

MEMORANDUM
January 25, 2021

TO: PACB Members

FROM: Kevin L. Shivers, President and CEO

SUBJECT: SBA Points of Contact and Access to Information

The SBA District Office recently shared a list of resources and contacts related to the paycheck protection loan program as well as information related to other SBA products.

PPP LENDERS ONLY:

Paycheck Protection Program:

Hotline: (833) 572-0502 for:

PPP questions and procedures
Live assistance regarding SBA Paycheck Protection Platform access and support
Capital Access Financial System (CAFS) and SBA's Electronic Transmission (E-Tran) systems support

[SBA Paycheck Protection Platform](#)
Platform [User Guide](#)

SBA Paycheck Protection Platform Inbox (accessed within the Platform):

Loan-specific inquiries
General PPP support
General Platform functionality
Platform access
Policies and procedures
Loan review
Payment reconciliation
General correspondence

If unable to access the SBA Paycheck Protection Platform inbox:

Alternative access to the Platform Inbox: help@ussbaforgiveness.com

General PPP questions: PPPForgivenessRequests@sba.gov

Advanced technical support, API support and UAT error support: developer@ussbaforgiveness.com

PPP Lender Fees - questions and corrections:

PPPLenderFeeResearch@guidhouse.com

E-Tran and CAFS – questions and technical support:

cls@sba.gov or 833-572-0502 or SBA Paycheck Protection Platform inbox

Regular SBA Business Loan Programs:

7(a) Loan Program: Contact your [SBA District Office](#); or 7aQuestions@sba.gov

504 Loan Program: Contact your [SBA District Office](#); or 504Questions@sba.gov

Microloan Program: Contact your [SBA District Office](#); or Microloans@sba.gov

SBA LENDERS AND PUBLIC:

Questions on PPP, 7(a), Microloans, or 504 Loan Programs: Contact your [SBA District Office](#) PPP Public Documents & Guidance: [PPP Information - Treasury](#) [PPP Information - SBA](#)

Comments on PPP interim final rules: <https://www.regulations.gov> or, only if including confidential business information: ppp-ifr@sba.gov

Office of Disaster Assistance (Disaster/EIDL):

General questions: DisasterCustomerService@sba.gov or 800-659-2955

For subordination of collateral with EIDL: PDC.AccountsCollateralReview@sba.gov

To report waste, fraud, or abuse: OIG hotline 800-767-0385 or OIGHotline@sba.gov

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