

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

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

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