

2016

# RESOURCE GUIDE *for* SMALL BUSINESS

U.S. Small Business Administration • Tennessee Edition

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Milestone  
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2016 TENNESSEE

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*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.*



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## 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 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](http://www.sba.gov/tools/local-assistance/sbdc) to find your local center.

After all, our business is to empower yours.

Sincerely,

A handwritten signature in black ink that reads "Maria Contreras-Sweet". The signature is fluid and cursive, written in a professional style.

**Maria Contreras-Sweet**  
*Administrator*

*U.S. Small Business Administration*

## FROM THE REGIONAL ADMINISTRATOR



### Message From The Region 4 Regional Administrator Cassius Butts

As Regional Administrator for Region IV of the U.S. Small Business Administration, my role is to be the eyes and ears for small business in the Southeast. I travel the region widely and visit with many entrepreneurial success stories and I also learn the challenges that many business owners face. We work together as a team at SBA to assist aspiring and existing small business owners every day to reach their goals; whether it is to start a new small business or grow an existing business.

Small business is dear to my heart as I come from a family of entrepreneurs. At times, it wasn't easy; but I remember them telling me that it was always rewarding. I continue to be impressed with the resiliency of small business owners who go to work day in and day out, overcoming challenges and making ends meet.

Small businesses are the engine of our economy. Across the country, more than half of employed Americans either own or work for a small business.

At last count, the state of Tennessee had over 564,000 small businesses/ self-employed making significant contributions to the state's economy, and bringing innovative products and services to the marketplace.

I believe it is our entrepreneurs and small business owners that drive America's ability to innovate and stay competitive across the globe.

We know the obstacles that entrepreneurs face and salute your courage and creativity.

We wish you entrepreneurial success!

A handwritten signature in black ink that reads "Cassius Butts". The signature is fluid and cursive, with a large, sweeping flourish at the end.

**Cassius Butts**  
*Regional Administrator  
Region 4  
U.S. Small Business Administration*

# 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.

## Message From The District Director

# TENNESSEE

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# Serving Tennessee's Small Businesses

**C**ounseling, Capital and Contracts. The U.S. Small Business Administration offers these services to small businesses across the Volunteer State. Service is what we offer to those who are looking to start up or expand a business as we're about creating jobs and growing the economy in each of Tennessee's 95 counties.

Free business counseling – the price is right. There's no charge for counseling provided by SBA, the Tennessee Small Business Development Centers, SCORE – Counselors to America's Small Businesses, or our two Women's Business Centers. Whether you are just starting to plan your business venture or want to expand it, counselors will help you map out how to do it. Your ideas will be shared confidentially so you may create a credible business plan that focuses on how your goods or service will compete in the marketplace for the customer dollar. We can also help you see how employee health insurance can fit into your business planning through opportunities offered by the Affordable Care Act.

Going to the bank for a loan? SBA can help with our loan guarantees that are offered through your local bank or credit union. Our working capital loans are offered through over 100 active lenders in Tennessee, and enable the business owner to use loan proceeds for

payroll, inventory, expansion or other day-to-day expenses of the business. The program produces results as we approved over 600 loans totaling \$357 million in 2015, with loans going to both start-up and existing businesses.

Want to sell to the Federal Government? SBA has special programs enabling small businesses to be eligible for set-aside procurements for goods and services needed by federal agencies. In fact, the Federal Government is the largest single purchaser of goods and services in the world, awarding approximately \$500 billion in contracts every year. If you are currently in business, consider expanding into the federal marketplace through assistance provided by SBA and the University of Tennessee's Procurement Technical Assistance Program.

Creating jobs is what small businesses do and SBA wants to be there for you with good service. By offering the counseling you need, working capital loans or opening doors to federal contracting, SBA is committed to serving Tennessee's small business community. Contact us and our resource partners in this publication to take the first steps to learn how we may be of service across the Volunteer State.

**Sincerely,**

**Walter N. Perry III**

*District Director of  
SBA's Tennessee District Office*

# Doing Business in Tennessee

The SBA helps business owners grow and expand their businesses every day.

## THE TENNESSEE DISTRICT OFFICE

The Tennessee District Office is responsible for the delivery of SBA's many programs and services. The District Director is Walter N. Perry, III. The District Office is located at 2 International Plaza, Suite 500, Nashville, TN. Office hours are from 8:00 AM until 4:30 PM, CST, Monday through Friday.

## CONTACTING THE TENNESSEE DISTRICT OFFICE

For program and service information, please contact us at 615-736-5881.

## SERVICES AVAILABLE

Financial assistance for new or existing businesses through guaranteed loans made by area bank and non-bank lenders.

Free counseling, advice and information on starting, better operating or expanding a small business through the Service Corps of Retired Executives (SCORE), Small Business Development Centers

(SBDC) and Women's Business Centers (WBC). They also conduct training events throughout the district - some require a nominal registration fee.

Assistance to businesses owned and controlled by socially and economically disadvantaged individuals through the Business Development Program.

SBA has several special emphasis areas. A Women's Business Ownership Representative, Kena Dixon, is available at 615-736-7426 to assist women business owners. Special loan programs are available for businesses involved in international trade and David Tiller 615-736-7176 handles these inquiries. Veterans may contact David Tiller, the District's Veterans Affairs Officer, for special programs available to veteran owned small businesses.

## We Welcome Your Questions

For extra copies of this publication or questions please contact:

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Tel: 615-736-5881 Fax: 615-736-7232

Website: [www.sba.gov/tn](http://www.sba.gov/tn)

SBA Memphis Office  
Memphis Renaissance Business Center  
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Memphis, TN 38103

Tel: 901-526-9300

Website: [www.sba.gov/tn](http://www.sba.gov/tn)

Office Hours:  
8:00 a.m.-4:30 p.m. Central Time



Dr. Ed Glaser (with ukulele) and his wife, Claudia, receiving the Tennessee SBA Small Business Person of the Year Award, May, 2015

## SUCCESS STORY

**Sole Supports, Inc.**  
**Edward S. Glaser**  
**Founder & CEO**  
**Lyles, TN**

Lyles, Tenn--Edward S. Glaser, Doctor of Podiatry, is the founder and CEO of Sole Supports, Inc., located in Lyles, Tennessee, an historically underutilized business (HUB) zone. Dr. Glaser started the business-- with a unique medical approach to helping people with foot problems--in his garage in nearby Fairview, in the 1980s and incorporated under the name of Sole Supports, Inc. in 1992. Sole Supports' orthotics are now sold throughout the U.S. and in several foreign countries.

From Fairview, Dr. Glaser moved the orthotics manufacturing operation into a repurposed chicken coop in Bon Aqua, Tennessee. From those humble beginnings, Sole Supports, has grown to an \$8 million company, assisted by an SBA (U.S. Small Business Administration) -guaranteed loan. Sole Supports utilized the SBA-guaranteed loan to expand into the current facility of almost 40,000 square feet in its new home on Highway 7 in Lyles.

In early 2014, Dr. Glaser became a client of SCORE, formerly known as the Service Corps of Retired Executives, and has had several counseling sessions with Mike Thompson, SCORE Chapter Chairman in Nashville.

Sole Supports has become the largest manufacturing employer in Hickman County, generating sales across the United States and several international markets. Dr. Glaser studied mechanical engineering at SUNY at Stonybrook, and went on to receive his doctorate in podiatric medicine at the New York College of Podiatric Medicine in 1983. This is not a common pathway for a medical student, but it turned out to be just the right exposure for this future student of the foot. He was in private practice in Nashville and Franklin, Tennessee for 13 years before dedicating all of his energies to the development of his Maximal Arch Supination Stabilization (MASS) Posture Theory and Orthotic Design which has added a new and comprehensive paradigm to the field of biomechanics of the foot.

Dr. Ed's orthotics are sold through other podiatrists, chiropractors and bio-mechanical practitioners. His theories and research have earned him a substantial national and international reputation for re-envisioning the way practitioners can significantly correct poor foot posture thereby improving the overall biomechanics of the foot and consequently the lower extremities as well. His new analysis and practical, common-sense approach to the casting and design of custom, full arch contact, calibrated foot orthotics has helped many health care providers achieve a new level of clinical success with over 30 of the most common conditions of the foot, without surgery.

Dr. Ed and his company have also been active in community activities and outreach donating both time and money to various non-profit groups and institutions from Tennessee to Mexico.

In May, 2015, Dr. Glaser, founder and CEO of Sole Supports, Inc. was selected as the Tennessee SBA Small Business Person of the Year.

'We appreciate the SBA and SCORE and are encouraged by all the assistance we've received so far,' said Dr. Glaser.

# 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](http://www.sba.gov) and click on the Local Assistance tab.*

# COUNSELING

Getting Help to Start, Market and Manage Your Business



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](http://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](http://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.

Found in more than 300 chapters throughout the country, SCORE provides key services – both face-to-face and online – to busy entrepreneurs who are just getting started or are in need of a seasoned business professional as a sounding board for their existing business. As members of your community, SCORE mentors understand local business licensing rules, economic conditions and important business networks. SCORE can help you by:

- Matching your specific needs with a business mentor
- Traveling to your place of business for an on-site evaluation
- Teaming with other SCORE mentors to provide you with tailored assistance in a number of business areas

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](http://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](http://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.

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**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, 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. 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 FY2014 they:

- Assisted more than 9,500 entrepreneurs to start new businesses – equating to nearly 26 new business starts per day.
- Provided counseling services to more than 91,000 emerging entrepreneurs and 75,000 existing businesses.
- Provided training services to approximately 214,000 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](http://www.sba.gov/sbdc).

**Tennessee Small Business Development Center Network**

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# HELP YOUR START UP STAY UP.

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](https://www.ProgressiveCommercial.com) **PROGRESSIVE**  
COMMERCIAL

Commercial Auto insurance provided by Progressive Casualty Insurance Company and affiliates. General Liability insurance is placed through Progressive Specialty Insurance Agency, Inc. with select insurers, which are not affiliated with Progressive, are solely responsible for servicing and claims, and pay the agency commission for policies sold. Policy coverages, pricing policies, and commission rates vary among these insurers. Not available in AL or HI.

**Johnson City Location:**

East Tennessee State University  
College of Business and Technology  
Robert A. "Bob" Justice, Ed.D. Director  
2109 W. Market St.  
Johnson City, TN 37604  
423-439-8505 • 423-439-8506 Fax  
bjjustice@tsbdc.org  
Mark Bays, Business Technology Counselor  
mbays@tsbdc.org

**Kingsport Location:**

Kingsport Area Chamber of Commerce  
Affiliate of East Tennessee State University  
Aundrea Wilcox, MBA Senior Business Counselor  
400 Clinchfield St., Ste. 100  
Kingsport, TN 37660  
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**Knoxville Location:**

Pellissippi State Community College  
Larry Rossini, Senior Director  
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Knoxville TN 37902-1402  
865-246-2663 • 865-971-4439 Fax  
lrossini@tsbdc.org  
Bruce Hayes, Sr. Small Business Specialist  
bhayes@tsbdc.org  
Laura Overstreet, Small Business Specialist  
loverstreet@tsbdc.org

**Martin Location:**

UT-Martin/REED Center  
406 S. Lindell St.  
Martin, TN 38237  
Landy Fuqua, Director  
731-587-7333 • 731-587-7334 Fax  
lfuqua@tsbdc.org

**Memphis Locations:**

Southwest TN Community College  
Rory Thomas, Executive Director  
Maxine A. Smith Center  
8800 East Shelby Drive 38125  
Memphis, TN 38103  
901-333-5085 • 901-333-5698 Fax  
rthomas@tsbdc.org  
George Colgate, Small Business Specialist  
gcolgate@tsbdc.org

**Renaissance Business Center/  
Satellite Office of SWTCC**

Rory Thomas, Director  
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901-526-9300 • 901-525-2357 Fax  
Schaun Bullock, Associate Director  
sbullock@tsbdc.org  
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**Murfreesboro Location:**

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Rutherford County Chamber of Commerce  
3050 Medical Center Pkwy., Ste. 200  
Murfreesboro, TN 37129  
615-898-2745 • 615-893-7089 Fax  
Dr. Bill McDowell, Senior Business Specialist  
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**Nashville Location:**

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College of Business  
330 10th Ave. N., Ste. G-400  
Nashville, TN 37203-3401  
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**Oak Ridge Location:**

Roane State Community College  
1400 Oak Ridge Turnpike  
Oak Ridge, TN 37830-8026  
Jutta Bangs, Director  
865-483-2668 • 865-483-1678 Fax  
jbangs@tsbdc.org

**U.S. Export Assistance Centers**

SBA trade finance specialists are located in 19 U.S. Export Assistance Centers throughout the U.S., which also are staffed by U.S. Department of Commerce and, in some locations, Export-Import Bank of the U.S. personnel, providing 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 opportunities by contacting your local SBA district office.

**Dan Holt**

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Covering Western and Central Tennessee

**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 in 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.

Women's Business Centers are designed to be a resource for women entrepreneurs to assist with the unique issues they face in starting and growing a business. The BrightBridge Women's Business Center located in Chattanooga serves southeast Tennessee counties and the Pathway Women's Business Center in Nashville serves the Metro Nashville area.

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](http://www.sba.gov/wosb).

To find the nearest SBA WBC, visit [www.sba.gov/women](http://www.sba.gov/women).

**Mary Sedrick, Director  
BrightBridge Women's Business Center**

535 Chestnut St., Ste. 161  
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423-648-9251  
[msedrick@brightbridgewbc.org](mailto:msedrick@brightbridgewbc.org)  
[www.brightbridgewbc.org](http://www.brightbridgewbc.org)

**Mildred Walters, Center Director  
Pathway Women's Business Center**

201 Venture Circle  
Nashville, TN 37228  
615-425-7171  
[Info@PathwayWBC.org](mailto:Info@PathwayWBC.org)  
[www.pathwayWBC.org](http://www.pathwayWBC.org)

### SBA EMERGING LEADERS

The intense seven-month entrepreneurship training for identified SBA Emerging Leaders creates a learning environment to accelerate the growth of high-potential small businesses, stimulates job creation and helps drive economic development within their communities. A competitive selection process results in company executives participating in high-level training and peer-networking sessions led by professional instructors. Graduates are poised to create an economic ripple effect because they are now equipped with the support, resources and enhanced business skills necessary to succeed.

**Impact of Emerging Leaders:**

The initiative is currently offered in 48 underserved communities across the country.

To date, 3,000 businesses have participated and nearly 2,700 Emerging Leaders have graduated since its inception. A study of Emerging Leaders past participants reported that:



## BRIGHTBRIDGE

Women's Business Center

We specialize in building bridges between our resources and your goals.

BrightBridge WBC provides women entrepreneurs with the tools they need to start and grow successful businesses through—

- Individual and group counseling
- Mentoring
- Training and workshops
- Business plan review
- Marketing and management resources
- Long-term support
- Government procurement assistance
- Internet and e-commerce resources
- Export assistance
- Access to small business financing

### BrightBridgeWBC.org

Corporate: 423-424-4220  
WBC Center: 423-648-9251  
Fax: 423-424-4262

535 Chestnut Street, Suite 161  
Chattanooga, TN 37402

Office Hours: 8:30 am - 5:00 pm EST  
Weekend & after hours by appointment

WBC programs and services are extended to the public on a nondiscriminatory basis



Funded in part by a cooperative agreement with the U.S. Small Business Administration

COUNSELING

- 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](http://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.

Visit [www.sba.gov/learning](http://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](http://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](http://www.sba.gov/moneysmart).

To learn more about the Financial Literacy and Education Commission, visit [www.mymoney.gov](http://www.mymoney.gov).

# BusinessUSA

Discover. Connect. Grow.

Looking for government help to start or expand your business?

Want to tap into foreign markets?

Go to the government's portal to over 24 federal agencies and hundreds of state and local resources.



## Your Gateway to Success

**BusinessUSA.gov or 1-800-FED-INFO**

BusinessUSA.gov is an official website of the United States Federal Government.

# REACHING UNDERSERVED COMMUNITIES

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](http://www.sba.gov/encore).

## 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. Further, the Center plays a key role in helping identify, engage and impact underserved communities. For additional information, visit [www.sba.gov/faith-based](http://www.sba.gov/faith-based).

## LGBT BUSINESS OUTREACH INITIATIVE

The SBA’s groundbreaking outreach to the Lesbian, Gay, Bisexual and Transgendered (LGBT) community is for the first time bringing SBA resources directly to LGBT business owners. 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](http://www.sba.gov/LGBT) or e-mail: [lgbt@sba.gov](mailto:lgbt@sba.gov).

## 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/naa](http://www.sba.gov/naa) 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. For additional information, visit [www.sba.gov/young](http://www.sba.gov/young).

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.

# SERVING THOSE WHO SERVED OUR COUNTRY

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](http://www.sba.gov/veterans).

## BOOTS 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 EVB leave with a support structure that helps them stay connected with resources and networks beneficial to their new endeavor. EVB 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.

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 chief 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](http://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.

- 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.

### Operations

- Explain how the business will be managed day-to-day.
- Discuss hiring and personnel procedures.
- Discuss insurance, lease or rent agreements.
- Account for the equipment necessary to produce your goods or services.
- Account for production and delivery of products and services.

### 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.



# CAPITAL

## Financing Options to Start or Grow Your Business



**M**any 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 on 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

Small Business applicant assembles their request for financing based on the intended purpose of the proposed loan and what 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 change an applicant has in 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 a small business their application consist of two parts. The applicant fills out SBA Form 1919 while the lender completes SBA Form 1920. The Form 1919 is designed for the applicant to explain what they intend to do with the money and how they will repay the loan. The Form 1920 requires the lender to explain their analysis of the eligibility and credit merits of the request.

When the request 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.

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. The other nine 7(a) loan types are variations of the Basic 7(a) Loan with different uses for the loan proceeds and alternative structures.

The applicant business must:

1. Be an operating business (except for loans to Eligible Passive Companies);
2. Be organized for profit;
3. Be located in the United States;
4. Be able to demonstrate a need for the desired credit.
5. Be a business, along with its Affiliates, that meets SBA's Size Standard Requirements.
6. Be a business that is not engaged in a prohibited business activity or owned by a non-qualified owner, or located at a prohibited place.
7. Only use the Loan Proceeds for only acceptable purposes, which includes proceeds to start-up a new business, buy an existing business, acquire machinery & equipment and/or furniture & fixtures, acquire or renovate a building which the business will occupy, permanent working capital, and refinancing existing business debt

under certain conditions. Proceeds from a Basic 7(a) cannot be used to buy investments that are held for their potential appreciation, or to be provided to an associate of the business except under very limited circumstances.

8. Be able to demonstrate that it can't get the proceeds from its own resources or those of its principal owners and the lender must certify that they would only approve the loan if it is able to obtain a guaranty from SBA.
9. Have ownership that is of Good Character
10. Be able to satisfy any Miscellaneous Eligibility Requirements that may be imposed on a loan request based on the circumstances of the case including, but not limited to the purpose of the 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.

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.

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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.

### Percentage of Guarantees and Loan Maximums

SBA only guarantees a portion of any particular 7(a) loan so each loan will have an SBA share and an unguaranteed portion which gives the lender a certain amount of exposure and risk on each loan. The percentage of guaranty depends on either the dollar amount or the program the lender uses to obtain its guaranty. For loans of \$150,000 or less the SBA generally guarantees as much as 85 percent and for loans over \$150,000 the SBA generally provides a guaranty of up to 75 percent.

The maximum dollar amount of a single 7(a) loan is \$5 million and there is no minimum. The maximum dollar amount of the SBA share which can be provided to any one business (including affiliates) is \$3,750,000.

### Interest Rates

The actual interest rate for a 7(a) loan guaranteed by the SBA is negotiated between the applicant and lender but is subject to the SBA maximums. Both fixed and variable interest rate structures are available. The maximum rate comprises two parts, a base rate and an allowable spread. There are three acceptable base rates (Wall Street Journal Prime\*, London Interbank One Month Prime plus 3 percent, and an SBA Peg Rate). Lenders are allowed to add an additional spread to the base rate to arrive at the final rate. For loans with maturities of less than seven years, the maximum spread will be no more than 2.25 percent. For loans with maturities of seven years or more, the maximum spread will be 2.75 percent. The spread on loans under \$50,000 and loans processed through Express procedures have higher maximums.

Most 7(a) term loans are repaid with monthly payments of principal and interest. For fixed-rate loans the payments stay the same because the interest rate is constant. For variable rate loans the lender can change the payment amount when the interest rates change. Applicants can request that the lender establish the loan with interest-only payments during the start-up and expansion phases (when eligible) to allow the business time to generate income before it starts making full loan payments.

### 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 2016 (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 guaranties 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 chose.

### 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](http://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:

- Permanent Working Capital;
- Purchase Inventory;
- Expand or renovate facilities;
- Acquire machinery, equipment, furniture, fixtures and 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:

- 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](http://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



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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.

### Use 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.
- 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.

### 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 and must have a definite

established seasonal pattern. The loan may be used over again after a “clean-up” period of 30 days to finance activity for a new season. These loans also may have a maturity of up to five years. The business may not have another seasonal line of credit outstanding but may have other lines for non-seasonal working capital needs.

- **The Builders Line Program** provides financing for small contractors or developers to construct or rehabilitate residential or commercial property. 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. The purchase of the land can be included if it does 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.

- **The Working Capital Line Program** 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

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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 that 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 flexible smaller loan 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 take is less, but potentially more requirements or responsibilities for the lender. The determining factors on which one is use 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 makes application to SBA for a guaranty by submitting them 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 makes 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) which lenders with more experience and commitment to SBA lender can obtain which allows them to request a 7(a) guaranty through a process similar to the Standard process except the SBA will only review the lenders 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 loans.

### 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, analysis 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 immediate response. This loan is subject

to the same loan processing, closing, servicing and liquidation requirements as for other similar-sized SBA loans.

### 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.

### 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](http://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

**Lenders: initiate the loan, we'll do the rest.**

**You originate. We process, close and service.**

Government Guaranteed Facilitation Services from SBA's "CDC of the Year"

- 504, SBA7a and USDA loan outsourcing services for community banks
- Saves management and costs of support staffing.
- Experienced, highly specialized government lending staff
- Guaranteed loans for working capital, refinancing and fixed asset acquisition
- Allows focus on developing relationships/increased revenues
- SBA 7(a) Community Advantage Lender

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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 CDC portfolio reflects an average jobs to debenture portfolio ratio of at least 1 job per \$65,000.

- Eligible project costs are limited to long-term, fixed assets such as land and building (occupied by the borrower) and substantial machinery and equipment.
- Most borrowers are required to make an injection (borrower contribution) of just 10 percent which allows the business to conserve valuable operating capital. A further injection of 5 percent is needed if the business is a start-up or new (less than two years old), and a further injection of 5 percent is also required if the primary collateral will be a single-purpose building (such as a hotel).
- Two-tiered project financing: A lender finances approximately 50 percent of the project cost and receives a first lien on the project assets (but no SBA guaranty); A CDC (backed by a 100 percent SBA-guaranteed debenture) finances up to 40 percent of the project costs secured with a junior lien. The borrower provides the balance of the project costs.
- Fixed interest rate on SBA loan. The SBA guarantees the debenture 100 percent.

Debentures are sold in pools monthly to private investors. This low, fixed rate is then passed on to the borrower and establishes the basis for the loan rate.

- All project-related costs can be financed, including acquisition (land and building, land and construction of building, renovations, machinery and equipment) and soft costs, such as title insurance and appraisals. Some closing costs may be financed.
- Collateral is typically a subordinate lien on the assets financed; allows other assets to be free of liens and available to secure other needed financing.
- Long-term real estate loans are up to 20-year term, heavy equipment 10- or 20-year term and are self-amortizing.

**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](http://www.sba.gov/504).

#### Areawide Development Corp.

216 Corporate Place  
Alcoa, TN 37701  
865-273-6008  
Don Woods  
dwoods@etdd.org

#### BrightBridge, Inc.

535 Chestnut St., Ste. 161  
Chattanooga, TN 37401  
423-424-4227  
Mike Ohlman  
mohlman@brightbridgeinc.org

#### Mid-Cumberland Area Development Corp.

501 Union St., 6th Fl.  
Nashville, TN 37219  
615-862-8831  
Amanda Giner  
aginer@gnrc.org

#### S. Central TN Business Development Corp.

101 Sam Watkins Blvd.  
Mt. Pleasant, TN 38474  
931-379-2929  
Eddie Fitzgerald  
efitzgerald@sctdd.org

#### Six Bridges Capital Corp.\*

200 S. Commerce  
Little Rock, AR 72201  
800-216-7237  
Al Hodge  
ahodge@arcapital.com

\*Authorized to do loans in Shelby, Fayette and Tipton Counties.

#### Tennessee Business Development Corp.

1301 E. Wood St., Ste. 2  
Paris, TN 38242  
731-644-1335  
Jim Thigpen  
Jthigpen@tnbdc.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](http://www.sba.gov/microloans).

#### Alt. Consulting

Cynthia Norwood  
516 Tennessee St., Ste. 234  
Memphis, TN 38104  
901-312-9797 • 901-312-9798 Fax  
[www.altconsulting.org](http://www.altconsulting.org)  
Counties Served: Benton, Carroll, Chester, Crockett, Decatur, Dyer, Fayette, Gibson, Hardeman, Hardin, Haywood, Henderson, Henry, Lake, Lauderdale, Madison, McNairy, Obion, Shelby, Tipton and Weakley.

## LiftFund

500 Beacon Pkwy. W.  
Birmingham, AL 35209  
Lisa Riley, Vice President  
lriley@liftfund.com  
888-215-2373 ext. 1851  
205-266-9639 Direct  
www.liftfund.com  
Service Area: Statewide  
Maximum Loan: \$500,000

## Pathway Lending

Mary Hoehn-Kitchens  
201 Venture Cir.  
Nashville, TN 37228  
615-425-7197 • 615-425-7172 Fax  
Loans@pathwaylending.org  
www.pathwaylending.org  
All counties in Tennessee.

## People Inc.

Ernie Maddy  
800 Martin Luther King, Jr. Blvd.  
Bristol, VA 24201  
276-466-5587 • 276-525-1211 Fax  
www.peopleinc.net  
Only Sullivan County in Tennessee.

## 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](http://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 subcontracts 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 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, and 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](http://www.sba.gov/osg).

Participating agents and sureties may be found at [http://web.sba.gov/orasbgpub/dsp\\_welcome.cfm](http://web.sba.gov/orasbgpub/dsp_welcome.cfm).

The program office may be reached at 202-205-6540 or

### Tamara E. Murray

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## 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 guarantee debentures to qualified investment management firms with expertise in certain sectors or industries.

### Small Business Investment Company Program

#### Harbert Mezzanine Partners, II SBIC, L.P.

John Harrison  
618 Church St., Ste. 500  
Nashville, TN 37219  
615-301-6400 • 615-301-6401 Fax

#### Petra Growth Fund II, L.P.

Robert A. Smith  
3825 Bedford Ave., Ste. 101  
Nashville, TN 37215  
615-313-5999 • 615-313-5990 Fax

#### Pharos Capital Partners II, L.P.

Kneeland Youngblood  
8 Cadillac Dr., Ste. 180  
Brentwood, TN 37027  
615-234-5522 • 615-263-0234 Fax

#### Claritas Capital Specialty Debt Fund, L.P.

Lee Ballew  
1 Burton Hills Blvd., Ste. 215  
Nashville, TN 37215  
615-690-7184 • 615-690-7183 Fax

#### Tenth Street Fund, III L.P.

Bill Nutter  
30 Burton Hills Blvd., Ste. 350  
Nashville, TN 37215  
615-665-3636 • 615-665-3896 Fax

## 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)(ii) 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 the 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 Commerce - National Oceanic and Atmospheric Administration
- 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?

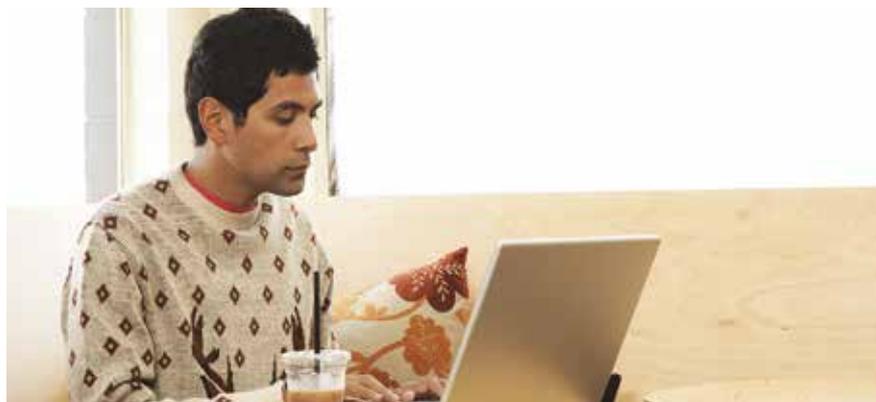
As part of its mission to help business owners start, succeed and grow, SBA, through the SBA.gov website has developed numerous online tools and guides to help small businesses get information and answers they need quickly and efficiently. For example, these **10 Steps to Starting a Business** and these **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.”

Program	Who Qualifies	Use of Proceeds	Maturity	Maximum Loan Amount	Structure	Benefits to Borrower
<b>Basic 7(a)</b>	For profit businesses that can meet SBA's size standards, nature of business, use of proceeds, credit elsewhere, and other miscellaneous eligibility factors.	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.	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.	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.	Term loans with one monthly payment of principal and interest (P&I). Borrower contribution required. Interest rate depends upon how lender applies for guaranty (see lender program chart). Cannot revolve, no balloon or call provisions.	Business can obtain financing not otherwise available, fixed maturity, available when collateral is limited. Can establish or re-affirm relationship with lender.
<b>International Trade Loan (ITL)</b>	Same as Basic 7(a), plus, business must be engaged or preparing to engage in exporting or be adversely affected by competition from imports.	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.	Same as Basic 7(a).	Same as Basic 7(a), but when borrower has both international trade and working capital loans guaranteed by the SBA, the limit to any one business is \$4 million.	Same as Basic 7(a).	Same as Basic 7(a). Plus, long-term financing for export-related fixed assets and working capital.
<b>Export Working Capital Loan (EWCP)</b>	Same as Basic 7(a). Plus, must be in business one year and engaged or preparing to engage in exporting.	Short-term working capital to cover the costs of filling export orders, including ability to support an Export Stand-By Letter of Credit.	Can be up to a maximum of 36 months but generally 12 months or less.	Gross loan amount \$5.0 million. SBA guaranteed portion \$4.5 million	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.	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.
<b>Seasonal CAPLines</b>	Same as Basic 7(a). Plus, in business for at least one year and can demonstrate seasonal financing needs.	To finance the seasonal increases of accounts receivable, inventory and labor.	10 years	Same as Basic 7(a).	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	Provides opportunity for seasonal businesses to get seasonal financing not otherwise available.
<b>Contract CAPLines</b>	Same as Basic 7(a). Plus, will perform on contract or purchase order for some third-party buyer.	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).	10 years	Same as Basic 7(a).	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.	Provides opportunity for contractors and sub-contractors to get financing not otherwise available.
<b>Builders CAPLines</b>	Same as Basic 7(a). Plus, building/renovating residential or commercial structure for re-sale without knowing buyer at time of approval.	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.	Maximum of three years to disburse and build or renovate. Extension possible to accommodate sale.	Same as Basic 7(a).	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.	Provides opportunity for residential and commercial builders to get financing not otherwise available.

Program	Who Qualifies	Use of Proceeds	Maturity	Maximum Loan Amount	Structure	Benefits to Borrower
<b>Working Capital CAPLines</b>	Same as Basic 7(a). Borrower should sell on credit and/or have inventory needing immediate replacement after the sale.	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.	10 years	Same as Basic 7(a).	Structured with requirements for payment of principal tied to the businesses collection of payments from their clientele	Provides opportunity for businesses that sell on credit to get revolving financing not otherwise available.
<b>SBA Express Lender Structured Loans or Lines of Credit</b>	Businesses needing a line of credit to conduct credit in the USA.	Working capital	If revolving, seven-year maximum, including term out period.	\$350,000	Structure is established by individual lender. Lender must have SBA Express designation	Has availability for a line of credit to help with short-term cash needs of the business.
<b>Export Express Lender Structured Loans or Lines of Credit</b>	Businesses needing a line of credit to support exporting activity.	Working capital 70 percent of which is to be used to support exporting activities.	If revolving, seven-year maximum, including term out period.	\$500,000	Structure is established by individual lender. Lender must have Export Express designation	Has availability for a line of credit to help with short-term cash needs of the business.
Non-7(a) Programs						
<b>504 Loan Program</b>	For-profit businesses that can meet the SBA's size standards, nature of business, use of proceeds, credit elsewhere, and other miscellaneous factors.	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.	Based on the use of proceeds. Twenty years for real estate. Ten years for machinery and equipment.	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.	Loans packaged by Certified Development Companies (CDC) and designed to finance up to 40 percent of a "project" <sup>1</sup> 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.	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.
<b>Microloan Program</b>	Same as Basic 7(a). Plus, nonprofit child-care businesses.	Similar to Basic 7(a). Plus, start-up nonprofit child-care businesses	Shortest term possible, not to exceed six years.	\$50,000 to the small business at any given time.	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.	Direct loan from nonprofit intermediary lender, fixed-rate financing, can be very small loan amounts, and technical assistance is available.

<sup>1</sup> "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)

CAPITAL

Program Processing	Which Lenders Qualify	Types of Loans that can be Guaranteed	Maximum Allowable Interest Rates	Eligibility Analysis	Credit Analysis	Maximum Loan Amount
<b>Standard Processing</b>	Lenders that have an executed participation agreement with the SBA.	Basic 7(a). International Trade, Export Working Capital, all CAPlines.	Base rate is <i>Wall Street Journal</i> prime, or LIBOR* one month rate plus 3 percent, or SBA Peg rate. <b>Plus</b> , 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.	Lender completes eligibility questionnaire and SBA reviews eligibility during loan processing.	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.	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.
<b>Certified Lender Program (CLP) Processing</b>	Same as Standard 7(a). Plus, an executed CLP agreement.	Same as Standard 7(a) processing except no policy exceptions.	Same as Standard 7(a).	Same as Standard 7(a).	Same as Standard 7(a) except SBA reviews lender's analysis work, not a re-analysis.	Maximum loan \$5 million. Guaranty percentage same as Standard 7(a).
<b>Preferred Lender Program (PLP) Processing</b>	Same as Standard 7(a). Plus, an executed PLP agreement.	Same as Standard processing except restrictions on loans involving some types of debt refinancing.	Same as Standard 7(a).	Lender completes Eligibility Analysis.	Delegated to lender.	Maximum loan \$5 million. Guaranty percentage same as Standard 7(a).
<b>SBA Express Processing</b>	Same as Standard 7(a). Plus, an executed SBA Express agreement.	Basic 7(a) with restrictions on some types of debt refinancing. Plus, lender structured term and revolving loans.	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.	Lender completes SBA Form 1920 "Eligibility Information."	Delegated to lender.	Maximum loan \$350,000. Guaranty percentage 50 percent.
<b>Export Express Processing</b>	Same as Standard 7(a). Plus, an executed Export Express agreement.	Similar to export working capital loan and international trade loans which meet export related eligibility criteria.	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.	Lender completes SBA Form 1920 "Eligibility Information."	Delegated to lender.	Maximum loan \$500,000. Guaranty percentage range between 75 and 90 percent.
<b>Community Advantage</b>	Lenders that have an executed Community Advantage agreement.	Basic 7(a) except restrictions on some types of refinancing.	Prime + 6 percent.	Lenders complete SBA Form 1920 "Eligibility Information."	Similar to Standard 7(a) except credit factors to consider are more defined.	Maximum loan \$250,000. Guaranty percentage same as Standard 7(a).

\* London InterBank Offered Rate

All SBA programs and services are extended to the public on a nondiscriminatory basis.

# CONTRACTING

## Applying for Government Contracts



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.

### HOW GOVERNMENT CONTRACTING WORKS

#### Sealed bidding vs. Negotiation

There are two primary competitive contracting methods the government uses to purchase goods and services, sealed bidding and negotiation. The first method, sealed bidding, involves the issuance of an invitation for bid (IFB) by a procuring agency. Under the sealed bidding method, a contract is awarded to the responsive and responsible bidder whose bid, conforms to the requirements of a solicitation (IFB) that will be most advantageous to the government, considering only price and the price-related factors included in the IFB. The second method, negotiation, involves issuing a request for proposal (RFP) or request for quotation (RFQ). The business with the best proposal in terms of technical content, best value, price and other factors generally is awarded the contract.

### 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 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](http://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) [www.sba.gov/subnet/search/index.cfm](http://www.sba.gov/subnet/search/index.cfm) and through the General Services Administration (GSA) at [www.gsa.gov/portal/content/101195](http://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 can be located at [http://dsbs.sba.gov/dsbs/search/dsp\\_searchhubzone.cfm](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](http://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.

# 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/](http://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](http://www.sba.gov/size).

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

### 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.

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 geographically near the business 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](http://www.sba.gov/8a).

## 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](http://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, 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 for 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.

# GETTING STARTED IN CONTRACTING

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](http://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](http://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/eos/www/naics/](http://www.census.gov/eos/www/naics/) to find NAICS codes.

## 4. Register with the System for Award Management (SAM), formerly the Central Contractor Registration (CCR) - [www.sam.gov](http://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.com](http://www.SAM.com). 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](http://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.fbo.com](http://www.fbo.com).

## 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) provide 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.

# GETTING STARTED IN CONTRACTING

There are numerous databases 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.



## ADDITIONAL PROCUREMENT RESOURCES

The following federal procurement resources may also be of assistance:

- **The Certificates 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](http://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://americassbdc.org/home/find-your-sbdc/>.
- **Department of Defense** (The DoD is the largest purchaser of goods from small businesses): [www.acq.osd.mil/osbp/](http://www.acq.osd.mil/osbp/)
- **Office of Federal Procurement Policy:** [www.whitehouse.gov/omb/procurement\\_default](http://www.whitehouse.gov/omb/procurement_default)
- **Acquisition Forecast:** [www.acquisition.gov/comp/procurement\\_forecasts/index.html](http://www.acquisition.gov/comp/procurement_forecasts/index.html)
- **Federal Supply Schedule (FSS):** [www.gsa.gov](http://www.gsa.gov)
- **Federal Procurement Data System (FPDS):** [https://www.fpds.gov/fpdsng\\_cms/index.php/en/](https://www.fpds.gov/fpdsng_cms/index.php/en/)



- **GSA Center for Acquisition Excellence:** [www.gsa.gov/portal/content/103487](http://www.gsa.gov/portal/content/103487)
- **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.

# SBA DISASTER ASSISTANCE

Knowing the Types of Assistance Available for Recovery



DISASTER ASSISTANCE

**T**he 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](http://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](http://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](http://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](http://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 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.

# ADVOCACY AND OMBUDSMAN

Watching Out for the Interests of Small Businesses



## 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 consider 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](http://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, we work 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](http://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](http://sba.gov/ombudsman/comment).

# ADDITIONAL RESOURCES

## Taking Care of Startup Logistics



**E**ven 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.

### County Court Clerk or Miscellaneous Tax Division

Tennessee Department of Revenue  
In state: 800-342-1003  
In Davidson County and out-of-state:  
615-862-6254  
[www.tn.gov/revenue](http://www.tn.gov/revenue)

### Online Tax Registrations

You can find more information about registrations and licenses at the TN Department of Revenue website  
<https://apps.tn.gov/bizreg>

### 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.

### 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.

## 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](http://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](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Small-Business-Forms-and-Publications).

## 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](http://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.

### FEIN

Federal Employer Identification Number - FEIN  
Fill out Form SS-4, (SS-4 Available at [www.irs.gov](http://www.irs.gov))  
866-816-2065 (Toll Free)  
IRS at 215-516-3990 Fax,  
Attn: EIN Operation  
Will Fax back in 7 days if you include your Fax Number  
Mail: IRS Center, Attention: EIN Operation  
Philadelphia, PA 19255  
<http://www.irs.gov/pub/irs-pdf/fss4.pdf>  
800-829-1040 Toll Free  
(Not Required for Sole Proprietor without employees)

### SEIN

State Employer Identification Number - SEIN  
Fill out Application for Employer Number  
Fax to Local Office  
Or mail to:  
Employer Services  
TN Dept of Labor and Workforce  
Development  
500 James Robertson Parkway, 8th Floor  
Nashville, TN 37245-3555  
<http://www.tn.gov/workforce/topic/unemployment-insurance-tax>

## 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](http://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 become part of the product you sell, from suppliers without paying taxes. It requires you to charge sales tax to your customers, which you are responsible for remitting to the state. You will have to pay penalties if it is found that you should have been taxing your products and now owe back taxes to the state. For information on sales tax issues, contact your state government.

## Tennessee Department of Revenue

Sales Tax Division  
Andrew Jackson State Office Bldg.  
500 Deadrick St.  
Nashville, TN 37242  
615-253-0600 or 800-342-1003  
[www.tn.gov/revenue](http://www.tn.gov/revenue)

## Miscellaneous Taxes

There are several miscellaneous taxes ranging from alcoholic beverage taxes to video/pin ball operator taxes. Some other taxes businesses may be required to pay range from mortgage registration taxes to auto license taxes. In addition, the General Assembly considers exemptions and rates in virtually every session. For the most current information, contact:

## Tennessee Department of Revenue

Miscellaneous Tax Division  
Andrew Jackson State Office Bldg.  
500 Deadrick St.  
Nashville, TN 37242  
615-253-0600 or 800-342-1003  
[www.tn.gov/revenue](http://www.tn.gov/revenue)

## Sales and Use Tax

State Sales and Use Tax  
Fill out Application for Registration  
Fax to Local Office or mail to:  
Department of Revenue, State of Tennessee  
<http://www.tn.gov/revenue/tntaxes/salesanduse.shtml>

Verify your requirement to collect sales taxes  
TN Department of Revenue Sales and Use Tax Guide  
<https://tn.gov/assets/entities/revenue/attachments/salesanduse.pdf>

Tax workshops for new businesses  
<http://www.tn.gov/revenue/article/tax-workshops>

## 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](http://www.irs.gov).

## VIRTUAL SMALL BUSINESS WORKSHOP

[www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Small-Business-Self-Employed-Virtual-Small-Business-Tax-Workshop](http://www.irs.gov/Businesses/Small-Businesses-&Self-Employed/Small-Business-Self-Employed-Virtual-Small-Business-Tax-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/0,,id=101169,00.html](http://www.irs.gov/businesses/small/article/0,,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/0,,id=101169,00.html](http://www.irs.gov/businesses/small/article/0,,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.

## Federal Unemployment Taxes

The Federal Unemployment Tax Act (FUTA), together with state unemployment systems, provides for payments of unemployment compensation to workers who have lost their jobs. Most employers pay both a federal and state unemployment tax. This tax is collected by the U.S. Department of the Treasury, Internal Revenue Service.

IRS Taxpayer Assistance Centers are your source for personal tax help. No appointment is necessary, but it is suggested to call or visit the web site below to learn about available services as they vary from site to site. You may also get help with IRS letters or resolve tax account issues by phone, toll free at 800-829-1040 (individuals) or 800-829-4933 (businesses).

### Chattanooga

5740 Uptain Rd.  
Chattanooga, TN 37411  
423-855-6460  
[www.irs.gov](http://www.irs.gov)  
Service: Mon.-Fri. 8:30am-4:30pm

### Jackson

109 S. Highland  
Jackson, TN 38301  
731-423-2441  
[www.irs.gov](http://www.irs.gov)  
Service: Mon.-Fri. 8:30am-4:30pm

### Johnson City

2513 Wesley St., #2  
Johnson City, TN 37601  
423-610-7050  
[www.irs.gov](http://www.irs.gov)  
Service: Mon.-Fri. 8:30am-4:30pm  
(Closed for lunch 12:30pm-1:30pm)

### Knoxville

710 Locust St., #400  
Knoxville, TN 37902  
865-545-4794  
[www.irs.gov](http://www.irs.gov)  
Service: Mon.-Fri. 8:30am-4:30pm

### Memphis

22 N. Front St.  
Memphis, TN 38103  
901-544-3243  
[www.irs.gov](http://www.irs.gov)  
Service: Mon.-Fri. 8:30am-4:30pm

### Nashville

801 Broadway  
Nashville, TN 37203  
615-250-5656  
[www.irs.gov](http://www.irs.gov)  
Service: Mon.-Fri. 8:30am-4:30pm

**\*Note:** The phone numbers above are not toll-free for all locations. When you call, you will reach a recorded business message with information about office hours, locations and services provided in that office. You may leave a message to request an appointment for help resolving a tax issue or to reschedule an existing appointment. You will receive a return call within two business days.

## Workers' Compensation

Every employer which employs five or more persons must provide Workers' Compensation insurance coverage. General contractors are required to have Workers' Compensation for even one person because of their liability for uninsured subcontractors.

Workers' Compensation is acquired through commercial insurance agents who in turn obtain the actual coverage through the National Workers' Compensation Office in Birmingham, Ala. For Tennessee companies, there is no choice as the National Office assigns coverage to a member of a nation wide risk pool. Therefore, premiums will be the same.

Initial premiums are based on industry classification as well as specific job classification within industries. Subsequent premiums factor in a company's accident rate and claims experience.

## Tennessee Comptroller of the Treasury

The Office of Small Business Advocate (SBA) serves as a point of contact to state government for owners of businesses with fifty (50) or fewer employees. The Office provides information and answers questions for Tennesseans who are starting a small business or who already own a small business. The Office assists in the resolution of issues concerning small businesses and state departments and agencies.

### Richard Wilson

Small Business Advocate  
Comptroller of the Treasury  
James K. Polk State Office Building  
505 Deaderick St., Ste. 1700  
Nashville, TN 37243-1402  
866-831-3750 or 615-401-7806  
615-741-1551 Fax  
smallbusiness.advocate@cot.tn.gov  
<http://www.comptroller.tn.gov/osba/index.asp>

## 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.

#### Social Security Administration

800-772-1213  
[www.ssa.gov](http://www.ssa.gov)

### Social Security's Business Services Online

The Social Security Administration now provides free electronic services online at [www.socialsecurity.gov/employer/](http://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 Forms W-2.

#### Federal Withholding

U.S. Internal Revenue Service  
800-829-1040  
[www.irs.gov](http://www.irs.gov)

### Health Insurance

Compare plans in your area at [www.healthcare.gov](http://www.healthcare.gov).

### Employee Insurance

If you hire employees you may be required to provide unemployment or workers' compensation insurance.

## Tennessee Department of Labor and Workforce Development

220 French Landing Way  
Nashville, TN 37243  
615-741-6642  
[www.tn.gov/labor-wfd](http://www.tn.gov/labor-wfd)

## WORKPLACE DISABILITY PROGRAMS

Americans with Disabilities Act (ADA): For assistance with the ADA, call 800-669-3362 or visit [www.ada.gov](http://www.ada.gov).

## U.S. CITIZENSHIP AND IMMIGRATION SERVICES

The Federal Immigration Reform and Control Act of 1986 requires employers to verify employment eligibility of new employees. The law obligates an employer to process Employment Eligibility Verification Form I-9. The U.S. Citizenship and Immigration Services Office of Business Liaison offers a selection of information bulletins and live assistance through the Employer Hotline. For forms call 800-870-3676, for the Employer Hotline call 800-357-2099.

### 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](http://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](mailto: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](http://www.osha.gov).

## Tennessee Department of Labor and Workforce Development

Occupational Safety and Health Division  
220 French Landing Dr.  
Nashville, TN 37243  
615-741-2793 • 615-741-3325 Fax  
800-249-8510 Toll Free

### Occupational Safety & Health Administration

Nashville Area Office  
51 Century Blvd., Ste. 340  
Nashville, TN 37214  
615-232-3803 • 615-232-3827 Fax

### Tennessee Department of Environment and Conservation Small Business Environment Assistance Program

The Small Business Environmental Assistance Program provides assistance to help Tennessee small businesses understand and comply with environmental regulations. Staff are not regulators and do not have regulatory authority. Therefore, small businesses will not be penalized for reporting relevant environmental information to staff when requesting assistance.

### Small Business Environmental Assistance Program

312 Rosa L. Parks Ave., 2nd Fl.  
Nashville, TN 37243  
800-734-3619  
[BGSBEAP@tn.gov](mailto:BGSBEAP@tn.gov)  
<http://www.tn.gov/environment/section/sbeap-small-business-environmental-assistance>

Use of hazardous substances in businesses is highly regulated and there are heavy fines for non-compliance.

### Division of Solid and Hazardous Waste

Tennessee Department of Environment and Conservation  
William R. Snodgrass Tennessee Tower  
312 Rosa L Parks Ave., 14th Fl.  
Nashville, TN 37243  
615-532-0780  
<https://www.tn.gov/environment/topic/sw-hazardous-waste-management>

### Division of Water Pollution Control

Tennessee Department of Environment and Conservation  
312 Rosa L. Parks Ave.  
Tennessee Tower, 2nd Fl.  
Nashville, TN 37243  
615-532-0554 or 888-891-8332

### Division of Air Pollution Control

Tennessee Department of Environment and Conservation  
William R. Snodgrass Tennessee Tower  
312 Rosa L. Parks Ave., 15th Fl.  
Nashville, TN 37243  
615-532-0554 or 888-891-8332  
<https://tn.gov/environment/section/air>

**Note:** Knox, Hamilton, Davidson and Shelby counties have their own local air pollution programs. Visit [www.state.tn.gov/environment/partners/](http://www.state.tn.gov/environment/partners/) for more information and contact number.

### Environmental Field Offices

Chattanooga	423-634-5745
Columbia	931-380-3371
Cookeville	931-432-4015
Jackson	731-512-1300
Johnson City	423-854-5400
Knoxville	865-594-6035
Memphis	901-371-3000
Nashville	615-687-7000

## 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.

## 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/](http://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

## 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.

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 the:

U.S. Patent and Trademark Office  
800-786-9199 • [www.uspto.gov](http://www.uspto.gov)

## Copyrights

Copyrights protect original works of authorship including literary, dramatic, musical and 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](http://www.copyright.gov)

## C-CORP, S-CORP, AND LLC Tennessee Secretary of State

State of Tennessee  
Department of State  
Division of Business Services  
312 Eight Ave. N., 6th Fl.  
Nashville, TN 37243-0306  
615-741-2286  
<http://sos.tn.gov> &  
<http://tnbear.tn.gov/Ecommerce/NameAvailability.aspx>



# ADDITIONAL FEDERAL RESOURCES

## U.S. EXPORT RESOURCES AVAILABLE FOR BUSINESSES

### MARKET RESEARCH

#### Trade Statistics

- o Trade Stats Express | [tse.export.gov](http://tse.export.gov)
- o State and Metro Export Reports  
[www.trade.gov/mas/ian/statereports](http://www.trade.gov/mas/ian/statereports)

#### Market Research Library/Country

#### Commercial Guides

- o Get free access to reports on countries, industries, and commercial developments written by our Commercial Service officers in country  
[www.export.gov/mrktresearch](http://www.export.gov/mrktresearch)

#### FTA Tariff Tool

- o Find out the tariffs with our trading partners on specific products and create reports and charts of trends under different agreements  
[www.export.gov/ftatarifftool](http://www.export.gov/ftatarifftool)

#### A Basic Guide to Exporting

- o 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](http://www.export.gov/basicguide)

## OPPORTUNITIES: FINDING BUYERS AND MAKING CONTACTS

### U.S. Export Assistance Centers

- o Located in over 100 cities, specializing in the below services to help small businesses export  
[www.export.gov/eac/index.asp](http://www.export.gov/eac/index.asp)

#### Trade Counseling

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

#### Business Matchmaking

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

### Market Intelligence

- o 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

- o 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

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

#### Foreign Buyer Delegations

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

#### Major Foreign Trade Shows

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

#### Reverse Trade Missions

- o Meet foreign delegates coming to see U.S. products and technologies.
- o 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.ustda.gov](http://www.ustda.gov)

#### Advocacy

- o 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](http://www.export.gov/advocacy)

### Agricultural products

- o 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](http://www.fas.usda.gov/getting-started) and [www.fas.usda.gov/programs/market-access-program-map/state-regional-trade-groups](http://www.fas.usda.gov/programs/market-access-program-map/state-regional-trade-groups)

## FEDERAL EXPORT FINANCING AND INSURANCE OPTIONS

### Export Financing and Insurance

- o 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)

- o Take 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](http://www.sba.gov)

## COMPLIANCE WITH FEDERAL LAWS AND REGULATIONS

### Export Licenses (BIS)

- o Obtain information on exports requiring a license before shipping  
[www.bis.doc.gov](http://www.bis.doc.gov)

### Economic and Trade Sanctions (Treasury)

- o Find out the countries, entities, and individuals with whom U.S. firms cannot do business | [treas.gov/ofac](http://treas.gov/ofac)

### Electronic Export Information (Census)

- o Upon exporting any good value 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

# RESOURCE PARTNERS

## SOURCES OF ASSISTANCE

### BUSINESS ASSISTANCE PARTNERS

**UNIVERSITY OF TENNESSEE CENTER FOR INDUSTRIAL SERVICES PROCUREMENT TECHNICAL ASSISTANCE PROGRAM**  
<https://cis.tennessee.edu/connecting/ptac>

### EAST TENNESSEE

Paul Middlebrooks, PTAC Field Consultant  
744 McCallie Ave., Ste. 502, Doctors Bldg.  
Chattanooga, TN 37402  
423-634-0848  
[paul.middlebrooks@tennessee.edu](mailto:paul.middlebrooks@tennessee.edu)

### MIDDLE TENNESSEE

Debbie Barber, PTAC Field Consultant  
193 Polk Ave., Ste. C  
Nashville, TN 37210  
615-532-8885 ext. 111  
[debbie.barber@tennessee.edu](mailto:debbie.barber@tennessee.edu)

### WEST TENNESSEE

Russell Toone, PTAC Field Consultant  
605 Airways Blvd, Ste. 109  
Jackson, TN 38301  
731-425-4777  
[russell.toone@tennessee.edu](mailto:russell.toone@tennessee.edu)

**TENNESSEE DEPARTMENT OF ECONOMIC AND COMMUNITY DEVELOPMENT**  
[www.tn.gov/ecdc](http://www.tn.gov/ecdc)

### STATE OFFICE

Commissioner Randy Boyd  
312 Rosa L. Parks Ave., 11th Fl.  
Nashville, TN 37243  
615-741-1888 or 800-872-7201 Toll Free  
615-741-5829 Fax

### REGIONAL DIRECTORS

#### NORTHWEST TENNESSEE

Blake Swaggart  
731-437-9443  
[Blake.Swaggart@tn.gov](mailto:Blake.Swaggart@tn.gov)

#### NORTHERN MIDDLE TENNESSEE

Reggie Mudd  
615-957-2695  
[reggie.mudd@tn.gov](mailto:reggie.mudd@tn.gov)

#### UPPER CUMBERLAND

Rebecca Smith  
931-252-8088  
[rebecca.smith@tn.gov](mailto:rebecca.smith@tn.gov)

#### EAST TENNESSEE

Gary Human  
865-210-1333  
[gary.human@tn.gov](mailto:gary.human@tn.gov)

#### NORTHEAST TENNESSEE

Iliff McMahan  
423-290-1520  
[iliff.mcmahan@tn.gov](mailto:iliff.mcmahan@tn.gov)

#### GREATER MEMPHIS

Gwyn R. Fisher  
901-208-9920  
[gwyn.fisher@tn.gov](mailto:gwyn.fisher@tn.gov)

#### SOUTHWEST TENNESSEE

Tracey Exum  
731-414-4463  
[tracey.exum@tn.gov](mailto:tracey.exum@tn.gov)

#### SOUTHERN MIDDLE TENNESSEE

Clay Banks  
731-423-5768  
[clay.banks@tn.gov](mailto:clay.banks@tn.gov)

#### SOUTHEAST TENNESSEE

Sam Wills  
423-254-4275  
[sam.wills@tn.gov](mailto:sam.wills@tn.gov)

#### BUSINESS ENTERPRISE RESOURCE OFFICE (BERO)

Wisty Pender  
State Director  
615-741-8914  
[wisty.pender@tn.gov](mailto:wisty.pender@tn.gov)

## RESOURCES FOR WOMEN

#### BRIGHTBRIDGE WOMEN'S BUSINESS CENTER

Mary Sedrick, Program Director  
535 Chestnut St., Ste. 161  
Chattanooga, TN 37402  
423-648-9251 • 423-424-4262 Fax  
[contact@brightbridgewbc.org](mailto:contact@brightbridgewbc.org)  
[www.brightbridgewbc.org](http://www.brightbridgewbc.org)

#### PATHWAY WOMEN'S BUSINESS CENTER

Mildred Walters, Center Director  
201 Venture Cir.  
Nashville, TN 37228  
615-425-7171  
[Info@PathwayWBC.org](mailto:Info@PathwayWBC.org)  
[www.pathwayWBC.org](http://www.pathwayWBC.org)

## Business Resources

#### NASHVILLE BUSINESS INCUBATION CENTER

Angela Crane-Jones, Executive Director  
315 10th Ave. N.  
Nashville, TN 37203  
615-963-7184 • 615-963-7204 Fax  
[ajones@nbiconline.com](mailto:ajones@nbiconline.com)  
[www.nbiconline.com](http://www.nbiconline.com)

#### NASHVILLE MINORITY BUSINESS CENTER

Marilyn Robinson, Executive Director  
1919 Charlotte Ave., Ste. 310  
Nashville, TN 37203  
615-255-0432 • 615-255-2377 Fax  
[Mrobinson@minoritybusinesscenter.com](mailto:Mrobinson@minoritybusinesscenter.com)  
[www.minoritybusinesscenter.com](http://www.minoritybusinesscenter.com)

#### THE MID-SOUTH MINORITY BUSINESS COUNCIL CONTINUUM (THE MMBC CONTINUUM)

Luke Yancy III, President & CEO  
158 Madison Ave., Ste. 300/P.O. Box 3050  
Memphis, TN 38103  
901-525-6512 • 901-525-5204 Fax  
[info@mmbc-memphis.org](mailto:info@mmbc-memphis.org)  
[www.mmbc-memphis.org](http://www.mmbc-memphis.org)

#### MEMPHIS MBDA BUSINESS CENTER (MINORITY BUSINESS DEVELOPMENT AGENCY)

Dino Hull, Executive Director  
158 Madison Ave., Ste. 101  
Memphis, TN 38103  
901-528-1432 • 901-528-1755 Fax  
[dhull@mmbc-memphis.org](mailto:dhull@mmbc-memphis.org)  
[www.mbda.gov/businesscenters/memphis](http://www.mbda.gov/businesscenters/memphis)

#### TRISTATE MINORITY SUPPLIER DEVELOPMENT COUNCIL

Cheri Henderson, Executive Director  
Metro Center Plaza, One Bldg.  
220 Athens Way, Ste. 105  
Nashville, TN 37228  
615-259-4599  
[www.tsmsdc.com/](http://www.tsmsdc.com/)  
[info@tsmsdc.net](mailto:info@tsmsdc.net)

## Federal Agencies

#### INTERNAL REVENUE SERVICE

[www.irs.gov](http://www.irs.gov)

#### NASHVILLE

801 Broadway  
Nashville, TN 37203  
615-250-5656

#### CHATTANOOGA

5740 Uptain Rd.  
Chattanooga, TN 37411  
423-855-6460

#### JACKSON

109 S. Highland  
Jackson, TN 38301  
731-423-2441

#### JOHNSON CITY

2513 Wesley St.  
Johnson City, TN 37601  
423-282-5024

#### KNOXVILLE

710 Locust St.  
Knoxville, TN 37902  
865-545-4794

#### MEMPHIS

22 N. Front St.  
Memphis, TN 38103  
901-544-3243

#### DEPARTMENT OF COMMERCE INTERNATIONAL TRADE ADMINISTRATION NASHVILLE U.S. EXPORT ASSISTANCE CENTER

Brie Knox, Director  
312 Rosa L. Parks Ave., 26th Fl.  
Nashville, TN 37243  
615-736-2222  
[www.trade.gov](http://www.trade.gov)  
[Office.Nashville@trade.gov](mailto:Office.Nashville@trade.gov)

#### KNOXVILLE U.S. EXPORT ASSISTANCE CENTER

Robert Leach, Director  
17 Market Sq., #201  
Knoxville, TN 37902-1405  
865-545-4637 • 865-545-4435 Fax  
[Office.Knoxville@trade.gov](mailto:Office.Knoxville@trade.gov)

#### MEMPHIS U.S. EXPORT ASSISTANCE CENTER

Dylan Daniels, International Trade Specialist  
22 N. Front St., Ste. 200  
Memphis, TN 38103  
901-544-0930  
[Office.Memphis@trade.gov](mailto:Office.Memphis@trade.gov)  
<http://export.gov/tennessee/memphis>

#### DEPARTMENT OF AGRICULTURE

RURAL DEVELOPMENT  
State Director Bobby M. Goode  
3322 W. End Ave., Ste. 300  
Nashville, TN 37203  
615-783-1300 or 800-342-3149  
<http://www.rd.usda.gov/>

#### CHATTANOOGA AREA OFFICE

David Collett, Area Director  
103 Cherokee Blvd., Ste. 2A/P.O. Box 4941  
Chattanooga, TN 37405  
423-756-2239 or 800-342-3149 ext. 1492

#### COOKEVILLE AREA OFFICE

Jerry Jolley, Area Director  
390 S. Lowe Ave., Ste. K  
Cookeville, TN 38501  
931-528-6539 ext. 2 or 931-528-6539

#### GREENEVILLE AREA OFFICE

Mary Short Area Director  
214 N. College St., Ste. 300  
Greenville, TN 37745  
423-638-4771 ext. 4 or  
800-342-3149 ext. 1490

#### JACKSON AREA OFFICE

Arlisa Armstrong, Area Director  
85-G Stonebrook Place  
Jackson, TN 38305  
731-668-2091 or 800-342-3149 ext. 1495

#### KNOXVILLE AREA OFFICE

Joe Woody, Area Director  
4730 New Harvest Ln., Ste. 300  
Knoxville, TN 37918  
865-523-3338 ext. 4 or  
800-342-3149 ext. 1491

#### LAWRENCEBURG AREA OFFICE

Faye McEwen, Area Director  
237 Waterloo St./P.O. Box 1046  
Lawrenceburg, TN 38464  
931-762-6913 ext. 4 or  
800-342-3149 ext. 1494

#### NASHVILLE AREA OFFICE

Christopher Westbrook, Area Director  
3322 W. End Ave., Ste. 300  
Nashville, TN 37203  
615-783-1359 or  
800-342-3149 ext. 1359

#### UNION CITY AREA OFFICE

Joel Howard, Area Director  
1216 Stad Ave., Ste. 3  
Union City, TN 38261  
731-885-6480 ext. 4 or  
800-342-3149 ext. 1497

#### DEPARTMENT OF AGRICULTURE

FARM SERVICE AGENCY  
[www.fsa.usda.gov](http://www.fsa.usda.gov)

OTHER ASSISTANCE

# RESOURCE PARTNERS



## STATE EXECUTIVE DIRECTOR GENE DAVIDSON

579 U.S. Courthouse  
801 Broadway  
Nashville, TN 37203  
615-277-2600  
[www.fsa.usda.gov/tn](http://www.fsa.usda.gov/tn)

## FARM LOAN MANAGERS (FLM) GREG BROOKS – FLM

1401 E. Main St.  
Rogersville, TN 37857-2946  
423-272-0217 ext. 104

## ROCKY ANDERSON – FLM

320 N. Congress Pkwy.  
Athens, TN 37303  
423-745-6302 ext. 102

## CHAD HUDDLESTON – FLM

125 Gordonsville Hwy., Ste. 100  
Carthage, TN 37030-1840  
615-735-9880 ext. 105

## KEITH CLAY – FLM

200 S. Jefferson St.  
Winchester, TN  
931-967-2521 ext. 4

## TERRIE WHITE –FLM

237 Waterloo St.  
Lawrenceburg, TN 38464  
931-762-6913 ext. 201

## BILL ANDERSON – FLM

196 Hunt St., Ste. A  
Dresden, TN 38225  
731-364-5425 ext. 102

## JEFFREY MCEWEN – FLM

1216 Stad Ave.  
Union City, TN 38261  
731-885-5901 ext. 5

## WILL TIPPIT – FLM

18084 Hwy. 64  
Somerville, TN 38068  
901-465-1447 ext. 102

## Chambers of Commerce

Chambers of Commerce serve as a central location where the local small business community may obtain information, publications and contact information. For more information go to:  
[www.chambersofcommerce.org](http://www.chambersofcommerce.org).

## Tennessee Disability Pathfinder

The Tennessee Disability Pathfinder is a free, statewide, information and referral service for persons with disabilities, family members, service providers, and advocates. It is a joint project of the Tennessee Council on Developmental Disabilities and the Vanderbilt Kennedy University Center for Excellence in Developmental Disabilities. Statewide Toll-Free 1-800-640-4636  
[tnpathfinder@vanderbilt.edu](mailto:tnpathfinder@vanderbilt.edu)  
<http://kc.vanderbilt.edu/pathfinder/>

# Congratulations on 35 Years!



*The U.S. Small Business Administration would like to take this opportunity to thank our largest resource partner for its service to the small business community.*

OTHER ASSISTANCE

To find your nearest SBDC, visit [www.sba.gov](http://www.sba.gov) and click on "Local Assistance."

# SBA PARTICIPATING LENDERS

## Tennessee Lenders by County

**P - PREFERRED LENDER**  
**S - SBA EXPRESS LENDER**  
**E - EXPORT EXPRESS LENDER**  
**CA - COMMUNITY ADVANTAGE LENDER**

### ANDERSON COUNTY

**CITIZENS FIRST BANK**  
1298 Oak Ridge Turnpike  
Oak Ridge, TN  
Contact: Jana Martin  
865-483-1050 • 865-483-0087 F

**COMMUNITY TRUST BANK (S)**  
2106 N. Charles Seivers Blvd.  
Clinton, TN 37716  
Contact: Dorothy Franklin  
865-457-8684 • 865-457-3798 F  
www.cbt.com

**REGIONS BANK (PSE)**  
245 N. Main St.  
Clinton, TN 37716  
Contact: Jane Carey  
865-521-5931 • 865-521-5931 F  
www.regions.com

**SUNTRUST BANK (PS)**  
1110 N. Charles G. Seivers Blvd.  
Clinton, TN 37716  
Contact: Patsy Shultz  
865-457-8631  
www.suntrust.com

**SUNTRUST BANK (PS)**  
506 S. Main St.  
Lake City, TN 37769  
Contact: Linda Lovely  
865-426-7451  
www.suntrust.com

**REGIONS BANK (PSE)**  
30 W. Norris Rd.  
Norris, TN 37828  
Contact: Jane Deltoro  
865-521-5937  
www.regions.com

**ORNL FEDERAL CREDIT UNION**  
221 S. Rutgers Ave.  
Oak Ridge, TN 37830  
Contact: Dan Lovell  
865-425-3330 or 865-688-9555  
865-218-4414 F  
www.ornlfcu.com

**REGIONS BANK (PSE)**  
101 N. Rutgers Ave.  
Oak Ridge, TN 37830  
Contact: Jordan Musgrove  
865-521-5960  
www.regions.com

**SUNTRUST BANK (PS)**  
1188 Oak Ridge Turnpike  
Oak Ridge, TN 37830  
Contacts:  
Deborah Scully  
Ryan Batson  
Nathan Scully  
865-294-0252  
www.suntrust.com

**REGIONS BANK (PSE)**  
727 Main St.  
Oliver Springs, TN 37840  
Contact: Deb Schenk  
865-435-1778 • 865-435-0514 F  
www.regions.com

### BEDFORD COUNTY

**HERITAGE SOUTH COMMUNITY CREDIT UNION**  
763 N. Main St.  
Shelbyville, TN 37162  
Contact: Joe Sadler  
931-680-1429 • 931-680-1479 F  
www.heritagesouth.org

**FIRST COMMUNITY BANK OF BEDFORD COUNTY (S)**  
207 Elm St.  
Shelbyville, TN 37160  
Contact: Jim Troupe  
931-684-5800 • 931-685-0247 F  
www.firstcommunitybanker.com

**PINNACLE BANK (SE)**  
604 N. Main St.  
Shelbyville, TN 37162  
Contact: Jo Ann Fann  
931-684-6245 • 931-685-9711 F  
www.pnfp.com

**REGIONS BANK (PSE)**  
111 N. Spring St.  
Shelbyville, TN 37176  
Contact: Cynthia Gregory  
931-684-7511 • 931-684-8256 F  
www.regions.com

**US BANK (PSE)**  
100 North Side Sq.  
Shelbyville, TN 37160  
Contact: Michael Mcguire  
931-684-8000 • 931-684-9802 F  
www.usbank.com

### BENTON COUNTY

**CARROLL BANK & TRUST**  
102 Hwy. 641 N.  
Camden, TN 38320  
Contact: John Killen  
731-584-2909 • 731-584-7244 F  
www.carrollbank.com

**REGIONS BANK (PSE)**  
120 S. Forrest Ave.  
Camden, TN 38320  
Contact: Corey Bryan  
731-584-8223 • 731-584-7114 F  
www.regions.com

### BLEDSOE COUNTY

**CITIZENS TRI-COUNTY BANK (S)**  
3468 Main St.  
Pikeville, TN 37367  
Contact: Mitzi Hankins  
423-447-2107 • 423-447-2180 F  
www.citizenstricounty.com

### BLOUNT COUNTY

**AREAWIDE DEVELOPMENT CORP.**  
216 Corporate Place  
Alcoa, TN 37701  
Contact: Don Woods  
865-273-6008 • 865-273-6010 F  
www.ciscovet.org/etdd/ad.c.htm

**BRANCH BANKING AND TRUST CO. (PS)**  
109 Associates Blvd.  
Alcoa, TN 37701  
Contact: Benita Claiborne  
865-981-7520 • 865-981-7525 F  
www.bbt.com

**CITIZENS BANK OF BLOUNT COUNTY (S)**  
214 Calderwood St.  
Alcoa, TN 37701  
Contact: Blake Tipton  
865-977-5951 • 865-379-0201 F  
www.cbbcbank.com

**CAPITAL BANK (SE)**  
325 W. Joule St.  
Alcoa, TN 37701  
Contact: Noel Case  
865-981-5119 • 865-983-1337 F  
www.capitalbank-us.com

**FIRST TENNESSEE BANK**  
112 S. Hall Rd.  
Alcoa, TN 37701  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

**REGIONS BANK (PSE)**  
2784 Airport Hwy.  
Alcoa, TN 37701  
Contact: Debbie Vickery  
865-981-3460  
www.regions.com

**SUNTRUST BANK (PS)**  
244 S. Hall Rd.  
Alcoa, TN 37701  
Contact: Stephanie Trost or Andy Boyer  
865-681-1100 • 865-681-1171 F  
www.suntrust.com

**UNITED COMMUNITY BANK (PSE)**  
1087 Hunters Crossing  
Alcoa, TN 37701  
Contact: Perry Roberts  
865-982-4400 • 865-982-3446 F  
www.ucbi.com

**CITIZENS BANK OF BLOUNT COUNTY (S)**  
2041 Topside Rd.  
Louisville, TN 37777  
Contact: Julie Draper  
865-977-5981 • 865-977-5983 F  
www.cbbcbank.com

**BRANCH BANKING AND TRUST CO. (PS)**  
216 Foothills Mall Dr.  
Maryville, TN 37801  
Contact: Michael Honeycutt  
865-681-5611 • 865-982-2767 F  
www.bbt.com

**CAPITAL BANK (S)**  
2747 E. Broadway  
Maryville, TN 37804  
Contact: Evelyn Goddard  
865-982-5550 • 423-787-1235 F  
www.capitalbank-us.com

**CITIZENS BANK OF BLOUNT COUNTY (S)**  
330 E. Broadway  
Maryville, TN 37804  
Contact: Page Davis  
865-977-5900 • 865-977-5943 F  
www.cbbcbank.com

**FIRST TENNESSEE BANK**  
1820 W. Broadway  
Maryville, TN 37801  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

**FIRST NATIONAL BANK**  
1706 W. Broadway  
Maryville, TN 37801  
Contact: Kim Wallace  
865-982-9191 • 865-988-2222 F  
www.fnbt.com

**PINNACLE BANK (SE)**  
108 W. Church Ave.  
Maryville, TN 37801  
Contact: Wanda Edmondson  
865-602-5202  
www.pnfp.com

**REGIONS BANK (PSE)**  
1810 W. Broadway  
Maryville, TN 37801  
Contact: Don Roddy  
865-981-1442  
www.regions.com

**RENASANT BANK**  
329 E. Broadway  
Maryville, TN 37804  
Contact: Dominick Jackson  
865-380-7641  
www.renantbank.com

**SUNTRUST BANK (PS)**  
1804 W. Broadway  
Maryville, TN 37801  
Contact: Lorie Roper  
865-379-4236  
www.suntrust.com

**US BANK**  
417 Foothills Mall Dr.  
Maryville, TN 37801  
Contact: Laura Rathbone  
865-980-2900 • 865-273-4419 F  
www.usbank.com

**US BANK**  
826 E. Lamar Alexander Pkwy.  
Maryville, TN 37804  
Contact: Thomas Davis  
865-273-4410 • 865-273-4419 F  
www.usbank.com

**BRANCH BANKING AND TRUST CO. (PS)**  
7723 E. Lamar Alexander Pkwy.  
Townsend, TN 37882  
Contact: Sonya Platt  
865-448-3368 • 865-448-1726 F  
www.bbt.com

**CITIZENS BANK OF BLOUNT COUNTY (S)**  
7729 E. Lamar Alexander Pkwy.  
Townsend, TN 37882  
Contact: Kathy Johnson  
865-448-5990 • 865-448-0417 F  
www.cbbcbank.com

**US BANK**  
7971 E. Lamar Alexander Pkwy.  
Townsend, TN 37882  
Contact: Wil Mccampbell  
865-980-2970 • 865-980-2979 F  
www.usbank.com

### BRADLEY COUNTY

**ATHENS FEDERAL COMMUNITY BANK**  
950 25th St.  
Cleveland, TN 37311  
Contact: Andrea Davis  
423-728-0338  
www.athensfederal.com

**ATLANTIC CAPITAL BANK (PSE)**  
301 Keith St.  
Cleveland, TN 37311  
423-559-1282 • 423-559-5284 F  
www.atlanticcapitalbank.com

**BANK OF CLEVELAND**  
75 First St. N.W.  
Cleveland, TN 37311-5001  
Contact: Will Campbell  
423-274-0000  
www.bankofcleveland.com

**BRANCH BANKING AND TRUST CO. (PS)**  
2305 Keith St.  
Cleveland, TN 37311-1308  
Contact: Zack Murdock  
423-478-8628 • 423-479-6276 F  
www.bbt.com

# SBA PARTICIPATING LENDERS

## FIRST TENNESSEE BANK

3870 Keith St. N.W.  
Cleveland, TN 37312  
Contact: Jennifer Mcconnell  
615-790-5233  
www.rirsttennessee.com

## REGIONS BANK (PSE)

20 Ocoee St.  
Cleveland, TN 37311  
Contact: Lisa Lusk  
423-339-4634  
www.regions.com

## RIVER VALLEY AGCREDIT

2596 Keith St.  
Cleveland, TN 37311  
Contact: Bruce Bradford  
423-479-8553

## SUNTRUST BANK (PS)

1432 25th St.  
Cleveland, TN 37312  
Contact: Gary Priest  
423-559-7502 • 423-476-2053 F  
www.suntrust.com

## UNITED COMMUNITY BANK (PSE)

2525 Keith St. N.W.  
Cleveland, TN 37312  
Contact: Nicole Lee  
423-559-2696 • 423-339-5470 F  
www.ucbi.com

## CAMPBELL COUNTY

## COMMUNITY TRUST BK (S)

2603 Jacksboro Pike  
Jacksboro, TN 37757  
Contact: Steve Ward  
423-566-7874 • 423-566-7919 F  
www.frb Lafollette.com

## FIRST VOLUNTEER BANK OF TENNESSEE (SE)

301 Main St.  
Jacksboro, TN 37757  
Contact: Laura Byrge  
423-907-8000 • 423-907-8025 F  
www.firstvolunteer.com

## FIRST VOLUNTEER BANK OF TENNESSEE (SE)

189 5th St.  
Jellico, TN 37762  
Contact: Michael P. Johnson  
423-907-8003 • 423-784-9466 F  
www.firstvolunteer.com

## AMERICAN TRUST BANK OF EAST TENNESSEE

2025 Jacksboro Pike  
Lafollette, TN 37766  
Contact: Pat Ray  
423-562-2800 • 423-562-2898 F  
www.atbanktn.com

## COMMUNITY TRUST BANK, INC. (SE)

106 S Tennessee Ave.  
Lafollette, TN 37766  
Contact: Rhonda Longmire  
423-566-1162 • 423-562-3529 F  
www.ctbi.com

## THE FIRST NATIONAL BANK OF ONEIDA

2408 Jacksboro Pike  
Lafollette, TN 37766  
Contact: Bryan Horton  
423-566-5326 • 423-566-5553 F  
www.frboneida.com

## FIRST VOLUNTEER BANK

244 E. Central Ave.  
Lafollette, TN 37766  
Contact: Monica White  
423-907-8002 • 423-562-4169 F  
www.firstvolunteer.com

## REGIONS BANK (PSE)

2425 Jacksboro Pike  
Lafollette, TN 37766  
Contact: Teresa Hofstatter  
423-562-2648 • 423-566-3249 F  
www.regions.com

## CANNON COUNTY

## REGIONS BANK (PSE)

200 W. Water  
Woodbury, TN 37190  
Contact: Eddie Sykes  
615-563-5091 • 615-563-5101 F  
www.regions.com

## CARROLL COUNTY

## CARROLL BANK & TRUST

19510 W. Main St.  
Huntingdon, TN 38344  
Contact: Mike Mccarty  
731-986-4401 • 731-986-4840 F  
www.carrollbank.com

## FARMERS & MERCHANTS BANK (S)

15172 Highland Dr.  
Mckenzie, TN 38201  
Contact: Chuck Sisson  
731-352-9998 • 731-352-5792 F  
www.fmb-tn.com

## MCKENZIE BANKING COMPANY (S)

676 N. Main St.  
Mckenzie, TN 38201  
Contact: Randy Geiger  
731-352-2262 • 731-352-7778 F  
www.foundationbank.org

## CARTER COUNTY

## CARTER COUNTY BANK (S)

601 E. Elk Ave.  
Elizabethton, TN 37643  
Contact: Duncan Street  
423-543-2131 • 423-542-7258 F

## CITIZENS BANK (PSE)

300 Broad St.  
Elizabethton, TN 37643  
Contact: Tish Campbell  
423-543-2265 • 423-542-1603 F  
www.citizensbank24.com

## REGIONS BANK (PSE)

301 Broad St.  
Elizabethton, TN 37643  
Contact: Cynthia Vaughn  
423-547-5500  
www.regions.com

## CHEATHAM COUNTY

## HERITAGE BANK (SE)

108 Cumberland  
Ashland City, TN 7015  
Contact: Chip Knight  
615-792-4337 • 615-662-6075 F  
www.bankwithheritage.com

## PINNACLE BANK (SE)

524 S. Main  
Ashland City, TN 37015  
Contact: Larry Roberts  
615-743-8330 • 615-662-6075 F  
www.pnfp.com

## US BANK (PSE)

311 N. Main St.  
Ashland City, TN 37015  
Contact: Marianne Isbell  
615-792-5185 • 615-792-6054 F  
www.usbank.com

## CHESTER COUNTY

## SIMMONS BANK (PSE)

102 S. Cason Ln.  
Henderson, TN 38340  
Contact: Dwight Bateman  
731-989-4122 • 731-989-1942 F  
www.rirst-state.net

## REGIONS BANK (PSE)

611 N. Church St.  
Henderson, TN 38340  
Contact: Richard Mccaskill  
731-989-0055 • 731-989-4230 F  
www.regions.com

## CLAIBORNE COUNTY

## CITIZENS BANK

7100 Cumberland Gap Pkwy.  
Harrogate, TN 37752  
Contact: Ms. Ro Owens  
423-256-5000 • 423-526-5051 F  
www.citizensbanktn.com

## COMMERCIAL BANK (SE)

6710 Cumberland Gap Pkwy.  
Harrogate, TN 37752  
Contact: Alan Gilbert  
423-869-5151 • 423-869-8677 F  
www.cbntn.com

## CITIZENS BANK

130 S. Broad St.  
New Tazewell, TN 37825  
Contact: Gary Keys  
865-993-1800 • 423-526-5000 F  
www.citizensbanktn.com

## COMMERCIAL BANK (SE)

1001 N. Broad St.  
New Tazewell, TN 37825  
Contact: Mitch Burke  
423-626-7276 • 423-626-6358 F  
www.cbntn.com

## CLAY COUNTY

None

## COCKE COUNTY

## CAPITAL BANK (SE)

602 Cosby Rd.  
Newport, TN 37821  
Contact: Tammy Grooms  
423-625-0436 • 423-625-3158 F  
www.capitalbank-us.com

## US BANK (PSE)

301 E. Main St.  
Newport, TN 37821  
Contact: Shannon Myers  
423-613-1600 • 423-625-4237 F  
www.usbank.com

## COFFEE COUNTY

## THE COFFEE COUNTY BANK (SE)

2070 Hillsboro Blvd.  
Manchester, TN 37355  
Contact: Mindy Palmer  
931-728-1975 • 931-723-8309 F  
www.coffeecountybank.com

## FIRST VISION BANK OF TENNESSEE (S)

2134 Hillsboro Blvd.  
Manchester, TN 37355  
Contact: Jon Bell  
931-723-3224 • 931-723-3202 F  
www.rirstvisionbank.com

## US BANK (PSE)

1000 Hillsboro Blvd.  
Manchester, TN 37355  
Contact: Patricia Pinegar  
931-728-1002 • 931-728-1171 F  
www.usbank.com

## CITIZENS TRI-COUNTY BANK (S)

201 N. Jackson St.  
Tullahoma, TN 37388  
Contact: Lana Woodard  
931-455-3488 • 931-455-5883 F  
www.citizenstricounty.com

## SOUTHERN COMMUNITY BANK (S)

1400 N. Jackson St.  
Tullahoma, TN 37388  
Contact: Gerald Player  
931-392-2265 • 931-393-3954 F  
www.bankoftullahoma.com

## REGIONS BANK (PSE)

1200 Jackson St.  
Tullahoma, TN 37388  
Contact: Jennifer Mathews  
931-393-3441 • 931-455-7424 F  
www.regions.com

## US BANK (PSE)

308 N. Jackson St.  
Tullahoma, TN 37388  
Contact: Marion Anderton  
931-393-0310 • 931-455-4966 F  
www.usbank.com

## CROCKETT COUNTY

## BANCORPSOUTH (PSE)

533 S. Bells St.  
Alamo, TN 38001  
Contact: Don Mcknight  
731-696-5566 • 731-696-2770 F  
www.bancorpsouthonline.com

## MCKENZIE BANKING COMPANY (S)

9 N. Bell St.  
Alamo, TN 38001  
Contact: Gwelda Allen  
731-696-2265 • 731-696-4622 F  
www.foundationbank.org

## RENASANT BANK (PS)

32 E. Main St.  
Bells, TN 38006  
Contact: Brian Key  
731-663-2121 • 731-663-2591 F  
www.renasant.com

## CUMBERLAND COUNTY

## PROGRESSIVE SAVINGS BANK

807 N. Main St.  
Crossville, TN 38555  
Contact: Karen Cole  
931-459-2265  
www.psbgroup.net

## REGIONS BANK (PSE)

175 Miller Ave.  
Crossville, TN 38555  
Contact: Robbie Wightman  
931-484-6121 • 931-484-8855 F  
www.regions.com

## US BANK (PSE)

1318 N. Main St.  
Crossville, TN 38555  
Contact: Amanda Elmore  
931-456-6564 • 931-456-6628 F  
www.usbank.com

## DAVIDSON COUNTY

## AVENUE BANK

111 10th Ave. S.  
Nashville, TN 37203  
Contact: Mark Brooks  
615-744-2904 • 615-770-2969 F  
www.avenuenashville.com

# SBA PARTICIPATING LENDERS

## **BANK OF AMERICA, NA (PSE)**

414 Union St.  
Nashville, TN 37219  
Contact: Anthony Cassiol  
615-749-3658  
www.bankofamerica.com

## **BRANCH BANKING AND TRUST COMPANY (PS)**

2207 Crestmoor Rd.  
Nashville, TN 37215  
Contact: Connie Morales  
615-460-7739 • 615-383-9486 F  
www.bbt.com

## **CITIZENS SAVINGS BANK AND TRUST COMPANY**

2013 Jefferson St.  
Nashville, TN 37208  
Contact: Clint Story  
615-327-9787 • 615-329-4843 F  
www.bankcfn.com

## **CIVIC BANK & TRUST (SE)**

3325 West End Ave.  
Nashville, TN 37203  
Contact: Dave Vernich  
615-515-8000 • 615-515-8100 F  
www.civicbanktn.com

## **ELECTRIC SERVICE CREDIT UNION**

2340 Jackson Downs Blvd.  
Nashville, TN 37214  
Contact: Ken Dubray  
615-687-4801 • 615-687-4802 F  
www.escu.com

## **FIRST FARMERS & MERCHANTS BANK (SE)**

4013 Hillsboro Cir.  
Nashville, TN 37215  
Contact: Berry Brooks  
615-279-5214 • 615-279-5425 F  
www.myfirstfarmers.com

## **FIFTH THIRD BANK (PSE)**

424 Church St.  
Nashville, TN 37219  
Contact: Chris McCall  
615-687-8054 • 615-687-3026 F  
www.53.com

## **FIRST ADVANTAGE BANK (SE)**

3100 West End Ave., Ste. 250  
Nashville, TN 37203  
Contact: Michael Croom  
615-425-4362 • 615-727-3770 F  
www.firstadvantagebanking.com

## **SIMMONS BANK (PSE)**

1720 West End Ave.  
Nashville, TN 37203  
Contact: Turner Gaw  
615-963-2220 • 615-963-2230 F  
www.first-state.net

## **FIRST TENNESSEE BANK, NA**

4771 Lebanon Pike  
Hermitage, TN 37076  
Contact: Jennifer McConnell  
615-790-5233 • 901-579-2806 F  
www.rirsttennessee.com

## **FIRST TENNESSEE BANK, NA**

2315 Gallatin Pike  
Madison, TN 37115  
Contact: Jennifer McConnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## **FIRST TENNESSEE BANK, NA**

511 Union St.  
Nashville, TN 37219  
Contact: Jennifer McConnell  
615-790-5233 • 901-579-2806 F  
www.rirsttennessee.com

## **FIRST TENNESSEE BANK, NA**

4410 Whites Creek Pike  
Whites Creek, TN 37189  
Contact: Jennifer McConnell  
615-790-5233 • 901-579-2805 F  
www.rirsttennessee.com

## **CAPITAL BANK (SE)**

1915 Glen Echo Rd.  
Nashville, TN 37215  
Contact: Briana Lybbert  
615-238-6565 • 615-238-6560 F  
www.capitalbank-us.com

## **MID-CUMBERLAND AREA DEV CORP**

501 Union St., 6th Fl.  
Nashville, TN 37219-1705  
Contact: Amanda Giner  
615-862-8606 • 615-862-8862 F  
www.madc.us

## **METROPOLITAN BANK**

1701 West End Ave.  
Nashville, TN 37203  
Contact: John Hollingsworth  
615-921-2732 • 615-690-9400 F  
www.themetropolitanbank.com

## **PINNACLE BANK (SE)**

150 3rd Ave. S.  
Nashville, TN 37201  
Contact: Chip Higgins  
615-744-3700 • 615-386-6334 F  
www.pnfp.com

## **REGIONS BANK (PSE)**

150 4th Ave. N., Ste. 300  
Nashville, TN 37219  
Contact: Lane Rhodes  
615-748-8420 • 615-770-4008 F  
www.regions.com

## **RENASANT BANK (PS)**

1820 West End Ave.  
Nashville, TN 37203  
Contact: Jim Gardner  
615-327-9000 • 615-321-2126 F  
www.renantbank.com

## **SUNTRUST BANK (PSE)**

401 Commerce St.  
Nashville, TN 37219  
Contact: Eric Hicklin  
615-748-5105 • 615-748-5161 F  
www.wuntrust.com

## **TENNESSEE BANK & TRUST (S)**

4007 Hillsboro Rd.  
Nashville, TN 37215  
Contact: Dave Mullendore  
615-298-8000 • 615-331-6513 F  
www.tennbankmortgage.com

## **THE BANK OF NASHVILLE (PSE)**

401 Church St.  
Nashville, TN 37219  
Contact: Jonathan Williams  
615-271-2144 • 615-271-2149 F  
www.bankofnashville.com

## **US BANK (PSE)**

3401 West End Ave.  
Nashville, TN 37203  
Contact: Tyler Ryan  
615-279-5068 • 615-292-2568 F  
www.usbank.com

## **WELLS FARGO BANK, NA (PSE)**

5415 Maryland Way  
Brentwood, TN 37027  
Contact: Brandon Butler  
615-661-4836 • 866-425-5317 F  
www.wellsfargo.com

## **DECATUR COUNTY**

None

## **DEKALB COUNTY**

## **REGIONS BANK (PSE)**

101 S. Public Sq.  
Alexandria, TN 37012  
Contact: Kim Talley  
615-529-2163 • 615-529-2300 F  
www.regions.com

## **WILSON BANK & TRUST (S)**

306 Brush Creek Rd.  
Alexandria, TN 37012  
Contact: Contact Main Office In  
Lebanon (Wilson County)  
615-529-4663 • 615-529-1960 F  
www.wilsonbank.com

## **DICKSON COUNTY**

## **REGIONS BANK (PSE)**

116 Mathis Dr.  
Dickson, TN 37055  
Contact: Joyce Norman  
800-734-4667 • 615-446-3568 F  
www.regions.com

## **U.S. BANK (PSE)**

723 E. College St. S.  
Dickson, TN 37055  
Contact: Micah Mcallister  
615-740-1800 • 615-740-1804 F  
www.usbank.com

## **PINNACLE BANK (SE)**

501 Hwy. 46 S.  
Dickson, TN 37055  
Contact: Lorrie Pruett  
615-740-8240 • 615-740-5781 F  
www.pnfp.com

## **FIRST FARMERS & MERCHANTS BANK (SE)**

2011 Hwy. 47 N.  
White Bluff, TN 37187  
Contact: Debra Duke  
615-797-3153 • 615-797-4621 F  
www.fandmbank.com

## **DYER COUNTY**

## **FIRST-CITIZENS NATIONAL BANK (SE)**

One First Citizens Place  
Dyersburg, TN 38024  
Contact: Andrew Harrington  
731-285-4410 • 731-287-4427 F  
www.rirstcitizens-bank.com

## **FIRST SOUTH BANK (S)**

205 N. Main St.  
Dyersburg, TN 38024  
Contact: Don Crews  
731-288-2800 • 731-288-2799 F  
www.1stsouth.com

## **SIMMONS BANK (PSE)**

213 Church Ave.  
Dyersburg, TN 38024  
Contact: Danny Watson  
731-288-3030 • 731-288-3080 F  
www.rirst-state.net

## **REGIONS BANK (PSE)**

580 Hwy. 51 Bypass E.  
Dyersburg, TN 38024  
Contact: Lisa Hardin  
800-734-4667 • 731-286-4186 F  
www.regions.com

## **FAYETTE COUNTY**

## **BANCORPSOUTH (PSE)**

6800 Hwy. 64  
Oakland, TN 38060  
Contact: Joe Perdue  
901-465-7440 • 901-465-3427 F  
www.bancorpsouthonline.com

## **FIRST ALLIANCE BANK (SE)**

5950 Hwy. 64  
Oakland, TN 38060  
Contact: David Gross  
901-465-0060 • 901-465-0460 F  
www.fabtrn.com

## **FIRST CITIZENS NATIONAL BANK (SE)**

7285 Hwy. 64  
Oakland, TN 38060  
Contact: Barbara Canady  
901-465-0439 • 901-465-9651 F  
www.firstcitizens-bank.com

## **BANCORPSOUTH (PSE)**

16225 Hwy. 64  
Somerville, TN 38068  
Contact: David Whitenon  
901-465-4201 • 901-465-3638 F  
www.bancorpsouthonline.com

## **REGIONS BANK (PSE)**

16880 Hwy. 64  
Somerville, TN 38068  
Contact: Carol Glover  
901-465-3635 • 901-465-9297 F  
www.regions.com

## **TRUSTMARK NATIONAL BANK (PSE)**

16790 Hwy. 64  
Somerville, TN 38068  
Contact: John David Douglas  
901-465-9864 • 901-465-9886 F  
www.trustmark.com

## **FENTRESS COUNTY**

## **FIRST VOLUNTEER BANK**

6882 S. York Hwy.  
Clarkrange, TN 38553  
Contact: Roderic Williams  
931-752-5035 • 931-752-5025 F  
www.firstvolunteer.com

## **FIRST VOLUNTEER BANK**

318 N. Main S.  
Jamestown, TN 38556  
Contact: Kevin Hughes  
931-752-5015 • 931-879-3659 F  
www.firstvolunteer.com

## **PROGRESSIVE SAVINGS BANK**

500 N. Main St.  
Jamestown, TN 38556  
Contact: Mark Justice  
931-752-2265 • 931-752-6799 F  
www.psbgroup.com

## **FRANKLIN COUNTY**

## **FIRST VISION BANK OF TENNESSEE (S)**

2165 Dechard Blvd.  
Dechard, TN 37324  
Contact: Mike Rowland or  
John Sheltona  
931-968-0065 • 931-968-9065 F  
www.firstvisionbank.com

## **SUNTRUST BANK (PS)**

1829 Dechard Blvd.  
Dechard, TN 37324  
Contact: Ask For A Business Banker  
931-962-2260 • 931-962-2731 F  
www.suntrust.com

## **US BANK (PSE)**

1910 Dechard Blvd.  
Dechard, TN 37324  
Contact: Jamie Bell  
931-967-5516 • 931-967-5599 F  
www.usbank.com

# SBA PARTICIPATING LENDERS

## REGIONS BANK (PSE)

517 Main St.  
Huntland, TN 37345  
Contact: Kristie Doney  
931-469-7531 • 931-469-5588 F  
www.regions.com

## CITIZENS COMMUNITY BANK

1418 Dinah Shore Blvd.  
Winchester, TN 37398  
Contact: Sammie Caldwell  
931-967-3342 • 931-967-4761 F  
www.ccbank.net

## REGIONS BANK (PSE)

121 S. College St.  
Winchester, TN 37398  
Contact: Deta Green  
931-967-1467 • 931-967-8026 F  
www.regions.com

## GIBSON COUNTY

### THE FARMERS AND MERCHANTS BANK (S)

105 S. Main St.  
Dyer, TN 38330  
Contact: Louis Turner  
731-692-3761 • 731-692-3017 F  
www.dyerfmbank.com

### FARMERS AND MERCHANTS BANK (S)

388 Hwy. 45 W.  
Humboldt, TN 38343  
Contact: Brent Attaway  
731-824-1411 • 731-824-1413 F  
www.fmb-tn.com

## SIMMONS BANK (PSE)

107 N. Poplar  
Kenton, TN 38233  
Contact: Brooke Carson  
731-749-5368 • 731-884-4339 F  
www.first-state.net

## BANCORPSOUTH BANK (PSE)

1026 College St.  
Milan, TN 38358  
Contact: Elton Sims  
731-686-3331 • 731-686-0744 F  
www.bancorpsouthonline.com

## CARROLL BANK & TRUST

4105 S. 1st St.  
Milan, TN 38358  
Contact: Bryan Rainey  
731-686-2026 • 731-686-8993 F  
www.carrollbank.com

## REGIONS BANK (PSE)

2052 S. Main St.  
Milan, TN 38358  
Contact: Mary Jane Miller  
731-686-2900 • 731-686-8993 F  
www.regions.com

## CITIZENS CITY & COUNTY BANK (S)

(Branch Of Farmers And Merchants Bank)  
100 W. Armory St.  
Trenton, TN 38382  
Contact: Danny Milan  
731-855-9600 • 731-855-9652 F  
www.fmb-tn.com

## GILES COUNTY

### FIRST FARMERS & MERCHANTS BANK (SE)

302 S. Second St.  
Pulaski, TN 38478  
Contact: Marcus Houston  
931-363-3830 • 931-363-3065 F  
www.fandmbank.com

### FIRST NATIONAL BANK OF PULASKI (SE)

206 S. 1st St.  
Pulaski, TN 38478  
Contact: Patrick Gilbert  
931-363-2585 • 931-363-7574 F  
www.fnbforyou.com

### SUNTRUST BANK (PSE)

222 W. Madison St.  
Pulaski, TN 38478  
Contact: Ryan Moore  
931-424-4274 • 931-363-4326 F  
www.suntrust.com

## GREENE COUNTY

### AMERICAN PATRIOT BANK

3095 E Andrew Johnson Bank  
Greeneville, TN 37745  
Contact: Gary Shelton  
423-636-1555 • 423-636-1563 F  
www.americanpatriotbank.com

### BB&T (PS)

1604 E. Andrew Johnson Hwy.  
Greeneville, TN 37745  
Contact: Brooke Brickey  
423-639-2148 • 423-639-4011 F  
www.bbt.com

### CAPITAL BANK (SE)

100 N. Main St.  
Greeneville, TN 37743  
Contact: Jessie Hite  
423-639-5111 • 423-787-1235 F  
www.capitalbank-us.com

### FIRST TENNESSEE BANK

206 N. Main St.  
Greeneville, TN 37745  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

### GREENEVILLE FEDERAL BANK, FSB

101 W. Summer St.  
Greeneville, TN 37743  
Contact: Bob Taliaferro  
423-636-6030 • 423-638-6397 F  
www.greenvillefederalbank.com

## HERITAGE COMMUNITY BANK

114 W. Church St.  
Greeneville, TN 37745  
Contact: Trey Ricker  
423-636-5000 • 423-636-5001 F  
www.hconline.us

## CAPITAL BANK (SE)

17 N. Spring St.  
Mosheim, TN 37818  
Contact: Danielle Powelczk  
423-422-4125 • 423-422-9606 F  
www.capitalbank-us.com

## GRUNDY COUNTY

### CITIZENS TRI-COUNTY BANK (S)

25709 S.R. 56 (Drive Thru Location)  
Coalmont, TN 37313  
Contact: Debbie Myers  
931-779-2267  
www.citizenstricounty.com

### CITIZENS TRI-COUNTY BANK (S)

80 E. Main St.  
Monteagle, TN 37356  
Contact: Renee Mcbee  
931-592-2741 • 931-924-2022 F  
www.citizenstricounty.com

### CITIZENS TRI-COUNTY BANK (S)

711 Main St.  
Palmer, TN 37365  
Contact: Debbie Moyers  
931-779-3288  
www.citizenstricounty.com

### CITIZENS TRI-COUNTY BANK (S)

26 Oak & Coylar Sts.  
Tracy City, TN 37387  
Contact: Gerald Sitz  
931-592-9221 • 931-592-9225 F  
www.citizenstricounty.com

## HAMBLEN COUNTY

### CITIZENS BANK

2571 E. Morris Blvd.  
Morristown, TN 37813  
Contact: Chris Horn  
423-586-1440 • 423-526-5051 F  
www.citizensbanktn.com

### CAPITAL BANK (SE)

1908 W. Andrew Johnson Hwy.  
Morristown, TN 37816  
Contact: Pam Herrell  
423-585-0111 • 423-585-0087 F  
www.capitalbank-us.com

### FIRST TENNESSEE BANK

1112 W. 1st North St.  
Morristown, TN 37814  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## HOME TRUST BANK

120 Evans Ave.  
Morristown, TN 37814  
Contact: Deanna Hughes  
423-714-1772 • 423-714-1276 F  
www.hometrustedbanking.com

## MOUNTAIN COMMERCE BANK (S)

2657 W. Andrew Johnson Hwy.  
Morristown, TN 37814  
Contact: Becky Hite  
423-587-7158 • 423-585-8489 F  
www.mcb.com

## REGIONS BANK (PSE)

2400 E. Andrew Johnson Hwy.  
Morristown, TN 37814  
Contact: Myrna Wolfe  
423-587-7158 • 423-587-7156 F  
www.regions.com

## SUNTRUST BANK (PS)

400 W. Main St.  
Morristown, TN 37814  
Contact: Deanna Hughes  
423-585-6040  
www.suntrust.com

## HAMILTON COUNTY

### ATLANTIC CAPITAL BANK (PSE)

531 Broad St.  
Chattanooga, TN 37402  
Contact: Terry Todd  
423-308-2038 • 423-308-2025 F  
www.atlanticcapitalbank.com

### BB&T (PS)

721 Broad St.  
Chattanooga, TN 37402  
Contact: Chris Standridge  
423-756-7878  
www.bbt.com

### BB&T (PS)

2120 Gunbarrel Rd.  
Chattanooga, TN 37421  
Contact: Jill Tulley  
423-893-9463  
www.bbt.com

### BANCORPSOUTH (PSE)

631 Broad St., Ste. 310  
Chattanooga, TN 37402  
Contact: Branch Manager  
423-668-5209 • 423-624-4227 F  
www.bankcorpsouthonline.com

### BANK OF AMERICA, NA (PSE)

633 Chestnut St.  
Chattanooga, TN 37450  
Contact: Anthony Jewell  
423-752-8111 • 423-242-6353 F  
www.bankofamerica.com

### BRIGHTBRIDGE, INC. (CA)

535 Chestnut St., Ste. 161  
Chattanooga, TN 37401  
Contact: Mike Ohlman  
423-424-4227 • 423-424-4262 F  
www.brightbridgeinc.org

## PINNACLE BANK (SE)

801 Broad St.  
Chattanooga, TN 37402  
Contact: Craig Holley  
423-756-7878 • 423-756-2578 F  
www.pnfp.com

## COHUTTA BANKING CO. (PSE)

800 Market St.  
Chattanooga, TN 37402  
Contact: Kitty Griffith  
423-485-9400 • 423-485-2818 F  
www.cohuttabank.com

## COMMUNITY TRUST & BANKING CO. (SE)

8045 E. Brainerd Rd.  
Chattanooga, TN 37421  
Contact: Mark Watson  
423-238-8687 • 423-296-9328 F  
www.comtrustbank.com

## CORNERSTONE COMMUNITY BANK (PSE)

6401 Lee Corners, Ste. B  
Chattanooga, TN 37421  
Contact: Charles Millirons  
423-385-3152 • 423-385-3100 F  
www.Cscbank.Com

## FIRST CITIZENS BANK (SE)

1611 Gunbarrel Rd.  
Chattanooga, TN 37421  
Contact: Robin Parker  
423-510-7020  
www.firstcitizens.com

## FIRST TENNESSEE BANK

701 Market St.  
Chattanooga, TN 37402  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## FIRST VOLUNTEER BANK

728 Broad St.  
Chattanooga, TN 37402  
Contact: Greg Haskew  
423-668-4609 • 423-668-4595 F  
www.firstvolunteer.com

## REGIONS BANK (PSE)

601 Market St.  
Chattanooga, TN 37402  
Contact: Talley Clowers  
423-755-6048 • 423-755-6025 F  
www.regions.com

## SOUTHERN COMMUNITY BANK (S)

832 Georgia Ave.  
Chattanooga, TN 37402  
Contact: Robert Stahl  
423-266-4495 • 423-266-4501 F  
www.mysoutherncommunitybank.com

## SUNTRUST BANK (PS)

736 Market St.  
Chattanooga, TN 37402-4803  
Contact: Susan Newton  
423-757-3714 • 423-757-3117 F  
www.suntrust.com

# SBA PARTICIPATING LENDERS

## SUNTRUST BANK (PS)

9413 Apison Pike  
Collegedale, TN 37315  
Contact: Lynn Farrow  
423-493-1891  
www.suntrust.com

## ATLANTIC CAPITAL BANK (PSE)

4227 Ringgold Rd.  
East Ridge, TN 37412  
Contact: Sherry Bullard  
423-308-2134 • 423-308-2145 F  
www.atlanticcapitalbank.com

## BB&T (PS)

6501 Ringgold Rd.  
East Ridge, TN 37412  
Contact: Caleb Baker  
423-894-0440 • 423-894-0442 F  
www.bbt.com

## CORNERSTONE COMMUNITY BANK (PSE)

4154 Ringgold Rd.  
East Ridge, TN 37412-2436  
Contact: Jeneen Bolin  
423-385-3037 • 423-385-3037 F  
www.cscbank.com

## SUNTRUST BANK (PS)

4323 Ringgold Rd.  
East Ridge, TN 37412  
Contact: Adeala Bailey  
423-242-0117 • 423-697-7060 F  
www.suntrust.com

## REGIONS BANK (PSE)

8405 Hwy. 60  
Georgetown, TN 37336  
Contact: Janice Rogers  
423-614-5944 • 423-472-3625 F  
www.regions.com

## FIRST TENNESSEE BANK

5914 Hwy. 58  
Harrison, TN 37341  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## COMMUNITY TRUST & BANKING CO. (SE)

4712 Hixson Pike  
Hixson, TN 37343  
Contact: Laura Coleman  
423-238-8350 • 423-870-1404 F  
www.comtrustbank.com

## CORNERSTONE COMMUNITY BANK (PSE)

5319 Hwy. 153  
Hixson, TN 37343  
Contact: Melanie Carter  
423-385-3060 • 423-385-3120 F  
www.cscbank.com

## FIRST TENNESSEE BANK

8522 Hixson Pike  
Hixson, TN 37343  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## FIRST VOLUNTEER BANK

5109 Hixson Pike  
Hixson, TN 37343  
Contact: Nancy E. Hale  
423-668-4501 • 423-870-0892 F  
www.firstvolunteer.com

## REGIONS BANK (PSE)

5570 Hwy. 153  
Hixson, TN 37343  
Contact: Any Business Banker  
423-321-6331  
www.regions.com

## SUNTRUST BANK (PS)

1051 Ashland Terrace  
Hixson, TN 37415  
Contact: Lacey Furr  
423-757-3714 • 423-875-2189 F  
www.suntrust.com

## SUNTRUST BANK (PS)

802 Scenic Hwy.  
Lookout Mountain, TN 37350  
Contact: Mike Ruggiero  
423-821-2238 • 423-821-6595 F  
www.suntrust.com

## BB&T (PS)

9238 Lee Hwy.  
Ooltewah, TN 37363  
Contact: George Vallejo, Jr.  
423-238-9487 • 423-238-6516 F  
www.bbt.com

## COMMUNITY TRUST & BANKING CO. (SE)

9125 Lee Hwy.  
Ooltewah, TN 37363  
Contact: Mark Watson  
423-238-1111 • 423-238-4160 F  
www.comtrustbank.com

## CORNERSTONE COMMUNITY BANK (PSE)

8966 Old Lee Hwy.  
Ooltewah, TN 37363  
Contact: Kristy Donoho  
423-385-3170 • 423-385-3180 F  
www.cscbank.com

## FIRST TENNESSEE BANK

9312 Apison Pike  
Ooltewah, TN 37315  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## ATLANTIC CAPITAL BANK (PSE)

9217 Lee Hwy.  
Ooltewah, TN 37363  
Contact: Roger Qualey  
423-308-2180 • 423-308-2185 F  
www.atlanticcapitalbank.com

## REGIONS BANK (PSE)

5596 Little Debbie Pkwy.  
Ooltewah, TN 37363  
Contact: Christy Morton-Ortiz  
423-321-6539 • 423-321-6351 F  
www.regions.com

## REGIONS BANK (PSE)

3401 Dayton Blvd.  
Red Bank, TN 37415  
Contact: Shannon Carroll  
423-321-6559  
www.regions.com

## SUNTRUST BANK (PS)

3513 Dayton Blvd.  
Red Bank, TN 37415  
Contact: Brenda Amos  
423-870-4273 • 423-870-4397 F  
www.suntrust.com

## CITIZENS TRI-COUNTY BANK (S)

1306 Taft Hwy.  
Signal Mountain, TN 37377  
Contact: David Simpson  
423-886-2868 • 423-886-2898 F  
www.citizenstricounty.com

## FIRST TENNESSEE BANK

1307 Taft Hwy.  
Signal Mountain, TN 37377  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## REGIONS BANK (PSE)

1238 Taft Hwy.  
Signal Mountain, TN 37377  
Contact: Cheryl Tynan  
423-886-5080 • 423-886-5081 F  
www.regions.com

## SUNTRUST BANK (PS)

1301 Taft Hwy.  
Signal Mountain, TN 37377  
Contact: Branch Manager  
(Currently Vacant)  
423-517-9238 • 423-886-2041 F  
www.suntrust.com

## CITIZENS TRI-COUNTY BANK (S)

8575 Dayton Pike  
Soddy Daisy, TN 37379  
Contact: Lisa Rue  
423-332-7110 • 423-332-7220 F  
www.citizenstricounty.com

## COMMUNITY NATIONAL BANK

10087 Dayton Pike  
Soddy Daisy, TN 37379  
Contact: James Moncrief  
423-332-0280 • 423-332-1269 F  
www.cnb-usa.com

## FIRST TENNESSEE BANK

137 Harrison Ln.  
Soddy Daisy, TN 37379  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## REGIONS BANK (PSE)

11314 Dayton Pike  
Soddy Daisy, TN 37379  
Contact: Bennie Dean  
423-321-6662  
www.regions.com

## SUNTRUST BANK (PS)

9627 Dayton Pike  
Soddy Daisy, TN 37379  
Contact: Candice Morrow  
423-332-0144 • 423-332-4782 F  
www.suntrust.com

## HANCOCK COUNTY

### CIVIS CAPITAL

161 W. Main St.  
Sneedville, TN 37869  
Contact: Jodie Hopkins  
423-733-2212 • 423-733-2444 F  
www.citizensbank.com

## HARDEMAN COUNTY

### FARMERS AND MERCHANTS BANK (S)

1315 W. Market St.  
Bolivar, TN 38008  
Contact: Kenneth Gray  
731-658-4000 • 731-658-0806 F  
www.fmb-tn.com

## FIRST SOUTH BANK (S)

809 W. Market St.  
Bolivar, TN 38008  
Contact: Larry Crawford  
731-658-5219 • 731-658-7780 F  
www.1stsouth.com

## MERCHANTS AND PLANTERS BANK (SE)

411 W. Market St.  
Bolivar, TN 38008  
Contact: Kenny Adkins  
731-658-7788 • 731-658-5709 F  
www.mpbanktn.com

## REGIONS BANK (PSE)

201 W. Market St.  
Bolivar, TN 38008  
Contact: Rex Medlin  
800-734-4667 • 731-658-2464 F  
www.regions.com

## HARDIN COUNTY

## SUNTRUST BANK (PSE)

275 Main St.  
Savannah, TN 38372  
Contact: Joe Dwyer  
731-925-2526 • 731-925-7179 F  
www.suntrust.com

## HAWKINS COUNTY

### CAPITAL BANK (SE)

105 N. Main St.  
Bulls Gap, TN 37711-9556  
Contact: Tanna Rainery  
423-235-9800 • 423-235-0067 F  
www.capitalbank-us.com

### CIVIS BANK

150 S. Central Ave.  
Church Hill, TN 37642  
Contact: Brent Price  
423-357-2200 • 423-357-2204 F  
www.citizensbank.com

## US BANK (PSE)

134 E. Main Blvd.  
Church Hill, TN 37642-9455  
Contact: Scott Lawson  
423-357-6111 • 423-357-8065 F  
2www.usbank.com

## BB&T (PS)

138 Main St.  
Mount Carmel, TN 37645  
Contact: Michelle Bass  
423-357-4156 • 423-357-2664 F  
www.bbt.com

## REGIONS BANK (PSE)

130 W. Main St.  
Mount Carmel, TN 37645  
Contact: Rhonda Hunley  
423-229-0310  
www.regions.com

## CAPITAL BANK (SE)

210 W. Main  
Rogersville, TN 37857  
Contact: Jody Fugate  
423-272-2300 • 423-272-2300 F  
www.capitalbank-us.com

## CIVIS BANK

210 E. Main St.  
Rogersville, TN 37857  
Contact: Doug Rehm  
423-272-2200  
www.citizensbank.com

## HIGHLANDS UNION BANK (PS)

4020 Hwy. 66 S.  
Rogersville, TN 37857  
Contact: Kim Grubb  
423-272-1987 • 423-272-1897 F  
www.hubank.com

## US BANK (PSE)

107 E. Main St.  
Rogersville, TN 37857  
Contact: Eddie Terry  
423-272-7622 • 423-272-5449 F  
www.usbank.com

## US BANK (PSE)

4015 Hwy. 66 S.  
Rogersville, TN 37857  
Contact: Kathy Sullivan  
423-272-4671 • 423-272-6475 F  
www.usbank.com

## HAYWOOD COUNTY

## FIRST SOUTH BANK (S)

1519 E. Main St.  
Brownsville, TN 38012  
Contact: Della Ligon  
731-772-3939 • 731-772-3989 F  
www.1stsouth.com

## REGIONS BANK (PSE)

1028 E. Main St.  
Brownsville, TN 38012  
Contact: Tommy Chapman  
800-734-4667 • 731-772-7224 F  
www.regions.com

# SBA PARTICIPATING LENDERS

## SIMMONS BANK (PSE)

25 S. Grand Ave.  
Brownsville, TN 38012  
Contact: Lisa Carlton  
731-779-9199 • 731-779-9177 F  
www.first-state.net

## HENDERSON COUNTY

### SIMMONS BANK (PSE)

347 W. Church St.  
Lexington, TN 38351  
Contact: Bentley Deloach  
731-967-0050 • 731-967-5010 F  
www.first-state.net

### REGIONS BANK (PSE)

26 E. Church St.  
Lexington, TN 38351  
Contact: Freda Smith  
731-968-2036 • 731-968-2974 F  
www.regions.com

## HENRY COUNTY

### COMMERCIAL BANK & TRUST CO. (S)

101 N. Poplar St.  
Paris, TN 38242  
Contact: Clint Davis  
731-642-3341 • 731-642-4284 F  
www.cbtcnet.com

### CARROLL BANK AND TRUST

902 Mineral Wells Ave.  
Paris, TN 38242  
Contact: Justin Oliver  
731-642-6363 • 731-641-4404 F  
www.carrollbank.com

### McKENZIE BANKING COMPANY (S)

1137 E Wood St.  
Paris, TN 38242  
Contact: Wayne Powers  
731-642-3130 • 731-642-4865 F  
www.foundationbank.org

### REGIONS BANK (PSE)

914 E. Woods St.  
Paris, TN 38242  
Contact: Cindy Wimberly  
800-734-4667 • 731-642-8497 F  
www.regions.com

### TENNESSEE BUSINESS DEVELOPMENT CORP

1301 E. Wood S., Ste. 2  
Paris, TN 38242  
Contact: Jim Thigpin  
731-644-1335 • 731-644-7019 F  
www.tnbdco.com

## HICKMAN COUNTY

### FIRST FARMERS AND MERCHANTS BANK (SE)

9512 Hwy. 46  
Bon Aqua, TN 37025  
Contact: Treba Fielder  
931-670-0090 • 931-670-3556 F  
www.Fandmbank.Com

## HOUSTON COUNTY

### HERITAGE BANK (SE)

3711 W. Main St.  
Erin, TN 37061  
Contact: Johnny Baggett  
931-289-5000 • 931-289-5501 F  
www.bankwithheritage.com

### REGIONS BANK (PSE)

4657 W. Main St.  
Erin, TN 37061  
Contact: Roy James  
931-219-9927 • 931-289-4229 F  
www.regions.com

## HUMPHREYS COUNTY

### REGIONS BANK (PSE)

201 Waverly Plaza  
Waverly, TN 37185  
Contact: Cindy Davis  
931-296-2504 • 931-296-1740 F  
www.regions.com

## JACKSON COUNTY

### JACKSON BANK & TRUST (BRANCH OF ATLANTIC CAPITAL BANK) (PSE)

307 Hull Ave.  
Gainesboro, TN 38562  
Contact: Donna Elrod  
931-268-2161 • 931-268-3379 F  
www.atlanticcapitalbank.com

## JEFFERSON COUNTY

### ATLANTIC CAPITAL BANK (PSE)

1013 S. Hwy. 92  
Dandridge, TN 37725  
Contact: Jean Riley  
865-397-0050 • 865-397-3355 F  
www.atlanticcapitalbank.com

### BB&T (PS)

858 S. Hwy. 92  
Dandridge, TN 37725  
Contact: Bryan Bolinsky  
865-475-1350 • 865-475-1359 F  
www.bbt.com

### CITIZENS NATIONAL BANK (SE)

720 S. Hwy. 92  
Dandridge, TN 37725  
Contact: Joel Brannon  
865-397-3971 • 865-397-8071 F  
www.cnbtn.com

### FIRST TENNESSEE BANK

1030 S. Hwy. 92  
Dandridge, TN 37725  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### US BANK (PSE)

123 W. Hwy. 25-70  
Dandridge, TN 37725  
Contact: Branch Manager  
865-397-7277  
www.usbank.com

### BB&T (PS)

263 E. Broadway Blvd.  
Jefferson City, TN 37760  
Contact: Bryan Bolinsky  
865-475-1300 • 865-475-1309 F  
www.bbt.com

### CITIZENS NATIONAL BANK (SE)

1507 O'dell Ave.  
Jefferson City, TN 37760  
Contact: Diana Armstrong  
865-471-1441 • 865-471-5308 F  
www.cbtcn.com

### ATLANTIC CAPITAL BANK (PSE)

167 W. Broadway Blvd.  
Jefferson City, TN 37760  
Contact: Vicki Fowler  
865-475-6056  
www.atlanticcapitalbank.com

### REGIONS BANK (PSE)

222 E. Broadway Blvd.  
Jefferson City, TN 37760  
Contact: Chelsea Haun  
865-540-5495 • 865-673-5748 F  
www.regions.com

### US BANK (PSE)

149 E. Broadway Blvd.  
Jefferson City, TN 37760  
Contact: Kenny Jarnigan  
865-475-9040 • 865-475-9873 F  
www.usbank.com

### REGIONS BANK (PSE)

6000 W. Andrew Johnson Hwy.  
Talbot, TN 37877  
Contact: Annette Smith  
423-587-7134  
www.regions.com

### CITIZENS NATIONAL BANK (SE)

2002 Walnut St.  
White Pine, TN 37890  
Contact: Amy Bryant  
865-286-2281 • 865-674-6556 F  
www.cnbtn.com

### FIRST TENNESSEE BANK

1921 Walnut St.  
White Pine, TN 37890  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## JOHNSON COUNTY

None

## KNOX COUNTY

### AMERICAN TRUST BANK OF EAST TENNESSEE

6771 Baum Dr.  
Knoxville, TN 37919  
Contact: David Craig  
865-824-5700 • 865-588-1559 F  
www.atbanktn.com

### ATLANTIC CAPITAL BANK (PSE)

111 Northshore Dr.  
Knoxville, TN 37919  
Contact: Tammy Blasko  
865-342-5882  
www.atlanticcapitalbank.com

### BRANCH BANKING AND TRUST COMPANY (PS)

900 S. Gay St.  
Knoxville, TN 37902  
Contact: Branch Manager  
865-766-8620 • 865-766-8712 F  
www.bbandt.com

### CAPITAL BANK (SE)

130 Concord Rd.  
Knoxville, TN 37934  
Contact: David Barclay  
865-218-5767 • 865-777-3832 F  
www.capitalbank-us.com

### CITIZENS BANK OF BLOUNT COUNTY (S)

4000 Chapman Hwy.  
Knoxville, TN 37920  
Contact: Susan Pershing  
865-577-9339 • 865-577-9338 F  
www.cbcbank.com

### CITIZENS NATIONAL BANK (SE)

7420 Chapman Hwy.  
Knoxville, TN 37920  
Contact: Colleen Milne  
865-286-1440 • 865-577-5870 F  
www.cnbtn.com

### CIVIS BANK

606 W. Main St., Ste. 250  
Knoxville, TN 37902  
Contact: Larry Moran  
865-329-1108 • 423-601-7918 F  
www.citizensbanket.com

### COMMERCIAL BANK (SE)

10413 Kingston Pike  
Knoxville, TN 37922  
Contact: Dean Larue  
865-769-2245 • 865-769-3893 F  
www.cbtcn.com

### FIFTH THIRD BANK (PSE)

5221 Broadway St.  
Knoxville, TN 37918  
Contact: Jonathan Godfrey  
865-244-4080  
www.53.com

### FIFTH THIRD BANK (PSE)

5612 Kingston Pike  
Knoxville, TN 37919  
Contact: Lucas Shouse  
865-291-4788  
www.53.com

### FIFTH THIRD BANK (PSE)

8331 E. Walker Springs Ln.  
Knoxville, TN 37923  
Contact: Keith Garrett  
865-985-7840  
www.53.com

### FIRST TENNESSEE BANK

11864 Kingston Pike  
Farragut, TN 37922  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### FIRST TENNESSEE BANK

800 S. Gay St.  
Knoxville, TN 37929  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### HOME TRUST BANK

11916 Kingston Pike  
Farragut, TN 37934  
Contact: Staci Wilkerson  
865-342-0006 • 865-288-1477 F  
www.jeffersonfederal.com

### HOME TRUST BANK

6501 Kingston Pike  
Knoxville, TN 37919  
Contact: David Barclay  
865-684-1006 • 865-684-2497 F  
www.hometrustedbanking.com

### MOUNTAIN COMMERCE BANK (SE)

320 N. Cedar Bluff  
Knoxville, TN 37923  
Contact: Mike Saparito or  
Tony Johnson  
865-694-5710 • 865-694-5799 F  
www.mcb.com

### ORNL FEDERAL CREDIT UNION

11405 Municipal Center Dr.  
Knoxville, TN 37922  
Contact: Marilyn Cobble  
865-425-3332 • 800-218-4414 F  
www.ornlfcu.com

### PINNACLE BANK (SE)

1111 Northshore Dr., S130  
Knoxville, TN 37919  
Contact: Keely Ritchie  
865-766-3029 • 865-766-3129 F  
www.pnfp.com

### PINNACLE BANK (SE)

9601 Kingston Pike  
Knoxville, TN 37922  
Contact: Heather Mckinney  
865-602-3604 • 865-602-3671 F  
www.pnfp.com

### PINNACLE BANK (SE)

1520 E. Emory Rd.  
Knoxville, TN 37938  
Contact: Jeremy Cook  
865-602-3651 • 865-602-3624 F  
www.pnfp.com

### THE PEOPLES BANK (SE)

419 Erin Dr.  
Knoxville, TN 37919  
Contact: Shane Jackson  
865-474-6363 • 865-474-6350 F  
www.thepeoplesbanknow.com

# SBA PARTICIPATING LENDERS

## RENASANT BANK (PS)

329 E. Broadway  
Knoxville, TN 37804  
Contact: Dominick Jackson  
865-776-5506  
www.regions.com

## REGIONS BANK (PSE)

1515 Major Reynolds Place  
Knoxville, TN 37901  
Contact: Rob Chadwell  
865-521-5351  
www.regions.com

## REGIONS BANK (PSE)

11400 Parkside Dr.  
Farragut, TN 37934  
Contact: Brenda Caldwell  
865-540-5506  
www.regions.com

## SIMMONS BANK (PSE)

625 Gay St., Ste. 210  
Knoxville, TN 37902  
Contact: Dwight Bateman  
865-545-4520  
www.welcometosimmons.com

## SMARTBANK (S)

5401 Kingston Pike  
Knoxville, TN 37919  
Contact: Elizabeth Kramer  
865-474-8140  
www.smartbank.net

## SUNTRUST BANK (PS)

625 S. Gay St.  
Knoxville, TN 37902  
Contact: John Ley  
865-546-9405  
www.suntrust.com

## UNITED COMMUNITY BANK (PSE)

1111 Northshore Dr., Ste. 190  
Knoxville, TN 37919  
Contact: Kenny Groves  
865-583-2041 • 865-583-2035 F  
www.ucbi.com

## UNITED COMMUNITY BANK (PSE)

10514 Kingston Pike  
Knoxville, TN 37922  
Contact: Brett Comerford  
865-988-2368 • 865-692-5197 F  
www.ucbi.vom

## US BANK (PSE)

607 Market St.  
Knoxville, TN 37902  
Contact: Anthony Daniels  
865-206-3670  
www.usbank.com

## UT FEDERAL CREDIT UNION (SE)

2100 White Ave.  
Knoxville, TN 37916  
Contact: Jonathan Patrick  
865-971-1971 • 865-971-1797 F  
www.utfcu.org

## VANTAGE SOUTH (PSE)

11124 Kingston Pike  
Knoxville, TN 37934  
Contact: Calvin Martin  
865-742-8884  
www.vantagesouth.com

## COMMERCIAL BANK (SE)

420 Emory Rd.  
Powell, TN 37849  
Contact: Steve Mouser  
865-938-3635 • 865-947-7642 F  
www.cbntn.com

## FIRST TENNESSEE BANK

2121 Emory Rd.  
Powell, TN 37849  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## THE COMMUNITY BANK OF EAST TENNESSEE

430 E. Emory Rd.  
Powell, TN 37849  
Contact: Shelly Renfro  
865-947-3443 • 865-947-5737 F  
www.thecbet.com

## REGIONS BANK (PSE)

601 E. Emory Rd.  
Powell, TN 37849  
Contact: Inez Tackett  
865-540-5405  
www.regions.com

## THE PEOPLES BANK (SE)

100 W. Emory Rd.  
Powell, TN 37849  
Contact: Shane Jackson  
865-474-6363 • 865-474-6350 F  
www.thepeoplesbankknow.com

## LAKE COUNTY

### REGIONS BANK (PSE)

124 S. Main St.  
Ridgely, TN 38080  
Contact: Billy Fielder  
800-734-4667 • 731-264-9038 F  
www.regions.com

### BANCORPSOUTH (PSE)

107 N. Main St.  
Ridgely, TN 38080  
Contact: Karen Sawyers  
731-264-5942 • 731-264-5663 F  
www.bankcorpssouthonline.com

## LAUDERDALE COUNTY

### REGIONS BANK (PSE)

662 Hwy. 51 N.  
Ripley, TN 38063  
Contact: Melanie Hardy  
731-635-9670 • 731-635-8417 F  
www.regions.com

## FIRST CITIZENS NATIONAL BANK (SE)

316 Cleveland St.  
Ripley, TN 38064  
Contact: Dwayne Haynes  
731-635-8008 • 731-635-2666 F  
www.firstcitizens-bank.com

## LAWRENCE COUNTY

### FIRST FARMERS AND MERCHANTS BANK (SE)

116 W. Gaines St.  
Lawrenceburg, TN 38464  
Contact: Teresa Walker  
931-766-5650 • 931-766-5655 F  
www.fandmbank.com

### FIRST TENNESSEE BANK

225 N. Military Ave.  
Lawrenceburg, TN 38464  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

### FIRST VOLUNTEER BANK

1401 N. Locust Ave.  
Lawrenceburg, TN 38464  
Contact: Ben Gobble  
931-762-8300 • 931-762-8310 F  
www.firstvolunteer.com

### CAPITAL BANK (SE)

101 N. Locust St.  
Lawrenceburg, TN 38464  
Contact: Lisa Moore  
931-762-8600 • 931-762-8696 F  
www.capitalbank-us.com

### SUNTRUST BANK (PSE)

2021 N. Locust Ave.  
Lawrenceburg, TN 38464  
Contact: Ryan Moore  
931-766-1364 • 931-762-5952 F  
www.suntrust.com

## LEWIS COUNTY

### CITIZENS BANK OF LEWIS COUNTY (BRANCH OF WAYNE COUNTY BANK) (S)

605 E. Main  
Hohenwald, TN 38462  
Contact: Marion Yates  
931-796-4819 • 931-796-4824 F  
www.waynecountybank.com

### REGIONS BANK (PSE)

401 W. Main St.  
Hohenwald, TN 38462  
Contact: Stephanie Fortner  
931-796-1505 • 931-796-7632 F  
www.regions.com

## LINCOLN COUNTY

### FIRST NATIONAL BANK OF PULASKI (SE)

2850 Huntsville Hwy.  
Fayetteville, TN 37334  
Contact: Lyman Cox  
931-433-9124 • 931-433-9182 F  
www.fnbforyou.com

## REDSTONE FEDERAL CREDIT UNION (S)

110 Bluff Dr.  
Fayetteville, TN 37334  
Contact: John Cook  
800-234-1234 • 931-433-3028 F  
www.redfcu.org

### REGIONS BANK (PSE)

302 E. College St.  
Fayetteville, TN 37334  
Contact: Karen Pettie  
931-433-7041 • 931-433-4570 F  
www.regions.com

### US BANK (PSE)

220 E. College St.  
Fayetteville, TN 37334  
Contact: Ricky Kimbrough  
931-433-6141 • 931-433-8837 F  
www.usbank.com

## LOUDON COUNTY

### PEOPLES BANK OF EAST TENNESSEE

102 Chilhowee Ave.  
Greenback, TN 37742  
Contact: Brad Hunt In Vonore  
423-884-7262 • 865-856-8383 F  
www.peoplesbank-tn.com

### REGIONS BANK (PSE)

6705 Morgantown Rd.  
Greenback, TN 37742  
Contact: Zachary Hamilton  
865-981-3667 • 865-856-1502 F  
www.regions.com

### AMERICAN TRUST BANK OF EAST TENNESSEE

256 Medical Park Dr.  
Lenoir City, TN 37771  
Contact: John Evans  
865-986-7880 • 865-986-7896 F  
www.atbanktn.com

### BB&T (PS)

391 Hwy. 321 N.  
Lenoir City, TN 37771  
Contact: Michael Honeycutt  
865-988-2400 • 865-988-2405 F  
www.bbt.com

### ATLANTIC CAPITAL BANK (PSE)

705 E. Broadway  
Lenoir City, TN 37771  
Contact: Tim Tyler  
865-988-3375 • 865-988-3379 F  
www.atlanticcapitalbank.com

### CAPITAL BANK (SE)

510 Hwy. 321 N.  
Lenoir City, TN 37771  
Contact: Debbie Bozeman  
865-988-8810 • 865-988-8845 F  
www.capitalbank-us.com

## SUNTRUST BANK (PS)

530 Hwy. 321 N.  
Lenoir City, TN 37771  
Contact: Joel Malone  
865-988-7225  
www.suntrust.com

## UNITED COMMUNITY BANK (PSE)

725 Hwy. 321 N.  
Lenoir City, TN 37771  
Contact: Steve Hurst  
865-986-1300 • 865-986-0788 F  
www.ucbi.com

## BB&T (PS)

406 Grove St.  
Loudon, TN 37774  
Contact: Michael Honeycutt  
865-458-4666 • 865-458-7315 F  
www.bbt.com

## CAPITAL BANK (SE)

2370 Hwy. 72 N.  
Greeneville, TN 37774  
Contact: Faye Townsend  
865-458-3336 • 865-458-3320 F  
www.capitalbank-us.com

## SUNTRUST BANK (PS)

418 Wharf St.  
Loudon, TN 37774  
Contact: Jennifer Heirs  
865-458-7130  
www.suntrust.com

## UNITED COMMUNITY BANK (PSE)

1366 Hwy. 72 N.  
Loudon, TN 37774  
Contact: Imogene Blevins  
865-458-1300 • 865-458-6981 F  
www.ucbi.com

## MACON COUNTY

### CAPITAL BANK (SE)

440 Hwy. 52 Bypass  
Lafayette, TN 37083  
Contact: Sharon Day  
615-688-6000 • 615-688-6005 F  
www.capitalbank-us.com

## MADISON COUNTY

### BANCORPSOUTH (PSE)

301 E. Main St.  
Jackson, TN 38301  
Contact: Jeff Head  
731-422-9200 • 731-422-9398 F  
www.bankcorpssouthonline.com

### COMMERCIAL BANK & TRUST (S)

79a Stonebridge Blvd.  
Jackson, TN 38305  
Contact: Leonie Hefley  
731-512-4100 • 731-660-2585 F  
www.cbctnet.com

### FIRST CITIZENS NATIONAL BANK (SE)

881 Walker Rd.  
Jackson, TN 38305  
Contact: Pat Carrington  
731-644-5759 • 731-664-5752 F  
www.firstcnb.com

# SBA PARTICIPATING LENDERS

## FIRST SOUTH BANK (S)

1862 Hwy. 45 Bypass  
Jackson, TN 38305  
Contact: Kirk Goehring  
731-668-2265 • 731-668-2050 F  
www.1stsouth.com

## FIRST TENNESSEE BANK, NA

325 Oil Well Rd.  
Jackson, TN 38305  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## McKENZIE BANKING COMPANY (S)

1049 Union University Dr.  
Jackson, TN 38305  
Contact: Chad Wilson  
731-554-2425 • 731-554-2424 F  
www.foundationbank.org

## REGIONS BANK (PSE)

118 N. Liberty  
Jackson, TN 38301  
Contact: James Dusenberry  
731-422-9600 • 731-422-9696 F  
www.regions.com

## SIMMONS BANK (PSE)

480 Oil Well Rd.  
Jackson, TN 8305  
Contact: Andy Culbreath  
731-668-2280 • 731-668-2290 F  
www.first-state.net

## MARION COUNTY

### CITIZENS TRI-COUNTY BANK (S)

4765 Main St.  
Jasper, TN 37347  
Contact: Carol Long  
423-942-1990 • 423-942-1980 F  
www.citizenstricounty.com

### CITIZENS STATE BANK

4564 Main St.  
Jasper, TN 37347  
Contact: Donald Downum  
423-942-5151 • 423-942-6001 F  
www.citizensstate.net

### FIRST VOLUNTEER BANK

105 Betsey Pack Dr.  
Jasper, TN 37347  
Contact: Alinda Richards  
423-668-4504 • 423-942-6181 F  
www.firstvolunteer.com

### FIRST VOLUNTEER BANK

131 S. Cedar Ave.  
Pittsburg, TN 37830  
Contact: Alinda Richards  
423-668-4505 • 423-837-7949 F  
www.firstvolunteer.com

### CITIZENS TRI-COUNTY BANK (S)

402 Cedar Ave.  
South Pittsburg, TN 37380  
Contact: Angie Brown  
423-837-8645  
www.citizenstricounty.com

## MARSHALL COUNTY

### FIRST FARMERS AND MERCHANTS BANK (SE)

260 N. Ellington Pkwy.  
Lewisburg, TN 37091  
Contact: Barbara Capps  
931-359-6222 • 931-359-9872 F  
www.fandmbank.com

### FIRST NATIONAL BANK OF PULASKI (SE)

1190 N. Ellington Pkwy.  
Lewisburg, TN 37091  
Contact: Elizabeth Jackson  
931-359-5900 • 931-359-5933 F  
www.fnbforyou.com

### FIRST TENNESSEE BANK

125 N. First Ave.  
Lewisburg, TN 37091  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## MAURY COUNTY

### FIRST FARMERS AND MERCHANTS BANK (SE)

816 S. Garden St.  
Columbia, TN 38401  
Contact: Suzanne Estes  
931-388-3145 • 931-380-8359 F  
www.fandmbank.com

### REGIONS BANK (PSE)

610 N. Garden St.  
Columbia, TN 38401  
Contact: Emit Webb  
931-388-1000 • 931-388-1979 F  
www.regions.com

### S. CENTRAL TENNESSEE BUSINESS DEV CORP

101 Sam Watkins Blvd.  
Mt. Pleasant, TN 38474  
Contact: Eddie Fitzgerald  
931-379-2929 • 931-381-2053 F  
www.sctdd.org/ed/bdc\_504.htm

### US BANK (PSE)

901 W. James Campbell Blvd.  
Columbia, TN 38401  
Contact: Jennifer Cook  
931-381-3970 • 931-381-5610 F  
www.usbank.com

### FIFTH THIRD BANK (PSE)

3008 Belshire Village  
Spring Hill, TN 37174  
Contact: Bo Robertson  
615-302-4353 • 615-302-1287 F  
www.53.com

### FIRST TENNESSEE BANK, NA

4398 Columbia Hwy.  
Spring Hill, TN 37174  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

### CAPITAL BANK (SE)

4922 Main St.  
Spring Hill, TN 37174  
Contact: Cathy Woodard  
615-472-9375 • 615-302-0199 F  
www.capitalbank-us.com

### FRANKLIN SYNERGY BANK

2035 Wall St.  
Spring Hill, TN 37174  
Contact: Chad Randall  
615-236-2265 • 615-567-5112 F  
www.franklinsynergybank.com

### SUNTRUST BANK (PSE)

4929 Main St.  
Spring Hill, TN 37174  
Contact: Jill Rosenberry  
615-302-2909 • 615-302-2872 F  
www.suntrust.com

## McMINN COUNTY

### ATHENS FEDERAL COMMUNITY BANK

106 Washington Ave. N.W.  
Athens, TN 37303  
Contact: Shane Sewell  
423-745-1111 • 423-745-8225 F  
www.athensfederal.com

### BB&T (PS)

204 Washington Ave.  
Athens, TN 37303  
Contact: Stephanie Mcphail  
423-745-2452 • 423-744-2697 F  
www.bbt.com

### CITIZENS NATIONAL BANK

2 Park Ave.  
Athens, TN 37303-4279  
Contact: Frank Parker  
423-745-0261 • 423-507-8818 F  
www.citnatbank.com

### ATLANTIC CAPITAL BANK (PSE)

865 S. Congress Pkwy.  
Athens, TN 37303  
Contact: Donna Gilliam  
423-745-6662 • 423-745-6662 F  
www.atlanticcapitalbank.com

### CAPITAL BANK (SE)

1305 Decatur Pike  
Athens, TN 37303  
Contact: Tracy Howell  
423-745-8246 • 423-744-0875 F  
www.capitalbank-us.com

### REGIONS BANK (PSE)

921 S. Congress Pkwy.  
Athens, TN 37303  
Contact: Larem Raby  
423-746-5388  
www.regions.com

### RIVER VALLEY AGCREDIT

1117 S. Congress Pkwy.  
Athens, TN 37303  
Contact: Bonnie Clark  
423-745-0323

### UNITED COMMUNITY BANK

123 Washington Ave. W.  
Athens, TN 37303  
Contact: Donna Steinnette  
423-745-2442 • 423-746-0900 F  
www.ucbi.com

### BB&T (PS)

20 S. Niota Rd.  
Englewood, TN 37329-3187  
Contact: Sissie Riggs  
423-887-7281 • 423-887-7285 F  
www.bbt.com

### PEOPLES BANK OF EAST TENNESSEE

19 Main St.  
Englewood, TN 37329  
Contact: Jim McDonald  
423-887-7262 • 423-887-2111 F  
www.peoplesbank-tn.com

### ATHENS FEDERAL COMMUNITY BANK

523 Tennessee Ave.  
Etowah, TN 37331  
Contact: Andrea Davis  
423-728-0338 • 423-263-1186 F  
www.athensfederal.com

### CITIZENS NATIONAL BANK

841 Hwy. 411 N.  
Etowah, TN 37331  
Contact: Leann Hammonds  
423-263-3515 • 423-263-3549 F  
www.citnatbank.com

### FIRST VOLUNTEER BANK

515 N. Tennessee Ave.  
Etowah, TN 37331  
Contact: Joann England  
423-263-3900 • 423-263-3905 F  
www.firstvolunteer.com

### CAPITAL BANK (SE)

204 E. Main St.  
Niota, TN 37826  
Contact: Chris Burkett  
423-568-2330 • 423-568-2252 F  
www.capitalbank-us.com

## McNAIRY COUNTY

### BANCORPSOUTH (PSE)

515 Mulberry Ave.  
Selmer, TN 38375  
Contact: Penny Carroll  
731-645-7915 • 731-645-4703 F  
www.bancorpsouthonline.com

### REGIONS BANK (PSE)

116 S. Third  
Selmer, TN 38375  
Contact: John Finlayson  
731-645-6187 • 731-645-6688 F  
www.regions.com

## MEIGS COUNTY

### ATHENS FEDERAL COMMUNITY BANK

523 Tennessee Ave.  
Etowah, TN 37331  
Contact: Andrea Davis  
423-728-0338 • 423-263-1186 F  
www.athensfederal.com

### REGIONS BANK (PSE)

17605 State Hwy.  
Decatur, TN 37322  
Contact: Erica Hughes  
423-334-3622 • 423-334-1355 F  
www.regions.com

## MONROE COUNTY

### BB&T (PS)

4850 New Hwy. 68  
Madisonville, TN 37354  
Contact: Kelly Arnwine  
423-442-8370 • 423-442-8379 F  
www.bbt.com

### CITIZENS NATIONAL BANK

Hwy. 411 N.  
Madisonville, TN 37354  
Contact: Jean Lee  
423-442-4007  
www.citnatbank.com

### ATLANTIC CAPITAL BANK (PSE)

301 N. Main St.  
Sweetwater, TN 37874  
Contact: Paul Harvey  
423-337-3501 • 423-337-2557 F  
www.atlanticcapitalbank.com

### CAPITAL BANK (SE)

4653 Hwy. 411  
Madisonville, TN 37354  
Contact: Kim Best  
423-420-9004 • 423-420-9006 F  
www.capitalbank-us.com

### PEOPLES BANK OF EAST TENNESSEE

4511 U.S. Hwy. 411  
Madisonville, TN 37354  
Contact: Brad Hunt  
423-442-7262 • 423-442-7118 F  
www.peoplesbank-tn.com

### REGIONS BANK (PSE)

101 Tellico St.  
Madisonville, TN 37354  
Contact: Abby Flores  
423-337-8008  
www.regions.com

### UNITED COMMUNITY BANK (PSE)

4519 Hwy. 411  
Madisonville, TN 37354  
Contact: Reed Massingale  
423-442-5484 • 423-442-8975 F  
www.ucbi.com

# SBA PARTICIPATING LENDERS

## CITIZENS NATIONAL BANK

607 Veterans Memorial Dr.  
Tellico Plains, TN 37385  
Contact: Phyllis Peel  
423-253-2192 • 423-253-7380 F  
www.citnatbank.com

## PEOPLES BANK OF EAST TENNESSEE

9186 New Hwy. 68  
Tellico Plains, TN 37385  
Contact: Dora Debity  
423-253-7262 • 423-253-7273 F  
www.peoplesbank-tn.com

## CITIZENS NATIONAL BANK

1206 Hwy. 411  
Vonore, TN 37885  
Contact: Ronnie Caughdron  
423-884-3255 • 423-884-3258 F  
www.citnatbank.com

## PEOPLES BANK OF EAST TENNESSEE

1010 Hwy. 411  
Vonore, TN 37885  
Contact: Brad Hunt  
423-884-7262 • 423-884-7266 F  
www.peoplesbank-tn.com

## MONTGOMERY COUNTY

### ALTRA FEDERAL CREDIT UNION (PS)

1600 Madison St.  
Clarksville, TN 37043  
Contact: Emily Medvecky  
931-920-6517 • 931-542-9018 F  
www.altra.org

### BANK OF AMERICA, NA (PSE)

1811 Madison St.  
Clarksville, TN 37043  
Contact: Sharon McCorvey  
931-553-2255 • 931-472-0296 F  
www.bankofamerica.com

### FIRST ADVANTAGE BANK (SE)

1430 Madison St.  
Clarksville, TN 37040  
Contact: Michael Croom  
615-425-4362 • 931-920-1536 F  
www.firstadvantagebanking.com

### FORT CAMPBELL FEDERAL CREDIT UNION

2050 Lowe's Dr.  
Clarksville, TN 37040  
Contact: Michele Kors  
931-431-2228 • 270-885-4602 F  
www.fortcampbellfederal.org

### CAPITAL BANK (SE)

25 Jefferson St.  
Clarksville, TN 37040  
Contact: Geoff Livingston  
931-252-3839 • 931-553-6631 F  
www.capitalbank-us.com

## HERITAGE BANK (SE)

322 Main St.  
Clarksville, TN 37040  
Contact: Keith Bennett  
931-552-5627 • 931-552-7539 F  
www.bankwithheritage.com

## LEGENDS BANK (S)

310 N First St.  
Clarksville, TN 37040  
Contact: Mike Rainey  
931-503-1234 • 931-920-0099 F  
www.legendbank.com

## NAVY FEDERAL CREDIT UNION (S)

2605 Wilma Rudolph Blvd.  
Clarksville, TN 37040  
Contact: Cassandra Hanson  
888-842-6328 • 931-906-2148 F  
www.navyfederal.org

## REGIONS BANK (PSE)

128 N. Second St.  
Clarksville, TN 37040  
Contact: Lorie Jackson  
931-553-5201 • 931-553-5202 F  
www.regions.com

## US BANK (PSE)

1 Public Sq.  
Clarksville, TN 37040  
Contact: Steve Kimmer  
931-221-4320 • 931-221-4324 F  
www.usbank.com

## MOORE COUNTY

### MOORE COUNTY BANK (S) (BRANCH OF FIRST COMMUNITY BANK OF BEDFORD COUNTY)

535 Majors Blvd.  
Lynchburg, TN 37352  
Contact: Jim Troupe  
931-759-6050 • 931-759-6020 F  
www.firstcommunitybanker.com

## MORGAN COUNTY

### REGIONS BANK (PSE)

407 Eliza St.  
Wartburg, TN 37887  
Contact: Valerie Stowe  
423-346-6211 • 423-346-7892 F  
www.regionsbank.com

## OBION COUNTY

### SIMMONS BANK (PSE)

501 S. Front St.  
Rives, TN 38253  
Contact: Janice Winsett  
731-536-6108 • 731-536-3964 F  
www.rirst-state.net

### FIRST CITIZENS NATIONAL BANK (SE)

220 E. Harper St.  
Troy, TN 38260  
Contact: Joe Ward  
731-536-4686 • 731-536-0257 F  
www.firstcitizens-bank.com

## COMMERCIAL B&T (S)

127 S. First St.  
Union City, TN 38261  
Contact: Tim Shanks  
731-884-4232 • 731-884-1212 F  
www.cbtcnet.com

## MCKENZIE BANKING COMPANY (S)

224 S 7th St.  
Obion, TN 38240  
Contact: Tammy Foggie  
731-536-5363 • 731-536-5364 F  
www.foundationbank.org

## REGIONS BANK (PSE)

1702 W. Reelfoot Ave.  
Union City, TN 38261  
Contact: Billy Fielder  
800-734-4667 • 731-885-5503 F  
www.regions.com

## OVERTON COUNTY

None

## PERRY COUNTY

None

## PICKETT COUNTY

### REGIONS BANK (PSE)

202 W. Main St.  
Byrdstown, TN 38549  
Contact: Linda Crouch  
931-864-1501  
www.regions.com

## POLK COUNTY

### FIRST VOLUNTEER BANK (SE)

219 Ward St.  
Benton, TN 37307  
Contact: Matthew Locklear  
423-338-3200 • 423-338-3211 F  
www.firstvolunteer.com

### BB&T (PS)

114 Ocoee St.  
Copperhill, TN 37317  
Contact: Mike Scearce  
423-496-3261 • 423-496-5892 F  
www.bbt.com

### FIRST VOLUNTEER BANK

109 Bowater Rd.  
Delano, TN 37325  
Contact: Mike Whitemire  
423-338-3200 • 423-263-7813 F  
www.firstvolunteer.com

### PEOPLES BANK OF EAST TENNESSEE

105 Five Points Dr.  
Ductown, TN 37326  
Contact: Doug Rechisin  
423-337-6400 • 423-796-7421 F  
www.peoplesbank-tn.com

## FIRST VOLUNTEER BANK

137 Hwy. 64  
Ocoee, TN 37361  
Contact: Bryan Bentley  
423-338-3202  
www.firstvolunteer.com

## PUTNAM COUNTY

### ATLANTIC CAPITAL BANK (PSE)

376 W. Jackson St.  
Cookeville, TN 38501  
Contact: Donna Simpson  
931-372-9212  
www.atlanticcapitalbank.com

### FIRST TENNESSEE BANK

345 S. Jefferson  
Cookeville, TN 38501  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### FIRST VOLUNTEER BANK

351 S. Willow Ave.  
Cookeville, TN 38501  
Contact: Deborah Reynolds  
931-646-5500 • 931-646-5510 F  
www.firstvolunteer.com

### PROGRESSIVE SAVINGS BANK

1080 Interstate Dr.  
Cookeville, TN 38501  
Contact: Marilyn Mullinax  
931-372-2265 • 931-646-3619 F  
www.psbgroup.com

### REGIONS BANK (PSE)

10 W. Broad  
Cookeville, TN 38501  
Contact: Scott Garret or  
Rebecca Greer  
931-526-2181 • 931-520-7799 F  
www.regions.com

### US BANK (PSE)

105 N. Washington Ave.  
Cookeville, TN 38501  
Contact: Mike Sliger  
931-520-2926 • 931-528-6150 F  
www.usbank.com

## RHEA COUNTY

### COMMUNITY NATIONAL BANK

1271 Market St.  
Dayton, TN 37321  
Contact: Ralph Beck  
423-570-0280 • 423-775-8246 F  
www.cnb-usa.com

### REGIONS BANK (PSE)

1502 Market St.  
Dayton, TN 37321  
Contact: Nathan Lorenzen  
423-775-2822 • 423-570-1240 F  
www.regions.com

## COMMUNITY NATIONAL BANK

22400 Rhea County Hwy.  
Spring City, TN 37381  
Contact: Tonya Sorrow  
423-452-0280 • 423-365-7321 F  
www.cnb-usa.com

## ROANE COUNTY

### REGIONS BANK (PSE)

200 N. Roane St.  
Harriman, TN 37748  
Contact: Benita Cornett  
865-590-1181 • 423-890-1125 F  
www.regions.com

### CITIZENS NATIONAL BANK

202 N. Kentucky St.  
Kingston, TN 37763  
Contact: Frank Knies  
865-717-3400 • 865-717-0200 F  
www.citnatbank.com

### FIRST TENNESSEE BANK

616 North Kentucky St.  
Kingston, TN 37763  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### REGIONS BANK (PSE)

320 N. Kentucky St.  
Kingston, TN 37763  
Contact: Jenny Tippens  
865-376-6065 • 865-376-0701 F  
www.regions.com

### UNITED COMMUNITY BANK (PSE)

223 N. Kentucky St.  
Kingston, TN 37763  
Contact: Darryl Meadows  
865-717-1400 • 865-717-9566 F  
www.ucbi.com

### US BANK (PSE)

223 N. Kentucky St.  
Kingston, TN 37763  
Contact: Missy Smith  
865-376-6557 • 865-376-3163 F  
www.usbank.com

### FIRST TENNESSEE BANK

511 N. Gateway Ave.  
Rockwood, TN 37854  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### REGIONS BANK (PSE)

240 W. Rockwood St.  
Rockwood, TN 37854  
Contact: Lena Bennett  
865-673-5761  
www.regions.com

### US BANK (PSE)

134 Gateway Ave.  
Rockwood, TN 37854  
Contact: Diania Burnette  
865-354-9832 • 865-354-4623 F  
www.usbank.com

# SBA PARTICIPATING LENDERS

## ROBERTSON COUNTY

**BANK OF AMERICA, NA (PSE)**  
2021 Memorial Blvd.  
Springfield, TN 37172  
Contact: Gayle Perks  
615-384-0588 • 615-667-5017 F  
www.bankofamerica.com

**COMMERCE UNION BANK (S)**  
701 S. Main St.  
Springfield, TN 37172  
Contact: Scott Bagwell  
615-384-3357 • 615-384-9873 F  
www.Commerceunionbank.Com

**REGIONS BANK (PSE)**  
3572 Tom Austin Hwy.  
Springfield, TN 37172  
Contact: Neil Sutherland  
615-382-5604 • 615-382-7632 F  
www.regions.com

**SUNTRUST BANK (PSE)**  
2600 Memorial Blvd.  
Springfield, TN 37172  
Contact: Raleigh Harwell  
615-382-0090 • 615-382-0092 F  
www.suntrust.com

**US BANK (PSE)**  
2127 Memorial Blvd.  
Springfield, TN 37172  
Contact: Pam Stewart  
615-384-3541 • 615-382-7285 F  
www.usbank.com

## RUTHERFORD COUNTY

**FIRST TENNESSEE BANK, NA**  
5211 Murfreesboro Rd.  
Lavergne, TN 37086  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

**FIRST TENNESSEE BANK, NA**  
305 W. Northfield Blvd.  
Murfreesboro, TN 37129  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

**FIRST TENNESSEE BANK, NA**  
471 Sam Ridley Pkwy.  
Smyrna, TN 37167  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

**BANK OF AMERICA, NA (PSE)**  
120 E Main St.  
Murfreesboro, TN 37130  
Contact: Patricia Stevenson  
615-848-2600 • 615-849-7352 F  
www.bankofamerica.com

**FIFTH THIRD BANK (PSE)**  
2950 S. Church St.  
Murfreesboro, TN 37128  
Contact: Jared Autrey  
615-217-8789  
www.53.com

**CAPITAL BANK (SE)**  
164 Cason Ln.  
Murfreesboro, TN 37128  
Contact: Jamie Byrom  
615-278-1043 • 615-278-1085 F  
www.capitalbank-us.com

**FIRST VISION BANK (S)**  
303 West Main St.  
Murfreesboro, TN 37130  
Contact: Chris Henson  
615-494-5950 • 615-494-5951 F  
www.firstvisionbank.com

**FRANKLIN SYNERGY BANK**  
One E College St.  
Murfreesboro, TN 37128  
Contact: Terry Walker  
615-278-7133 • 615-278-7333 F  
www.franklinsynergybank.com

**PINNACLE BANK (SE)**  
123 Cason Ln.  
Murfreesboro, TN 37128  
Contact: Kirk Garrett  
615-849-4241 • 615-893-0298 F  
www.pnfp.com

**REDSTONE FCU (S)**  
2943 S. Rutherford Blvd.  
Murfreesboro, TN 37130  
615-890-1980  
www.redfcu.org

**REGIONS BANK (PSE)**  
100 E. Vine St.  
Murfreesboro, TN 37130  
Contact: Bonnie Marcum  
800-734-4667 • 615-893-9417 F  
www.regions.com

**SUNTRUST BANK (PSE)**  
201 E Main St.  
Murfreesboro, TN 37130  
Contact: Yolanda Greene  
615-849-7000 • 615-849-7104 F  
www.suntrust.com

**US BANK (PSE)**  
806 Medical Center Pkwy.  
Murfreesboro, TN 37129  
Contact: Courtney Vondenberger  
615-904-2961 • 615-904-2970 F  
www.usbank.com

## SCOTT COUNTY

**THE FIRST NATIONAL BANK OF ONEIDA**  
250 National Dr.  
Helenwood, TN 37775  
Contact: Casey West  
423-663-2395 • 423-663-4049 F  
www.frboneida.com

**THE FIRST NATIONAL BANK OF ONEIDA**  
Huntsville Courthouse Sq.  
Huntsville, TN 37756  
Contact: Christy Smith  
423-663-3461 • 423-663-2795 F  
www.frboneida.com

**THE FIRST NATIONAL BANK OF ONEIDA**  
18418 Alberta St.  
Oneida, TN 37841  
Contact: Blake Culver  
423-286-3063 • 423-286-3092 F  
www.frboneida.com

**UNITED CUMBERLAND BANK (S)**  
106 Municipal Dr.  
Oneida, TN 37841  
Contact: James Johnson  
423-569-6313 • 423-569-9123 F  
www.unitedcumberland.com

## SEQUATCHIE COUNTY

**CITIZENS STATE BANK**  
4564 Main St.  
Jasper, TN 37347  
Contact: Shannon Mears  
423-949-6900 • 423-942-6901 F  
www.citizensstate.net

**CITIZENS TRI-COUNTY BANK (S)**  
15699 Rankin Ave.  
Dunlap, TN 37327  
Contact: John Barker  
423-949-2173 • 423-949-4562 F  
www.citizenstricounty.com

## SEVIER COUNTY

**BB&T (PS)**  
912 E. Pkwy.  
Gatlinburg, TN 37738  
Contact: Tracey Rucker  
865-430-2560 • 865-430-2569 F  
www.bbt.com

**CITIZENS NATIONAL BANK (SE)**  
110 Cherokee Orchard Rd.  
Gatlinburg, TN 37864  
Contact: Ken Simonis  
865-429-7971 • 865-436-0776 F  
www.cbtcn.com

**FIRST TENNESSEE BANK**  
745 Parkway  
Gatlinburg, TN 37738  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

**SMARTBANK (S)**  
570 E. Parkway  
Gatlinburg, TN 37738  
Contact: Gus Floodquist  
865-868-0670 • 865-868-0675 F  
www.smartbank.net

**BB&T (PS)**  
2950 Winfield Dunn Pkwy.  
Kodak, TN 37764  
Contact: Tracey Rucker  
865-932-5400 • 865-932-5409 F  
www.bbt.com

**CITIZENS NATIONAL BANK (SE)**  
3014 Winfield Dunn Pkwy.  
Kodak, TN 37764  
Contact: Sandy Mccarter  
865-429-7955 • 865-933-9187 F  
www.cnbtcn.com

**BB&T (PS)**  
3416 S. River Rd.  
Pigeon Forge, TN 37863  
Contact: Kermit Mcpeek  
865-908-2170 • 865-908-2179 F  
www.bbt.com

**CITIZENS NATIONAL BANK**  
2661 North Pkwy.  
Pigeon Forge, TN 37864  
Contact: Nick Huskey  
865-429-7582 • 865-428-5485 F  
www.cnbtcn.com

**FIRST TENNESSEE BANK**  
3104 Teaster Ln.  
Pigeon Forge, TN 37863  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

**SMARTBANK (S)**  
2430 Teaster Ln., Ste. 205  
Pigeon Forge, TN 37863  
Contact: Greg Davis  
865-453-2650 • 865-453-2204 F  
www.smartbank.net

**SUNTRUST BANK (PS)**  
3325 Parkway  
Pigeon Forge, TN 37863  
Contact: Denise Moseley  
865-429-6406  
www.suntrust.com

**BB&T (PS)**  
100 E. Main St.  
Sevierville, TN 37862  
Contact: Tracey Rucker  
865-908-2100 • 865-908-2199 F  
www.bbt.com

**CITIZENS NATIONAL BANK (SE)**  
200 Forks Of The River Pkwy.  
Sevierville, TN 37862  
Contact: Jim Porter  
865-453-9031 • 865-453-1784 F  
www.cnbtcn.com

**FIRST TENNESSEE BANK**  
300 E. Main St.  
Sevierville, TN 37864  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

**HIGHLANDS UNION BANK (S)**  
1824 Veterans Blvd.  
Sevierville, TN 37862  
Contact: Chad Mcfall  
865-774-5168 • 865-774-5929 F  
www.hubank.com

**SMARTBANK (S)**  
1011 Parkway  
Sevierville, TN 37862  
Contact: Allyson Griffin  
865-868-0688 • 865-868-0689 F  
www.smartbank.net

**SUNTRUST BANK (PS)**  
601 Dolly Parton Pkwy.  
Sevierville, TN 37862  
Contact: Lori Brandel  
865-429-6400  
www.suntrust.com

**US BANK (PSE)**  
901 Parkway  
Sevierville, TN 37862  
Contact: Montee Calloway  
865-286 3100 • 865-286-3109 F  
www.usbank.com

**BB&T (PS)**  
10232 Chapman Hwy.  
Seymour, TN 37865  
Contact: Tracey Rucker  
865-609-3200 • 865-609-3209 F  
www.bbt.com

**CITIZENS NATIONAL BANK (SE)**  
10225 Chapman Hwy.  
Seymour, TN 37865  
Contact: Chuck Godfrey  
865-429-7961 • 865-577-0272 F  
www.cnbtcn.com

**FIRST TENNESSEE BANK**  
10641 Chapman Hwy.  
Seymour, TN 37865  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

**US BANK**  
10304 Chapman Hwy.  
Seymour, TN 37865  
Contact: Seth Nikirk  
865-684-2280 • 865-684-2289 F  
www.usbank.com

## SHELBY COUNTY

**FIRST TENNESSEE BANK, NA**  
6891 Summer Ave.  
Bartlett, TN 38133  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

**BANK OF BARTLETT**  
1020 W. Poplar Ave.  
Collierville, TN 38017  
Contact: James Wilson  
901-257-7200 • 901-257-7210 F  
www.bankofbartlett.com

# SBA PARTICIPATING LENDERS

## **BANCORPSOUTH (PSE)**

3694 S. Houston Levee Rd.  
Collierville, TN 38017  
Contact: Matt White  
901-850-3240 • 901-854-7625 F  
www.bancorpsouthonline.com

## **FIRST CITIZENS NATIONAL BANK (SE)**

3668 S. Houston Levee Rd.  
Collierville, TN 38017  
Contact: John Crockett  
901-861-1140 • 901-861-4786 F  
www.firstcitizens-bank.com

## **SIMMONS BANK (PSE)**

3607 S. Houston Levee Rd.  
Collierville, TN 38017  
Contact: Larry Hommel  
901-853-5100 • 901-853-5133 F  
www.first-state.net

## **FIRST TENNESSEE BANK, NA**

1182 W. Poplar Ave.  
Collierville, TN 38017  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## **RENASANT BANK (PS)**

796 N. Poplar Ave.  
Collierville, TN 38017  
Contact: Peggy Killett  
901-850-2703 • 901-850-2702 F  
www.renasantbank.com

## **FIRST TENNESSEE BANK, NA**

1750 N. Germantown Pkwy.  
Cordova, TN 38018  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## **FIRST TENNESSEE BANK, NA**

7640 Poplar Ave.  
Germantown, TN 38138  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## **FIRST TENNESSEE BANK, NA**

9025 Hwy. 64  
Lakeland, TN 38002  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennesseecom

## **ALT CONSULTING**

516 Tennessee St.  
Memphis, TN 38104  
Contact: Cynthia Norwood  
901-312-9797 • 901-312-9798 F  
www.altconsulting.org

## **BANK OF AMERICA, NA (PSE)**

3741 Winchester Rd.  
Memphis, TN 38118  
Contact: Alisha Futrell  
901-366-3910 • 901-366-3918 F  
www.bankofamerica.com

## **BRIGHTON BANK**

6489 Quail Hollow Rd.  
Memphis, TN 38120  
Contact: Cheri Tillner  
901-476-5662 • 901-758-1788 F  
www.brightonbancorp.com

## **COMMERCIAL BANK AND TRUST (S)**

510 S. Mendenhall  
Memphis, TN 38117  
Contact: Cindy Childress  
901-888-2265 • 901-888-2272 F  
www.cbctnet.com

## **ECD/HOPE COMMUNITY CREDIT UNION (CA)**

3048 Harvester Ln.  
Memphis, TN 38127  
Contact: Jim Church  
901-353-3249 • 901-327-2692 F  
www.hope.ec.org

## **EVOLVE BANK (P)**

8000 Centerview Pkwy., Ste. 500  
Memphis, TN 38018  
Contact: Marty Ferguson  
901-259-0034 • 901-624-5540 F  
www.getevolved.com

## **FIRST ALLIANCE BANK (S)**

464 N. Front St.  
Memphis, TN 38105  
Contact: Larry Allend  
901-202-0306 • 901-202-6454 F  
www.fabtn.com

## **INDEPENDENT BANK**

5050 Poplar Ave., Ste. 2200  
Memphis, TN 38157  
Contact: Frank Stuppy  
901-844-0447 • 901-844-0459 F  
www.I-bankonline.org

## **FIRST TENNESSEE BANK**

165 Madison Ave.  
Memphis, TN 38103  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## **LIFTFUND**

516 Tennessee St., Ste. 407  
Memphis, TN 38103  
Contact: Jerome Gentry  
888-215-2373 ext. 1830  
www.liftfund.com

## **MAGNA BANK (SE)**

6525 Quail Hollow, Ste. 513  
Memphis, TN 38120  
Contact: Scott Williams  
901-259-5600 • 901-753-2793 F  
www.magnabank.com

## **METROPOLITAN BANK**

1661 Aaron Brenner Dr, Ste. 100  
Memphis, TN 38120  
Contact: Scott Haus  
901-969-8000 • 901-969-8100 F  
www.themetropolitanbank.com

## **PARAGON BANK (PSE)**

6300 Poplar Ave.  
Memphis, TN 38101  
Contact: Gordin Memurty  
901-273-2900 • 901-273-2908 F  
www.bankparagon.com

## **REGIONS BANK (PSE)**

6200 Poplar Ave.  
Memphis, TN 38119  
Contact: Tony Hotchkiss  
901-580-5766 • 901-580-5491 F  
www.regions.com

## **SUNTRUST BANK (PSE)**

999 S. Shady Grove Rd.  
Memphis, TN 38120  
Contact: Lee Still  
901-415-7300 • 901-415-7313 F  
www.suntrust.com

## **TRIUMPH BANK (S)**

5699 Poplar Ave.  
Memphis, TN 38119  
Contact: Jeff Yearwood  
901-333-8800 • 901-333-8880 F  
www.triumphbank.com

## **TRUSTMARK NATIONAL BANK (PSE)**

1405 S. Germantown Rd.  
Germantown, TN 38138  
Contact: Jeremy Burchfield  
901-758-8811 • 901-754-7495 F  
www.trustmark.com

## **WELLS FARGO BANK, NA (PSE)**

6445 Poplar Ave.  
Memphis, TN 38119  
Contact: Tom Patronis  
901-214-2333 • 901-214-2339 F  
www.wellsfargo.com

## **SIX BRIDGES CAPITAL CORPORATION**

200 S. Commerce  
Little Rock, AR 72201  
Contact: Mike Fasulo  
800-216-7237 • 501-374-9247 F  
www.sixbcc.com

## **FIRST TENNESSEE BANK, NA**

5052 Navy Rd.  
Millington, TN 38053  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## **ACCION TENNESSEE (CA)**

516 Tennessee St., Ste. 407  
Memphis, TN 38103  
Contact: Jerome Gentry  
901-831-9754  
www.acciontennessee.org

## **SMITH COUNTY**

### **CAPITAL BANK (SE)**

1001 N Main St.  
Carthage, TN 37030  
Contact: Diane Skelton  
615-735-0256 • 615-735-3035 F  
www.capitalbank-us.com

## **STEWART COUNTY**

### **LEGENDS BANK (S)**

300 Donelson Pkwy.  
Dover, TN 37058  
Contact: Kelly Williams  
931-232-7107 • 931-232-7290 F  
www.legendbank.com

### **REGIONS BANK (PSE)**

705 Donelson Pkwy.  
Dover, TN 37058  
Contact: Gail Wilson  
800-734-4667 • 931-232-0448 F  
www.regions.com

## **SULLIVAN COUNTY**

### **BANK OF TENNESSEE (S)**

1917 Hwy. 394  
Blountville, TN 37617  
Contact: Tina Godsey  
423-378-9500 • 423-378-9558 F  
www.bankoftennessee.com

### **BB&T (PS)**

3416 Hwy. 126  
Blountville, TN 37617  
Contact: Beckey Jackson  
423-323-5976 • 423-323-7459 F  
www.bbt.com

### **FIRST TENNESSEE BANK**

3269 Hwy. 126  
Blountville, TN 37617  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### **HIGHLANDS UNION BANK (S)**

2217 Hwy. 394  
Blountville, TN 37617  
Contact: Buford Ervin  
423-323-9181 • 423-323-9436 F  
www.hubank.com

### **BANK OF TENNESSEE (S)**

1223 Volunteer Pkwy.  
Bristol, TN 37620  
Contact: Tina Godsey  
423-378-9500 • 423-378-9558 F  
www.bankoftennessee.com

### **BB&T (PS)**

1606 W. State St.  
Bristol, TN 37610  
Contact: Sarah Shepard  
423-764-1842 • 423-968-2833 F  
www.bbt.com

## **CITIZENS BANK (PSE)**

310 State St.  
Bristol, TN 37620  
Ben Sharrett  
423-989-4400  
www.citizensbank24.com

## **THE FIRST BANK AND TRUST COMPANY (S)**

1314 Volunteer Pkwy.  
Bristol, TN 37620  
Contact: Gary Malcolm  
423-652-2022 • 423-652-2028 F  
www.firstbank.com

## **CAPITAL BANK (SE)**

1430 Volunteer Pkwy., Ste. 34  
Bristol, TN 37620  
Contact: Telena Sizemore  
423-274-0000 • 423-274-0009 F  
www.capitalbank-us.com

## **FIRST TENNESSEE BANK**

800 State St.  
Bristol, TN 37620  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## **REGIONS BANK (PSE)**

840 State St.  
Bristol, TN 37620  
Contact: Pete Lauzon  
423-652-8501  
www.regions.com

## **BANK OF TENNESSEE (S)**

301 E. Center St.  
Kingsport, TN 37660  
Contact: Jonathan Davis  
423-279-2519 • 423-378-9558 F  
www.bankoftennessee.com

## **BB&T (PS)**

1776 For Henry Dr.  
Kingsport, TN 37664  
Contact: Duane Norris  
423-245-5509 • 423-378-0010 F  
www.bbt.com

## **CAPITAL BANK (SE)**

110 E. Center St.  
Kingsport, TN 37662  
Contact: Danette Mowdy  
423-392-1800 • 423-392-1805 F  
www.capitalbank-us.com

## **CITIZENS BANK (PSE)**

101 E. Main St.  
Kingsport, TN 37660  
Contact: Brad Hover  
423-230-4304 • 423-378-0415 F  
www.citizensbank24.com

## **COMMERCIAL BANK (SE)**

1072 E. Stone Dr.  
Kingsport, TN 37660  
Contact: Kenneth Raff  
423-245-2816 • 423-245-3670 F  
www.cbtn.com

# SBA PARTICIPATING LENDERS

## FIRST TENNESSEE BANK

235 East Center St.  
Kingsport, TN 37660  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## THE FIRST BANK AND TRUST COMPANY (S)

1108 E. Stone St.  
Kingsport, TN 37660  
Contact: Shauda Blackwell  
423-246-3700 • 423-246-3767 F  
www.firstbank.com

## NEW PEOPLES BANK

2600 N. John B. Dennis Hwy.  
Kingsport, TN 37660  
Contact: Tammy Herron  
423-288-2660 • 423-288-6307 F  
www.newpeoplesbank.com

## REGIONS BANK (PSE)

415 Broad St.  
Kingsport, TN 37660  
Contact: Chaiba Bloomer  
423-229-0203  
www.regions.com

## HOMETRUST BANK, NA (S)

240 W. Center St.  
Kingsport, TN 37660  
Contact: Vonda Kauffer  
423-246-2100 • 423-578-8036 F  
www.jeffersonfederal.com

## SUNTRUST BANK (S)

4233 W. Stone Dr.  
Kingsport, TN 37660  
Contact: Jonathan Tipton  
423-461-1181  
www.suntrust.com

## SUMNER COUNTY

### COMMERCE UNION BANK (S)

1204 Nashville Pike  
Gallatin, TN 37066  
Contact: Paula Deberry  
615-575-7200 • 615-575-7208 F  
www.commerunionbank.com

### FIRST TENNESSEE BANK

668 Nashville Pike  
Gallatin, TN 37066  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### BANK OF AMERICA, NA (PSE)

345 E. Main St.  
Hendersonville, TN 37075  
Contact: Mark Combs  
615-264-1100 • 615-447-0276 F  
www.bankofamerica.com

### BANK OF TENNESSEE (S)

165 Indian Lake Blvd., Ste. 107  
Hendersonville, TN 37075  
Contact: Mark Bentle  
615-991-9500 • 615-991-9501 F  
www.bankoftennessee.com

## CAPITAL BANK (SE)

117 Indian Lake Blvd.  
Hendersonville, TN 37075  
Contact: Michelle Owens  
615-822-8600 • 615-822-7176 F  
www.capitalbank-us.com

## FIFTH THIRD BANK (PSE)

1044 Glenbrook Way  
Hendersonville, TN 37075  
Contact: Rory Mallard  
615-824-3580  
www.53.com

## SIMMONS BANK (PSE)

291 E. Main St.  
Hendersonville, TN 37075  
Contact: Bruce Carter  
615-264-5001 • 615-264-5010 F  
www.welcometosimmonsbank.com

## SIMMONS BANK (PSE)

1040 Glenbrook Way  
Hendersonville, TN 37075  
Contact: Branch Manager  
615-822-8787 • 615-264-5010 F  
www.welcometosimmonsbank.com

## FIRST TENNESSEE BANK

429 W. Main St.  
Hendersonville, TN 37075  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## PINNACLE BANK (SE)

270 E Main St.  
Hendersonville, TN 37075  
Contact: Kathleen Jenkins  
615-690-4045 • 615-690-4145 F  
www.pnfp.com

## REGIONS BANK (PSE)

249 E Main St.  
Hendersonville, TN 37075  
Contact: Ryan Wallace  
615-264-1501  
www.regions.com

## RENASANT BANK (PS)

370 E. Main St.  
Hendersonville, TN 37075  
Contact: Ed Spurlock  
615-826-3700 • 615-826-3718 F  
www.renasantbank.com

## SUNTRUST BANK (PS)

443 W. Main St.  
Hendersonville, TN 37075  
Contact: Brian Tinker  
615-822-5305 • 615-822-2713 F  
www.suntrust.com

## THE BANK OF NASHVILLE (PSE)

100 Maple Dr. N.  
Hendersonville, TN 37075  
Contact: Laura Dye  
615-271-2090 • 615-271-2099 F  
www.bankofnashville.com

## US BANK (PSE)

169 E. Main St.  
Hendersonville, TN 37075  
Contact: Jared Powelson  
615-826-7800 • 615-826-7806 F  
www.usbank.com

## VOLUNTEER STATE BANK (S)

101 Hwy. 52 W.  
Portland, TN 37148  
Contact: Jamie Ary  
615-325-9257 • 615-325-7777 F  
www.volstatebank.com

## TIPTON COUNTY

### FIRST CITIZENS NATIONAL BANK (SE)

123 Atoka-Munford Ave.  
Atoka, TN 38004  
Contact: Greg Benjamin  
901-837-0133 • 901-837-7513 F  
www.firstcitizens-bank.com

### SIMMONS BANK (PSE)

11300 Hwy. 51 S.  
Atoka, TN 38004  
Contact: Jack Bomar  
901-840-1900 • 901-840-1905 F  
www.welcometosimmonsbank.com

### BRIGHTON BANK

7663 Hwy. 51 S.  
Brighton, TN 38011  
Contact: John Phillips  
901-476-5353 • 901-837-2599 F  
www.brightonbankcorp.com

### BANCORPSOUTH (PSE)

815 Hwy. 51 N.  
Covington, TN 38019  
Contact: Ralph Cousar  
901-476-2686 • 901-475-2350 F  
www.bankcorpsouthonline.com

### REGIONS BANK (PSE)

103 E. Pleasant Ave.  
Covington, TN 38019  
Contact: Gail Johnson  
800-734-4667 • 901-475-5014 F  
www.regions.com

## TROUSDALE COUNTY

### CITIZENS BANK

100 McMurry Blvd.  
Hartsville, TN 37074  
Contact: Betty Sue Hibdon  
615-374-2265 • 615-374-9571 F  
www.cbtenn.com

### WILSON BANK AND TRUST (S)

127 McMurry Blvd.  
Hartsville, TN 37074  
Contact: Leisa Dies  
615-374-4133 • 615-374-9725 F  
www.wilsonbank.com

## UNICOI COUNTY

### BANK OF TENNESSEE (S)

1230 N. Main St.  
Erwin, TN 37650-1152  
Contact: Andrew Harris  
423-743-1593 • 423-743-1592 F  
www.bankoftennessee.com

### FIRST TENNESSEE BANK

210 Gay St.  
Erwin, TN 37650  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### MOUNTAIN COMMERCE BANK (SE)

201 S. Main St.  
Erwin, TN 37650  
Contact: Ron Tester  
423-743-2980 • 423-262-5896 F  
www.mcb.com

### MOUNTAIN COMMERCE BANK (SE)

4200 Unicoi Dr.  
Unicoi, TN 37692  
Contact: Janet Green  
423-743-2990 • 423-743-2992 F  
www.mcb.com

## UNION COUNTY

### COMMERCIAL BANK (SE)

2600 Maynardville Hwy.  
Maynardville, TN 37807  
Contact: Brenda Sweet  
865-992-5245 • 865-992-0842 F  
www.cbtrn.com

### ATLANTIC CAPITAL BANK (PSE)

2905 Maynardville Hwy.  
Maynardville, TN 37807  
Contact: Judy Roe  
865-992-8501 • 865-992-3815 F  
www.atlanticcapitalbank.com

## VAN BUREN COUNTY

None

## WARREN COUNTY

### CITIZENS TRI-COUNTY BANK (S)

101 W. Main St.  
Mcminnville, TN 37110  
Contact: Shane Brock  
931-473-5561 • 931-473-8251 F  
www.citizenstricounty.com

### REGIONS BANK (PSE)

101 E. Main  
Mcminnville, TN 37110  
Contact: Jeff Neal  
931-473-2147 • 931-473-3226 F  
www.regions.com

## US BANK (PSE)

601 N. Chancery St.  
Mcminnville, TN 37110  
Contact: Chase Mcgee  
931-473-8422 • 931-473-6136 F  
www.usbank.com

## WASHINGTON COUNTY

### BANK OF TENNESSEE (S)

402 Roy Martin Dr.  
Gray, TN 37615  
Contact: Rhonda Tribbett  
423-378-9500 • 423-378-9558 F  
www.bankoftennessee.com

### FIRST TENNESSEE BANK

222 Old Gray Station Rd.  
Gray, TN 37615  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### FIRST BANK AND TRUST COMPANY (S)

1185 N. State Of Franklin Rd.  
Johnson City, TN 37602  
Contact: Julia Bell  
423-282-3850  
www.firstbank.com

### HOME TRUST BANK

1907 N. Roan St.  
Johnson City, TN 37601  
Contact: Matt Evans  
423-722-9813 • 423-232-4448 F  
www.hometrustedbanking.com

### MOUNTAIN COMMERCE BANK (S)

121 Boone Ridge Dr., Ste. 1002  
Johnson City, TN 37615  
Contact: Kevin Horne  
423-232-5016 • 423-262-5896 F  
www.mcb.com

### BANK OF TENNESSEE (S)

100 Med Tech Pkwy.  
Johnson City, TN 37604  
Contact: Andrew Harris  
423-262-4321 • 423-378-9558 F  
www.bankoftennessee.com

### BB&T (PS)

203 Broyles Dr.  
Johnson City, TN 37601  
Contact: Chad Hagy  
423-282-7906 • 423-283-9728 F  
www.bbt.com

### CITIZENS BANK (PSE)

3028 Peoples St.  
Johnson City, TN 37605  
Contact: Rick Story  
423-952-2265 • 423-854-9085 F  
www.citizensbank24.com

### FIRST BANK AND TRUST COMPANY (S)

1185 N. State Of Franklin Rd.  
Johnson City, TN 37602  
Contact: Matthew Estes  
423-975-9900 • 423-915-0694 F  
www.firstbank.com

# SBA PARTICIPATING LENDERS

## FIRST CITIZENS BANK (PS)

2335 Knob Creek Rd., Ste. 105  
Johnson City, TN 37604  
Contact: Michael Hill  
423-282-0891  
www.firstcitizens.com

## FIRST TENNESSEE BANK

2112 N. Roan St.  
Johnson City, TN 37601  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## CAPITAL BANK (SE)

4309 N. Roan St.  
Greeneville, TN 37601  
Contact: Jonathan Tipton  
423-928-4900 • 423-952-4688 F  
www.capitalbank-us.com

## MOUNTAIN COMMERCE BANK (S)

3122 Bristol Hwy.  
Johnson City, TN 37601  
Contact: Kevin Horne  
423-232-5016 • 423-262-5896 F  
www.mcb.com

## PEOPLES COMMUNITY BANK

300 Sunset Dr.  
Johnson City, TN 37604  
Contact: Mark Cofer  
423-348-6394 • 423-915-2247 F  
www.fcbresource.com

## REGIONS BANK (PSE)

208 Sunset Dr.  
Johnson City, TN 37604  
Contact: Tammy Campbell  
423-282-7629  
www.regions.com

## HOMETRUST BANK, NA (S)

4718 N. Roan St.  
Johnson City, TN 37615  
Contact: Marty Gray  
423-722-9800 • 423-926-2105 F  
www.jeffersonfederal.com

## SUNTRUST BANK (PS)

207 Mockingbird Ln.  
Johnson City, TN 37604  
Contact: Jonathan Tipton  
423-461-1181  
www.suntrust.com

## TRUPOINT BANK

709 Medtech Pkwy.  
Johnson City, TN 37604  
Contact: Scott Fletcher  
423-854-8801  
www.trupointbank.com

## BANK OF TENNESSEE (S)

501 E. Jackson Blvd.  
Jonesborough, TN 37659  
Contact: Tim Mann  
423-282-9500 • 423-378-9558 F  
www.bankoftennessee.com

## CAPITAL BANK (SE)

150 N. Lincoln Ave.  
Jonesborough, TN 37659  
Contact: Amy Maupin  
423-753-1500 • 423-753-1524 F  
www.capitalbank-us.com

## FIRST TENNESSEE BANK

401 W. Jackson Blvd.  
Jonesborough, TN 37659  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

## REGIONS BANK (PSE)

301 W. Jackson Blvd.  
Jonesborough, TN 37659  
Contact: Beverly Deadrick  
423-282-7652  
www.regions.com

## SUNTRUST BANK (PS)

401 E. Jackson Blvd.  
Jonesborough, TN 37659  
Contact: Jonathan Tipton  
423-753-3551  
www.suntrust.com

## WAYNE COUNTY

### WAYNE COUNTY BANK (S)

216 S. High St.  
Waynesboro, TN 38485  
Contact: Stacey Brewer  
931-722-5438 • 931-722-7441 F  
www.waynecountybank.com

## WEAKLEY COUNTY

### BANCORPSOUTH (PSE)

139 N. Poplar  
Dresden, TN 38225  
Contact: Teresa Brundige  
731-364-3193 • 731-364-3303 F  
www.bancorpssouthonline.com

### FIRST CITIZENS NATIONAL BANK (SE)

200 University St.  
Martin, TN 38237  
Contact: Tom Seratt  
731-587-2010 • 731-587-2030 F  
www.firstcitizens-bank.com

### SIMMONS BANK (PSE)

106 University St.  
Martin, TN 38237  
Contact: Sam Lewallen  
731-587-9561 • 731-587-6347 F  
www.first-state.net

### REGIONS BANK (PSE)

242 S. Lindell St.  
Martin, TN 38237  
Contact: Mark Miller  
800-734-4667 • 731-587-6176 F  
www.regions.com

## UT FEDERAL CREDIT UNION (SE)

103 Hurt St.  
Martin, TN 38237  
Contact: Jennifer Ramsey  
731-581-5451 • 731-581-2638 F  
www.utfcu.org

## WHITE COUNTY

### FIRST TENNESSEE BANK

469 W. Bockman Way  
Sparta, TN 38583  
Contact: Jennifer Mcconnell  
615-790-5233  
www.firsttennessee.com

### US BANK (PSE)

189 Moss Dr.  
Sparta, TN 38583  
Contact: Susan Kirby  
931-738-9500 • 931-738-9594 F  
www.usbank.com

## WILLIAMSON COUNTY

### BANCORPSOUTH (PSE)

5217 Maryland Way  
Brentwood, TN 37027  
Contact: Bill Ellis  
615-376-0001 • 615-376-2261 F  
www.bancorpssouthonline.com

### BRANCH BANKING & TRUST (PS)

1175 Meridian Blvd., Ste. 114  
Franklin, TN 37067  
Contact: Christian Dickson  
615-771-4809 • 615-778-0938 F  
www.bbt.com

### COMMERCE UNION BANK (S)

1736 Carothers Pkwy., Ste. 100  
Brentwood, TN 37027  
Contact: Mark Ryman  
615-221-2020 • 615-221-2021 F  
www.commerceunion.com

### FIRST TENNESSEE BANK, NA

7901 Concord Hills Dr.  
Brentwood, TN 37027  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

### FIRST ADVANTAGE BANK (SE)

1212 Murfreesboro Rd.  
Franklin, TN 37064  
Contact: Michael Croom  
615-425-4362 • 615-727-3770 F  
www.firstadvantagebanking.com

### FIRST TENNESSEE BANK, NA

231 Public Sq.  
Franklin, TN 37064  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

### THE BANK OF NASHVILLE (PSE)

9050 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Carol Caldwell  
615-750-8620 • 615-750-8619 F  
www.bankofnashville.com

## LEGENDS BANK (S)

157 Franklin Rd.  
Brentwood, TN 37027  
Contact: Mary B. Wilson  
615-372-1750 • 615-372-1432 F  
www.legendbank.com

## AVENUE BANK

101 International Dr.  
Franklin, TN 37067  
Contact: Mark Brooks  
615-503-2990 • 615-503-2985 F  
www.avenuenashville.com

## BANK OF AMERICA, NA (PSE)

1211 Murfreesboro Rd.  
Franklin, TN 37064  
Contact: Arley Varquez  
615-791-3624 • 615-435-1776 F  
www.bankofamerica.com

## FIFTH THIRD BANK (PSE)

1105 Murfreesboro Rd.  
Franklin, TN 37064  
Contact: Todd Rutland  
615-791-5029 • 615-791-5023 F  
www.53.com

## FIRST CITIZENS NATIONAL BANK (SE)

9045 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Tre Mantooth  
615-591-2248 • 615-591-2410 F  
www.firstcitizens-bank.com

## FIRST FARMERS AND MERCHANTS (SE)

300 Billingsly Court  
Franklin, TN 37067  
Contact: Elise Gworek  
615-771-6484 • 615-771-5059 F  
www.fandmbank.com

## SIMMONS BANK (PSE)

1203 Murfreesboro Rd.  
Franklin, TN 37064  
Contact: Chuck Lanier  
615-584-1981 • 615-595-1985 F  
www.first-state.net

## FRANKLIN SYNERGY BANK

722 Columbia Ave.  
Franklin, TN 37064  
Contact: Chad Randall  
615-236-8355 • 615-236-8399 F  
www.franklinsynergybank.com

## CAPITAL BANK (SE)

9200 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Will Adams  
615-472-2060 • 615-472-2095 F  
www.capitalbank-us.com

## PINNACLE BANK (SE)

7040 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Chip Higgins  
615-744-3770 • 615-744-3870 F  
www.pnfp.com

## REGIONS BANK (PSE)

6700 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Jeff Mcgruder  
800-734-4667 • 615-771-6583 F  
www.regions.com

## RENASANT BANK (PS)

9135 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Jim Gardner  
615-771-7805 • 615-771-7835 F  
www.renantbank.com

## RIDGESTONE BANK (PS)

725 Cool Springs Blvd., Ste. 600  
Franklin, TN 37067  
Contact: Jerry Woods  
615-584-2361 • 615-443-7117 F  
www.ridgestone.com

## SUNTRUST BANK (PSE)

1109 Murfreesboro Rd.  
Franklin, TN 37064  
Contact: Doug Sharp  
615-591-0228 • 615-791-0424 F  
www.suntrust.com

## TENNESSEE BANK AND TRUST (S)

9000 Carothers Pkwy.  
Franklin, TN 37067  
Contact: Dave Mullendore  
615-771-7802 • 615-771-7804 F  
www.tennbank.com

## FIRST TENNESSEE BANK, NA

7220 Nolensville Rd.  
Nolensville, TN 37135  
Contact: Jennifer Mcconnell  
615-790-5233 • 901-579-2806 F  
www.firsttennessee.com

## REPUBLIC BANK (SE)

113 Seaboard Ln.  
Franklin, TN 37067  
Contact: John Bennett  
615-599-2274 • 615-599-2275 F  
www.republicbank.com

## US BANK (PSE)

2040 Mallory Ln.  
Franklin, TN 37067  
Contact: Mike Curtis  
615-771-1300 • 615-771-1306 F  
www.usbank.com

## WELLS FARGO BANK, NA (PSE)

210 S. Royal Oaks Blvd.  
Franklin, TN 37064  
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www.wellsfargo.com

## WILSON COUNTY

### CEDARSTONE BANK (S)

900 W. Main  
Lebanon, TN 37087  
Contact: William Stuart  
615-443-1411 • 615-443-7087 F  
www.wilsonbank.com

# SBA PARTICIPATING LENDERS

## FIRST TENNESSEE BANK

1615 W. Main St.  
Lebanon, TN 37087  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## SUNTRUST BANK (PS)

240 W. Main St.  
Lebanon, TN 37087  
Contact: Katie Jones  
615-965-3431 • 615-443-2914 F  
www.suntrust.com

## WILSON BANK AND TRUST (S)

623 W. Main St.  
Lebanon, TN 37087  
Contact: Ralph Mallicoat  
615-444-2265 • 615-443-7117 F  
www.wilsonbank.com

## CEDARSTONE BANK (S)

4140 N. Mt. Juliet Rd.  
Mt. Juliet, TN 37122  
Contact: John Sloan  
615-754-1411 • 615-754-0524 F  
www.wilsonbank.com

## FIRST TENNESSEE BANK

1283 Mount Juliet Rd.  
Mt. Juliet, TN 37122  
Contact: Jennifer McConnell  
615-790-5233  
www.firsttennessee.com

## PINNACLE BANK (SE)

551 N Mount Juliet Rd.  
Mount Juliet, TN 37122  
Contact: Toni Burton  
615-773-6600 • 615-773-4041 F  
www.pnfp.com

## REGIONS BANK (PSE)

1395 N. Mount Juliet Rd.  
Mount Juliet, TN 37122  
Contact: Matthew Mitchell  
615-758-1600 • 615-316-1019 F  
www.regions.com

## SUNTRUST BANK (PS)

11359 Lebanon Rd.  
Mount Juliet, TN 37122  
Contact: Jackie O'neil  
615-443-2912 • 615-758-2513 F  
www.suntrust.com

## US BANK (PSE)

300 Pleasant Grove Rd., Ste. 110  
Mount Juliet, TN 37122  
Contact: Sean White  
615-758-1430 • 615-758-9635 F  
www.usbank.com

## Out of State SBA Participating Lenders

### CELTIC BANK

14101 Panama City Beach Pkwy.  
Ste. 300  
Panama City Beach, FL 32413  
Contact: Fred Crispen  
850-236-5166 • 866-717-7718 F  
www.celticbank.com

### RIDGESTONE BANK

13925 W. North Ave.  
Brookfield, WI 53005  
Contact: Bruce Lammers  
262-789-1011 • 262-938-2711 F  
www.ridgestone.com

## SPIRIT OF TEXAS BANK, SSB

625 University Dr. E.  
College Station, TX 77840  
979-846-8000 • 979-846-1111 F  
www.spiritoftexasbank.com

## NEWTEK SMALL BUSINESS FINANCE INC.

212 W. 35th St., #2  
New York, NY 10001  
212-356-9500 • 212-643-0516 F  
www.thesba.com

## GOLDEN PACIFIC BANK NATIONAL ASSOCIATION

980 9th St.  
Sacramento, CA 95814  
916-444-2450  
www.yourbankingsolution.com

## On the Cover: SBA Helps Unify Janitorial and Water Companies Under One Roof

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.

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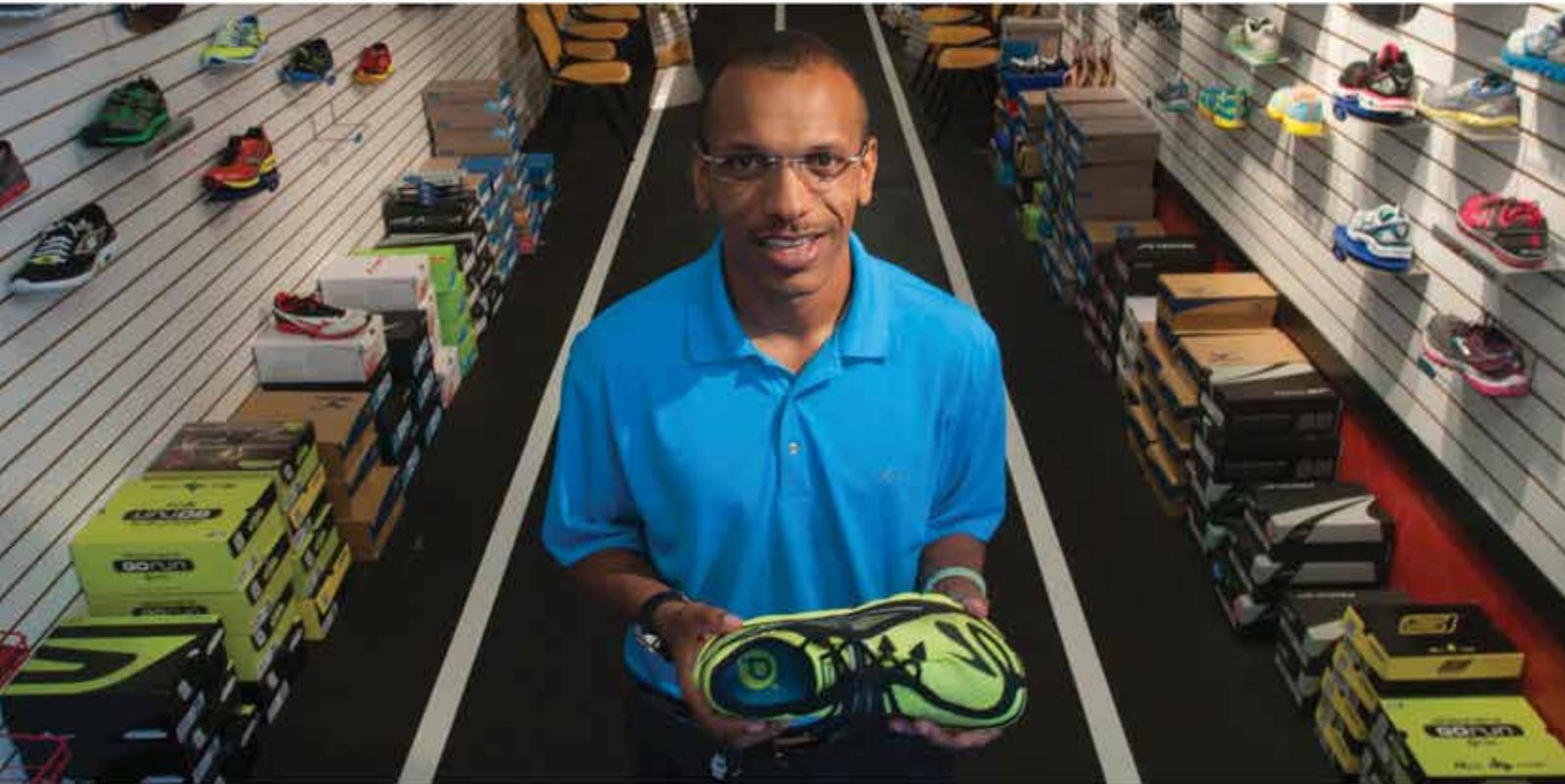


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