of all small businesses. SBA serves women entrepreneurs nationwide through its various programs and services, some of which are designed especially for women.

The SBA’s Office of Women’s Business Ownership (OWBO) serves as an advocate for women-owned businesses. The office oversees a nationwide network over 100 Women’s Business Centers that provide business training, counseling and mentoring geared specifically to women, especially those who are socially and economically disadvantaged. The program is a public-private partnership with locally-based nonprofits.

Women’s Business Centers serve a wide variety of geographic areas, population densities, and economic environments, including urban, suburban, and rural. Each Women’s Business Center tailors its services to the needs of its individual community, but all offer a variety of innovative programs, often including courses in different languages. They provide training in finance, management, and marketing, as well as access to all of the SBA’s financial and procurement assistance programs.

In addition to the women’s business centers, the Office of Women’s Business Ownership works with other offices within SBA to monitor how women are utilizing SBA programs such as our loan programs, investment programs and contracting opportunities. OWBO also establishes partnerships with many women’s business organizations to help ensure that more women have access to the services provided by SBA and its partners.

Through a strategic alliance with Thunderbird School of Global Management, SBA is pleased to provide access to the DreamBuilder online training curriculum in both English and Spanish. This curriculum is currently being used by over 30 women’s business centers. It is available at no cost to entrepreneurs at https://www.dreambuilder.org/sba

For the second year, the Office of Women’s Business Ownership has held the InnovateHer competition. The InnovateHER Challenge provides an opportunity for entrepreneurs to showcase products and services that have a measurable impact on the lives of women and families, have the potential for commercialization, and fill a need in the marketplace. SBA’s InnovateHER: Innovating for Women Business Summit on March 17, 2016 in Washington, D.C. will bring together creative ideas to support women’s efforts to push the limits, break the glass ceiling and create long-term, positive changes in gender equality.

**YOUNG ENTREPRENEURS**

The SBA recognizes the importance of fostering young entrepreneurs and small business owners and their role in the economy. The SBA offers different activities and resources throughout the year aimed at aspiring young entrepreneurs, including social media outreach and customized online courses.

SBA also administers two contracting and business development programs that are specifically designed to benefit underserved communities. For more information on the 8(a) Business Development Program and the HUBZone Program, see the Contracting section.
Each year SBA serves over 200,000 veterans, service disabled veterans and military spouses across the United States and at military installations around the globe. SBA provides training and mentorship, access to capital, preparation for opportunities in federal procurement, cultivating connections within commercial supply chains and disaster relief assistance.

SBA's Office of Veterans Business Development (OVBD) offers a number of programs and services to support aspiring and existing veteran entrepreneurs and military spouses of all eras, women veterans, and service disabled veterans. These programs, Boots to Business, Boots to Business: Reboot, Veteran Women Igniting the Spirit of Entrepreneurship (VWISE), and Entrepreneurship Bootcamp for Veterans with Disabilities (EBV), offer cutting edge, experiential training in entrepreneurship and small business management. These programs were developed to introduce transitioning service members, veterans, and military spouses to entrepreneurship, exploring self-employment opportunities, and turning an idea into a growth venture. In addition, these programs also help to connect participants to SBA's local network of resource partners and establish a support structure for graduates.

For more information on any of SBA's program for veterans, please visit www.sba.gov/veterans.

**BOOT TO BUSINESS AND BOOTS TO BUSINESS: REBOOT**

Boots to Business and Boots to Business: Reboot both provide participants with an overview of business ownership as a career vocation, an orientation to the components of a business plan, a practical exercise in opportunity recognition, and an introduction to available public and private sector resources. However, the two programs are targeted to veterans, service members and their spouses at different life stages:

- **Boots to Business:** An entrepreneurial education program offered as an elective track within the Department of Defense’s Transition Assistance Program (TAP), this course is open to service members (including members of the National Guard and Reserves) and their spouses. This course is available on over 180 installations around the world.
- **Boots to Business Reboot:** An entrepreneurial education program offered in local communities around the nation, this course is open to veterans of all eras (including members of the National Guard and Reserves) and their spouses.

**VETERAN WOMEN IGNITING THE SPIRIT OF ENTREPRENEURSHIP (V-WISE)**

Veteran Women Igniting the Spirit of Entrepreneurship (VWISE) is an entrepreneurial training program for female veterans of all service eras and branches with a passion for and interest in either starting a new small business or growing an existing one. VWISE enables female veterans to find their passion and learn business-savvy skills in order to turn their ideas or businesses into growth ventures while recognizing entrepreneurship as an important part of strengthening economic growth nationwide.

**ENTREPRENEURSHIP BOOTCAMP FOR VETERANS WITH DISABILITIES**

Entrepreneurship Bootcamp for Veterans with Disabilities (EBV) offers experiential training in entrepreneurship and small business management. Training includes a 30-day online course, a nine-day residency at an EBV University and 12-months support from faculty experts. The curriculum focuses on practical training in the tools and skills of new venture creation and growth, reflecting issues unique to disability and public benefits programs. Graduates of EBV leave with a support structure that helps them stay connected with resources and networks beneficial to their new endeavor. EBV is available to post-9/11 veterans and active duty service members with service-connected disabilities.

**VETERANS BUSINESS OUTREACH CENTERS (VBOCS)**

The SBA Resource Partner Network extends its reach specifically to our veteran community through the Veterans Business Outreach Center (VBOC) Program. Through a cooperative agreement with 15 veteran-serving organizations across the country, SBA provides entrepreneurial development services such as business training, counseling and mentoring, and referrals for eligible veterans owning or considering starting a small business. Services provided by VBOCs include: pre-business plan workshops, concept assessments, business plan preparations, comprehensive feasibility analysis, entrepreneurial training, one-on-one counseling, and other business-development related services. VBOCs also provide assistance and training in such areas as international trade, franchising, Internet marketing, accounting, etc.

**CONTINUITY OF OPERATIONS DURING DEPLOYMENT**

SBA also connects veterans and military spouses to lenders that offer loan programs providing fee relief for eligible veterans and military spouses and offers special low-interest-rate financing to small businesses when an owner or essential employee is called to active duty. SBA's Veterans Advantage program provides fee relief for eligible veterans and military spouses and survivors. The Military Reservist Economic Injury Disaster Loan Program (MREIDL) provides loans up to $2 million to eligible small businesses to cover operating costs that cannot be met due to the loss of an essential employee called to active duty in the Reserves or National Guard.

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Most new business owners who succeed have planned for every phase of their success. Thomas Edison, the great American inventor, once said, “Genius is 1 percent inspiration and 99 percent perspiration.” That same philosophy also applies to starting a business.

First, you’ll need to generate a little bit of perspiration deciding whether you’re the right type of person to start your own business.

IS ENTREPRENEURSHIP FOR YOU?

There is simply no way to eliminate all the risks associated with starting a small business, but you can improve your chances of success with good planning, preparation and insight. Start by evaluating your strengths and weaknesses as a potential owner and manager of a small business. Carefully consider each of the following questions:

• Are you a self-starter? It will be entirely up to you to develop projects, organize your time, and follow through on details.

• How well do you get along with different personalities? Business owners need to develop working relationships with a variety of people including customers, vendors, staff, bankers, employees and professionals such as lawyers, accountants, or consultants. Can you deal with a demanding client, an unreliable vendor, or a cranky receptionist if your business interests demand it?

• How good are you at making decisions? Small business owners are required to make decisions constantly – often quickly, independently, and under pressure.

• Do you have the physical and emotional stamina to run a business? Business ownership can be exciting, but it’s also a lot of work. Can you face six or seven 12-hour workdays every week?

• How well do you plan and organize? Research indicates that poor planning is responsible for most business failures. Good organization — of financials, inventory, schedules, and production — can help you avoid many pitfalls.

• Is your drive strong enough? Running a business can wear you down emotionally. Some business owners burn out quickly from having to carry all the responsibility for the success of their business on their own shoulders. Strong motivation will help you survive slowdowns and periods of burnout.

• How will the business affect your family? The first few years of business start-up can be hard on family life. It’s important for family members to know what to expect and for you to be able to trust that they will support you during this time. There also may be financial difficulties until the business becomes profitable, which could take months or years. You may have to adjust to a lower standard of living or put family assets at risk.

Once you’ve answered these questions, you should consider what type of business you want to start. Businesses can include franchises, at-home businesses, online businesses, brick-and-mortar stores or any combination of those.

FRANCHISING

There are more than 3,000 business franchises. The challenge is to decide on one that both interests you and is a good investment. Many franchising experts suggest that you comparison shop by looking at multiple franchise opportunities before deciding on the one that’s right for you.

Some of the things you should look at when evaluating a franchise: historical profitability, effective financial management and other controls, a good image, integrity and commitment, and a successful industry.

In the simplest form of franchising, while you own the business, its operation is governed by the terms of the franchise agreement. For many, this is the benefit for franchising. You are able to capitalize on a business format, trade name, trademark and/or support system provided by the franchisor. But you operate as an independent contractor with the ability to make a profit or sustain a loss commensurate with your ownership.

If you are concerned about starting an independent business venture, then franchising may be an option for you. Remember that hard work, dedication and sacrifice are key elements in the success of any business venture, including a franchise.

Visit www.sba.gov/franchise for more information.

HOME-BASED BUSINESSES

Going to work used to mean traveling from home to a plant, store or office. Today, many people do some or all their work at home.

Getting Started

Before diving headfirst into a home-based business, you must know why you are doing it. To succeed, your business must be based on something greater than a desire to be your own boss. You must plan and make improvements and adjustments along the road.

Working under the same roof where your family lives may not prove to be as easy as it seems. One suggestion is to set up a separate office in your home to create a professional environment.

Ask yourself these questions:

• Can I switch from home responsibilities to business work easily?

• Do I have the self-discipline to maintain schedules while at home?

• Can I deal with the isolation of working from home?

Legal Requirements

A home-based business is subject to many of the same laws and regulations affecting other businesses.

Some general areas include:

• Zoning regulations. If your business operates in violation of them, you could be fined or shut down.

• Product restrictions. Certain products cannot be produced in the home. Most states outlaw home production of fireworks, drugs, poisons, explosives, sanitary or medical products and toys. Some states also prohibit home-based businesses from making food, drink or clothing.

Be sure to consult an attorney and your local and state departments of labor and health to find out which laws and regulations will affect your business. Additionally, check on registration and accounting requirements needed to open your home-based business. You may need a work certificate or license from the state. Your business name may need to be registered with the state. A separate business telephone and bank account are good business practices.

Also remember, if you have employees you are responsible for withholding income and Social-Security taxes, and for complying with minimum wage and employee health and safety laws.
After you’ve thought about what type of business you want, the next step is to develop a business plan. Think of the business plan as a roadmap with milestones for the business. It begins as a pre-assessment tool to determine profitability and market share, and then expands as an in-business assessment tool to determine success, obtain financing and determine repayment ability, among other factors.

Creating a comprehensive business plan can be a long process, and you need good advice. The SBA and its resource partners, including Small Business Development Centers, Women’s Business Centers, Veterans Business Outreach Centers, and SCORE, have the expertise to help you craft a winning business plan. The SBA also offers online templates to get you started.

**In general, a good business plan contains:**

**Introduction**
- Give a detailed description of the business and its goals.
- Discuss ownership of the business and its legal structure.
- List the skills and experience you bring to the business.
- Discuss the advantages you and your business have over competitors.

**Marketing**
- Discuss the products and services your company will offer.
- Identify customer demand for your products and services.
- Identify your market, its size and locations.
- Explain how your products and services will be advertised and marketed.
- Explain your pricing strategy.

**Financial Management**
- Develop an expected return on investment and monthly cash flow for the first year.
- Provide projected income statements and balance sheets for a two-year period.

**Operations**
- Discuss your break-even point.
- Explain your personal balance sheet and method of compensation.
- Discuss who will maintain your accounting records and how they will be kept.
- Provide “what if” statements addressing alternative approaches to potential problems.

**Concluding Statement**

Summarize your business goals and objectives and express your commitment to the success of your business. Once you have completed your business plan, review it with a friend or business associate and professional business counselor like SCORE, WBC or SBDC representatives, SBA district office economic development specialists or veterans’ business development specialists.

Remember, the business plan is a flexible document that should change as your business grows.
Many entrepreneurs need financial resources to start or expand a small business and must combine what they have with other sources of financing. These sources can include family and friends, venture-capital financing and business loans.

This section of the Small Business Resource guide discusses SBA’s primary business loan and equity financing programs. These are: the 7(a) Loan Program, the Certified Development Company or 504 Loan Program, the Microloan Program and the Small Business Investment Company Program. The distinguishing features for these programs are the total dollar amounts that can be borrowed, the type of lenders who can provide these loans, the uses for the loan proceeds and the terms placed on the borrower. The SBA does not provide grants to individual business owners to start or grow a business.

**SBA BUSINESS LOANS**

If you are contemplating a business loan, familiarize yourself with the SBA’s business loan programs to see if there may be a viable option. The SBA has a variety of loan programs which are distinguished by their different uses of the loan proceeds, their dollar amounts, and the requirements placed on the actual lenders. The three principal players in most of these programs are the applicant small business, the lender and the SBA. (The Agency does not actually provide the loan, but rather they guaranty a portion of the loan provided by a lender (except for microloans)). The lender can be a regulated bank or credit union, or a community based lending organization.

For help locating a lender in your area, SBA has an online tool called LINC that matches small businesses with participating SBA lenders. LINC begins with a simple online form that requests basic information about your business and financing needs. That information is transmitted to all participating SBA lenders operating within your county. If a lender is interested, you will receive an email with the contact information for that lender. LINC can be accessed through SBA’s website at https://www.sba.gov/tools/linc.

Submitting an inquiry through LINC does not constitute a loan application but is instead a valuable tool to identify SBA lenders within your community. Once you have identified those lenders, you will apply directly to the lenders by providing them the documents they require. Generally an application includes a business plan that explains what resources will be needed to accomplish the desired business purpose including the associated costs, the applicants’ contribution, planned uses for the loan proceeds, a listing of the assets that will secure the loan (collateral), a history of the business and explanation of how the business generates income, and most important, an explanation of how the business will be able to repay the loan in a timely manner.

The lender will analyze the application to see if it meets their criteria and make a determination if they will need an SBA guaranty in order to provide the loan. SBA will look to the lender to do much, if not all, of the analysis before it provides its guaranty to the lender’s proposed loan. The SBA’s business loan guaranty programs provide a key source of financing for viable small businesses that have real potential but cannot qualify for credit on reasonable terms by themselves.

If no lenders respond to your inquiry through LINC or if you are unable to secure financing from the lenders that you have contacted, please contact your local SBA District Office for additional resources.

**7(a) LOAN PROGRAM**

The 7(a) Loan program is the SBA’s primary business loan program. It is the agency’s most frequently used non-disaster financial assistance program because of its flexibility in loan structure, variety of uses for the loan proceeds and availability. The program has broad eligibility requirements and credit criteria to accommodate a wide range of financing needs.

Congress authorized SBA to provide financial assistance either directly or in cooperation with banks or other financial institutions through agreements to participate in section 7(a) of the Small Business Act. Historically, a 7(a) loan was provided either directly from SBA or from regulated lenders who provided the loan after they obtained a guaranty from SBA. Since 1996, all 7(a) loans have only been provided on a guaranteed basis, meaning from a lender participating in the 7(a) Loan Guaranty Program.

The business loans that SBA guarantees do not come from the Agency, but rather from banks and other approved lenders. The loans are funded by these organizations and they
What to Take to the Lender

Documentation requirements will vary depending upon the purpose of the loan. Contact your lender for the information you must supply. Common requirements include the following:

A Business Plan that includes:
- Purpose of the loan
- History of the business
- Projections of income, expenses and cash flow as well as an explanation of the assumptions used to develop these projections
- Personal financial statements for the principal owners
- Resume(s) of the principal owners and managers.
- Amount of investment in the business by the owner(s)
- Projected opening-day balance sheet (new businesses)
- Lease details
- Proposed Collateral

Three Years of Financial Statements that include:
- Balance Sheet and Income Statement (P&L) for three years (existing businesses) (Tax Returns usually suffice)
- Interim Financial Statements dated within 180 days of the request for assistance
- Schedule of term debts (existing businesses)
- Aging of accounts receivable and payable (existing businesses), plus
- Interim Financial Statements dated within 180 days of the request for assistance

How the 7(a) Program Works

The small business applicant assembles their request for financing based on the intended purpose of the proposed loan and the documents the lender requires. A loan to help a moving company acquire a new truck will be less involved than a loan to acquire or start-up a business. The paperwork can be completed on either a business loan application provided by the lender or an SBA application, but using the SBA forms does not actually increase the chance the applicant has of getting a business loan. The applicant then submits their loan application to a lender for the initial review. If the applicant is applying for their first business loan, it is recommended that the selected lender be the one who maintains the personal account of the owner(s).

The lender will generally review the credit merits of the request before deciding if they will make the loan themselves or if they will need an SBA guaranty. If a guaranty is needed, the lender will also review the application for SBA eligibility. The applicant should be prepared to complete some additional documents if the lender says they need an SBA guaranty for approval. Applicants who feel they need more help with the process should contact their local SBA district office or one of the SBA’s resource partners for assistance.

There are several ways a lender can request a 7(a) Guaranty for a proposed business loan from SBA. The main differences between these processing methods are based on the experience the lender has in requesting guarantees from SBA, the documentation the lender provides to SBA, the amount of review the SBA conducts after receiving the request, the amount of the loan and the lender responsibilities in case the loan defaults and the business’ assets must be liquidated. The current different processing methods are:
- Standard 7(a) Guaranty
- Certified Lender Program
- Preferred Lender Program
- SBA Express
- Export Express
- Community Advantage

When a lender requests a 7(a) guaranty for a business loan they propose to provide to a small business, their application consist of two parts. The applicant fills out SBA Form 1919 while the lender completes SBA Form 1920. Form 1919 is designed for the applicant to explain what they intend to do with the money and how they will repay the loan. Form 1920 requires the lender to explain their analysis of the eligibility and credit merits of the request.

When the requested loan amount is smaller (generally under $350,000) the lender is allowed to provide SBA with less information in their application for guaranty but that does not mean the applicant business can provide the lender with less information. The lender has the ability to ask the applicant for as much detail as they believe is necessary for them to make their decision on the specific request.

When the SBA receives a request for guaranty from a lender they will either re-analyze, review or trust the lender's eligibility and credit analysis before deciding to approve or reject the request. See the section on 7(a) Loan Processing from Lenders later on in this article for more detail on what SBA does when it receives a request for guaranty from the lender.

By guaranteeing a loan, the SBA assures the lender that, in the event the borrower does not repay the loan, the government will reimburse the lending institution for a percentage of the amount owed. By providing this guaranty, the SBA is able to help tens of thousands of small businesses every year get financing they might not otherwise obtain.

When SBA approves a guaranty, they notify the lender, who will work with the applicant to make sure the terms and conditions designed for the specific loan are met before closing. The lender also disburses the funds and assumes responsibility for collecting the payments and general servicing. The borrower makes loan payments directly to the lender. As with any loan, the borrower is obligated to repay the full amount of the loan in a timely manner.

What the SBA Looks for:
- Ability to repay the loan on time from the projected operating cash flow;
- Owners and operators who are of good character;
- Feasible business plan;
- Management expertise and commitment necessary for success;
- Sufficient funds, including (but not limited to) the SBA guaranteed loan, to operate the business on a sound financial basis (for new businesses, this includes the resources to meet start-up expenses and the initial operating phase);
- Adequate equity invested in the business; and
- Enough collateral to fully secure the loan or, all worthwhile available business collateral plus personal real estate if the loan cannot be fully secured.

The Impact of a Credit Score

SBA also credit scores every business that is a potential recipient of a loan guaranteed by SBA. If the loan is for $350,000 or less, the credit score obtained will have a significant impact on the amount of work the lender has to complete when applying for an SBA guaranty. As such, it is important for any owner of a business to be aware of their credit score and correct any discrepancies prior to approaching their lender.

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make the decision to approve or deny the applicant’s loan request.

The guaranty that SBA provides the lender reduces the lender’s risk of borrower non-payment because the guaranty assures the lender that if the borrower defaults, the lender can request that SBA pay the debt rather than the borrower. SBA only guarantees a portion or percentage of every loan, so in the event of default the lender will only get partially repaid by SBA. However the borrower is still obligated for the full loan amount.

To qualify for an SBA guaranteed loan, a small business must meet the lender’s criteria and the 7(a) program requirements. One of those requirements is that the lender must certify that it would not provide this loan under the proposed terms and conditions without an SBA guaranty. If the SBA is going to provide a lender with a guaranty, the applicant must be eligible and creditworthy and the loan structured under conditions acceptable to the SBA.

The 7(a) Program includes ten (10) types of loans which all share certain eligibility requirements but which also have some different requirements so they can accommodate specific business needs and/or give lenders greater flexibility with loan structure. The most popular 7(a) loan type is the Basic 7(a) Loan, which can be used for the most diverse purposes, for the largest number of business types, engaged in the widest spectrum of activities. In the Federal Government’s 2013 Fiscal Year (October 1, 2012 to September 30, 2013) about 80 percent of the dollars and 38 percent of the number of all 7(a) loans were Basic 7(a) Loans. The reciprocal percentages were divided between the nine other 7(a) Programs.

The Basic 7(a) Loan is a term loan usually repaid with one monthly payment of principal and interest. Interest only repayment periods are permitted when needed, such as for a start-up business that doesn’t achieve breakeven in its initial months of operation. Other repayment structures are also permitted depending upon the borrower’s needs and the flexibility of the lender.

A Basic 7(a) Loan does not revolve so the sum of the disbursements is the loan amount. SBA can guaranty revolving lines of credit, but that is accomplished through some of the nine variations to the Basic 7(a) Loan.

**THE BASIC 7(a) LOAN**

The Basic 7(a) Loan is the most commonly provided type of SBA business loan based on historical dollars approved. They are the most flexible types of SBA loans because they can help finance such a large variety of business purposes for the largest number of business types, engaged in the widest spectrum of activities.

The Basic 7(a) Loan can be used for the following purposes:

- Start-Up Businesses & Franchise Opportunities
- Purchase Existing Business
- Moving Expenses, Furniture & Fixtures
- Doctors & Dentists to Expand or Buyout Partners
- Equipment, Inventory, Working capital
- Acquisition/Construction of Real Estate
- Debt Refinance

**Below is a partial list of the types of financing offered through SBA loans:**

- Start-Up Businesses & Franchise Opportunities
- Purchase Existing Business
- Moving Expenses, Furniture & Fixtures
- Doctors & Dentists to Expand or Buyout Partners
- Equipment, Inventory, Working capital
- Acquisition/Construction of Real Estate
- Debt Refinance

**South Bay Loan Center**

310-540-4250

**PREMIER BUSINESS BANK**

SBA Preferred Lender

All financing is subject to credit approval and SBA eligibility.

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The following aspects of the Basic 7(a) Loan are also applicable to all other 7(a) Loan unless specifically referenced as not applying to a specific Special 7(a) Loan.

**Guaranty and Other Fees**

Loans guaranteed by the SBA are assessed a guaranty fee. This fee is based on the loan’s maturity and the dollar amount guaranteed, not the total dollar amount of the loan. The guaranty fee is initially paid by the lender and then passed on to the borrower at closing. The funds the business needs to reimburse the lender can be included in the overall loan proceeds.

On any loan with a maturity of one year or less, the fee is just 0.25 percent of the guaranteed portion of the loan. On loans with maturities of more than one year, the normal guaranty fee is:

- 2.0 percent of the SBA guaranteed portion on loans up to $150,000.
- 3.0 percent on loans over $150,000 but not more than $700,000; and
- 3.5 percent on loans over $700,000. There is also an additional fee of 0.25 percent on any guaranteed portion over $1 million.

*All references to the prime rate refer to the base rate in effect on the first business day of the month the loan application is received by the SBA.*

**For all SBA-guaranteed loans of $150,000 or less that are approved between October 1, 2015 and September 30, 2016, the guaranty fee will be 0%.

**Benefit For Veterans and/or Spouses:** Any guaranteed loans approved to businesses owned by Veterans of any era or their Spouses during fiscal year 2015 (October 1, 2015 through September 30, 2016) will receive the benefit of having its regular guaranty fee reduced by 50%, when the loan is over $150,000.

If the loan being provided a business owner by qualifying veterans is for $150,000 or less and the lender chooses to apply for its guaranty of that loan by using Express processing procedures (described elsewhere in this article) then the guaranty fee will be zero as long as the guaranty is approved before September 30, 2016.

The lender may not charge a prepayment penalty if the loan is paid off before maturity but the SBA will charge the borrower a prepayment fee if the loan has a maturity of 15 or more years and is pre-paid during the first three years.

**7(a) Loan Maturities**

The SBA’s loan programs are generally intended to encourage longer term small-business financing, but actual loan maturities are based on the ability to repay, the purpose of the loan proceeds and the useful life of the assets financed. Maturity generally ranges from 7 to 10 years for working capital, business start-ups, and business acquisition type loans, and up to 25 years if the purpose is to acquire real estate or fixed assets with a long term useful life.

**Collateral**

The SBA expects every 7(a) loan to be secured first with the assets acquired with the loan proceeds and then with additional business and personal assets, depending upon the loan amount and the way the lender requests their guaranty. However, SBA will not decline a request to guaranty a loan if the only unfavorable factor is insufficient collateral, provided all available collateral is offered. When the lender says they will need an SBA guaranty, the applicant should be prepared for liens to be placed against all business assets. Personal guarantees are required from all the principal owners of the business. Liens on personal assets of the principals may also be required. SBA does not require any collateral for any 7(a) guaranteed loan for $25,000 or less but the lender can require collateral if they choose.

**Loan Structure**

The structure of a Basic 7(a) Loan is that repayment has to be set up so the loan is paid in full by maturity. Over the term of the loan there can be additional payments or payment relaxation depending on what is happening with the business. Balloon payments and call provisions are not allowed on any 7(a) term loan.

**Eligibility**

7(a) loan eligibility is based on a number of different factors, ranging from Size and Nature of Business to Use of Proceeds and factors that are case specific.

**Size Eligibility**

The first eligibility factor is size, as all loan recipients must be classified as “small” by the SBA. The size standards for all 7(a) loans are outlined below. A more in-depth listing of standards can be found at: www.sba.gov/size.

**SBA Size Standards have the following general ranges:**

- Manufacturing — from 500 to 1,500 employees
- Wholesale Trades — Up to 100 employees
• Services — $2 million to $35.5 million in average annual receipts
• Retail Trades — $7 million to $35.5 million in average annual receipts
• Construction — $7 million to $33.5 million in average annual receipts
• Agriculture, Forestry, Fishing, and Hunting — $750,000 to $17.5 million in average annual receipts

There is an alternate size standard for businesses that do not qualify under their industry size standards for SBA funding. That alternative is that the applicant business (plus affiliates) can’t have a tangible net worth exceeding $15 million and average net income exceeding $5 million for the last two years. This new alternate makes more businesses eligible for SBA loans and applies to SBA non-disaster loan programs, namely its 7(a) Business Loans and Certified Development Company programs.

Nature of Business
The second eligibility factor is based on the nature of the business and the process by which it generates income or the customers it serves. The SBA has general prohibitions against providing financial assistance to businesses involved in such activities as lending, speculating, passive investment, pyramid sales, loan packaging, presenting live performances of a prurient nature, businesses involved in gambling and any illegal activity.

The SBA also cannot make loan guaranties to non-profit businesses, private clubs that limit membership on a basis other than capacity, businesses that promote a religion, businesses owned by individuals incarcerated or on probation or parole, municipalities, and situations where the business or its owners previously failed to repay a federal loan or federally assisted financing, or are delinquent on existing federal debt.

Use of Proceeds
The third eligibility factor is Use of Proceeds. A Basic 7(a) Loan can provide proceeds to purchase machinery, equipment, fixtures, supplies, and to make improvements to land and/or buildings that will be occupied by the subject applicant business.

Proceeds can also be used to:
• Obtain Permanent Working Capital;
• Purchase Inventory;
• Expand or renovate facilities;
• Acquire machinery, equipment, furniture, fixtures and make leasehold improvements;
• Acquire a business;
• Start a business;
• Acquire Land and Build a Location for the applicant business; and
• Refinance existing debt under certain conditions.

SBA 7(a) loan proceeds cannot be used:
• For the purpose of making investments.
• To provide funds to any of the owners of the business except for ordinary compensation for actual services provided.
• For Floor Plan Financing
• For a purpose that does not benefit the business

Miscellaneous Factors
The fourth factor involves a variety of requirements such as SBA’s credit elsewhere test where the personal resources of the owners need to be checked to see if they can make a contribution before getting a loan guaranteed by the SBA. It also includes the SBA’s anti-discrimination rules and limitations on lending to agricultural enterprises because there are other agencies of the Federal government with programs to fund such businesses.

Generally, SBA loans must meet the following criteria:

Expand what’s possible for your business

More businesses than ever are reaching their goals with SBA loans from Wells Fargo. We can provide the financing you need to:
• Purchase a building or an existing business
• Finance a partner buyout
• Meet virtually any other business need

Plus, our SBA loan programs feature low down payments and longer terms that make qualifying easier and preserve cash.

Call me today — let’s open new doors for your business!

1-800-545-0670
(7 a.m. — 7 p.m. CST, Monday-Friday)
or visit us at WellsFargo.com/biz to learn more

* Wells Fargo is the #1 SBA 7(a) lender in loan units and dollar volume according to the U.S. Small Business Administration as of September 30, 2015. All financing is subject to credit approval and SBA Eligibility. © 2015 Wells Fargo Bank, N.A. All rights reserved.
• Every loan must be for a sound business purpose;
• There must be sufficient invested equity in the business so it can operate on a sound financial basis;
• There must be a potential for long-term success;
• The owners must be of good character and reputation; and
• All loans must be so sound as to reasonably assure repayment.
For more information, go to www.sba.gov/apply.

SPECIAL PURPOSE 7(a) LOAN PROGRAMS

The 7(a) loan program is the most flexible of the SBA’s lending programs. Over time, the Agency has developed several variations of the Basic 7(a) Loan in order to address specific financing needs for particular types of small businesses or to give the lender greater flexibility with the loan’s structure. The general distinguishing feature between these loan types is their use of proceeds. These programs allow the proceeds to be used in ways that are not otherwise permitted in a basic 7(a) loan. These special purpose programs are not necessarily for all businesses but may be very useful to some small businesses. They are generally governed by the same rules, regulations, fees, interest rates, etc., as the basic 7(a) loan. Lenders can advise you of any variations. The Special Purpose Loans include:

International Trade Loan Program

The SBA’s International Trade Loan (ITL) is designed to help small businesses enter and expand into international markets or, when adversely affected by import competition, to make the investments necessary to better compete. The ITL offers a combination of fixed asset, working capital financing and debt refinancing with the SBA’s maximum guaranty—90 percent—on the total loan amount. The maximum loan amount is $5 million.

Guaranty Coverage

The SBA can guaranty up to 90 percent of an ITL up to a maximum of $4.5 million, less the amount of the guaranteed portion of other SBA loans outstanding to the borrower. The maximum guaranty for any working capital component of an ITL is limited to $4 million. Any other working capital SBA loans that the borrower has are counted against the $4 million guaranty limit.

Uses of Proceeds

• For the facilities and equipment portion of the loan, proceeds may be used to acquire, construct, renovate, modernize, improve or expand facilities or equipment in the U.S. to produce goods or services involved in international trade, including expansion due to bringing production back from overseas if the borrower exports to at least one market.
• Working capital is an allowable use of proceeds under the ITL.
• Proceeds may be used for the refinancing of debt not structured on reasonable terms and conditions, including any debt that qualifies for refinancing under the standard SBA 7(a) Loan Program.

Loan Term

• Maturities on the working capital portion of the ITL are typically limited to 10 years.
• Maturities of up to 10 years on equipment unless the useful life exceeds 10 years.
• Maturities of up to 25 years are available for real estate.
• Loans with a mixed use of fixed-asset and working-capital financing will have a blended-average maturity.

Exporter Eligibility

• Applicants must meet the same eligibility requirements as for the SBA’s standard 7(a) Loan Program.
• Applicants must also establish that the loan will allow the business to expand or develop an export market or demonstrate that the business has been adversely affected by import competition and that the ITL will allow the business to improve its competitive position.

Foreign Buyer Eligibility

Foreign buyers must be located in those countries where the Export-Import Bank of the U.S. is not prohibited from providing financial assistance.

Collateral Requirements

• Only collateral located in the U.S. (including its territories and possessions) is acceptable.
• First lien on property or equipment financed by the ITL or on other assets of the business is required. However, an ITL can be secured by a second lien position if the SBA determines there is adequate assurance of loan repayment.

Use of Proceeds

• Additional collateral, including personal guaranties and those assets not financed with ITL proceeds, may be appropriate. A small business wanting to qualify as adversely impacted from import competition must submit supporting documentation that explains the impact, and a plan with projections that explains how the loan will improve the business’ competitive position.

Export Working Capital Program

The SBA’s Export Working Capital Program (EWCP) assists businesses exporters in meeting their short-term export working capital needs. Exporters can use the proceeds to make the products they will be exporting. They can also apply for such lines of credit prior to finalizing an export sale or contract. With an approved EWCP loan in place, exporters have greater flexibility in negotiating export payment terms—secure in the assurance that adequate financing will be in place when the export order is won.

Martin Selander
Regional Manager, Export Solutions Group
Office of International Trade
2303 Martin Court, #315
Irvine, CA 92612
949-660-8935 • 949-660-1338 Fax

Pellson Lau
Regional Manager, Export Solutions Group
Office of International Trade
444 S. Flowers St., 37th Fl.
Los Angeles, CA 90071
213-894-8267 • 202-481-1525 Fax

Benefits of the EWCP

• Financing for suppliers, inventory or production of export goods.
• Export working capital during long payment cycles.
• Financing for stand-by letters of credit used as bid or performance bonds or advance payment guarantees.
• Reserves domestic working capital for the company’s sales within the U.S.
• Permits increased global competitiveness by allowing the exporter to extend more liberal sales terms.
• Increases sales prospects in under-developed markets which may have high capital costs for importers.
• Low fees and quick processing times.

Guaranty Coverage

• Maximum loan amount is $5,000,000.
• 90 percent of principal and accrued interest up to 120 days.
• Low guaranty fee of one-quarter of one percent of the guaranteed portion for loans with maturities of 12 months or less.
• Loan maturities are generally for 12 months or less, but can be up to a maximum of 36 months.

Use of Proceeds
• To pay for the manufacturing costs of goods for export.
• To purchase goods or services for export.
• To support standby letters of credit to act as bid or performance bonds.
• To finance foreign accounts receivable.

Interest Rates
The SBA does not establish or subsidize interest rates on loans. The interest rate can be fixed or variable and is negotiated between the borrower and the participating lender.

Advance Rates
• Up to 90 percent on purchase orders.
• Up to 90 percent on documentary letters of credit.
• Up to 90 percent on foreign accounts receivable.
• Up to 75 percent on eligible foreign inventory located within the U.S.
• In all cases, not to exceed the exporter’s costs.

Collateral Requirements
The export-related inventory and the receivables generated by the export sales financed with EWCP funds generally will be considered adequate collateral. The SBA requires the personal guarantee of owners with 20 percent or more ownership.

How to apply
Application is made directly to SBA-participating lenders. Businesses are encouraged to contact SBA staff at their local U.S. Export Assistance Center (USEAC) to discuss whether they are eligible for the EWCP and whether it is the appropriate tool to meet their export financing needs. Participating lenders review/approve the application and submit the guaranty request to SBA staff at the local USEAC.

CAPLines
The CAPLines Program is designed to help small businesses meet their short-term and cyclical working capital needs. The programs can be used to finance seasonal working capital needs; finance the direct costs of performing certain construction, service and supply contracts, subcontracts, or purchase orders; finance the direct cost associated with commercial and residential construction; or provide general working capital lines of credit. The maturity can be for up to 10 years except for the Builders Capline which is limited to 36 months after the first structure is completed. Guaranty percentages are the same as for a Basic 7(a) Loan.

There are four distinct short term loan programs under the CAPLine umbrella:
• The Contract Loan Program is used to finance the cost associated with contracts, subcontracts, or purchase orders. Proceeds can be disbursed before the work begins. If used for one contract or subcontract, it is generally not revolving; if used for more than one contract or subcontract at a time, it can be revolving. The loan maturity is usually based on the length of the contract, but no more than 10 years. Contract payments are generally sent directly to the lender but alternative structures are available.
• The Seasonal Line of Credit Program is used to support buildup of inventory, accounts receivable or labor and materials above normal usage for seasonal inventory. The business must have been in business for a period of 12 months.
Therefore, if a potential applicant sees the needs of the business. A line of credit that it gets guaranteed by businesses that provide credit to their customers, or whose principle asset is inventory. Loan maturity is generally three years but can be extended up to five years, if necessary, to facilitate sale of the property. Proceeds are used solely for direct expenses of acquisition, immediate construction and/or significant rehabilitation of the residential or commercial structures. Proceeds may not exceed 20 percent of the loan proceeds. Up to 5 percent of the proceeds can be used for physical improvements that benefit the property.

Other Guaranty Lines of Credit

All the Special Purpose Programs listed above have SBA structured repayment terms meaning the Agency tells the lender how principal and interest is to be repaid. These programs also require the lender to use certain closing forms. Lenders with the ability to obtain 7(a) guarantees through any of the Express processes are considered experienced enough to be able to structure their own repayment terms and use their own closing documents. With this ability the lender can tailor a line of credit that it gets guaranteed by SBA to the needs of the business. Therefore, if a potential applicant sees the previously listed Basic 7(a) or Special Purpose 7(a) Programs don’t meet their needs they should discuss their options with a lender capable of providing an SBA Express or Export Express loan with an SBA guaranty.

SBAExpress

The SBAExpress Loan or Line of Credit is a revolving line of credit (up to $5,000,000) that provides short term working capital. These lines of credit are generally used by businesses that provide credit to their customers, or whose principle asset is inventory. Disbursements are generally based on the size of a borrower’s accounts receivable and/or inventory. Repayment comes from the collection of accounts receivable or sale of inventory. The specific structure is negotiated with the lender. There may be extra servicing and monitoring of the collateral for which the lender can charge up to 2 percent annually to the borrower.

Other Guaranty Lines of Credit

All the Special Purpose Programs listed above have SBA structured repayment terms meaning the Agency tells the lender how principal and interest is to be repaid. These programs also require the lender to use certain closing forms. Lenders with the ability to obtain 7(a) guarantees through any of the Express processes are considered experienced enough to be able to structure their own repayment terms and use their own closing documents. With this ability the lender can tailor a line of credit that it gets guaranteed by SBA to the needs of the business. Therefore, if a potential applicant sees the previously listed Basic 7(a) or Special Purpose 7(a) Programs don’t meet their needs they should discuss their options with a lender capable of providing an SBA Express or Export Express loan with an SBA guaranty.

SBAExpress

The SBAExpress Loan or Line of Credit is a revolving line of credit (up to $350,000) that a designated lender can provide to its borrower using mostly their own forms, analysis and procedures to process, structure, service, and disburse this SBA-guaranteed loan. When structured as a term loan the proceeds and maturity are the same as a Basic 7(a) Loan. When structured as a revolving line of credit the requirements for the payment of interest and principal are at the discretion of the lender and maturity can’t exceed 7 years.

Export Express

SBA’s Export Express loans offers flexibility and ease of use for both borrowers and lenders on loans up to $500,000. It is the simplest export loan product offered by the SBA.

Use of Proceeds

Loan proceeds may be used for business purposes that will enhance a company’s export development. Export Express can take the form of a term loan or a revolving line of credit. As an example, proceeds can be used to fund participation in a foreign trade show, finance standby letters of credit, translate product literature for use in foreign markets, finance specific export orders, as well as to finance expansions, equipment purchases, and inventory or real estate acquisitions, etc.

Ineligible Use of Proceeds

Proceeds may not be used to finance overseas operations other than those strictly associated with the marketing and/or distribution of products/services exported from the U.S.

Interest Rates

Terms are negotiated between the borrower and lender but interest rates may not exceed Prime plus 4.5 percent on loans over $50,000 and Prime plus 6.5 percent on loans of $50,000 or less.

Exporter Eligibility

Any business that has been in operation, although not necessarily in exporting, for at least 12 full months and can demonstrate that the loan proceeds will support its export activity is eligible for Export Express. The one year in business operations requirement can be waived if the applicant can demonstrate previous successful business experience and exporting expertise and the lender does conventional underwriting, not relying solely on credit scoring.

Foreign Buyer Eligibility

The exporter’s foreign buyer must be a creditworthy entity and not located in countries prohibited for financial support on the Export-Import Bank’s Country Limitation Schedule and the methods of payment must be acceptable to the SBA and the SBA lender.

How to Apply

Interested businesses should contact their existing lender to determine if they are an SBA Export Express lender. Application is made directly to the lender. Lenders use their own application material in addition to SBA’s Borrower Information Form. Lenders’ approved requests are then submitted with a limited amount of eligibility information to SBA’s National Loan Processing Center for review.

7(a) LOAN PROCESSES FOR LENDERS

There are various ways a lender can apply to SBA for a 7(a) guaranty. Some are designed for experienced lenders who are fully committed to providing business loans guaranteed by SBA to their clientele that need them, while others are designed for lenders with limited experience or when there are certain issues that require SBA to thoroughly review the situation. The fundamental process available to all lenders who have signed up to participate with SBA is called the Standard Loan Guaranty Process. It is used by lenders to request a guaranty from SBA when they are new to SBA lending or the request requires an SBA review. Other methods of processing a request for guaranty have less requirements for SBA, so the time SBA takes is less, but potentially more requirements or responsibilities for the lender. The determining factors on which one is used depends on the experience of the lender in dealing with SBA, the complexity of the case, the purpose of the loan, and the dollar amount being requested.
Standard 7(a) Loan Processing

After the applicant business and lender complete their required documents, the lender applies to the SBA for a guaranty by submitting the documents to SBA’s Loan Guaranty Processing Center. The center will screen the application and, if satisfactory, complete a thorough review of both eligibility and creditworthiness before making the decision to approve the issuance of a guaranty as submitted, approve with modifications (which will be discussed with the lender), or reject the request. When the lender sends an application to SBA, they have already internally agreed to approve the recommended loan to the applicant if, and only if, the SBA provides a guaranty.

Standard processing means a lender makes their request for guaranty using SBA Form 1920 and the applicant completes SBA Form 1919, even if the applicant previously completed the lender’s required application forms.

The analysis of eligibility starts with a review of the “Eligibility Questionnaire,” completed by the lender. The analysis of credit starts with a review of the SBA Form 1920 and the lender’s credit memo which must discuss at least six elements:

1. Balance sheet and ratio analysis;
2. Analysis of repayment. It is not acceptable to base repayment ability solely on the applicant’s credit score;
3. Assessment of the management skills of the applicant;
4. Explanation of the collateral used to secure the loan and the adequacy of the proposed collateral;
5. Lender’s credit history with applicant including an explanation of any weaknesses;
6. Current financial statements and pro-forma financial spread. SBA pro-forma analysis reflects how the business will look immediately following disbursement, not one year after disbursement.

SBA also expects that the lender’s credit memo includes the intended use of the loan proceeds and any historical and current issues that require explanation. SBA also expects a discussion of the process by which the applicant business generates its income when it is not immediately obvious. An explanation of how the business conducts its operation is also expected.

SBA has three days to screen and 10 days to process the request for guaranty from the lender. Any additional time a lender takes to make their determination prior to requesting a guaranty from SBA will add to the length of time to reach a final decision. If the guaranty is approved, SBA will prepare a loan authorization outlining the terms and conditions under which the guaranty is provided and prepare an approval letter for transmission to the lender.

Certified Processing

SBA has a Certified Lenders Program (CLP) where lenders with more experience and commitment to SBA lending can request a 7(a) guaranty through a process similar to the Standard process, except the SBA will only review the lender’s request rather than re-analyze.

Preferred Processing

SBA has a Preferred Lenders Program (PLP) designed for lenders who have been delegated the authority to make both the eligibility and credit decisions without a second look by SBA. This process is used by the most experienced lenders who have the most dedicated staffs ready to review requests for financial assistance from existing and potential customers in order to see if they need to become SBA guaranteed loan applications.

SBAExpress Processing

The SBAExpress guaranty is available to lenders as a way to obtain a guaranty on smaller loans up to $350,000. The program authorizes select, experienced lenders to use mostly their own forms, analyses and procedures to process, structure, service, and disburse SBA-guaranteed loans. The SBA guarantees up to 50 percent of an SBAExpress loan. Loans under $25,000 do not require collateral. The use of proceeds for a term loan is the same as for any Basic 7(a) Loan. Like most 7(a) loans, maturities are usually five to seven years for working capital and up to 25 years for real estate or equipment. Revolving lines of credit are allowed for a maximum of seven years.

Export Express Processing

SBA Export Express offers flexibility and ease of use for lenders. Participating lenders may use their own forms, procedures and analyses. The SBA provides the lender with an
Guaranty Coverage

The SBA provides lenders with a 90 percent guaranty on loans up to $350,000, and a 75 percent guaranty on loans between $350,001 and $500,000.

U.S. Export Assistance Centers

SBA trade finance specialists are co-located in 19 U.S. Export Assistance Centers throughout the U.S., with U.S. Department of Commerce and, in some locations, Export-Import Bank of the U.S. This multiple agency collaboration provides trade promotion and export-finance assistance in a single location. The USEACs also work closely with other federal, state and local international trade organizations to provide assistance to small businesses. To find your nearest USEAC, visit: http://www.sba.gov/content/us-export-assistance-centers. You can find additional export training and counseling by contacting your local SBA district office.

Local USEAC Contacts

Martin Selander
Regional Manager, Export Solutions Group
Office of International Trade
2303 Martin Court, #315
Irvine, CA 92612
949-660-8935 • 949-660-1338 Fax
martin.selander@sba.gov

Pelsson Lau
Regional Manager, Export Solutions Group
Office of International Trade
444 S. Flower St., 37th Fl.
Los Angeles, CA 90071
213-894-8267 • 202-481-1525 Fax
pelsson.lau@sba.gov

Community Advantage Loans

The Community Advantage Pilot Program is aimed at helping businesses located in underserved communities gain access to capital by opening up 7(a) lending to mission-focused, community-based lenders — such as Community Development Financial Institutions (CDFIs), Certified Development Companies (CDCs), and SBA Microloan Intermediaries. These lenders provide technical assistance and economic development support to businesses located in underserved markets.

The application process is the same as for a Basic 7(a) Loan. The main difference with this program from other SBA 7(a) loan programs is the lender who ultimately provides the loan funds is not a traditional SBA lender. The maximum loan amount is $350,000. Visit: www.sba.gov/content/community-advantage-loans for more information about this program.

CERTIFIED DEVELOPMENT COMPANY LOAN PROGRAM (504 LOANS)

The 504 Loan program is an economic development program that supports American small business growth and helps communities through business expansion and job creation. The 504 loan program provides long-term, fixed-rate, subordinate mortgage financing for acquisition and/or renovation of capital assets including land, buildings and equipment. Some refinancing is also permitted. Most for-profit small businesses are eligible for this program. The types of businesses excluded from 7(a) loans (listed previously) are also excluded from the 504 loan program.

The SBA’s 504 Certified Development Companies (CDC) serve their communities by financing business expansion needs. Their professional staff works directly with borrowers to tailor a financing package that meets program guidelines and the credit capacity of the borrower’s business. CDCs work with banks and other lenders to make loans in first position on reasonable terms, helping lenders retain growing customers and provide Community Reinvestment Act credit.

The SBA 504 loan is distinguished from the SBA 7(a) loan program in these ways:

The maximum debenture, or long-term loan, is:

- $5 million for businesses that create a certain number of jobs or improve the local economy;
- $5 million for businesses that meet a specific public policy goal, including loans for aiding rural development and expansion of small businesses owned by veterans, women, and minorities; and
- $5.5 million for manufacturers and energy related public policy projects.

Recent additions to the program allow $5.5 million for each project that reduces the borrower’s energy consumption by at least 10 percent; and $5.5 million for each project that generates renewable energy fuels, such as biodiesel or ethanol production. Projects eligible for up to $5.5 million under one of these two requirements do not have to meet the job creation or retention requirement, so long as the business is aimed at helping businesses and generates renewable energy fuels, such as biodiesel or ethanol production.

Businesses that receive 504 loans are:

- Small — net worth under $15 million, net profit after taxes under $5 million, or meet other SBA size standards.
- Organized for-profit.
- Most types of business — retail, service, wholesale or manufacturing.

For information, visit www.sba.gov/504.
Certified Development Companies

Advantage Certified Development Corporation (CDC)
11 Golden Shore, Ste. 630
Long Beach, CA 90802
562-983-7450 • 562-983-7453 Fax regina@advantagecdc.org

AmPac TriState CDC
22365 Barton Rd., Ste. 210
Grand Terrace, CA 92313
909-915-1706 • 909-452-3140 Fax hjktwin@aol.com

Bay Area Employment Development Company
50 East Foothill Blvd., Ste. 203
Arcadia, CA 91006
626-821-9542 • 626-821-9589 Fax rkojima@baydevco.com

BFC – SBA Lending
1055 W. 7th St., Unit 2250
Los Angeles, CA 90017
800-722-7325 • 213-797-6722 Fax jacky@bfcfunding.com

California Statewide Certified Development Corporation (CDC)
141 S. Hudson Ave., Ste. 200
Pasadena, CA 91101
800-982-9192 • 661-752-7410 Fax sasha@calstatewide.com

Capital Access Group (CDC)
150 California St., Ste. 250
San Francisco, CA 94111
415-217-7600 • 415-217-7610 Fax jjordan@capitalaccess.com

CDC Small Business Finance Corporation (CDC)
2448 Historic Decatur Rd., Ste. 200
San Diego, CA 92106
619-291-3594 • 619-243-8671 Fax mowen@cdcloans.com

Coastal Business Finance (CDC)
930 S. Broadway, Ste. 101
Santa Maria, CA 93454
805-739-1665 • 805-739-9257 Fax

Enterprise Funding Corp. (CDC)
300 E. State St., Ste. 230
Redlands, CA 92373
909-792-3803 ext 23 • 909-792-3813 Fax jeff@efundinginlandempire.com

Golden State CDC
5121 Van Nuys Blvd., Ste. 203A
Van Nuys, CA 91403
818-205-1770 • 818-205-1785 Fax apizano@goldenstatecdc.org

Landmark Certified Development Corporation (CDC)
441 E. Whittier Blvd., Ste. C
La Habra, CA 90631
562-690-6400 • 562-690-6300 Fax robert.gonzales@landmarkcdc.org

Pacific West Certified Development Corporation (CDC)
25301 Cabot Rd., Ste. 214
Laguna Hills, CA 92653
949-305-6490 • 949-305-6532 Fax bforsythe@pacwestcdc.org

So Cal CDC
27201 Tourney Rd., Ste. 201
Valencia, CA 91355
661-584-4800 • 877-504-6622 Fax paola@socalcdc.com

Southland Economic Development Corporation (CDC)
400 N. Tustin Ave., Ste. 125
Santa Ana, CA 92705
714-868-0001 • 714-868-0011 Fax mdavis@southlandedc.com

The Mortgage Capital Development Corporation
1055 Wilshire Blvd., Ste. 1550
Los Angeles, CA 90017
213-406-8009 • 213-406-8010 Fax ron@tmcfinancing.com

Local ~ Professional ~ Responsive

Consider an SBA 504 loan with 90% financing from SoCal CDC. With our professional and responsive service, SoCal CDC can successfully guide you and help close your commercial real estate transaction on time.
We’re a recognized top 10 SBA 504 lender serving the Southern California region.

Count on SoCal CDC to deliver success!

So Cal CDC

“At SoCal CDC, we take great pride in assisting Southern California small business owners with their commercial real estate financing needs. Our aim is to provide responsive and professional service from a locally based SBA 504 lender.”
- Silverio Robledo, President

27201 Tourney Rd., Suite 201, Valencia, CA 91355 ~ Phone: 818-636-0965 / E-mail: silverio@socalcdc.com ~ www.socalcdc.com
**MICROLOAN PROGRAM**

**(LOANS UP TO $50,000)**

The Microloan Program provides very small loans (up to $50,000) to women, low-income, minority, veteran, and other small business owners through a network of more than 100 Intermediaries nationwide. Under this program, the SBA makes funds available to nonprofit intermediaries that, in turn, make the small loans directly to start-up and existing businesses. Entrepreneurs work directly with the Intermediaries to receive financing and business knowledge support. The proceeds of a microloan can be used for working capital, or the purchase of furniture, fixtures, supplies, materials, and/or equipment. Microloans may not be used for the purchase of real estate. Interest rates are negotiated between the borrower and the Intermediary. The maximum term for a microloan is six years. Because funds are borrowed from the Intermediary, SBA is not involved in the business loan application or approval process. And, payments are made directly from the small business to the Intermediary.

The program also provides business-based training and technical assistance to micro-borrowers and potential micro-borrowers to help them successfully start or grow their businesses. Such training and technical assistance may include general business education, assistance with business planning, industry-specific training, and other types of training support. Entrepreneurs and small business owners interested in small amounts of business financing should contact the nearest SBA district office for information about the nearest Microloan Program Intermediary Lender or go to www.sba.gov/microloans.

**Participating Microlenders**

PACE Business Development Center  
1055 Wilshire Blvd., Ste. 900-B  
Los Angeles, CA 90017  
213-353-9400  
nsokhom@paclea.org  
www.pacelabdc.org  
Serving: Los Angeles County.

Valley Economic Development Center (VEDC)  
5121 Van Nuys Blvd., 3rd Fl.  
Van Nuys, CA 91403  
818-907-9977  
info@vedc.org  
www.vedc.org  
Serving: Los Angeles, Santa Barbara and Ventura counties.

**STATE TRADE AND EXPORT PROMOTION (STEP) PROGRAM**

The State Trade and Export Promotion (STEP) Program is a pilot export initiative to make matching-fund awards to states to assist small businesses enter and succeed in the international marketplace. Activities to support small business exporting under the STEP Program are provided to eligible small business concerns (“STEP Clients”) located in states, territories, and the District of Columbia. For more information on the STEP program visit www.sba.gov/internationaltrade.

**SURETY BOND GUARANTEE PROGRAM**

The Surety Bond Guarantee Program is a public-private partnership between the Federal government and surety companies to provide small businesses with the bonding assistance necessary for them to compete for public and private contracting and subcontracting opportunities. The guarantee provides an incentive for sureties to bond small businesses that would otherwise be unable to obtain bonding. The program is aimed at small businesses that lack the working capital or performance track record necessary to secure bonding on a reasonable basis through regular commercial channels.

Through this program, the SBA guarantees bid, payment, performance and ancillary bonds issued by surety companies for individual contracts and subcontractors up to $6.5 million. The SBA reimburses sureties between 70 and 90 percent of losses sustained if a contractor defaults on the contract. On Federal contracts, SBA can guarantee bonds on contracts up to $10 million, if guarantee would be in the best interest of the Government.

SBA has two program components, the Prior Approval Program and the Preferred Surety Bond Program. In the Prior Approval Program, the SBA guarantees 90 percent of the surety’s paid losses and expenses on bonded contracts up to $100,000, and on bonded contracts greater than $100,000 that are awarded to socially and economically disadvantaged concerns, HUBZone contractors, veterans, and service-disabled veteran-owned small businesses. All other bonds guaranteed in the Prior Approval Program receive an 80 percent guarantee. Sureties must obtain the SBA’s prior approval for each bond guarantee issued. Under the Preferred Program, the SBA guarantees 70 percent, and sureties may issue, monitor and service bonds without the SBA’s prior approval.

Small businesses, surety companies, and bond agents are invited to visit our website at www.sba.gov/osg.
Participating agents and sureties may be found at http://web.sba.gov/orasbgpub/dsp_welcome.cfm.
The program office may be reached at 202-205-6540 or

Tamara E. Murray
Underwriting Marketing Specialist
Denver, CO
303-927-3479

Linda M. Laws
Underwriting Marketing Specialist
Seattle, WA
206-553-7317

SMALL BUSINESS INVESTMENT COMPANY PROGRAM

The Small Business Investment Company (SBIC) program is a multi-billion dollar program founded in 1958, as one of many financial assistance programs available through the U.S. Small Business Administration. The structure of the program is unique in that SBICs are privately owned and managed investment funds, licensed and regulated by SBA, that use their own capital plus funds borrowed with an SBA guarantee to make equity and debt investments in qualifying small businesses. The funds raise private capital and can receive SBA-guaranteed leverage up to three times private capital, with a leverage ceiling of $150 million per SBIC and $225 million for two or more licenses under common control. Licensed SBICs are for-profit investment firms whose incentive is to share in the success of a small business. The U.S. Small Business Administration does not invest directly into small business through the SBIC Program, but provides funding through SBA guaranteed debentures to qualified investment management firms with expertise in certain sectors or industries.

THE SMALL BUSINESS INNOVATION RESEARCH PROGRAM

The Small Business Innovation Research (SBIR) program is a highly competitive program that encourages domestic small businesses to engage in Federal Research/Research and Development (R/R&D) that has the potential for commercialization. Through a competitive awards-based program, SBIR enables small businesses to explore their technological potential and provides the incentive to profit from its commercialization. By including qualified small businesses in the nation’s R&D arena, high-tech innovation is stimulated and the United States gains entrepreneurial spirit as it meets its specific research and development needs.

SBIR Program Eligibility

Only United States small businesses are eligible to participate in the SBIR program. An SBIR awardee must meet the following criteria at the time of Phase I and II awards:

1. Organized for profit, with a place of business located in the United States;
2. No more than 500 employees, including affiliates;
3. Be a concern which is more than 50% directly owned and controlled by one or more individuals (who
are citizens or permanent resident aliens of the United States), other small business concerns (each of which is more than 50% directly owned and controlled by individuals who are citizens or permanent resident aliens of the United States), or any combination of these;

4. Be a concern which is more than 50% owned by multiple venture capital operating companies, hedge funds, private equity firms, or any combination of these (for agencies electing to use the authority in 15 U.S.C. 638(dd)(1)); or

5. Be a joint venture in which each entity to the joint venture must meet the requirements set forth in paragraph (a)(1)(i) or (a)(1)(ii) of this section. A joint venture that includes one or more concerns that meet the requirements of paragraph (a)(1)(i) of this section must comply with §121.705(b) concerning registration and proposal requirements.

6. No single venture capital operating company, hedge fund, or private equity firm may own more than 50% of the concern.

7. For awards from agencies using the authority under 15 U.S.C. 638(dd) (1), an awardee may be owned and controlled by more than one VC, hedge fund, or private equity firm so long as no one such firm owns a majority of the stock.

8. If an Employee Stock Ownership Plan owns all or part of the concern, each stock trustee and plan member is considered an owner.

9. If a trust owns all or part of the concern, each trustee and trust beneficiary is considered an owner.

10. Phase I awardees with multiple prior awards must meet the benchmark requirements for progress toward commercialization.

**SBIR-Participating Agencies**

Each year, Federal agencies with extramural research and development (R&D) budgets that exceed $100 million are required to reserve 2.9% (FY 15) of their extramural research budget for SBIR awards to small businesses. These agencies designate R&D topics and accept proposals. Currently, eleven agencies participate in the SBIR program:

- Department of Agriculture
- Department of Commerce - National Institute of Standards and Technology
- Department of Defense
- Department of Education
- Department of Energy
- Department of Health and Human Services
- Department of Homeland Security
- Department of Transportation
- Environmental Protection Agency
- National Aeronautics and Space Administration
- National Science Foundation

For additional information visit [www.sbir.gov](http://www.sbir.gov).

**SMALL BUSINESS TECHNOLOGY TRANSFER PROGRAM**

Small Business Technology Transfer (STTR) is another program that expands funding opportunities in the federal innovation research and development (R&D) arena. Central to the program is expansion of the public/private sector partnership to include the joint venture opportunities for small businesses and nonprofit research institutions. The unique feature of the STTR program is the requirement for the small business to formally collaborate with a research institution in Phase I and Phase II. STTR’s most important role is to bridge the gap between performance of basic science and commercialization of resulting innovations.

**STTR Program Eligibility**

Only United States small businesses are eligible to participate in the STTR program. The small business must meet all of the following criteria at time of award:

- Organized for profit, with a place of business located in the United States;
- At least 51 percent owned and controlled by one or more individuals who are citizens of, or permanent resident aliens in, the United States, and;
- No more than 500 employees, including affiliates.

The nonprofit research institution must also meet certain eligibility criteria:

- Located in the US
- Meet one of three definitions:
  - Nonprofit college or university
  - Domestic nonprofit research organization
- Federally funded R&D center (FFRDC)

STTR differs from SBIR in three important aspects:

1. The SBC and its partnering institution are required to establish an intellectual property agreement detailing the allocation of intellectual property rights and rights to carry out follow-on research, development or commercialization activities.

2. STTR requires that the SBC perform at least 40% of the R&D and the single partnering research institution to perform at least 30% of the R&D.

3. Unlike the SBIR program, STTR does not require the Principal Investigator to be primarily employed by the SBC.

**STTR-Participating Agencies**

Each year, Federal agencies with extramural research and development (R&D) budgets that exceed $1 billion are required to reserve 0.40% (FY 15) of the extramural research budget for STTR awards to small businesses. These agencies designate R&D topics and accept proposals. Currently, five agencies participate in the STTR program:

- Department of Defense
- Department of Energy
- Department of Health and Human Services
- National Aeronautics and Space Administration
- National Science Foundation

For additional information visit [www.sbir.gov](http://www.sbir.gov).
The old adage “time is money” is perhaps one of the most pertinent statements that you can apply to small business owners. Whether you’re starting a business or managing a growing one, entrepreneurs and business owners wear many hats and have many questions:

- What laws and regulations apply to my business?
- How do I start to write a business plan?
- Where can I get help with X, Y and Z?

Many of us invariably turn to our networks and the Internet to find answers. But how can you trust that the information you are getting is truly applicable to your business and, let’s face it, even accurate?

As part of its mission to help business owners start, succeed and grow, SBA, through the SBA.gov website has developed numerous online tools and guides to help small businesses get information and answers they need quickly and efficiently. For example, these 10 Steps to Starting a Business and these 10 Steps to Hiring your First Employee guides are essential reading. Then there are the Licenses and Permits Search Tool and the Loans and Grants Search Tool.

New Online Tools to Help Business Owners Plan, Manage and Grow

The SBA has expanded its capacity and selection of tools and information that business owners need by developing a whole range of new online features! Check them out:

1. Find an SBA Lender through the Leveraging Information and Networks to access Capital (LINC) Tool

The SBA extends financial assistance to for-profit small businesses through its lending partners, such as banks, certified development companies, and microloan intermediaries. For help locating a lending partner in your area, use SBA’s LINC tool that matches small businesses with SBA lenders. LINC begins with a simple online form that requests basic information about your business and financing needs. That information is transmitted to all participating SBA lenders operating within your county. If a lender is interested, you will receive an email with the contact information for that lender. LINC can be accessed through SBA’s website at https://www.sba.gov/tools/linc.

2. Get to Know Your Market and Competition Better with the SizeUp Tool

Want to know how your business stacks up against the competition? Where your potential competitors are located? Where the best places are to advertise your business? These are all critical inputs for your business plan and can also help back up any financing applications.

Now with the new SizeUp tool you can crunch millions of data points and get customizable reports and statistics about your business and its competition. Just enter your industry, city, state and other details. SizeUp then runs various reports and provides maps and data related to your competition, suppliers and customers. It also highlights potential advertising opportunities.

3. Build a Business Plan Tool

Business planning can seem a daunting task, but it doesn't have to be that way. To help you plan and steer your business, this new “Build a Business Plan” tool guides you through the process of creating a basic, downloadable business plan. The great thing about it is you can build a plan in smaller chunks of time, save your progress and return at your leisure.

To use the tool, simply log into SBA.gov and enter information into a template for each section of the business plan including, market analysis, company description and financial projections. The tool is secure and confidential and will keep your plan on record for up to six months. You can also save, download or email the plan at any time.

4. Size Standards Tool - Find Out Fast if You Qualify for Government Contracts

In order to be eligible to sell to the government and compete for small business “set-aside” contracts, business owners had to rummage through various rules and matrices to find out if their business is truly “small” according to SBA size standards. Now, with this new Size Standards Tool, you can follow three simple steps to cut through the guesswork and quickly find out if you qualify for government contracting opportunities. SBA also offers other resources including government contracting training courses, and guides to help you register as a contractor.

5. Events Calendar - Locate Business Training and Seminars

SBA and its partners, including Small Business Development Centers, Women’s Business Centers, and SCORE, hold hundreds of small business training seminars and workshops across the country. Until now, there was no single repository for these events. Now, with SBA’s Events Calendar, you can quickly find and sign up for training. Enter a date range and/or zip code to locate events in your area. Results are filtered by topic such as “starting a business,” “managing a business,” “business planning,” and “financing a business.”
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<tr>
<th>Program</th>
<th>Who Qualifies</th>
<th>Use of Proceeds</th>
<th>Maturity</th>
<th>Maximum Loan Amount</th>
<th>Structure</th>
<th>Benefits to Borrower</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic 7(a)</td>
<td>For profit businesses that can meet SBA’s size standards, nature of business, use of proceeds, credit elsewhere, and other miscellaneous eligibility factors.</td>
<td>Acquire land; purchase existing building; convert, expand or renovate buildings; construct new buildings; acquire and install fixed assets; acquire inventory; purchase supplies and raw materials; purchase a business, start a business, leasehold improvements, term working capital; and, under certain conditions, to refinance certain outstanding debts.</td>
<td>Based on the use of proceeds and borrower’s ability to repay. Not based on collateral. Maximum maturity: 10 years for working capital (seven years is common), 10 years for fixed assets, 25 years for real estate.</td>
<td>A Basic 7(a) can be for as much as $5 million. SBA’s limit to any one business is $3.75 million so a business can have multiple loans guaranteed by SBA but the guaranteed portion combined cannot exceed $3.75 million.</td>
<td>Term loans with one monthly payment of principal and interest (P&amp;I). Borrower contribution required. Interest rate depends upon how lender applies guaranty (see lender program chart). Cannot revoke, no balloon or call provisions.</td>
<td>Business can obtain financing not otherwise available, fixed maturity, available when collateral is limited. Can establish or re-affirm relationship with lender.</td>
</tr>
<tr>
<td>International Trade Loan (ITL)</td>
<td>Same as Basic 7(a), plus, business must be engaged or preparing to engage in exporting or be adversely affected by competition from imports.</td>
<td>Acquire, renovate, modernize facilities or equipment used in making products or services to be exported, plus, for permanent working capital and to refinance business debts currently on unreasonable terms.</td>
<td>Same as Basic 7(a).</td>
<td>Same as Basic 7(a).</td>
<td>Same as Basic 7(a).</td>
<td>Same as Basic 7(a). Plus, long-term financing for export-related fixed assets and working capital.</td>
</tr>
<tr>
<td>Export Working Capital Loan (EWCP)</td>
<td>Same as Basic 7(a). Plus, must be in business one year and engaged or preparing to engage in exporting.</td>
<td>Short-term working capital to cover the costs of filling export orders, including ability to support an Export Stand-By Letter of Credit.</td>
<td>Can be up to a maximum of 36 months but generally 12 months or less.</td>
<td>Gross loan amount $5.0 million. SBA guaranteed portion $4.5 million</td>
<td>Finance single or multiple transactions. Interest paid monthly; principal paid as payments from items shipped overseas are collected. Can be renewed annually. Extra fees apply. Percentage of guaranty up to 90%. Generally revolving.</td>
<td>Provides U.S. exporters with a line of credit that can be separated from domestic operations line of credit. Can be used to finance 100% of the cost of filling export orders.</td>
</tr>
<tr>
<td>Seasonal CAPIlines</td>
<td>Same as Basic 7(a). Plus, in business for at least one year and can demonstrate seasonal financing needs.</td>
<td>To finance the seasonal increases of accounts receivable, inventory and labor.</td>
<td>10 years</td>
<td>Same as Basic 7(a).</td>
<td>Short-term financing for seasonal activities to be repaid at the end of the season when payment for the seasonal activity is made to business</td>
<td>Provides opportunity for seasonal businesses to get seasonal financing not otherwise available.</td>
</tr>
<tr>
<td>Contract CAPIlines</td>
<td>Same as Basic 7(a). Plus, will perform on contract or purchase order for some third-party buyer.</td>
<td>To finance the cost of one or more specific contract, sub-contract, or purchase order, including overhead or general and administrative expenses, allocable to the specific contract(s).</td>
<td>10 years</td>
<td>Same as Basic 7(a).</td>
<td>Short-term financing for performance of approved contract, sub-contract, or purchase order to be repaid when payment for the activity is made to business. Can be revolving or not.</td>
<td>Provides opportunity for contractors and sub-contractors to get financing not otherwise available.</td>
</tr>
<tr>
<td>Builders CAPIlines</td>
<td>Same as Basic 7(a). Plus, building/renovating residential or commercial structure for re-sale without knowing buyer at time of approval.</td>
<td>For the direct expenses related to the construction and/or “substantial” renovation costs of specific residential or commercial buildings for resale, including labor, supplies, materials, equipment rental, direct fees. The cost of land is potentially eligible.</td>
<td>Maximum of three years to disburse and build or renovate. Extension possible to accommodate sale.</td>
<td>Same as Basic 7(a).</td>
<td>Short-term financing to build or renovate home or building for sale to unknown third party. “Substantial” means rehabilitation expenses of more than one-third of the purchase price or fair market value at the time of application. Can be revolving or not.</td>
<td>Provides opportunity for residential and commercial builders to get financing not otherwise available.</td>
</tr>
<tr>
<td>Program</td>
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<tr>
<td><strong>Working Capital CAPlines</strong></td>
<td>Same as Basic 7(a). Borrower should sell on credit and/or have inventory needing immediate replacement after the sale.</td>
<td>For short-term working capital and operating needs, including to finance export sales. Proceeds must not be used to pay delinquent withholding taxes or similar trust funds (state sales taxes, etc.) or for floor planning.</td>
<td>10 years</td>
<td>Same as Basic 7(a).</td>
<td>Structured with requirements for payment of principal tied to the businesses collection of payments from their clientele</td>
<td>Provides opportunity for businesses that sell on credit to get revolving financing not otherwise available.</td>
</tr>
<tr>
<td><strong>SBA Express Lender Structured Loans or Lines of Credit</strong></td>
<td>Businesses needing a line of credit to conduct business in the USA.</td>
<td>Working capital</td>
<td>If revolving, seven-year maximum, including term out period.</td>
<td>$350,000</td>
<td>Structure is established by individual lender. Lender must have SBA Express designation</td>
<td>Has availability for a line of credit to help with short-term cash needs of the business.</td>
</tr>
<tr>
<td><strong>Export Express Lender Structured Loans or Lines of Credit</strong></td>
<td>Businesses needing a line of credit to support exporting activity.</td>
<td>Working capital 70 percent of which is to be used to support exporting activities.</td>
<td>If revolving, seven-year maximum, including term out period.</td>
<td>$500,000</td>
<td>Structure is established by individual lender. Lender must have Export Express designation</td>
<td>Has availability for a line of credit to help with short-term cash needs of the business.</td>
</tr>
<tr>
<td><strong>Non-7(a) Programs</strong></td>
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<tr>
<td><strong>504 Loan Program</strong></td>
<td>For-profit businesses that can meet the SBA's size standards, nature of business, use of proceeds, credit elsewhere, and other miscellaneous requirements.</td>
<td>Non-7(a) Programs For the acquisition of long-term fixed assets, equipment with a useful life of at least 10 years; refinance loan-term fixed asset debt under certain conditions; working capital under certain conditions; to reduce energy consumption; and to upgrade renewable energy resources.</td>
<td>Based on the use of proceeds. Twenty years for real estate. Ten years for machinery and equipment.</td>
<td>The SBA portion of the financing can generally be up to $5.0 million but may be up to $5.5 million for manufacturing businesses or energy saving public policy goals.</td>
<td>Loans packaged by Certified Development Companies (CDC) and designed to finance up to 40 percent of a “project” secured with a 2nd position lien. Another loan from a third party lender financing up to 50 percent of the same project secured in 1st position, and borrower contribution of at least 10 percent. Extra contributions for special-purpose properties and new businesses.</td>
<td>Long-term Treasury fixed rates that are below market, low borrower contribution only 10 to 20 percent, full amortization with no call or balloon conditions.</td>
</tr>
<tr>
<td><strong>Microloan Program</strong></td>
<td>Same as Basic 7(a). Plus, nonprofit child-care businesses.</td>
<td>Similar to Basic 7(a). Plus, start-up nonprofit child-care businesses</td>
<td>Shortest term possible, not to exceed six years.</td>
<td>$50,000 to the small business at any given time.</td>
<td>The SBA provides a loan to a nonprofit micro-lender called an “intermediary” who uses the proceeds to make microloans to small businesses. Technical assistance can also be provided.</td>
<td>Direct loan from nonprofit intermediary lender, fixed-rate financing, can be very small loan amounts, and technical assistance is available.</td>
</tr>
</tbody>
</table>

1 “Project” is the purchase or lease, and/or improvement or renovation of long-term fixed assets by a small business, with 504 financing, for use in its business operations.

All SBA programs and services are extended to the public on a nondiscriminatory basis.
### Lender’s Programs Chart

Ways lenders can request guarantees

(Information current as of 03/03/2015)

<table>
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<th>Program Processing</th>
<th>Which Lenders Qualify</th>
<th>Types of Loans that can be Guaranteed</th>
<th>Maximum Allowable Interest Rates</th>
<th>Eligibility Analysis</th>
<th>Credit Analysis</th>
<th>Maximum Loan Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Processing</td>
<td>Lenders that have an executed participation agreement with the SBA.</td>
<td>Basic 7(a), International Trade, Export Working Capital, all CAPlines.</td>
<td>Base rate is Wall Street Journal prime, or LIBOR* one month rate plus 3 percent, or SBA Peg rate. Plus, an allowable spread from 2.25 to 2.75 percent based on term. Lender can add 2 percent if loan is $25,000 or less, and 1 percent if loan is $25,001 to $50,000. Can be fixed or variable.</td>
<td>Lender completes eligibility questionnaire and SBA reviews eligibility during loan processing.</td>
<td>Lender to cover all aspects of prudent credit analysis with emphasis on applicant’s ability to repay loan from operation. SBA conducts analysis of lender’s analysis.</td>
<td>Maximum loan $5 million. Loans up to $150,000 guaranteed up to 85 percent; loans over $150,000 guaranteed up to 75 percent. Business with multiple SBA loans may get some variations.</td>
</tr>
<tr>
<td>Certified Lender Program (CLP) Processing</td>
<td>Same as Standard 7(a). Plus, an executed CLP agreement.</td>
<td>Same as Standard 7(a) processing except no policy exceptions.</td>
<td>Same as Standard 7(a).</td>
<td>Same as Standard 7(a) except SBA reviews lender’s analysis work, not a re-analysis.</td>
<td></td>
<td>Maximum loan $5 million. Guaranty percentage same as Standard 7(a).</td>
</tr>
<tr>
<td>Preferred Lender Program (PLP) Processing</td>
<td>Same as Standard 7(a). Plus, an executed PLP agreement.</td>
<td>Same as Standard processing except restrictions on loans involving some types of debt refinancing.</td>
<td>Same as Standard 7(a).</td>
<td>Lender completes Eligibility Analysis.</td>
<td>Delegated to lender.</td>
<td>Maximum loan $5 million. Guaranty percentage same as Standard 7(a).</td>
</tr>
<tr>
<td>SBA Express Processing</td>
<td>Same as Standard 7(a). Plus, an executed SBA Express agreement.</td>
<td>Basic 7(a) with restrictions on some types of debt refinancing. Plus, lender structured term and revolving loans.</td>
<td>If $50,000 or less, cannot exceed prime + 6.5 percent. If over $50,000, cannot exceed prime + 4.5 percent. Prime may be lender prime.</td>
<td>Lender completes SBA Form 1920 “Eligibility Information.”</td>
<td>Delegated to lender.</td>
<td>Maximum loan $350,000. Guaranty percentage 50 percent.</td>
</tr>
<tr>
<td>Export Express Processing</td>
<td>Same as Standard 7(a). Plus, an executed Export Express agreement.</td>
<td>Similar to export working capital loan and international trade loans which meet export related eligibility criteria.</td>
<td>If $50,000 or less, cannot exceed prime + 6.5 percent. If over $50,000, cannot exceed prime + 4.5 percent. Prime may be lender prime.</td>
<td>Lender completes SBA Form 1920 “Eligibility Information.”</td>
<td>Delegated to lender.</td>
<td>Maximum loan $500,000. Guaranty percentage range between 75 and 90 percent.</td>
</tr>
<tr>
<td>Community Advantage</td>
<td>Lenders that have an executed Community Advantage agreement.</td>
<td>Basic 7(a) except restrictions on some types of refinancing.</td>
<td>Prime + 6 percent.</td>
<td>Lenders complete SBA Form 1920 “Eligibility Information.”</td>
<td>Similar to Standard 7(a) except credit factors to consider are more defined.</td>
<td>Maximum loan $250,000. Guaranty percentage same as Standard 7(a).</td>
</tr>
</tbody>
</table>

*London InterBank Offered Rate

All SBA programs and services are extended to the public on a nondiscriminatory basis.
The U.S. government is the largest single purchaser of goods and services in the world, buying everything from armored vehicles and cutting-edge scientific research, to paper clips and super computers. Every year, the federal government awards more than $500 billion in contracts, and a significant share of those contracts are made specifically available for award to small businesses.

The Small Business Administration works with agencies to award at least 23 percent of all prime government contracts to small businesses, including specific statutory goals for small disadvantaged businesses (SDB) – 5%, businesses that are women-owned (WOSB) – 5% or service-disabled veteran-owned (SDVOSB) – 3%, and businesses that are located in historically underutilized business zones (HUBZone firms) – 3%.

The agency ensures that small businesses have access to long-lasting development opportunities, which means working with small businesses to help them to become and remain competitive, as well as encouraging federal agencies to award more contracts to small businesses. The SBA performs an advocacy function for small businesses through outreach programs, matchmaking events, and online training opportunities. The agency works directly with individual Federal buying offices and large business government contractors to identify contracting opportunities for small businesses.

**Types of Contracts**

Fixed-price contracts place the full responsibility for the costs and risk of loss on the contractor, and generally do not permit any adjustment on the basis of the contractor’s costs during the performance of the contract. It provides maximum incentive for the contractor to control costs and perform effectively and imposes a minimum administrative burden upon the contracting parties. This type of contract is used in all sealed bid and some negotiated procurements.

Cost reimbursement contracts provide for the payment of allowable costs incurred by the contractor plus a reasonable profit, to the extent stated in the contract. The contract establishes a ceiling price, above which a contractor may not exceed without the approval of the contracting officer. Cost reimbursement contracts are commonly used in research and development contracts.

Some contracts do not fit neatly into these two categories, such as time and material contracts (prices for hourly wages are established but the hours are estimated), and although rarely used, letter contracts, which authorizes a contractor to begin work on an urgent requirement before all terms and conditions are finalized.
Small Business Set-Asides

A “set-aside” for small businesses reserves an acquisition exclusively for small business competition. This includes requirements competed among HUBZone Certified small businesses, SBA 8(a) Certified small businesses, Service-Disabled Veteran-Owned small businesses, and Economically Disadvantaged/Women-Owned small businesses in specific industries. Generally, set asides are appropriate, or in some cases required, if the contracting officer has a reasonable expectation of receiving two or more offers from responsible concerns and the award can be made at fair market prices. Some programs also have authority for sole awards (awards with competition) depending on the circumstances.

There are two ways in which set-asides can be determined. First, if an acquisition of goods or services has an anticipated dollar value above $3,500 (micropurchase threshold), but not exceeding $150,000 (simplified acquisition threshold (SAT), it is automatically reserved for small businesses. The acquisition will be set aside above the SAT only if the contracting officer determines there are two or more responsible small businesses that are competitive in terms of price, quality, and delivery, and an award can be made at a fair market price. Reasonable expectations of small business competition are based on market research including an evaluation of past acquisition history for an item or similar items. As part of market research, contracting officers may publish Sources Sought notices on the Federal Business Opportunities (FBO; www.fbo.gov) website seeking firms for upcoming opportunities. Be sure to respond to these notices so you can be solicited for the requirements.

There are several exceptions and unique rules for specific kinds of small businesses and industries, so you should become familiar with the rules, which are contained in the Federal Acquisition Regulation (FAR). For small business set-asides for manufactured items, any business proposing to furnish a product that it did not manufacture must furnish the product of a small business manufacturer unless the SBA has granted either a waiver or exception to this requirement, referred to as the non-manufacturer rule. In industries where the SBA finds that there are no small business manufacturers, it may issue a waiver to the non-manufacturer rule. Waivers permit small businesses dealers or distributors to provide the product of any size concern regardless of the place of manufacture (but other laws such as the Buy American Act or Trade Agreements Act may apply). For service and construction requirements, the small business must perform set percentages of the work with its own employees (Limitations on Subcontracting) on set-aside requirements.

Sole Source

Although competition is the preferred means of contracting, the SBA’s 8(a) Business Development Program (FAR subpart 19.8), HUBZone (subpart 19.13), Service Disabled Veteran-Owned Business (subpart 19.14) and Woman-Owned Small Business Programs (subpart 19.15) each have provisions allowing for sole-source awards, when applicable. A contracting officer must give equal consideration to firms in each of these Programs when considering an award.

Subcontracting

Subcontracting opportunities are a great opportunity for small businesses, especially for those not ready to bid as prime contractors. Experience gained from subcontracting with a federal prime contractor can better prepare businesses to bid for prime contracts.

Current regulations stipulate that for contracts offering subcontracting opportunities with values over $700,000 for goods and services, or $1.5 million for construction must offer the maximum practicable subcontracting opportunities to small businesses. In addition, potential large business prime contractors must submit a subcontracting plan with their proposal describing how they will successfully maximize subcontracting opportunities to small businesses. To find subcontracting opportunities, a list of federal prime solicitations is listed under the U.S. Small Business Administration Subcontracting Network (SUBNET) web.sba.gov/subnet/search/index.cfm and through the General Services Administration (GSA) at www.gsa.gov/portal/content/101195. Research the list of prime contractors and determine which are best suited to your business. Develop a marketing strategy, and then contact the Small Business Liaison Officer (SBLO) listed for each prime to schedule an appointment. The SBA has a cadre of Commercial Market Representatives...
CMRs) who work closely with large prime contractors to maximize use of small businesses as subcontractors. They can also assist small businesses with subcontracting matters. To find a CMR, go to: https://www.sba.gov/content/cmr-directory.

SBA CONTRACTING PROGRAMS

HUBZONE

The Historically Underutilized Business Zones (HUBZone) program helps small businesses located in distressed urban and rural communities gain access to federal set-aside contracts and sole source contracts, as well as a price evaluation preference in full and open contract competitions. Federal agencies have a goal of awarding 3 percent of the total value of all prime contract and subcontract awards to small businesses that SBA has certified as HUBZone. The list of HUBZone small business is located at http://dsbs.sba.gov/dsbs/search/dsp_searchhubzone.cfm. To qualify for the program, a business (except those that are tribally-owned) must meet the following criteria:

- Small Business by SBA size standards
- Owned and controlled at least 51 percent by U.S. citizens, or a Community Development Corporation (CDC), an agricultural cooperative, or an Indian tribe
- Principal office must be located within a “Historically Underutilized Business Zone,” which includes lands considered “Indian Country” and military facilities closed by the Base Realignment and Closure Act
- At least 35 percent of its employees must reside in a HUBZone.

Note: Different rules apply for Tribal Governments, Alaska Native Corporations, Community Development Corporations and small agricultural cooperatives. These are delineated in Title 13 of the Code of Federal Regulations, Part 126.

Existing businesses that choose to move to qualified areas are eligible to apply for certification provided they meet all the eligibility requirements. To fulfill the requirement that 35 percent of a HUBZone firm’s employees reside in a HUBZone, employees must live in a primary residence at a place for at least 180 days, or as a currently registered voter, and with intent to live there indefinitely.

The SBA is responsible for:

- Determining whether or not applicants are qualified HUBZone small business concerns;
- Maintaining a list of qualified HUBZone small business concerns for use by acquisition agencies in awarding contracts under the program;
- Adjudicating protests and appeals of eligibility to receive HUBZone contracts.

For additional information, visit www.sba.gov/hubzone.

8(a) BUSINESS DEVELOPMENT PROGRAM

The 8(a) program is an essential instrument for helping socially and economically disadvantaged entrepreneurs gain access to the economic mainstream of American society. The 9-year program helps thousands of aspiring entrepreneurs gain a foothold in government contracting. The program offers business development assistance that includes one-on-one training and counseling, training workshops, match-making opportunities with federal buyers and other management and technical guidance. 8(a) participants can receive sole-source contracts, up to a ceiling of $4 million for goods and services and $6.5 million for manufacturing. While we help 8(a) participants build their competitive and institutional know-how, we also encourage them to participate in competitive acquisitions to become viable firms that continue to grow after graduating from the program. There is a statutory requirement that small disadvantaged business concerns be awarded not less than 5 percent of the total value of all prime contract awards. All 8(a) firms are considered small disadvantaged business concerns for the purpose of federal contracting.

To be eligible for the 8(a) Business Development program, a business must meet the following criteria:

- Small Business in the Primary NAICS;
- Owned (at least 51 percent) by one or more individuals who qualify as socially and economically disadvantaged, and who are U.S. citizens of good character;
• Controlled, managed, and operated full-time by one or more individuals who qualify as disadvantaged, and;
• Must demonstrate potential for success (generally by being in business for at least two full years) and have the capacity to perform on government and non-government contracts before applying.

Socially disadvantaged individuals are those who have been subjected to racial or ethnic prejudice or cultural bias because of their identity as a member of a group without regard to their individual capabilities. The following individuals are automatically presumed to be socially disadvantaged: Black Americans, Native Americans, Alaska Natives or Native Hawaiians, Hispanic Americans, Asian Pacific Americans, and Subcontinent Asian Americans. An individual who is not a member of one of these groups must establish individual social disadvantage by a preponderance of evidence.

Economically disadvantaged individuals are socially disadvantaged individuals whose ability to compete in the free-enterprise system has been impaired due to diminished capital and credit opportunities as compared to others in the same or similar line of business who are not socially disadvantaged. Such individuals have a net worth of less than $250,000 (excluding primary residence and other exclusions).

Firms owned by Alaska Native Corporations, Indian tribes, Native Hawaiian organizations, and Community Development Corporations can also apply to the SBA for 8(a) business development assistance. Entity owned firms may receive sole source contracts without dollar limitation.

Each 8(a) firm is assigned a Business Opportunity Specialist at the nearest SBA District Office to coordinate the firm’s business development assistance. In addition, 8(a) participants may take advantage of specialized business training, counseling, marketing assistance, and high-level executive development provided by the SBA and our resource partners. 8(a) participants can also be eligible for assistance in obtaining access to surplus government property and supplies, SBA-guaranteed loans, and bonding assistance.

For additional information about applying for the SBA’s 8(a) Program, visit www.sba.gov/8a.

WHAT YOU SHOULD KNOW ABOUT YOUR BUSINESS

To be eligible to bid on a federal contract, you must know your business. Answer the following three questions:

1. Are you a small business?
   Is your small business:
   • Organized for profit?
   • Located in the U.S.?
   • Operated primarily within the U.S. or making a significant contribution to the U.S. economy through payment of taxes or use of American products, materials, or labor?
   • Independently owned and operated?
   • Not dominant in the field of operation in which it is bidding for government contracts?
   • A sole proprietorship, partnership, corporation, or any other legal form?

If the first six criteria apply to your business, ask yourself the second important question to find out if your business meets size standard requirements.

2. What is the size standard for your business?
   Size standards are used to determine whether a business is small or “other than small.” Size standards vary depending upon the industry. To determine the size standard for your business, you will need a North American Industry Classification code (NAICS). Every federal agency uses these codes when considering your business. To determine your NAICS code, go to www.census.gov/eos/www/naics. Some SBA programs require their own unique size standards. To find out more about these requirements and other size standard information, go to www.sba.gov/size.

3. Do you fall under a specific certification?
   Under the umbrella of “small business,” SBA has outlined several specific certifications that businesses may fall under. These certifications are divided into two categories:

   SBA-Certified and Self-Certified.

   The SBA-Certified Programs were created to assist specific businesses in securing federal contracts and therefore can only be issued by SBA administrators. For the Self-Certified Programs, you can determine for yourself if your business meets the requirements by referring to the Federal Acquisition Regulation (FAR). Just as Congress has given federal agencies a goal of procuring 23 percent of federal contracts from small businesses, so too must federal agencies meet specific contracting goals for other categories of small firms. These goals are:

   • 23 percent of contracts for Small Businesses
   • 5 percent of contracts to Small Disadvantaged Businesses
   • 5 percent to Women-Owned Small Businesses
   • 3 percent to Service-Disabled Veteran-Owned Small Businesses
   • 3 percent to HUBZone Small Businesses

   Federal agencies have a strong incentive to fulfill these contracting goals. You should apply for those SBA-Certified and determine which Self-Certification programs for which you qualify to take advantage of contracting opportunities.

SMALL DISADVANTAGED BUSINESS

A Small Disadvantaged Business (SDB) is defined as a small business that is at least 51 percent owned and controlled by one or more individuals who are socially and economically disadvantaged.

There is a federal government-wide goal of awarding at least 5 percent of prime contracting dollars to SDBs each year. Large prime contractors must also establish a 5 percent subcontracting goal for SDBs in their subcontracting plans which includes SBA 8(a) certified small businesses.

Firms self-certify as SDB in the federal data base called the System for Award Management (SAM) without submitting any application to the SBA; however, firms approved by the SBA into the 8(a) Business Development Program are automatically certified as an SDB. To self-certify, firms should access the website: www.sba.gov/sdb.
By reading the information contained therein you will be given guidance as to what steps are required.

**SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS**

The Service-Disabled Veteran-Owned Small Business (SDVOSB) program has a federal government-wide goal of awarding at least 3 percent of prime and subcontracting dollars to Service-Disabled Veteran-Owned Small Businesses each year. Large prime contractors must also establish a subcontracting goal for SDVOSBs in their subcontracting plans. These subcontracting goals are reviewed at time of proposal by both the contracting officer and the SBA prior to the award of a contract.

While the SBA does not certify companies as SDVOSBs, the SDVOSB protest process is administered by SBA to ensure that only businesses owned by service-disabled veterans receive contracts reserved exclusively for them. When a business's SDVOSB self-certification is challenged, the SBA determines if the business meets the status, ownership and control requirements.

An SDVO SBC must be owned and controlled by one or more individuals with a service connected disability. To determine your eligibility, contact your local veterans' business development officer, visit the various program websites, or contact SBA’s Office of Veterans Business Development at [www.sba.gov/about-offices-content/1/2985](http://www.sba.gov/about-offices-content/1/2985).

**WOMEN-OWNED SMALL BUSINESS FEDERAL CONTRACT PROGRAM**

On October 7, 2010, the SBA published a final rule effective February 4, 2011, aimed at expanding federal contracting opportunities for women-owned small businesses. The Women-Owned Small Business (WOSB) Federal Contract Program authorizes contracting officers to set aside certain federal contracts for eligible women-owned businesses and economically disadvantaged women-owned small businesses (EDWOSB) in specified industries where it has been determined WOSBs and EDWOSBs are underrepresented. Commencing October 14, 2015, certain contract requirements can be awarded on a sole-source basis to WOSB and EDWOSB concerns in those specified industry categories.

To be eligible, a firm must be at least 51 percent owned or controlled by one or more women. The women must be U.S. citizens and the WOSB or EDWOSB must be “small” under its primary industry in accordance with SBA’s size standards established under the North American Industry Classification code assigned to that industry. To be deemed “economically disadvantaged” its owners must demonstrate economic disadvantage in accordance with the requirements set forth in the final rule. For additional information, visit [www.sba.gov/wosb](http://www.sba.gov/wosb). Protests under the WOSB Federal Contract Program are also adjudicated by the SBA. When a company's WOSB or economically disadvantaged WOSB self-certification is challenged, the SBA determines if the business meets ownership and control requirements.

Large prime contractors must also establish a subcontracting goal for Woman-Owned Small Businesses in their Subcontracting Plans. These subcontracting goals are reviewed at time of proposal by both the contracting officer and the SBA prior to the award of a contract.
Once you have identified the important information regarding your business, it is time to start the process of procuring a government contract.

1. Identify your DUNS (Data Universal Numbering System) Number
To register your business, obtain a DUNS number used to identify and track millions of businesses. You can obtain your free DUNS number when registering with the System for Award Management. Log on to www.sam.com for more information or by contacting Dun & Bradstreet at http://fedgov.dnb.com/webform.

2. Identify your EIN (Employer Identification Number)
An EIN, otherwise known as a federal tax identification number, is generally required of all businesses. For more information, go to www.irs.gov.

3. Identify your NAICS (North American Industry Classification) codes
The NAICS codes are used to classify the industry a particular business occupies. You will need at least one NAICS code to complete your registration, but be sure to list as many as apply. You may also add or change NAICS codes at any time. Visit www.census.gov/隧/ww/naics/ to find NAICS codes.

4. Register with the System for Award Management (SAM), formerly the Central Contractor Registration (CCR) - www.sam.gov
The SAM is an online federal government maintained database of companies wanting to do business with the federal government. Agencies search the database for prospective vendors. You must be registered in SAM in order to do business as a Federal contractor. Register at www.sam.gov. After completing registration, you will be asked to enter your small business profile information through the SBA Supplemental Page. The information will be displayed in the Dynamic Small Business Search. Creating a profile in SAM and keeping it current ensures your firm has access to federal contracting opportunities.

Entering your small business profile, including your business information and key word description, allows contracting officers, prime contractors, and buyers from state and local governments to learn about your company.

5. Submit an offer for a GSA Schedule Contract
The GSA (General Services Administration) Multiple Award Schedule (aka Federal Supply Schedule) is used by GSA to establish long-term, government-wide contracts with commercial firms. Although their use is not generally mandatory, many Agencies and buying offices use GSA schedules for their contracting needs. Once these contracts are established, government agencies can order the supplies and services they need directly from the firms through the use of an online shopping tool. Becoming a GSA schedule contractor increases your opportunity for contracts across all levels of government. Businesses interested in becoming GSA schedule contractors should review the information available at www.gsa.gov/schedules.

6. Make Sure Your Business is Financially Sound
This critical step is absolutely necessary to make sure that your business is financially prepared for the journey ahead. Even if you are able to obtain a government contract, you will not be receiving all of the money at once. It helps to have a clear plan of how your business will stage the benefits of the contract.

7. Search Federal Business Opportunities (FedBizOpps) for Contracting Opportunities
FedBizOpps is an online service operated by the federal government that announces available business opportunities. FedBizOpps helps identify the needs of federal agencies and available contracting opportunities. To begin searching for contracting opportunities, go to www.tbo.gov.

8. Marketing Your Business
Registering your business is not enough to obtain a federal contract; you will need to market your business to attract federal agencies. Tips for good marketing are:
• Determine which federal agencies buy your product or service, and get to know them;
• Identify the contracting procedures of those agencies;
• Focus on opportunities in your niche and prioritize them.

You should identify the PSC (Product Services Code) and/or a FSC (Federal Supply Classification), which describes your business. These codes provide additional information about the services and products your business offers.

9. Procurement Technical Assistance Centers (PTACs)
Doing business with the government is a big step to growing your business. Procurement Technical Assistance Centers (PTACs) are a local, in-person counseling and training services for you, the small business owner. They are designed to provide technical assistance to businesses that want to sell products and services to federal, state, and/or local governments. PTAC services are available either free of charge, or at a nominal cost. PTACs are part of the Procurement Technical Assistance Program, which is administered by the Defense Logistics Agency.

What can a PTAC do for you?
• Determine if your business is ready for government contracting.
• Pursuing government contracts is a challenge, and can be burden for your company if you do not have the resources or maturity to handle a contract. A PTAC representative can sit with you one-on-one and determine if your company is ready, and how to position yourself for success.
• Help you register in the proper places. There are numerous places to register with to get involved with the government marketplace, including the Department of Defense’s System for Award Management (SAM), GSA Schedules, and other government vendor sites.
• See if you are eligible in any small business certifications. Some government contracts are set aside for certain businesses that have special certifications, such as woman-owned, minority-owned, and HUBZone. A PTAC representative can help you obtain these certifications, if you are eligible, allowing for more government contract opportunities.
• Research past contract opportunities. A PTAC representative can look into past contracts, to see what types of contracts have been awarded to businesses like yours.
• In addition, a PTAC can help you identify and bid on a contract, and if you are awarded the contract, continue to provide you support through measuring your performance and helping with your contract audits. Don’t hesitate to find the PTAC near you today to get started in government contracting or to improve your success.
The following federal procurement resources may also be of assistance:

- The Certificate of Competency (CoC) program allows SBA to review a contracting officer’s non-responsibility determination that it is unable to fulfill the requirements of a specific government contract. The SBA will conduct a detailed review of the firm’s technical and financial capabilities to perform on the contract. If the business demonstrates the capability to perform, the SBA issues a Certificate of Competency to the contracting officer, requiring award of that contract to the small business.

- Procurement Center Representatives (PCR) and Commercial Marketing Representatives (CMR): PCRs work to increase the small business share of federal procurement awards. CMRs offer many services to small businesses, including counseling on how to obtain subcontracts. To find a PCR or CMR near you, go to www.sba.gov/content/procurement-center-representatives.

- SBDCs (Small Business Development Centers): Like PTACs, SBDCs are important SBA Resource Partners which provide “hands-on” assistance to small businesses. To find an SBDC servicing your area, go to: http://www.sba.gov/center/FindYourSBDC.

- Department of Defense (The DoD is the largest purchaser of goods from small businesses): www.acq.osd.mil/osbp/

- Office of Federal Procurement Policy: www.whitehouse.gov/omb/procurement_default

- Acquisition Forecast: www.acquisition.gov/compprocurement/forecasts/index.html


- GSA Center for Acquisition Excellence: www.gsa.gov/procurement

- Natural Resources Sales Assistance The U.S. Small Business Administration (SBA) administers a Property Sales Assistance Program through its Office of Government Contracting. The Program includes; Royalty Oil, Strategic Materials from the National Stockpile, Leases involving rights to minerals, coal, oil and gas, Surplus Real & Personal Property Sales, and the U.S. Small Business Administration’s Timber Sale Program. The SBA oversees timber sales by working in conjunction with the following agencies via Memorandums of Understanding (MOU): Department of Agriculture, Department of the Interior, Bureau of Land Management and Fish & Wildlife Service, Department for Defense, Department of Energy, and the Tennessee Valley Authority. There are also directives governing the program in the Forest Service Handbook 2409.18, and 13 CFR (Code of Federal Regulations) section 121.501-512. Timber sales are not governed by the Federal Acquisition Regulation. SBA’s Timber Program is administered via a Senior Representative located in SBA Headquarters, and 3 Industrial Specialists

- Forestry (ISF) located in Atlanta, GA: Denver, CO; and Portland, OR. The ISF’s monitor the 148 market areas that make-up the national parks, forests, and Federally-owned lands. Timber is regularly sold from Federal forests and other federally managed lands. SBA works with the Forest Service and other agencies to ensure opportunities exist for small businesses to bid on these Federal timber sales.

**U.S. EXPORT RESOURCES AVAILABLE FOR BUSINESSES**

**MARKET RESEARCH**

- Trade Statistics
  - Trade State Express | tse.export.gov
  - State and Metro Export Reports www.trade.gov/mas/ian/statereports

- Market Research Library/Country Commercial Guides
  - Get free access to reports on countries, industries, and commercial developments written by our Commercial Service officers in country www.export.gov/mrkresearch

**FTA Tariff Tool**

- Find out the tariffs with our trading partners on specific products and create reports and charts of trends under different agreements www.export.gov/ftatarrifftool

**A Basic Guide to Exporting**

- The nuts-and-bolts information a company needs to meet the challenges of the global economy. Includes real-life principles of exporting www.export.gov/basicguide

**opportunities: finding buyers and making contacts**

**U.S. Export Assistance Centers**

- Located in over 100 cities, specializing in the below services to help small businesses export www.export.gov/aeac/index.asp

**Trade Counseling**

- Develop a market entry strategy, find the best export finance options, navigate export controls and complete the required trade documentation

**Business Matchmaking**

- Get connected with pre-screened foreign buyers, participate in trade events, and set up meetings with government officials in your target markets

**Market Intelligence**

- Conduct analysis of market potential and foreign competition, complete background checks on companies, and get help from USEAC staff on navigating any cultural differences

- “Gold Key” Services
  - The Department’s “Gold Key” suite of service includes: customized matchmaking meetings scheduled overseas to find business partners and customers, pre-screened appointments arranged before travelling, market and industry briefings with trade specialists, post-meeting debriefings and assistance in developing appropriate follow-up strategies, and help with travel, accommodations, interpreter service, and clerical support

**Trade Missions**

- Participate in overseas trips with U.S. government personnel to meet with potential business partners and explore potential market opportunities

**Foreign Buyer Delegations**

- Exhibit your products to vetted potential foreign buyers at trade shows in the United States

**Major Foreign Trade Shows**

- Showcase your products and services in U.S. pavilions at overseas trade shows

**Reverse Trade Missions**

- Meet foreign delegates coming to see U.S. products and technologies.

- The U.S. Trade and Development Agency connects international buyers with U.S. manufacturers and service providers in order to open new export markets and commercial opportunities world-wide www.usaid.gov

**Advocacy**

- The Advocacy Center coordinates U.S. government efforts to advocate on behalf of U.S. exporters bidding on public-sector contracts with foreign governments and government agencies www.export.gov/advocacy

**Agricultural Products**

- The U.S. Department of Agriculture provides several of the aforementioned services through the Foreign Agricultural Service and partner State-Regional Trade Groups | www.fas.usda.gov/getting-started and www.fas.usda.gov/programs/market-access-program-map/state-regional-trade-groups

**federal export financing and insurance options**

**export financing and insurance**

- Federal export financing options can make your company more competitive by helping you offer a potential buyer more attractive payment terms

- The Small Business Administration (SBA) takes advantage of a wide range of financing options for small businesses, including the Export Express Program, Export Working Capital Program, and International Trade Loan | www.sba.gov

**COMPLIANCE WITH FEDERAL LAWS AND REGULATIONS**

**Export Licenses (BIS)**

- Obtain information on exports requiring a license before shipping www.bis.doc.gov

**Economic and Trade Sanctions (Treasury)**

- Find out the countries, entities, and individuals with whom U.S. firms cannot do business | trad.gov/foc

**Electronic Export Information (Census)**

- Upon exporting any good valued at over $2500, information must be submitted to the Automated Export System. Get help on filing AES, classifying merchandise, regulations and trade data 1-800-549-0595
The disaster program is SBA’s largest direct loan program, and the only SBA program for entities other than small businesses. SBA is responsible for providing affordable, timely and accessible financial assistance to non-farm businesses of all sizes, private, nonprofit organizations, homeowners and renters following declared disasters.

The SBA is authorized by the Small Business Act to make two types of disaster loans:

**Physical Disaster Loans**
Physical Disaster Loans are the primary source of funding for permanent rebuilding and replacement of uninsured or underinsured disaster-caused damages to privately-owned real and/or personal property. SBA’s physical disaster loans are available to businesses of all sizes, private nonprofit organizations of all sizes, homeowners and renters. Businesses and private, nonprofit organizations of any size may apply for a loan up to $2 million (actual loan amounts are based on the amount of uncompensated damage) to repair or replace real property, machinery, equipment, fixtures, inventory and leasehold improvements. A homeowner may apply for a loan of up to $200,000 to repair or replace the primary residence to its pre-disaster condition. Homeowners or renters may apply for a loan up to $40,000 to help repair or replace personal property, such as clothing, furniture or automobiles, lost in the disaster.

The SBA may increase a loan up to 20 percent of the total amount of physical damages as verified by SBA to make improvements that protect the property from similar future disasters.

**Economic Injury Disaster Loans**
Economic Injury Disaster Loans provide the necessary working capital after a declared disaster until normal operations resume. Small businesses, small agricultural cooperatives, small businesses engaged in aquaculture (fisheries, for example) and most private nonprofit organizations of all sizes are eligible for EIDL assistance, regardless of whether there was any physical damage. The loan limit is $2 million. The EIDL helps small businesses meet ordinary and necessary operating expenses as they recover from a disaster. The limit for physical and EIDL loans combined is $2 million.

The Military Reservists Economic Injury Disaster Loan is a working capital loan for small businesses facing financial loss when the owner or an essential employee is called up to active duty in their role as a military reservist. The loan limit is $2 million and the business can use the funds to cover operating expenses until the essential employee or business owner is released from active duty.

The SBA can only approve disaster loans to applicants having an acceptable credit history and repayment ability. The terms of each loan are established in accordance with each borrower’s ability to repay. The law gives SBA several powerful tools to make disaster loans affordable: low-interest rates (around 4 percent), long-terms (up to 30 years), and refinancing of prior liens (in some cases). As required by law, the interest rate for each loan is based on SBA’s determination of whether the applicant has credit available elsewhere — the ability to borrow or use their own
resources to recover from the disaster without causing undue hardship.

More information on all of SBA’s disaster assistance programs, including information for military reservists, is available at www.sba.gov/disaster. Apply online using the Electronic Loan Application (ELA) via SBA’s secure Website at: https://disasterloan.sba.gov/ela.

**Disaster Preparedness**

Recovering from a disaster doesn’t begin with clearing the debris and returning to work. Imagine stepping into your store, or restaurant, or the office where you run your business, a day or two after the fire has been contained, the tornado has passed, or floodwaters have receded. First come the questions: “How much will it cost to rebuild? Will my insurance cover all this? How will I pay my employees and vendors and cover the bills during the recovery phase?”

Before a disaster strikes is a good time to start, or update and test your business continuity plan.

And while SBA disaster loans go a long way toward revitalizing communities devastated by the economic fallout that follows disasters, with a solid preparedness plan in place, your business will be able to recover sooner, possibly without taking on new debt.

Assessing your risks and needs are an important first step in developing your business continuity strategy. The American Red Cross’ Ready Rating™ program (www.readyrating.org) is a free online tool that helps businesses get prepared for disaster and other emergencies. With Ready Rating you can evaluate your level of disaster readiness, and you’ll get customized feedback on how to establish or expand your disaster plan.

Another useful site provided by FEMA — Ready.gov (www.ready.gov) — provides practical disaster preparedness tips and checklists for businesses, homeowners and renters. SBA has teamed up with Agility Recovery Solutions to offer business continuity strategies through the “PrepareMyBusiness” website (www.preparemybusiness.org) and monthly disaster planning webinars. Previous topics — presented by experts in their fields — have included crisis communications, testing the preparedness plan, and using social media to enhance small business recovery. At the website you can sign up for future webinars, view previous webinars, and download checklists that give you tips on risk assessment, evacuation plans and flood preparedness, that will help you develop a solid business continuity plan.

Meanwhile, here are a few preparedness tips to consider:

• **Review Your Insurance Coverage.** Contact your insurance agent to find out if your coverage is right for your business and make sure you understand the policy limits. Ask about Business Interruption Insurance, which compensates you for lost income and covers operating expenses if your company has to temporarily shut down after a disaster.

• **Establish a solid supply chain.** If all your vital external vendors and suppliers are local and if the disaster is significantly widespread, you’ll all be in the same boat, struggling to recover. It’s a good idea to diversify your list of vendors for key supplies to companies located outside your area or internationally, if possible. Create a contact list for important contractors and vendors you plan to use in an emergency and find out if those suppliers have a recovery plan in place. Keep this list with other documents filed in a place that’s accessible, and also at a protected off-site location.

• **Plan for an alternate location.** Do some research well in advance of the disaster for several alternative places to relocate your company in the event a disaster forces you to shut down indefinitely. Some options include contacting a local real estate agent to get a list of available vacant office space. Make an agreement with a neighboring business to share office space if disaster strikes. If possible, make plans for employees to telecommute until the office has been rebuilt.

The financial and emotional cost of rebuilding a business after a disaster can be overwhelming. However, with a business continuity plan in place, you’ll be able to rebound and reopen quickly, and in a better position to contribute to the economic recovery of your community.

As small businesses are leading America’s economic recovery, many of them are investing time and money into their plans to grow and create jobs. Developing a strong disaster preparedness plan should be a critical and integral piece of those efforts. Planning for a disaster is the best way of limiting its effects.
The Three Step Process:
Disaster Loans

About Disaster Loans
The U. S. Small Business Administration (SBA) provides low-interest, long-term disaster loans to businesses of all sizes, private non-profit organizations, homeowners, and renters to repair or replace uninsured/underinsured disaster damaged property. SBA disaster loans offer an affordable way for individuals and businesses to recover from declared disasters.

STEP 1: Apply for Loan
- Apply: 1) online; 2) in-person at a disaster center; or 3) by mail.
- Apply online at the SBA’s secure website https://disasterloan.sba.gov/ela.
- As a business of any size, you may borrow up to $2 million for physical damage.
- As a small business, small agricultural cooperative, small business engaged in aquaculture, or private non-profit organization you may borrow up to $2 million for Economic Injury.
- As a small business, you may apply for a maximum business loan (physical and EIDL) of $2 million.
- As a homeowner you may borrow up to $200,000 to repair/replace your disaster damaged primary residence.
- As a homeowner or renter, you may borrow up to $40,000 to repair/replace damaged personal property.

STEP 2: Property Verified and Loan Processing Decision Made
- SBA reviews your credit before conducting an on-site inspection to verify your losses.
- An SBA verifier inspects your disaster damaged property to estimate your total physical losses.
- A loan officer will determine your eligibility during processing, after reviewing any insurance or other recoveries. SBA can make a loan while your insurance recovery is pending.
- A loan officer works with you to provide all the necessary information needed to reach a loan determination. Our goal is to arrive at a decision on your application in 2-3 weeks.
- A loan officer will contact you to discuss the loan recommendation and your next steps. You will also be advised in writing of all loan decisions.

STEP 3: Loan Cosed and Funds Disbursed
- SBA will prepare and send your Loan Closing Documents to you for your signature.
- Once we receive your signed Loan Closing Documents, an initial disbursement will be made to you within 5 days:
  - Physical damage: $25,000
  - Economic injury (working capital): $25,000
- A case manager will be assigned to work with you to help you meet all loan conditions. They will also schedule subsequent disbursements until you receive the full loan amount.
- Your loan may be adjusted after closing due to your changing circumstances, such as increasing the loan for unexpected repair costs or reducing the loan due to additional insurance proceeds.

Required Documentation
The following documents are required to process your application and reach a loan decision. Your Loan Officer and Case Manager will assist you to ensure that you submit the proper documentation.

<table>
<thead>
<tr>
<th>BUSINESSES</th>
<th>HOMEOWNERS AND RENTERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Loan Application (SBA Form 5) completed and signed by business applicant.</td>
<td>Home Loan Application (SBA Form 5c) completed and signed by Applicant and Co-Applicant.</td>
</tr>
<tr>
<td>IRS Form 4506-T completed and signed by Applicant business, each principal owning 20% or more of the applicant business, each general partner or managing member and, for any owner who has a 50 percent or more ownership in an affiliate business. (Affiliates include business parent, subsidiaries, and/or businesses with common ownership or management).</td>
<td>IRS Form 4506-T completed and signed by Applicant and Co-Applicant.</td>
</tr>
<tr>
<td>Complete copies, including all schedules, of the most recent Federal income tax returns for the applicant business; an explanation if not available.</td>
<td>Complete copies, including all schedules, of the most recent Federal income tax returns for each principal owning 20% or more of the applicant business, each general partner or managing member, and each affiliate when any owner has a 50% or more ownership in the affiliate business. Affiliates include, but are not limited to, business parents, subsidiaries, and/or other businesses with common ownership or management.</td>
</tr>
<tr>
<td>Personal Financial Statement (SBA Form 413) completed, signed and dated by the applicant [if a sole proprietorship], each principal owning 20% or more of the applicant business, each general partner or managing member.</td>
<td>If the most recent Federal income tax return has not been filed, a year-end profit and loss statement and balance sheet for that tax year.</td>
</tr>
<tr>
<td>Schedule of Liabilities listing all fixed debts (SBA Form 2202 may be used).</td>
<td>A current year-to-date profit and loss statement.</td>
</tr>
<tr>
<td>ADDITIONAL INFORMATION THAT MAY BE NECESSARY TO PROCESS YOUR APPLICATION:</td>
<td>Additional Filing Requirements (SBA Form 1368) providing monthly sales figures.</td>
</tr>
</tbody>
</table>

For more information or to find a local disaster center, contact SBA’s Customer Service Center at 1-800-659-2955 (TTY: 1-800-877-8339).
http://www.sba.gov/disaster
OFFICE OF ADVOCACY

The SBA’s Office of Advocacy, the “small business watchdog” of the government, examines the role and status of small business in the economy and independently represents the views of small business to federal agencies, Congress, the president and federal courts. The advocacy office compiles and interprets statistics on small business and is the primary entity within the federal government to disseminate small business data.

Headed by the chief counsel for advocacy, the office also funds outside research of small business issues and produces numerous publications to inform policy makers about the important role of small businesses in the economy and the impact of government policies on small businesses. In addition, the office monitors federal agency compliance with the Regulatory Flexibility Act – the law that requires agencies to analyze the impact of their proposed regulations on small entities (including small businesses, small governmental jurisdictions and small nonprofit organizations), and considers regulatory alternatives that minimize the economic burden on small entities.

Advocacy’s mission is enhanced by a team of regional advocates, located in the SBA’s 10 regions. They are Advocacy’s direct link to small business owners, state and local government entities, and organizations that support the interests of small entities. The regional advocates help identify regulatory concerns of small business by monitoring the impact of federal and state policies at the grassroots level. Learn more about the Office of Advocacy at www.sba.gov/advocacy.

OFFICE OF THE NATIONAL OMBUDSMAN:

Bringing Fair Regulatory Enforcement to America’s Small Businesses

The National Ombudsman has helped thousands of small businesses save time and money by resolving difficult regulatory compliance and enforcement issues. As part of President Obama’s mandate to promote a level playing field for small business, the National Ombudsman works directly with federal regulators to facilitate practical and timely resolutions of Regulatory Enforcement Fairness (REF) matters impacting small businesses.

The National Ombudsman oversees fair enforcement of small business regulation by:

- Providing small business owners a confidential way to report and resolve federal REF problems, like excessive enforcement action or disproportionate fines
- Escalating small business concerns to federal agencies for fairness review & resolution
- Grading federal agencies on their small business policies and practices Small businesses can connect with the National Ombudsman online at sba.gov/ombudsman, in-person, or through a national network of Regulatory Fairness Board Members. The National Ombudsman meets with small business owners around the country at listening sessions and regulatory fairness dialogues in all ten SBA Regions. These outreach events provide critical, real-time input from the small business community on REF issues impacting small business growth and help federal regulators better understand how government can best support small business success.

Regional Regulatory Fairness Boards in each of SBA’s 10 regions promote regulatory fairness by alerting federal regulators to important REF issues such as unintended consequences of a new rule or regulation. These Boards, each made up of five small business owners, also help raise awareness in their communities about resources available to small businesses through the SBA and the National Ombudsman.

Every year, the National Ombudsman reports to Congress its findings on the impact of the policies and practices of every federal agency that touches small business.

To learn more about how the National Ombudsman can help your small business, or to confidentially report a REF issue, call 888-REG-FAIR (888-734-3247) or complete the simple one-page form at sba.gov/ombudsman/comment.
Even if you are running a small home-based business, you will have to comply with many local, state and federal regulations. Avoid the temptation to ignore regulatory details. Doing so may avert some red tape in the short term, but could be an obstacle as your business grows. Taking the time to research the applicable regulations is as important as knowing your market. Bear in mind that regulations vary by industry. If you’re in the food-service business, for example, you will have to deal with the health department. If you use chemical solvents, you will have environmental compliances to meet. Carefully investigate the regulations that affect your industry. Being out of compliance could leave you unprotected legally, lead to expensive penalties and jeopardize your business.

BUSINESS LICENSES

There are many types of licenses, both state and local as well as professional. Depending on what you do and where you plan to operate, your business may be required to have various state and/or municipal licenses, certificates or permits. Licenses are typically administered by a variety of state and local departments. Consult your state or local government for assistance.

Los Angeles City Hall
200 N. Main St.
Los Angeles, CA 90012
213-473-5901 inside greater Los Angeles area
www.lacity.org/businesses/index.htm

Information for licenses and permits for small businesses located in cities other than Los Angeles proper and in unincorporated areas of Los Angeles County may be obtained by contacting:

Kenneth Hahn Hall of Administration
225 North Hill St., Rm. 109
Los Angeles, CA 90012
213-974-2011
www.lacity.gov/wps/portal/lac/business/

Santa Barbara County
105 E. Anapamu St.
Santa Barbara, CA 93101
805-681-4200  Santa Barbara
805-737-7775  Lompoc
805-934-6295  Santa Maria
805-686-5011  Solvang
805-568-2933  Unincorporated Areas
www.countyofsb.org

Ventura County
800 S. Victoria Ave.
Ventura, CA 93009
805-654-3788
www.countyofventura.org

Business Permits Made Easy
California Government Online to Desktops (CalGOLD) Website assists in providing businesses the information they need to comply with environmental and other regulatory and permitting requirements. www.calgold.ca.gov

Sales Tax and Sellers Resale Number
State Board of Equalization
800-400-7115
www.boe.ca.gov

FICTITIOUS BUSINESS NAME

Search to determine if the name of your proposed business is already in use. If it is not used, register the name to protect your business. For more information, contact the county clerk’s office in the county where your business is based. If you are a corporation, you’ll need to check with the state.

For Los Angeles County
562-462-2177
www.lavote.net/clerk/Business_Name.cfm

For Santa Barbara County
805-568-2250
www.sbcvote.com/ClerkRecorder/
FictitiousBusinessName.aspx

For Ventura County
805-654-2263
http://recorder.countyofventura.org/recorder.htm

BUSINESS INSURANCE

Like home insurance, business insurance protects your business against fire, theft and other losses. Contact your insurance agent or broker. It is prudent for any business to purchase a number of basic types of insurance. Some types of coverage are required by law, others simply make good business sense. The types of insurance listed below are among the most commonly used and are merely a starting point for evaluating the needs of your business.

Liability Insurance – Businesses may incur various forms of liability in conducting their normal activities. One of the most common types is product liability, which may be incurred when a customer suffers harm from using the product. There are many other types of liability, which are frequently related to specific industries. Liability law is constantly changing. An analysis of your liability insurance needs by a competent professional is vital in determining an adequate and appropriate level of protection for your business.

Property – There are many different types of property insurance and levels of coverage available. It is important to determine the property insurance you need to ensure the continuation of your business and the level of insurance you need to replace or rebuild. You should also understand the terms of the insurance, including any limitations or waivers of coverage.

Business Interruption – While property insurance may pay enough to replace damaged or destroyed equipment or buildings, how will you...
pay costs such as taxes, utilities and other continuing expenses during the period between when the damage occurs and when the property is replaced? Business Interruption (or “business income”) insurance can provide sufficient funds to pay your fixed expenses during a period of time when your business is not operational.  

“Key Man” – If you (and/or any other individual) are so critical to the operation of your business that it cannot continue in the event of your illness or death, you should consider “key man” insurance. This type of policy is frequently required by banks or government loan programs. It also can be used to provide continuity of operations during a period of ownership transition caused by the death, incapacitation or absence due to a Title 10 military activation of an owner or other “key” employee.

Automobile – It is obvious that a vehicle owned by your business should be insured for both liability and replacement purposes. What is less obvious is that you may need special insurance (called “non-owned automobile coverage”) if you use your personal vehicle on company business. This policy covers the business’ liability for any damage which may result from such usage.

Officer and Director – Under most state laws, officers and directors of a corporation may become personally liable for their actions on behalf of the company. This type of policy covers this liability.

Home Office – If you are establishing an office in your home, it is a good idea to contact your homeowners’ insurance company to update your policy to include coverage for office equipment. This coverage is not automatically included in a standard homeowner’s policy.

FEDERAL PAYROLL TAX (EIN NUMBERS)

An Employer Identification Number (EIN), also known as a Federal Employer Identification Number (FEIN), is used to identify a business entity. Generally, businesses need an EIN to pay federal withholding tax. You may apply for an EIN in various ways, one of which is to apply online at www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Employer-ID-Numbers-EINs. This is a free service offered by the Internal Revenue Service.

Call 800-829-1040 if you have questions. You should check with your state to determine if you need a state number or charter.

FEDERAL SELF-EMPLOYMENT TAX

Every employee must pay Social Security and Medicare taxes. If you are self-employed, your contributions are made through the self-employment tax. The IRS has publications, counselors and workshops available to help you sort it out. For more information, contact the IRS at 800-829-1040 or www.irs.gov.

SALES TAX EXEMPTION CERTIFICATE

If you plan to sell products, you will need a Sales Tax Exemption Certificate. It allows you to purchase inventory, or materials, which will

<table>
<thead>
<tr>
<th>Internal Revenue Service</th>
<th>Attn: EIN Operation</th>
<th>Cincinnati, OH 45999</th>
<th>Fax-TIN: 855-669-5760</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal Revenue Service</td>
<td>Attn: EIN International Operation</td>
<td>Philadelphia, PA 19255</td>
<td>267-941-1099</td>
</tr>
</tbody>
</table>

TAXES

Taxes are an important and complex aspect of owning and operating a successful business. Your accountant, payroll person, or tax adviser may be very knowledgeable, but there are still many facets of tax law that you should know. The Internal Revenue Service is a great source for tax information. Small Business/Self-Employed Tax Center: www.irs.gov/Businesses/Small-Businesses-&-Self-Employed.

When you are running a business, you don’t need to be a tax expert. However, you do need to know some tax basics. The IRS Small Business/ Self-Employed Tax Center gives you the information you need to stay tax compliant so your business can thrive. For Small Business Forms and Publications visit: www.irs.gov/Businesses/Small-Businesses-&-Self-Employed/Small-Business-Forms-and-Publications.

Over $13 MILLION
in capital obtained by PCR CLIENTS in 2015

NEED A BUSINESS LOAN?
The Small Business Development Center hosted by Pacific Coast Regional can help you package your loan for funding. Call us today to learn how you can leverage our lending partners and our knowledge to secure your business loan – at no cost to you!

Contact us for more information
866-301-9989
www.pcrsbdc.org
FEDERAL INCOME TAX

Like the state income tax, the method of paying federal income taxes depends upon your legal form of business.

Sole Proprietorship: You must file IRS Federal Form Schedule C along with your personal Federal Income Tax return (Form 1040) and any other applicable forms pertaining to gains or losses in your business activity.

Partnership: You must file a Federal Partnership return (Form 1065). This is merely informational to show gross and net earnings of profit and loss. Also, each partner must report his share of partnership earnings on his individual Form 1040 based on the information from the K-1 filed with the Form 1065.

Corporation: You must file a Federal Corporation Income Tax return (Form 1120). You will also be required to report your earnings from the corporation including salary and other income such as dividends on your personal federal income tax return (Form 1040).

FEDERAL PAYROLL TAX

Federal Withholding Tax: Any business employing a person must register with the IRS and acquire an EIN and pay federal withholding tax at least quarterly. File Form SS-4 with the IRS to obtain your number and required tax forms. Call 800-829-3676 or 800-829-1040 if you have questions.

IRS WEB PRODUCTS FOR SMALL BUSINESSES

For the most timely and up-to-date tax information, go to www.irs.gov.

VIRTUAL SMALL BUSINESS WORKSHOP


The Virtual Small Business Tax Workshop is the first of a series of video products designed exclusively for small business taxpayers. This workshop helps business owners understand federal tax obligations. The Virtual Small Business Workshop is available on CD at www.irs.gov/businesses/small/article/O,,id=101169,00.html if you are unable to attend a workshop in person. Small business workshops are designed to help the small business owner understand and fulfill their federal tax responsibilities. Workshops are sponsored and presented by IRS partners who are federal tax specialists.

Workshop topics vary from a general overview of taxes to more specific topics such as recordkeeping and retirement plans. Although most are free, some workshops have fees associated with them. Fees for a workshop are charged by the sponsoring organization, not the IRS.

The IRS’s Virtual Small Business Tax Workshop is an interactive resource to help small business owners learn about their federal tax rights and responsibilities. This educational product, available online and on CD consists of nine stand-alone lessons that can be selected and viewed in any sequence. A bookmark feature makes it possible to leave and return to a specific point within the lesson.

Users also have access to a list of useful online references that enhance the learning experience by allowing them to view references and the video lessons simultaneously.

The Tax Calendar for Small Businesses and Self-Employed (Publication 1518) www.irs.gov/businesses/small/article/O,,id=101169,00.html contains useful information on general business taxes, IRS and SSA customer assistance, electronic filing and paying options, retirement plans, business publications and forms, common tax filing dates, and federal legal holidays.

SOCIAL SECURITY CARDS

All employees must have a Social Security number and card. It must be signed by its owner, and you should always ask to see and personally record the Social Security number. Failure to do so may cause your employee to lose benefits and considerable trouble for yourself in back tracking to uncover the error.

Each payday, your employees must receive a statement from you telling them what deductions were made and how many dollars were taken out for each legal purpose. This can be presented in a variety of ways, including on the check as a detachable portion or in the form of an envelope with the items printed and spaces for dollar deductions to be filled in.

EMPLOYEE CONSIDERATIONS

Taxes

If you have any employees, including officers of a corporation but not the sole proprietor or partners, you must make periodic payments towards, and/or file quarterly reports about payroll taxes and other mandatory deductions. You may contact these government agencies for information, assistance and forms.

Employment Taxes:
Employment Development Department (EDD) 888-745-3886 www.edd.ca.gov

State Income Tax:
California Franchise Tax Board 800-338-0505 www.ftb.ca.gov

Federal Income Tax:
Internal Revenue Service (IRS) 800-829-1040 or the business specialty line at 800-829-4933 www.irs.gov

Social Security:
Social Security Administration 800-772-1213 www.ssa.gov

Workers’ Compensation Insurance:
State Compensation Insurance Fund 877-405-4545 www.scif.com

Social Security’s Business Services Online

The Social Security Administration now provides free electronic services online at www.socialsecurity.gov/employer. Once registered for Business Services Online, business owners or their authorized representative can:

• file W-2s online; and
• verify Social Security numbers through the Social Security Number Verification Service, used for all employees prior to preparing and submitting W-2 Forms.

Federal Withholding

Health Insurance
Compare plans in your area at www.healthcare.gov.
Employee Insurance
If you hire employees you may be required to provide unemployment or workers’ compensation insurance.

WORKPLACE DISABILITY PROGRAMS
Americans with Disabilities Act (ADA): For assistance with the ADA, call 800-669-3362 or visit www.ada.gov.

U.S. CITIZENSHIP AND IMMIGRATION SERVICES

E-Verify: Employment Eligibility Verification
E-Verify, operated by the Department of Homeland Security in partnership with the Social Security Administration, is the best — and quickest — way for employers to determine the employment eligibility of new hires. It is a safe, simple, and secure Internet-based system that electronically verifies the Social Security number and employment eligibility information reported on Form I-9. E-Verify is voluntary in most states and there is no charge to use it.

If you are an employer or employee and would like more information about the E-Verify program, please visit www.dhs.gov/E-Verify or contact Customer Support staff: 1-888-464-4218 Monday – Friday 8 a.m. – 5 p.m.
E-mail: e-verify@dhs.gov

SAFETY AND HEALTH REGULATIONS
All businesses with employees are required to comply with state and federal regulations regarding the protection of employees. The Occupational Safety and Health Administration provides information on the specific health and safety standards adopted by the U.S. Department of Labor. Call 1-800-321-6742 or visit www.osha.gov.

Federal Occupational Safety & Health Administration
Department of Labor
200 Constitution Ave. N.W.
Washington, DC 20210
866-487-2365
www.dol.gov or www.osha.gov

California OSHA
10350 Heritage Park Dr., Ste. 201
Santa Fe Springs, CA 90670
510-286-7000 • 510-286-7037 Fax
www.dir.ca.gov

California OSHA – West Covina Office
626-472-0046

Asbestos and Small Business Ombudsman
800-368-5888
www.epa.gov/sbo

Small Business Environmental Home Page, Environmental Protection Agency
www.smallbiz-enviroweb.org

BUILDING CODES, PERMITS AND ZONING
It is important to consider zoning regulations when choosing a site for your business. You may not be permitted to conduct business out of your home or engage in industrial activity in a retail district. Contact the business license office in the city or town where the business is located.

Los Angeles County:
Zoning Issues/Questions
Hall of Records, 13th Fl.
320 W. Temple St.
Los Angeles, CA 90012
213-974-6411 • 213-626-0434 Fax
http://planning.co.la.ca.us/
Monday – Tuesday - Thursday
7:30 am - 5:30 am
Wednesday 8:30 – 5:30

Building and Safety Department
Dept. of Public Works
900 S. Fremont Ave.
Alhambra, CA 91803
626-458-6387 or 626-458-5100
www.dpw.lacounty.gov/Business/

Santa Barbara County:
Main Office
735 E. Anapamu St.
Santa Barbara, CA 93101
805-568-2000 • 805-568-2030 Fax
www.sbcountyplanning.org/index.cfm

Ventura County:
Administration Bldg., 3rd Fl.
800 Victoria Ave.
Ventura, CA 93009
805-654-2771 • 805-648-9212 Fax
www.ventura.org/rma/build_safe/

1-800-SBA-REAL
(1-800-722-7325)

Your Partner for the SBA 504 Loan Program
A 504 Loan is a 10-Year Percent down, fixed-rate, long-term loan designed to expand capital access and fill a market gap in long-term financing for America’s small businesses. Fixed-cost, long-term, and SBA-backed, the 504 loan is one of the best financing options for business owners today.

• A team of experts with over 50 years of combined experience in SBA lending.
• One of the largest Small Business Administration (SBA) lenders in Los Angeles.
• BFC simplifies the application process and expedites the funding process.
• An established Certified Development Company (CDC) in operation since 1990.
Bar Coding

Many stores require bar coding on packaged products. Many industrial and manufacturing companies use bar coding to identify items they receive and ship. There are several companies that can assist businesses with bar-coding needs. You may want to talk with an SBDC, SCORE or WBC counselor for more information.

Federal Registration of Trademarks and Copyrights

Trademarks or service marks are words, phrases, symbols, designs or combinations thereof that identify and distinguish the source of goods. Trademarks may be registered at both the state and federal level. To register a federal trademark, contact:

U.S. Patent and Trademark Office
P.O. Box 1450
Alexandria, VA 22313-1450
800-786-9199
www.uspto.gov

Trademark Information Hotline
703-308-9000

State Registration of a Trademark

Trademarks and service marks may be registered in a state. Caution: Federally registered trademarks may conflict with and supersede state registered business and product names.

Patents

A patent is the grant of a property right to the inventor by the U.S. Patent and Trademark Office. It provides the owner with the right to exclude others from making, using, offering for sale or selling the patented item in the United States.

Additional information is provided in the publications, General Information Concerning Patents and other publications distributed through the U.S. Patent and Trademark Office. For more information, contact:

U.S. Patent and Trademark Office
800-786-9199 • www.uspto.gov

Copyrights

Copyrights protect original works of authorship including literary, dramatic, musical, artistic, and certain other intellectual works. Copyrights do not protect facts, ideas and systems, although it may protect the way these things are expressed. For general information contact:

U.S. Copyright Office
U.S. Library of Congress
James Madison Memorial Building
Washington, DC 20559
202-707-9100 - Order Line
202-707-3000 - Information Line
www.copyright.gov

Accounting Assistance

An accountant can assist a small business in establishing a sound bookkeeping system, preparing periodic financial statements, preparing state and federal income tax returns, preparing social security, withholding, property and other tax returns, budgeting and forecasting and consulting on various financial aspects of the business. Before hiring a Certified Public Accountant, be sure to contact the California State Board of Accountancy and verify that the accountant is licensed and in good standing with the State Board.

Business Organization: Choosing Your Business Structure

There are many forms of legal structure you may choose for your business. Each legal structure offers organizational options with different tax and liability issues. We suggest you research each legal structure thoroughly and consult a tax accountant and/or attorney prior to making your decision.

The most common organizational structures are sole proprietorships, general and limited partnerships and limited liability companies.

Each structure offers unique tax and liability benefits. If you’re uncertain which business format is right for you, you may want to discuss options with a business counselor or attorney.

Sole Proprietorship

One person operating a business as an individual is a sole proprietorship. It’s the most common form of business organization. Profits are taxed as income to the owner personally. The personal tax rate is usually lower than the corporate tax rate. The owner has complete control of the business, but faces unlimited liability for its debts. There is very little government regulation or reporting required with this business structure.

General Partnership

A partnership exists when two or more persons join together in the operation and management of a business. Partnerships are subject to relatively little regulation and are fairly easy to establish. A formal partnership agreement is recommended to address potential conflicts such as: who will be responsible for performing each task; what, if any, consultation is needed between partners before major decisions, and what happens when a partner dies. Under a general partnership each partner is liable for all debts of the business. Profits are taxed as income to the partners based on their ownership percentage.

Limited Partnership

Like a general partnership, a limited partnership is established by an agreement between two or more persons. However, there are two types of partners:

• A general partner has greater control in some aspects of the partnership. For example, only a general partner can decide to dissolve the partnership. General partners have no limits on the dividends they can receive from profit so they incur unlimited liability.

• Limited partners can only receive a share of profits based on the proportional amount of their investment, and liability is similarly limited in proportion to their investment.

LLCs and LLPs

The limited liability company or partnership is a relatively new business form. It combines selected corporate and partnership characteristics while still maintaining status as a legal entity distinct from its owners. As a separate entity it can acquire assets, incur liabilities and conduct business. It limits liability for the owners. The limited liability partnership is similar to the LLC, but it is for professional organizations.
ADDITIONAL RESOURCES

California State Board of Accountancy
2000 Evergreen St., Ste. 250
Sacramento, CA 95815
916-263-3680 • 916-263-3675 Fax
www.dca.ca.gov/cba

Federal Deposit Insurance Corporation (FDIC)
www.fdic.gov
877-ASK-FDIC (877-275-3342)
A 10-module financial education curriculum, Money Smart, can be accessed through the FDIC's website. The FDIC publishes various banking-related educational materials, including a quarterly consumer newsletter. Additionally, the FDIC has a complaint investigation unit.

Legal Assistance
Many business owners consider legal services only when their firms are in trouble. However, costly and time-consuming legal problems can be averted by retaining a competent attorney who can advise on such business issues as: choosing the type of business organization that best suits your business; advising you as to local, state and federal regulations that affect your business; obtaining licenses and permits; preparing or inspecting contracts; assisting in obtaining financing; and providing advice on many business problems.

For more information, contact one of the following:

Los Angeles County Bar Association
261 S. Figueroa St., Ste. 300
Los Angeles, CA 90012-2727
213-627-2727
www.lacba.org

Attorney Referral Service
213-243-1525
www.smartlaw.org

Public Counsel
610 S. Ardmore Ave.
Los Angeles, CA 90005
213-385-2977 • 213-385-9089 Fax
www.publiccounsel.org
(Nonprofit legal consulting firm and law offices. Provides low cost and no cost assistance to individuals on various concerns.)

Santa Barbara County Bar Association
15 W. Carrillo St., Ste. 106
Santa Barbara, CA 93105
805-569-5511 • 805-569-2888 Fax
www.sblaw.org

If Selling Food or Providing Lodging:

LA County Environmental Health Department
5050 Commerce Center Dr.
Baldwin Park, CA 91706
626-430-5200 or 888-700-9995
www.lapublichealth.org/eh/

Los Angeles County Department of Health Services
www.ladhs.org

Ventura County Health Care Agency
2240 E. Gonzales Rd., Ste. 210
Oxnard, CA 93035
805-981-5101 • 805-981-5110 Fax
www.vchca.org/public-health

Santa Barbara County Public Health Department
300 N. San Antonio Rd.
Santa Barbara, CA 93110
805-681-5102 • 805-681-5191 Fax
www.countyofsb.org/phd

California Department of Alcoholic Beverage Control
See website for various locations.
www.abc.ca.gov

Ventura County Bar Association
4475 Market St., Ste. B
Ventura, CA 93003
805-650-7599 • 805-650-8059 Fax
www.vcba.org

For more information elsewhere in California contact:

California State Bar Association
1149 S. Hill St.
Los Angeles, CA 90015
213-765-1000
www.calbar.ca.gov

U.S. Customs
Regulates Imports
877-227-5511
www.cbp.gov

FREE Help for Small Businesses
The South Coast Air Quality Management District has a team of engineers and inspectors available to help small businesses understand and comply with air quality rules and regulations.

Ask us about our No Fault On-Site Inspections.
Call us toll-free at 1-800-386-2121 • or email us at smallbizassistance@aqmd.gov

South Coast Air Quality Management District
21865 Copley Drive, Diamond Bar, CA 91765-4178 • www.aqmd.gov
Cleaning the air that we breathe...
OTHER ASSISTANCE

Municipal and County Economic Development Organizations

Economic development organizations offer a wide array of programs and services for new businesses as well as for companies in need of expansion or relocation assistance. Typical services provided by these organizations include site location, tax incentives and loan packages. For more information contact the economic development organization in the geographic area of your interest.

AGOURA HILLS DEPARTMENT OF PLANNING AND COMMUNITY DEVELOPMENT
30001 Ladyface Ct.
Agoura Hills, CA 91301
818-597-7339
www.ci.agoura-hills.ca.us

ARCADIA ECONOMIC DEVELOPMENT
240 W. Huntingdon Dr.
Arcadia, CA 91007
626-574-5409
www.ci.arcadia.ca.us

BELL DEVELOPMENT SERVICES DEPARTMENT
6330 Pine Ave.
Bell, CA 90201
323-588-6211
www.cityofbell.org

BEVERLY HILLS PLANNING DEPARTMENT
455 N. Rexford Dr.
Beverly Hills, CA 90210
310-285-1124
www.beverlyhills.org

BURBANK ECONOMIC DEVELOPMENT DEPARTMENT
150 E. 3rd St.
Burbank, CA 91502
818-238-5198
www.ci.burbank.ca.us

CAMARILLO ECONOMIC DEVELOPMENT DEPARTMENT
601 Carmen Dr.
Camarillo, CA 93010
805-388-5360
www.ci.camarillo.ca.us

COMMERCIAL DEVELOPMENT
2555 Commerce Way
Commerce, CA 90040
323-722-4805
www.ci.commerce.ca.us

DIAMOND BAR ECONOMIC DEVELOPMENT
21810 Copley Dr.
Diamond Bar, CA 91765
909-839-7030
www.diamondbarca.gov

DOWNNEY ECONOMIC DEVELOPMENT
11111 Brookshire Ave.
Downey, CA 90241
562-904-7246
www.downeyca.org

ECONOMIC ALLIANCE OF THE SAN FERNANDO VALLEY
5121 Van Nuys Blvd., Ste. 200
Sherman Oaks, CA 91403-1497
818-379-7000
www.thevalley.net

ECONOMIC DEVELOPMENT CORPORATION OF OXNARD
400 E. Esplanade Dr., Ste. 301
Oxnard, CA 93036
805-385-7444 or 800-422-6332
www.edco.us

GARDENA ECONOMIC DEVELOPMENT DEPARTMENT
1700 W. 162nd St., Rm. 112
Gardena, CA 90247
310-217-9533
www.gardenaecodev.com

GARDENA ONE-STOP EMPLOYMENT AND BUSINESS CENTER
16801 S. Western Ave., Ste. A
Gardena, CA 90247
310-217-9579
www.ci.gardena.ca.us

INGLEWOOD OFFICE OF ECONOMIC AND BUSINESS DEVELOPMENT
One W. Manchester Blvd., Ste. 450
Inglewood, CA 90301
310-412-8800
www.CityofInglewood.org

LONG BEACH DEVELOPMENT SERVICES
333 W. Ocean Blvd., 3rd Fl.
Long Beach, CA 90802
562-570-5237
www.lbds.info

LOS ANGELES COUNTY ECONOMIC DEVELOPMENT CORPORATION
444 S. Flower St., 37th Fl.
Los Angeles, CA 90012
213-622-4300 or 888-452-3321
www.laecdc.org

MAYOR’S OFFICE OF ECONOMIC AND BUSINESS POLICY
City Hall, 13th Fl., 200 N. Spring St.
Los Angeles, CA 90012
213-978-0781
www.lasgp.org

MONTEBELLO ECONOMIC DEVELOPMENT CORPORATION
1600 W. Beverly Blvd.
Montebello, CA 90640
323-887-1390
www.cityofmontebello.com

MONTEREY PARK ECONOMIC DEVELOPMENT
320 W. Newmark Ave.
Monterey Park, CA 91754
626-307-1385
www.ci.monterey-park.ca.us

OXNARD COMMUNITY DEVELOPMENT DEPARTMENT
214 South C St.
Oxnard, CA 93030
805-385-7407
www.ci.oxnard.ca.us

PALMDALE ECONOMIC DEVELOPMENT DEPARTMENT
38250 N. Sierra Hwy.
Palmdale, CA 93550
661-267-5125
www.cityofpalmdale.org

SANTA BARBARA COMMUNITY DEVELOPMENT
630 Garden St.
Santa Barbara, CA 93101
805-564-5502
www.santabarbaracva.org

SANTA CLARITA OFFICE OF ECONOMIC DEVELOPMENT
23920 Valencia Blvd., Ste. 100
Santa Clarita, CA 91355
661-265-4347
www.santaclaritaco.org

SANTA FE SPRINGS PLANNING AND DEVELOPMENT
11710 E. Telegraph Rd.
Santa Fe Springs, CA 90670
562-868-6511
www.santafe-springs.org

SANTA MONICA ECONOMIC DEVELOPMENT DIVISION
1901 Main St., Ste. E
Santa Monica, CA 90405
310-458-8906
www.smsgov.net

SIMI VALLEY ECONOMIC DEVELOPMENT
2929 Tappo Canyon Rd.
Simi Valley, CA 93063
805-583-6701
www.simivalley.org

WEST COVINA COMMUNITY DEVELOPMENT COMMISSION
1444 W. Harvey Ave., Ste. 218
West Covina, CA 91790
626-939-8417
www.westcovina.org

Chambers of Commerce
Chambers of Commerce serve as a central location where the local small business community may obtain information, publications and network opportunities.

ALHAMBRA
104 S. 1st St.
Alhambra, CA 91801
626-282-8481 • 626-282-5596 F
ihernandez@alhambraechamber.org
www.alhambraechamber.org

WILSHIRE CENTRAL ECONOMIC DEVELOPMENT
455 W. 6th St.
Los Angeles, CA 90017
323-753-2335
www.wcscedc.org

OTHER SOURCES OF ASSISTANCE

Los Angeles BusinessSource Centers
The Los Angeles BusinessSource Centers provide startup ventures and current small business owners various cost effective tools to make their business a success. Through these tools, small businesses can grow and remain competitive within the City of Los Angeles.


All of the services are provided at NO COST to City of Los Angeles business owners and resident entrepreneurs. Los Angeles BusinessSource Centers are operated by six community partners at the following strategic locations. Visit www.losangelesworks.org for more information.

NORTH VALLEY
13420 Van Nuys Blvd.
Pacoima, CA 91331
818-834-0577
www.vsedc.org

CENTRAL / WEST
1055 Wilshire Blvd., Ste. 900-B
Los Angeles, CA 90017
213-353-9400
www.vedc.org

SOUTH VALLEY
8248 Van Nuys Blvd.
Panorama City, CA 91402
818-899-3636
www.iconcdc.org

EAST LOS ANGELES
1852 E. 1st St.
Los Angeles, CA 90033
323-264-9020
www.cityofbell.org

SOUTHERN LOS ANGELES
6109 South Western Ave.
Los Angeles, CA 90047
323-789-4515
or
1130 W. Stauson Ave.
Los Angeles, CA 90044
323-753-2335
www.wvdcd.org

HARBOR
455 W. 6th St.
San Pedro, CA 90731
310-909-6529

Visit us online: www.sba.gov/ca/la

OTHER ASSISTANCE

56 – Los Angeles Small Business Resource
<table>
<thead>
<tr>
<th>Chamber of Commerce</th>
<th>Address</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
</table>
| Greater San Fernando Valley Chamber of Commerce | 7120 Havenhurst Ave., Ste. 114, Van Nuys, CA 91406<br>818-989-0300 • 818-989-3836 F<br>chamber@sanfernandovalleychamber.com www.sanfernandovalleychamber.com | 818-351-4514 | info@sanfernandovalleychamber.com | www.sba.gov/ca/la |}
| Greater Watts - Willowbrook Chamber of Commerce | P.O. Box 41354, Los Angeles, CA 90041<br>323-257-2197<br>greaterwattswillowbrookcc@gmail.com | 323-257-2197 | info@glaaacc.org | www.glaaacc.org |}
| Hollywood Chamber of Commerce | 7018 Hollywood Blvd., Hollywood, CA 90028<br>323-489-8311 • 323-489-2805 F<br>info@hollywoodchamber.org www.hollywoodchamber.org | 323-489-2805 | info@lachamber.org | www.lachamber.org |}
| Inglewood/Airport Chamber of Commerce | 330 E. Queen St, Inglewood, CA 90301<br>310-677-1121 • 310-677-1001 F<br>inglewoodairportchamber@stcgolocal.net www.inglewoodairport.org | 310-677-1001 | info@mpkchamber.org | www.mpkchamber.org |}
| Japan Chamber of Commerce of Southern California | 244 S. San Pedro, Rm. 410, Los Angeles, CA 90012<br>213-626-3067 • 213-626-3070 F<br>office@jccsc.com www.jccsc.com | 213-626-3070 | info@mpkchamber.org | www.mpkchamber.org |}
| Korean American Chamber of Commerce | 3435 Wilshire Blvd., Ste. 2450, Los Angeles, CA 90010<br>213-480-1115 • 866-936-4497 F<br>kacciak@yahoo.com www.kacciak.com | 213-480-1115 | info@mpkchamber.org | www.mpkchamber.org |}
| La Cañada-Flintridge Chamber of Commerce | 4529 Angeles Crest Hwy, Ste. 102, La Cañada, CA 91011<br>818-790-4289 • 818-790-8930 F<br>exec@lacanadaflintridge.com www.lacanadaflintridge.com | 818-790-4289 | info@mpkchamber.org | www.mpkchamber.org |}
| Lancaster Chamber of Commerce | 554 W. Lancaster Blvd., Lancaster, CA 93534<br>661-946-4518 • 661-949-1212 F<br>rortega@avchambers.com www.avchambers.com | 661-946-4518 | info@mpkchamber.org | www.mpkchamber.org |}
| Lincolns Heights | 3516 N. Broadway, Los Angeles, CA 90031<br>323-224-3349<br>hccinfo@sbcglobal.net www.lincolnheightsnc.org | 323-224-3349 | info@mpkchamber.org | www.mpkchamber.org |}
| Lomita Chamber of Commerce | 25332 Narbonne Ave., Ste. 250, Lomita, CA 90717<br>310-326-6378 • 310-326-2904 F<br>chuck@lomitachamber.com www.lomitachamber.com | 310-326-6378 | info@mpkchamber.org | www.mpkchamber.org |}
| Long Beach Area Chamber of Commerce | 1 World TradeCtr., Ste. 206, Long Beach, CA 90811-0206<br>562-436-1251 General Info, 562-436-7099 F<br>info@lbchamber.com www.lbchamber.com | 562-436-1251 | info@mpkchamber.org | www.mpkchamber.org |}
| Los Angeles Area Chamber of Commerce | 350 S. Bixel St., Los Angeles, CA 90017<br>213-580-7500 • 213-580-7511 F<br>info@lachamber.org www.lachamber.org | 213-580-7500 | info@mpkchamber.org | www.mpkchamber.org |}
| Malibu Chamber of Commerce | 23805 Stuart Ranch Rd., Ste. 100, Malibu, CA 90265<br>310-456-0925 • 310-456-0195 F<br>info@malibu.org www.malibu.org | 310-456-0925 | info@mpkchamber.org | www.mpkchamber.org |}
| Manhattan Beach Chamber of Commerce | 425 15th St, P.O. Box 3007, Manhattan Beach, CA 90266<br>310-545-5313 • 310-545-7203 F<br>info@manhattanbeachcom.org www.manhattanbeachcom.org | 310-545-5313 | info@mpkchamber.org | www.mpkchamber.org |}
| Maywood Chamber of Commerce | 5906 Atlantic Blvd., Maywood, CA 90270<br>323-562-3373 • 323-773-2806 F<br>clerk@cityofmaywood.com www.cityofmaywood.com | 323-562-3373 | info@mpkchamber.org | www.mpkchamber.org |}
| Montebello Chamber of Commerce | 109 N. 19th St., Montebello, CA 90640<br>323-721-1153 • 323-721-7946 F<br>info@montebellochamber.org www.montebellochamber.org | 323-721-1153 | info@mpkchamber.org | www.mpkchamber.org |}
| Monterey Park Chamber of Commerce | 700 El Mercado, Monterey Park, CA 91754<br>626-570-9429 • 626-570-9491 F<br>deana@mpkchamber.org www.mpkchamber.org | 626-570-9429 | info@mpkchamber.org | www.mpkchamber.org |}
| Montrose Verdugo City Chamber of Commerce | 3516 N. Verdugo Rd., Glendale, CA 91208<br>818-249-7171 • 818-249-8919 F<br>Mvcc@montrosechamber.org www.montrosechamber.com | 818-249-7171 | info@mpkchamber.org | www.mpkchamber.org |}
| Moorpark Chamber of Commerce | 18 High St., Moorpark, CA 93021<br>805-529-0371 • 805-529-5304 F<br>info@moorparkchamber.org www.moorparkchamber.com | 805-529-0371 | info@mpkchamber.org | www.mpkchamber.org |}
| North Valley Regional Chamber of Commerce | 4901 Reseda Blvd., Ste. 100, Northridge, CA 91324<br>818-349-5876 • 818-349-4343 F<br>info@nvrc.com www.nvrc.com | 818-349-5876 | info@mpkchamber.org | www.mpkchamber.org |}
| Ojai Valley Chamber of Commerce | 206 S. Signal St., Ste. P, Ojai, CA 93023<br>805-646-8126 • 805-646-9792 F<br>info@ojachamber.org www.ojachamber.org | 805-646-8126 | info@mpkchamber.org | www.mpkchamber.org |}
| Oxnard Chamber of Commerce | 400 E. Esplanade, Ste. 302, Oxnard, CA 93036<br>805-983-6118 • 805-604-7331 F<br>info@oxnardchamber.org www.oxnardchamber.org | 805-983-6118 | info@mpkchamber.org | www.mpkchamber.org |}
| Pacific Palisades Chamber of Commerce | 15330 Antioch St., Pacific Palisades, CA 90272<br>310-459-7863 • 310-459-9534 F<br>www.palisadeschamber.com | 310-459-7863 | info@mpkchamber.org | www.mpkchamber.org |}
| Pacoima Chamber of Commerce | 13172 Van Nuys Blvd., Ste. 2, Pacoima, CA 91331<br>818-896-8126 • 818-834-1572 F<br>pacoimachamber@pacoima.net www.pacoimachamber.org | 818-896-8126 | info@mpkchamber.org | www.mpkchamber.org |}
| Pacoima Chamber of Commerce | 13172 Van Nuys Blvd., Ste. 2, Pacoima, CA 91331<br>818-896-8126 • 818-834-1572 F<br>pacoimachamber@pacoima.net www.pacoimachamber.org | 818-896-8126 | info@mpkchamber.org | www.mpkchamber.org |}
OTHER ASSISTANCE

PALM,DALE
817 E. Ave, Q-9
Palmdale, CA 93550
661-273-3222 • 661-273-8508 F
chamberstaff@palmaldachamber.org
www.palmdalechamber.org

PALOS VERDES PENINSULA
707 Silver Spur Rd, Ste. 100
Rolling Hills Estates, CA 90274
310-377-8111 • 310-377-0614 F
Office@palosverdeschamber.com
www.palosverdeschamber.org

PARAMOUNT
15357 Paramount Blvd.
Paramount, CA 90723
562-634-3980 • 562-634-0891 F
plemons@paramountchamber.com
www.paramountchamber.com

PASADENA
844 E. Green St., Ste. 208
Pasadena, CA 91101
626-795-3355 • 626-795-5603 F
info@pasadena-chamber.org
www.pasadena-chamber.org

POMONA
101 W. Mission Blvd., Ste. 223
Pomona, CA 91766
909-622-8484 • 909-620-5986 F
www.pomonachamber.org

PORT HUENEME
220 N. Market St.
Port Hueneme, CA 93041
805-488-2023 or 800-282-0333
805-488-6993 F
phc@huenemechamber.com
www.huenemechamber.com

REDONDO BEACH
200 N. Pacific Coast Hwy.
Redondo Beach, CA 90277
310-376-6911 or 800-282-0333
310-374-7373 F
info@redondochamber.org
www.redondochamber.org

REGIONAL BLACK
CHAMBER OF COMMERCE
16161 Ventura Blvd., Ste. 661
Encino, CA 91436
818-464-3484
rbccinfo@yahoo.com
www.regionalblackchamberssf.org

REGIONAL HISPANIC
CHAMBER OF COMMERCE
3515 Linden Ave.
Long Beach, CA 90807
562-212-2889
Info@RegionalHispaniccc.org
www.regionalhispanic.org

ROSEMEAD
3953 N Muscatel Ave.
Rosemead, CA 91770-1748
626-288-0811 • 626-288-2514 F
office@rosemeadchamber.org
www.rosemeadchamber.org

SAN DIMAS
246 E. Bonita Ave, P.O. Box 175
San Dimas, CA 91773
909-592-3818 • 909-592-8178 F
info@sandimaschamber.com
www.sandimaschamber.com

SAN GABRIEL
620 W. Santa Anita St.
San Gabriel, CA 91776-1024
626-576-2525 • 626-289-2901 F
rosco_sandy@yahoo.com
www.sangabrielchamber.com

SANTA BARBARA HISPANIC CHAMBER
P.O. Box 6592
Santa Barbara, CA 93160
805-233-3690 • 805-233-3690 F
info@sbschamber.org
www.sbschamber.org

SANTA BARBARA REGIONAL
CHAMBER OF COMMERCE
924 Anacapa St., Ste. 1/P.O. Box 299
Santa Barbara, CA 93101
805-986-3023 • 805-966-5954 F
info@sbschamber.org
www.sbsbchamber.org

SANTA FE SPRINGS
12016 E. Telegraph Rd., Ste. 100
Santa Fe Springs, CA 90670
562-944-1616 • 562-946-3976 F
mail@sfschamber.com
www.sfschamber.com

SANTA MARIA VALLEY
614 S. Broadway
Santa Maria, CA 93454-5111
800-331-3779 or 805-925-2403
805-928-7559 F
info@santamariachamber.com
www.santamariachamber.com

SANTA MONICA
1234 6th St., Ste. 100
Santa Monica, CA 90401
310-393-9825 • 310-394-1868 F
info@smchamber.com
www.smchamber.com

SANTA PAULA
200 N. Tenth St.
Santa Paula, CA 93060
805-525-5561 • 805-525-8950 F
info@santapaulachamber.com
www.santapaulachamber.com

SHERMAN OAKS
14827 Ventura Blvd., Ste. 207
Sherman Oaks, CA 91403
818-306-1951 • 818-783-3100 F
chamber@shermanoakschamber.org
www.shermanoakschamber.org

SIERRA MADRE
19 Suffolk Ave, Unit A
Sierra Madre, CA 91024
626-355-5111 • 626-306-1150 F
info@sierramadrechamber.com
www.sierramadrechamber.com

SIGNAL HILL
2001 E. Willow St., Ste. D, PMB 138
Signal Hill, CA 90755
562-713-4630 • 562-899-0833 F
president@signalhillchamber.com
www.signalhillchamber.com

SIMI VALLEY
40 W. Cochran St., Ste. 100
Simi Valley, CA 93065
805-526-3900 • 805-526-6234 F
info@simichamber.com
www.simivalleychamber.org

SOLVANG
1839 Mission Dr., #C201
Solvang, CA 93463
P.O. Box 465
Solvang, CA 93464
805-688-0701
solvangchamber@solvangcc.org
www.solvangcc.com

SOUTH GATE
3350 Tweedy Blvd.
South Gate, CA 90280
323-567-1203 • 323-567-1204 F
sgchamber@sbcglobal.net
www.southgatechamber.org

SOUTH PASADENA
1121 Mission St.
South Pasadena, CA 91030
P.O. Box 3446
South Pasadena, CA 91031
626-441-2339 • 626-441-2017 F
info@southpaschamber.com
www.southpaschamber.com

STUDIO CITY
4024 Radford Ave., Ed. 2, Ste. F
Studio City, CA 91604
4024 Radford Ave., Ed. 2, Ste. F
info@studicitychamber.org
www.studicitychamber.com

SUN VALLEY
11501 Strathern Ave.
Sun Valley, CA 91353
818-768-2014 • 818-767-1947 F
info@suncitychamber.com
www.suncitychamber.com

SYLMAR
13867 Foothill Blvd., Ste. 104
Sylmar, CA 91342-3038
818-367-1177 • 818-367-1633 F
info@sylmarchamber.com
www.sylmarchamber.com

TEMPLE CITY
9050 Las Tunas Dr.
Temple City, CA 91780-1834
626-286-3101 • 626-286-2590 F
info@templecitychamber.org
www.templecitychamber.org

TOLUCA LAKE CHAMBER OF COMMERCE
P.O. Box 2312
Toluca Lake, CA 91610
818-761-6954
www.tolucalakechamber.com

TORRANCE AREA CHAMBER OF COMMERCE
3400 Torrance Blvd., Ste. 100
Torrance, CA 90503
310-540-5858 • 310-540-7662 F
donna@torrancechamber.com
www.torrancechamber.com

UNIVERSAL CITY/NORTH HOLLYWOOD
6369 Bellingham Ave.
North Hollywood, CA 91606
818-508-5155 • 818-508-5156 F
info@noho.org
www.noho.org

VENEZIA
538 Venice Blvd.
Venice, CA 90291
P.O. Box 202
Venice, CA 90294
310-822-5425 • 310-664-7938 F
info@venicechamber.net
www.venicechamber.net

VENTURA
505 Poli St., 2nd Fl.
Ventura, CA 93001
805-643-7222 • 805-653-8015 F
vsimalov@ventura-chamber.org
www.ventura-chamber.org

VERNON
3801 Santa Fe Ave.
Vernon, CA 90058
323-583-3313 • 323-583-0704 F
gmelun@vernonchamber.org
www.vernonchamber.org

WEST COVINA
811 S. Sunset Ave.
West Covina, CA 91790-3599
626-338-8496 • 626-960-0511 F
receptionist@westcovinachamber.com
www.westcovinachamber.com

WEST HOLLYWOOD
8272 Santa Monica Blvd.
West Hollywood, CA 90064
323-650-2683 • 323-650-2689 F
info@wehochamber.com
www.wehochamber.com

WEST LOS ANGELES
2370 Westwood Blvd., Ste. L-1
Los Angeles, CA 90064
310-441-2900 • 310-441-2904 F
info@westlachamber.org
www.westlachamber.org

OTHER ASSISTANCE
ASSOCIATION OF BLACK WOMEN ENTREPRENEURS, INC. (ABWE)
Dolores Ratcliffe, President
P.O. Box 49368
Los Angeles, CA 90049
213-624-8639
dratifie@jps.net
Offers an array of entrepreneurial services to National Black Women Entrepreneurs.

BARRIO PLANNERS, INC.
Frank Villalobos, President/F.A.I.A.
9271 E. Beverly Blvd.
Los Angeles, CA 90022
323-726-7733 • 323-721-9794 F
info@barrioplanners.com
www.barrioplanners.com
Operates East Los Angeles Minority Business Development Center, Eastside Business Assistance Center and a Los Angeles BusinessSource Center. Offers technical assistance, financing, bonding, procurement market research and Entrepreneurial Training Programs.

BLACK BUSINESS ASSOCIATION (BBA)
Earl “Skip” Cooper, II, President and CEO
3701 Stocker Ave., Ste 412/ P.O. Box 43159
Los Angeles, CA 90043
323-291-9334 • 323-291-7820 F
mail@bbala.org
www.bbala.org
A nonprofit organization that assists subcontractors to meet minority business needs and to forge strategic alliances with trade associations and organizations throughout the United States.

BROTHERHOOD BUSINESS DEVELOPMENT AND CAPITAL FUND
Charisse Bremond Weaver, President & CEO
200 E. Slauson Ave.
Los Angeles, CA 90011
323-846-1649 • 323-235-5539 F
bcinfo@brotherhoodcruade.org
www.brotherhoodcruade.us
Provides matching job openings with qualified candidates and specialized recruitment campaigns. The JF program also offers CalOBSSM, EDD’s internet-based job and resume listing system, which lists thousands of job openings and the largest pool of job seekers in California.

CALIFORNIA HEALTHCARE FOUNDATION (SMALL BUSINESS MAJORITY)
1438 Webster St., Ste. 400
Oakland, CA 94612
818-804-8229 and 818-470-0377
x pena@smallbusinessmajority.org
Everything small business owners and their advisors need to know about offering health insurance to employees. The website provides unbiased information including coverage options (with printable resources), application preparation, associated tax savings, legal rights and price estimates.

CMTC is a private, non-profit corporation that works with small and medium-sized manufacturers in California. Their mission is to create solutions to improve organizational performance, while fostering innovation and growth, business sustainability, technology advancement and continuous improvement strategies. They provide training and consulting services. Small companies may qualify for California Manufacturers Advantage, which offers limited resources, support and advice.

CALIFORNIA POLLUTION CONTROL FINANCING AUTHORITY
Michael Paparian, Exec. Director
304 South Broadway, Ste. 550
Los Angeles, CA 90013-1224
213-620-4467
www.treasurer.ca.gov/cpca
info@cpca@treasurer.ca.gov
CPSCA provides financing to large businesses through the issuance of bonds and to small businesses through either bond financing or a variety of other financing programs.

COMMUNITY BUILD, INC.
Brenda Shockley, President
4305 Degnan Blvd., Ste. 102
Los Angeles, CA 90008
323-290-5650 • 323-294-2812 F
info@communitybuild.com
www.communitybuild.com
Supports a sound economic infrastructure for community empowerment.

COMMUNITY DEVELOPMENT COMMISSION, COUNTY OF LOS ANGELES
David Chang, Financial Mgmt. Division
700 W. Main St.
Alhambra, CA 91801
626-262-4511 • 626-943-3988 TDD
www.lacocd.org
info@lacocd.org
www.lacocd.org
Promotes the development of small businesses in Southeast Los Angeles county and enhances the local economy through job creation, financial growth and community empowerment. Operates on-site business incubator.

COMMUNITY DEVELOPMENT TECHNOLOGIES CENTER
Yvette Nunez, Business and Economic Dev.
520 W. 23rd St.
Los Angeles, CA 90012
818-804-8229 and 818-470-0377
x pena@smallbusinessmajority.org
Everything small business owners and their advisors need to know about offering health insurance to employees. The website provides unbiased information including coverage options (with printable resources), application preparation, associated tax savings, legal rights and price estimates.

A nonprofit organization which focuses on economic development of the neglected areas in LA County.

CITY OF COMPTON PLANNING & ECONOMIC DEVELOPMENT & BUSINESS SERVICES BUSINESS ASSISTANCE CENTER
Robert Delgadillo, Interim Planning and Economic Development Director
205 S. Willowbrook Ave.
Compton, CA 90220
310-605-5552 • 310-761-1488 F
ckeys@comptoncity.org
www.comptoncity.org

OTHER ASSISTANCE

Provides management and technical assistance to businesses located in the city of Compton. Makes commercial financing available to Compton based businesses.

EMPOWERING PACIFIC ISLANDER COMMUNITIES (EPIC)
1145 Wilshire Blvd.
Los Angeles, CA 90017
213-482-4723
http://empoweredepi.org
EPIC serves the community through its empowerment of leaders through civic engagement and leadership development.

FAME RENAISSANCE PROGRAM
Denise Hunter, President and CEO
1968 W. Adams Blvd.
Los Angeles, CA 90018
323-730-7700 • 323-737-5717 F
info@famecorporations.org
http://famecorporations.org
A trend-setting church institution that provides social, business and economic opportunities through private and public funding.

INTERNAL REVENUE SERVICE
611 6th St., 4th Fl.
Los Angeles, CA 90017
800-829-4933
www.irs.gov/asmallbiz
The small business section of IRS.gov is a one-stop resource for information on starting and operating a business. On this site taxpayers can view a streaming video of a small business tax workshop, order free products like a tax calendar or small business resource guide, apply for an Employer Identification Number (EIN), learn about selecting a business structure, how to set up a retirement plan, operating a business with employees and other tax requirements.

LATIN BUSINESS ASSOCIATION
Ruben Guerra, Chairman and CEO
120 South San Pedro, Ste. 530
Los Angeles, CA 90012
213-628-8510 ext. 222 • 213-628-8519 F
admin@ibausa.com
www.ibausa.com
A nonprofit organization devoted to promoting the economic growth of the Latin business community by serving as a pivotal link for public and private entities seeking qualified Latino vendors.

LOS ANGELES COUNTY OFFICE OF SMALL BUSINESS PROCUREMENT TECHNICAL ASSISTANCE CENTER (PTAC)
Debbie Cabrera Johnson, Program Director
1100 N. Eastern Ave., 1st Fl.
Los Angeles, CA 90063
323-881-3965 • 323-881-1871 F
dcabreia@isd.laounty.gov
http://osb.laounty.gov/
Provides technical assistance within public agencies in Los Angeles County, State of California and federal government. It also serves as a regional resource of business opportunities and an information clearinghouse for businesses on the internet.

LOS ANGELES LOCAL DEVELOPMENT CORPORATION
Michael Banner, President and CEO
1200 Wilshire Blvd., Ste. 404
Los Angeles, CA 90017
213-362-9113 • 213-362-9119 F
mbanner@losangelesidec.com
www.losangelesidec.com
Develops and implements financing and economic development projects or strategies intended for the revival of impacted areas throughout LA.

LOS ANGELES VENTURE ASSOCIATION
Leonard Lanzi, Executive Director
11301 Olympic Blvd., Ste. 376
Los Angeles, CA 90064
866-466-5282 • 866-537-4899 F
lent@lava.org
www.lava.org
LAVA supports the development of emerging growth and middle market companies in Southern California by creating an environment to provide access to financial professional and technological resources.

MINORITY BUSINESS DEVELOPMENT AGENCY BUSINESS CENTER (U.S. DEPARTMENT OF COMMERCE)
Sergio Gascon, Director
Los Angeles MBEC
3716 S. Hope St., Ste. 341
Los Angeles, CA 90089
213-821-2541 • 213-821-3631 F
sgascon@usc.edu
www.mbd.gov/businesscenters/losangeles
The mission of USC’s Business Expansion Network is to cultivate the entrepreneurial spirit of Los Angeles communities; their individuals, businesses and organizations. The L.A. MBEC provides access to educational and technical resources that foster business expansion and job creation throughout Los Angeles County.

MINORITY BUSINESS DEVELOPMENT CENTER
Leonard Lumas, President
P.O. Box 43307
Los Angeles, CA 90043
323-296-8005 • 323-296-8381 F
admin@namcsc.net
www.namcsc.net
Connects major corporate partners with minority contractors.

NATIONAL ASSOCIATION OF WOMEN BUSINESS OWNERS (NAWBO)
Mina Trujillo, Executive Director
515 S. Flower St., 38th Fl.
Los Angeles, CA 90071
213-622-3200 • 213-622-6659 F
info@navboila.org
www.navboila.org
Educational association for women business owners.

NATIONAL CENTER FOR AMERICAN INDIAN ENTERPRISE DEVELOPMENT
Tammy Guill, Operations Manager
953 E. Juavitia Ave.
Mesa, AZ 85204
480-545-1288 • 480-545-4208 F
www.ncaied.org
Management counseling organization for Native Americans.

NATIONAL DEVELOPMENT COUNCIL
Andria F. Martinez
Loan Officer, Grow America Fund
213 E. Canon Perdido St., Ste. 212A
Santa Barbara, CA 93101
805-698-8005 • 805-456-3879 F
amatinez@nationaldevelopmentcouncil.org
www.nationaldevelopmentcouncil.org
Is the oldest non-profit national community and economic development organization in the U.S. Its mission is to increase the flow of capital for investment, jobs and community development to urban and rural areas across the country.

OPERATION HOPE
Emily Paris Imperial, Senior Program Mgr.
707 Wilshire Blvd., 30th Fl.
Los Angeles, CA 90017
213-891-2900 • 213-489-7511 F
emily.paris@operationhope.org
www.operationhope.org/losangeles
Outreach, technical assistance, loan production for commercial and small business financing; and financial literacy.

PASADENA ANGELS
2400 N. Lincoln Ave.
Altadena, CA 91001
info@pasadenaangels.com
www.pasadenaangels.com
The Pasadena Angels is a nonprofit entity founded in 2000 that offers early-stage start-up ventures the opportunity to benefit from the knowledge and expertise of more than 100 investor members.

PROFESSIONAL DEVELOPMENT CENTER
Kimberly Hollard, Executive Director
2340 Honolulu Ave.
Montrose, CA 91020
818-957-0024 • 818-541-0832 F
http://pdcofgcc.com
info@pdcofgcc.com
State-funded training for employees of small and large companies at your worksite or the PDC training center.

risefinancialpathways
Foresee Hogan-Rowles, President & CEO
4000 S. Figueroa St.
Los Angeles, CA 90037
323-233-1900 • 323-235-1886 F
info@risefinancial.wordpress.org
www.risefinancial.org
A community-based nonprofit technical assistance provider for aspiring entrepreneurs and small business owners, offering business plan development, loan packaging and access to capital ranging from $500 to $50,000.

SOUTHERN CALIFORNIA MINORITY SUPPLIER DEVELOPMENT COUNCIL
800 W. 6th St., Ste. 850
Los Angeles, CA 90017
213-689-8097 • 213-689-6903 F
info@scmsdc.org
www.scmsdc.org
SCMSDC is the largest non-profit minority business advocacy organization in the region.

SOUTHERN CALIFORNIA GAS COMPANY
Supplier Diversity
555 W. 5th St.
Los Angeles, CA 90013
Interactive Voice Response Self-Service (English/Spanish): 800-772-5050
Commercial & Industrial Customers: 800-427-2000
venderrelations@semprautilities.com
www.socalgas.com
SOUTHLAND PARTNERSHIP CORPORATION
Dean Jones, CEO
700 N. Bullis Rd.
Compton, CA 90221
310-637-7248
bizpartnership@aol.com
www.bizpartnership.biz

THE EAST LOS ANGELES COMMUNITY UNION (TELACU)
David C. Lizarraga, President and CEO
5400 E. Olympic Blvd., 3rd Fl.
Los Angeles, CA 90022
323-721-1655 • 323-724-3372 F
Email via website “contact us”
www.telacu.com
Offers financial assistance, education foundation programs, youth group empowerment programs and HUD housing.

THE LA REGIONAL TECHNOLOGY ALLIANCE
The Annenberg Incubator Project
Rohit Shukla, President
606 S. Olive St., Ste. 650
Los Angeles, CA 90014
213-694-2826  • 213-622-6230 F
info@larta.org
www.larta.org
Funding program grants, subsidized consulting program, international trade program and training workshops.

THE METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA
John Arena, Manager, Bus. Outreach Team
700 N. Alameda St.
Los Angeles, CA 90012-2944
213-217-5519 • 213-217-6000 F
jarena@mwdh2o.com
www.mwdh2o.com
Metropolitan Water District purchases approximately $140 million worth of goods and services annually.

TONGAN COMMUNITY SERVICE CENTER
13030 Inglewood Ave., #104
Hawthorne, CA 90250
310-679-9899 • 310-679-9299 F
office@tonganla.org
www.tonganla.org
Provides dignified human services to the Southern California Tongan community and to empower the community to itself engage and resolve the critical issues of poverty, education, immigration, health, and violence.

U.S. GENERAL SERVICES ADMINISTRATION (GSA)
300 N. Los Angeles St.
Los Angeles, CA 90012
213-821-1403 • 213-746-8722 F
kdozier@usc.edu
wtaac@usc.edu
www.wtaac.com
For support to: Small Businesses
small.business@gsa.gov
202-501-1021

U.S. POSTAL SERVICE
Consumer Affairs
7001 S. Central Ave., Rm. 338A
Los Angeles, CA 90053
323-586-3812 or 800-ASK-USPS Toll Free
www.usps.com
For free business assistance and planning to grow your business with direct mail and other postal products and services

WESTERN TRADE ADJUSTMENT ASSISTANCE CENTER
University of Southern California
Kenneth Dozier, Ex. Director
3716 S. Hope St., Ste. 200
Los Angeles, CA 90007-4344
213-821-1403 • 213-746-8722 F
dkozier@usc.edu
www.taac.gov
For more information, visit us online: www.sba.gov/ca/la

OTHER ASSISTANCE

FOR THE VALUE OF HEALTHCARE
Get your business check-up today!

SBA.gov/healthcare
• Learn what the Affordable Care Act (ACA) means for you and your small business, with information about key pieces of the law based upon the size of your business

Healthcare.gov
• Learn more about the new small business health insurance marketplaces, find coverage options for your employees and enroll in either your state or federal marketplace

BusinessUSA.gov/healthcare
• This new site includes a search tool to direct you to ACA resources based on a business’s location, size and current insurance offerings

For more information, visit the above resources or contact your local SBA District Office.
<table>
<thead>
<tr>
<th>SBA PARTICIPATING LENDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MISSION BANK</strong></td>
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<td><strong>MISSION VALLEY BANK</strong></td>
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<td><strong>MONTECITO BANK &amp; TRUST</strong></td>
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<td><strong>MONTICELLO COUNTY BANK</strong></td>
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<td><strong>MUFU UNION BANK N.A.</strong></td>
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<td><strong>NATIONAL BANK OF CALIFORNIA</strong></td>
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<td><strong>OPEN BANK</strong></td>
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<td><strong>ORANGE COUNTY BUSINESS BANK</strong></td>
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<td><strong>PACIFIC PREMIER BANK</strong></td>
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<td><strong>PINNACLE BANK</strong></td>
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<td><strong>SCE FEDERAL CREDIT UNION</strong></td>
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<td><strong>SECURITY BANK OF CALIFORNIA</strong></td>
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<td><strong>SPIRIT OF TEXAS BANK, SSB</strong></td>
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<td><strong>STATE BANK OF INDIA</strong></td>
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<td><strong>STEARN BANK, N.A.</strong></td>
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<td><strong>SUNWEST BANK</strong></td>
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<td><strong>T BANK, N.A.</strong></td>
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<td><strong>THE BANCORP BANK</strong></td>
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<td><strong>TOMATOBANK, N.A.</strong></td>
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<td><strong>U.S. BANK, N.A.</strong></td>
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<td><strong>UMBRIA BANK</strong></td>
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<td><strong>UNITED COMMUNITY BANK</strong></td>
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<td><strong>UNITED MIDWEST SAVINGS BANK</strong></td>
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<td><strong>UNITED PACIFIC BANK</strong></td>
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<td><strong>UNITED BUSINESS BANK (FORMERLY UNITED LABOR BANK)</strong></td>
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<td><strong>UNITI BANK</strong></td>
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<td><strong>US METRO BANK</strong></td>
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<tr>
<td><strong>UTAH COMMUNITY BANK</strong></td>
</tr>
</tbody>
</table>
SBA PARTICIPATING LENDERS

VENTURA COUNTY CREDIT UNION
6026 Telephone Rd.
Ventura, CA 93006-6820
805-477-4079 • 805-339-9299 F
www.vccuonline.net

VISION ONE CREDIT UNION
3279 Ramos Cir.
Sacramento, CA 95827
916-363-4293 • 916-363-4298 F
www.visionone.org

WELLS FARGO BANK
333 S. Grand Ave., 1st Fl.
Los Angeles, CA 90071
213-253-6600
www.wellsfargo.com

WILSHIRE BANK
3200 Wilshire Blvd., Ste. 5100
Los Angeles, CA 90010
213-637-9742 • 213-639-8012 F
www.wilshirebank.com

WORLD TRADE FINANCE INC.
3009 W. Magnolia Blvd.
Burbank, CA 91505
818-556-8588 • 818-556-8588 F
www.worldtradefinanceinc.com

YADKIN BANK
1005 High House Rd.
Cary, NC 27513
704-871-1100 • 704-978-1081 F
www.yadkinvalleybank.com

ACTIVE NON-BANK LENDERS

CDC SMALL BUSINESS FINANCE CORP.
80 S. Lake Ave., Ste. 528
Pasadena, CA 91101
800-611-5170
626-528-0700 • 626-229-0860 F
www.cdcloans.com

COMMUNITY REINVESTMENT SMALL BUSINESS
801 Nicollet Mall, Ste. 1700
Minneapolis, MN 55402
612-338-3050
www.crfsa.com

GROW AMERICA FUND INC.
706 Third Ave., Ste. 710
New York, NY 10017
212-682-1100 • 212-573-6118 F
www.growamericafund.org

HANA SMALL BUSINESS LENDING, INC.
1000 Wilshire Blvd., 20th Fl.
Los Angeles, CA 90017
213-977-5551 • 213-986-3889 F
www.hanasba.com

NEWTEK SMALL BUSINESS FINANCE INC.
212 W. 35th St., 2nd Fl.
New York, NY 10123
212-643-0340 F
www.newteksbfinance.com

PACE BUSINESS DEVELOPMENT CENTER
1055 Wilshire Blvd., Ste. 900-B
Los Angeles, CA 90017
213-353-9400
www.pacelabdc.org

PACIFIC COAST REGIONAL CORPORATION
3255 Wilshire Blvd., Ste. 1501
Los Angeles, CA 90010
888-301-9889 • 213-739-2999 F
www.pccrp.com

SUPERIOR FINANCIAL GROUP
165 Lennon Ln., Ste. 101
Walnut Creek, CA 94598
925-492-2900 • 925-296-0510 F
www.superiorfg.org

VALLEY ECONOMIC DEVELOPMENT CENTER (VEDC)
5121 Van Nuys Blvd., 3rd Fl.
Van Nuys, CA 91403
800-304-1755 or 818-907-9377
818-907-9720 F
www.vedc.org

WORLD TRADE FINANCE INC.
3009 W. Magnolia Blvd.
Burbank, CA 91505
818-556-8588 • 818-556-8588 F
www.worldtradefinanceinc.com

WESTERN ALLIANCE BANK
55 Almaden Blvd.
San Jose, CA 95113
408-423-8500
www.westernalliancebankcorporation.com

WORLD TRADE FINANCE INC.
3009 W. Magnolia Blvd.
Burbank, CA 91505
818-556-8588 • 818-556-8588 F
www.worldtradefinanceinc.com

WORI AMERICA BANK
3360 W. Olympic Blvd.
Los Angeles, CA 90019
213-531-0924 • 323-731-9112 F
www.wooriamericabank.com

WORLD TRADE FINANCE INC.
3009 W. Magnolia Blvd.
Burbank, CA 91505
818-556-8588 • 818-556-8588 F
www.worldtradefinanceinc.com

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3009 W. Magnolia Blvd.
Burbank, CA 91505
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www.worldtradefinanceinc.com

YADKIN BANK
1005 High House Rd.
Cary, NC 27513
704-871-1100 • 704-978-1081 F
www.yadkinvalleybank.com

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1005 High House Rd.
Cary, NC 27513
704-871-1100 • 704-978-1081 F
www.yadkinvalleybank.com

WHAT IS THIS BUSINESS WORTH?

“Price is what you pay. Value is what you get.”
-Warren Buffett

PORTSIDE SBAVALUATION
Business Valuations for Buyers | Sellers | Lenders

Portside SBA Valuation
Mike Size, MBA/CVA • 406.493.1651
www.portsidesa.com

BLOG DIRECTORY
In FY 2015, SBA lenders made 3,511 loans valued at nearly $1.9 billion to small businesses in the Los Angeles District.

### LOS ANGELES DISTRICT OFFICE

#### Lender Ranking Report
**7(a) and 504 Loan Programs**
**Fiscal Year 2015 - 4th Quarter (YTD)**

<table>
<thead>
<tr>
<th>#</th>
<th>Lender Name</th>
<th>Location</th>
<th>Year-End Balance</th>
<th>Number of Loans</th>
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<tr>
<td>1</td>
<td>WELLS FARGO BANK, N.A.</td>
<td>565</td>
<td>$223,815,300</td>
<td>60</td>
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<td>2</td>
<td>U.S. BANK, N.A.</td>
<td>471</td>
<td>$78,367,300</td>
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<td>3</td>
<td>JPMORGAN CHASE BANK, N.A.</td>
<td>458</td>
<td>$94,625,500</td>
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<td>4</td>
<td>WEST FIRST BANK</td>
<td>105</td>
<td>$65,068,500</td>
<td>65</td>
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<tr>
<td>5</td>
<td>WILSHIRE BANK</td>
<td>102</td>
<td>$36,717,700</td>
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<tr>
<td>6</td>
<td>PACIFIC CITY BANK</td>
<td>92</td>
<td>$63,227,960</td>
<td>68</td>
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<tr>
<td>7</td>
<td>COMMONWEALTH BUSINESS BANK</td>
<td>73</td>
<td>$58,021,000</td>
<td>70</td>
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<td>8</td>
<td>BANCORP BANK</td>
<td>72</td>
<td>$48,030,000</td>
<td>72</td>
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<td>9</td>
<td>HANA SMALL BUS. LENDING INC.</td>
<td>66</td>
<td>$59,108,400</td>
<td>74</td>
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<td>10</td>
<td>CELTIC BANK CORP.</td>
<td>65</td>
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<td>11</td>
<td>CALIFORNIA COMMERCIAL BANK</td>
<td>55</td>
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<td>12</td>
<td>CHASE COMMERCIAL BANK</td>
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<td>COMMUNITY BANK</td>
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<td>14</td>
<td>UNITI BANC</td>
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<td>$27,759,500</td>
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<td>15</td>
<td>LAMMA BANK</td>
<td>20</td>
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<td>16</td>
<td>CITY NATIONAL BANK</td>
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<td>$27,185,800</td>
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<td>17</td>
<td>KINETICA FCU</td>
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<td>$8,138,700</td>
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<td>18</td>
<td>COMPASS BANK</td>
<td>27</td>
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<td>19</td>
<td>TIBITI, N.A.</td>
<td>26</td>
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<td>20</td>
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<td>21</td>
<td>$16,981,300</td>
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<td>BANK OF SANTA CLARITA</td>
<td>22</td>
<td>$4,441,000</td>
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<td>23</td>
<td>PACIFIC ENTERPRISE BANK</td>
<td>21</td>
<td>$25,977,300</td>
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<td>24</td>
<td>LIVE OAK BANCING COMPANY</td>
<td>21</td>
<td>$20,471,500</td>
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<td>25</td>
<td>FIRST CHOICE BANK</td>
<td>20</td>
<td>$21,569,000</td>
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<td>26</td>
<td>BANCORP OF AMERICA, N.A.</td>
<td>19</td>
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<td>CATHAY BANK</td>
<td>18</td>
<td>$6,408,300</td>
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<td>GBC INTERNATIONAL BANK</td>
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<td>AMERICAN CONTINENTAL BANK</td>
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<td>RIDGEBANK</td>
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<td>CALIFORNIA BANK &amp; TRUST</td>
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<td>GOLDEN PACIFIC BANK, N.A.</td>
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**COMBINED LOAN TOTALS**

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<thead>
<tr>
<th>Total Loans</th>
<th>Amount Value</th>
</tr>
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<tbody>
<tr>
<td>3,511</td>
<td>$1,875,557,600</td>
</tr>
</tbody>
</table>

Visit us online: www.sba.gov/ca/la
Elliott Henry had just graduated from high school when he traveled to St. Louis looking for work. He had $35 in his pocket and a burning desire to land a factory job. With patience and a lot of determination, he landed his dream job as a utility worker cleaning floors and restrooms. Having some free evenings to fill, Elliott took on part-time employment with a local janitorial company. He learned the cleaning business first hand and attended evening seminars to expand his leadership skills.

When the owner of the company was ready to sell his business, Elliott decided to branch out on his own. He developed a business plan, received a business license, and launched Maintenance Unlimited Janitorial. To help fund his new business, Elliott received a small SBA 7(a) Loan of $10,000. The 7(a) Loan is the SBA’s primary business loan and is the agency’s most frequently used loan program because of its flexibility.

The janitorial company was doing quite well when Elliott received an unexpected opportunity to get into the water distribution business. It was a leap of faith since Elliott had no prior water processing experience. He named his new venture Unlimited Water Processing, and, before long, his water company was making its own plastic bottles and delivering water by the truckload to such companies as Conrail, Union Pacific and Metro Rail in Chicago.

By 2011, Elliott was operating his janitorial and water processing companies out of four different buildings. The separate locations led to a drop in productivity and poor communication. Yet, despite having two profitable companies and a substantial amount in personal savings, Elliott found it difficult to secure a loan to purchase a new building. Then he was introduced to SBA’s 504 Loan Program, which provides growing businesses long-term, fixed-rate financing for major fixed assets, such as land and buildings.

In addition to making it easier to make payroll while financing his new facility, the $700,000 loan Elliott received helped him spread his two businesses over 54,000 square feet of space. His 73 employees are now more productive and happily united under one roof.
Work with someone who understands your specific needs.

- Specialists in the Small Loan (SL) Program
- SBA Preferred Lender with a streamlined process for faster approvals
- Expert advice catered to your business needs

A 75-year tradition providing a range of loan products and a dedication to service.

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