

## APPENDIX 4

### AGENCY AND EMPLOYEE ADDRESSES

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The following is contact information for National, State, National Finance and Account Operations Center, and Customer Service Center (CSC). Additional information can also be obtained regarding each State from the Rural Development website at:

<http://www.rd.usda.gov/programs-services/single-family-housing-guaranteed-loan-program>

Select "Contact Us"

### RURAL DEVELOPMENT

#### *Housing and Community Facilities Programs*

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Administrator  
**RURAL DEVELOPMENT**  
**National Office**  
**1400 Independence Avenue SW**  
**Room 5014-S, Mail Stop 0701**  
**Washington, DC 20250-0701**

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*Single Family Housing Guaranteed Loan Division – (202) 720-1452*

*Fax # (202) 205-2476*

*E-mail address*

*SFHGLD.PROGRAM@wdc.usda.gov*

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#### ***SFHGLP National Headquarters – Issuance of Rules/Regulations, Oversight***

*Director SFHGLP*

*OR..... Servicing: Guaranteed Lender  
Oversight Program Manager*

RURAL DEVELOPMENT  
National Office - Headquarters  
1400 Independence Ave., SW  
Room 2250, Mail Stop 0784  
Washington, DC 20250-0784

Members of the public may contact the national office or their state representatives with information obtained at the following website:

<http://www.rurdev.usda.gov/ContactUs.html>

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**NATIONAL FINANCE AND ACCOUNT OPERATIONS CENTER (NFAOC)  
ST. LOUIS, MISSOURI**

***Servicing SFHGLP Loans – Electronic Reporting System (default and portfolio),  
Guaranteed Underwriting System Agreements, Lender Loan Closing Agreements,  
Guarantee Fees, Annual Fee Collection***

**Mailing Address:**

USDA, National Finance and Accounting Operations Center (NFAOC)  
Program Management Division, Guaranteed Loan Branch  
FC-350  
Goodfellow Boulevard - Federal Center  
P. O. Box 200011  
St. Louis, MO 63120-0011

**Courier Address:**

USDA, National Finance and Accounting Operations Center (NFAOC)  
Program Management Division, Guaranteed Loan Branch  
4300 Goodfellow Boulevard - Federal Center  
Building 104 - South End  
2nd Floor – Post H37  
St. Louis, MO 63120

**E-Mail Address:**

RD.DCFO.GLB@stl.usda.gov

**Fax Number:**

(314) 457-4279

**Toll Free Telephone Number:**

(877) 636-3789

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**CUSTOMER SERVICE CENTER (CSC)  
ST. LOUIS, MISSOURI**

***Servicing SFHGLP Loans – Loss Mitigation, Loss Claims***

**Priority Mail:**

Customer Service Center – USDA  
Rural Development  
4300 Goodfellow Boulevard  
Building 105E  
FC-225  
St. Louis, MO 63120-1703

<b>E-Mail Address:</b>	guarantee.svc@stl.usda.gov
<b>Toll Free Telephone Number:</b>	(866) 550-5887
<b>Fax Server Telephone Number:</b>	(314) 457-4463
<b>Fax Server Telephone Number:</b>	(314) 457-4473

**Complete List of Servicing Contacts:**

To obtain a complete list of SFHGLP servicing representatives, visit the following website:

<https://usdalinc.sc.egov.usda.gov/USDALincTrainingResourceLib.do>.

Under the “Documentation and Resource” menu item of the *Loss Claim Administration and Servicing* menu, select “Guaranteed Servicing Contact Information.”

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**STATE REPRESENTATIVES**  
Single Family Housing Guaranteed Loan Program

***SFHGLP Delivery – Process Conditional Commitments and Issue Loan Note Guarantee, Provide Program Loan Guidance***

To obtain information from a State Representative regarding the Single Family Housing Guaranteed Loan Program (SFHGLP) the following web address will provide you a list of Agency representatives in your State to assist you.

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- <http://eligibility.sc.egov.usda.gov/eligibility/>
- From the navigation menu, under “*Contact Us*” select: “***Guaranteed***”

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**HELP RESOURCES  
CENTRALIZED HELP DESK  
ST. LOUIS, MISSOURI**

***SFHGLP Assistance – Guaranteed Underwriting System, e-Authentication questions,  
Guaranteed Loan System (internal to Agency)***

Centralized Help Desk

Email: rd.hd@stl.usda.gov

Telephone: 800-457-3642 (Select option 2 at 1<sup>st</sup> menu item (USDA Applications); then select option 2 at the 2<sup>nd</sup> menu item (RD))