

TOPIC	CONTACT
<p><b>File-Specific Questions</b></p> <p>Information to include in email:</p> <ul style="list-style-type: none"> <li>Identify the state the application is located; if applicable;</li> <li>Provide applicant's name and USDA borrower ID, if applicable;</li> <li>GUS loan number, if applicable</li> <li>Include contact information; and</li> <li>Indicate if you would like a call back (otherwise you will receive an email reply)</li> </ul> <p><b>File-Specific Questions by phone:</b></p>	<p><b>Production Team One:</b> <a href="mailto:SFHGLPONE@usda.gov">SFHGLPONE@usda.gov</a> AK, AL, AZ, CA, CO, GU, HI, IA, ID, KS, MT, NM, NV, OR, SD, TX, UT, WA, WI, WP, WY</p> <p><b>Production Team Two:</b> <a href="mailto:SFHGLPTWO@usda.gov">SFHGLPTWO@usda.gov</a> AR, KY, LA, MN, MO, MS, ND, NE, NJ, NY, OK</p> <p><b>Production Team Three:</b> <a href="mailto:SFHGLPTHREE@usda.gov">SFHGLPTHREE@usda.gov</a> CT, DE, GA, IL, MA, MD, ME, MI, NC, NH, RI, SC, VT, WV</p> <p><b>Production Team Four:</b> <a href="mailto:SFHGLPFOUR@usda.gov">SFHGLPFOUR@usda.gov</a> FL, IN, OH, PA, PR, TN, VA, VI</p> <p><b>*833-314-0168, ext. 2</b></p>
<b>Lender Self-Report</b>	<a href="mailto:sfhgld.qualityassurance@usda.gov">sfhgld.qualityassurance@usda.gov</a>
<b>Program Training</b>	<a href="mailto:sfhgld.lenderpartner@usda.gov">sfhgld.lenderpartner@usda.gov</a>
<b>Program Marketing and Outreach</b>	
<b>General Loan Scenario Questions</b>	<a href="mailto:sfhgld.program@usda.gov">sfhgld.program@usda.gov</a> or *833-314-0168, ext. 4
<b>Loan Policy/Regulation/Handbook</b>	
<b>Turn Times</b>	*833-314-0168, ext. 1
<b>Lender Approval/Recertification</b>	<a href="mailto:sfhglpservicing@usda.gov">sfhgldpservicing@usda.gov</a>
<b>Loan Servicing</b>	
<b>Technical Issues: GUS</b>	<a href="mailto:RD.HD@USDA.GOV">RD.HD@USDA.GOV</a> or (800) 457-3642 option 2, option 2
<b>Technical Issues: eAuth or Login.gov</b>	<a href="https://www.eauth.usda.gov/eauth/b/usda/faq">https://www.eauth.usda.gov/eauth/b/usda/faq</a> ; Select <b>Public Customer FAQs</b>
<b>Loss Claims</b>	<a href="mailto:guarantee.svc@usda.gov">guarantee.svc@usda.gov</a>
<b>Monthly and Quarterly Status Reporting</b>	<a href="mailto:RD.SO.HSB@usda.gov">RD.SO.HSB@usda.gov</a>
<b>GUS User Agreements</b>	
<b>Adding/Removing Security Administrator (SFH Guaranteed Loan Program Automated Systems)</b>	Form Instructions: <a href="https://www.rd.usda.gov/files/RD-SFH-AdditionalLenderSecurity.pdf">https://www.rd.usda.gov/files/RD-SFH-AdditionalLenderSecurity.pdf</a>

\*Phone System Availability: 9:00 am to 3:30 pm ET

TOOLS AND RESOURCES
<b>Regulation and Handbook:</b> <a href="https://www.rd.usda.gov/resources/directives">https://www.rd.usda.gov/resources/directives</a>
<b>Lender Webpage:</b> Turn times, contact information, and helpful links: <a href="https://www.rd.usda.gov/page/sfh-guaranteed-lender">https://www.rd.usda.gov/page/sfh-guaranteed-lender</a>
<b>USDA LINC:</b> Training modules, user guides, and more useful resources: <a href="https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library">https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library</a>
<b>GovDelivery:</b> Receive notifications regarding origination, servicing, and GUS updates: <a href="https://public.govdelivery.com/accounts/USDARD/subscriber/new">https://public.govdelivery.com/accounts/USDARD/subscriber/new</a>