

SLPC Email Notifications Guide (v1)

All communications pertaining to the 504 program will now be sent via email. You will no longer be getting any faxed notifications. To accomplish this, the SLPC needs to gather email information. This new process can be highly customized by each CDC to meet the needs of their office and work environments. A small office may want to structure their notifications differently than a larger office. Some CDCs may have individuals who want to know everything about every deal; others may designate certain individuals or email boxes depending on the message type. All these scenarios are supported by the new automated email notification system. **Please note that the CDC Checklist for Submitting a 504 Application will continue to be required for each loan application, but it will be amended to accommodate this expanded contact information.**

There are two forms that will be used for these automated loan application notifications:

- (1) CDC Registration Form for ALL Loans (applies to every loan application from the CDC)
- (2) LOAN Contact Form (applies to individual loans only)

CDC Registration Form for ALL Loans

The *CDC Registration Form for ALL Loans* is a master registration to allow executive management of the CDC to designate individual(s) who are to receive a copy of all emails from SLPC to the CDC for the specified types of email. SLPC will notify the listed contacts for every single loan application from the CDC. For example, if Mary Smith wants to receive an email regarding every loan Closing, she would be listed on this form. If she just wanted to get notified on certain loan Closings, she would not be listed on this form and would instead only be listed on the *LOAN Contact Form* for those specific loans for which she wants to receive emails from SLPC.

All CDCs are entitled to provide SLPC with an initial *CDC Registration Form for ALL Loans*.

There are two ways this form can be submitted to the SLPC:

- (1) Submitted via email to sacramento504servicing@sba.gov by pre-authorized individuals from an email address already on file with the SLPC. This email must come from someone who is in management.
- (2) Mailed on company letterhead. It must be signed by someone who is in management.

LOAN Contact Form

Each loan can also have its own contacts which can be specified on the *LOAN Contact Form*. This form expands and replaces the contact information currently provided on the *CDC Checklist for Submitting a 504 Loan Application* page. Currently, only one CDC contact person is permitted, with a separate email address for Authorizations. With the new process and the *LOAN Contact Form*, a more robust email notification system is established that can accommodate multiple email addresses for SLPC communications in a targeted manner. Please note that the *LOAN Contact Form* is only used with paper applications since e504 applications already include this information as part of the data in your electronic

submission. For paper files, this form should be sent with the initial loan package. At any time during the life of the loan at SLPC the contact information can be amended by simply providing a new *LOAN Contact Form* to SLPC so that the information can be updated in our system.

Note that the contacts specified under the *CDC Registration Form for ALL Loans* will still be emailed, even if a *LOAN Contact Form* is provided. As a reminder, the *LOAN Contact Form* is to specify who will receive emails for one specific loan, while the *CDC Registration Form for ALL Loans* will apply to all loans from the CDC.

Adding, Changing or Removing Contacts

For either form, to make modifications you can check the box for Add, Change or Remove. For e504, the latest contact information transmitted will always replace whatever was previously transmitted for loan specific contacts.

Add Change Remove

Contact Types

All Actions: The contact listed here will get notified on every single automated notification that goes out for every loan.

Submission Confirmation/Receipt: The contact listed here will get notified regarding confirmation of receipt of specific documents, such as the initial loan package, appraisal or environmental. For e504, this contact will also get emails regarding any errors with the submission, such as providing a tracking number that doesn't exist or trying to submit an Appraisal as a PreApp etc.

Loan Officer: This contact will get all approval and screen out related notifications regarding the loan, appraisal, environmental and (franchise) agreements.

Signed Authorization: This contact will get a copy of the signed Authorization MS Word file.

Servicing: This contact will get notifications regarding servicing.

Closing: This contact will get notifications regarding closing.

Screen Outs and Declines: This contact will get notifications on all screen outs and declines.

Each page can contain information for up to four emails. To add additional contacts, you can use another sheet. Just fill in the number for each page and fill in the total number of pages that are being submitted at the bottom of the document. For example: Page [2] of [3].

For questions please contact schwab.amin@sba.gov.