APPENDIX 4

AGENCY AND EMPLOYEE ADDRESSES

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

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

Single Family Housing Guaranteed Loan Division – (202) 720-1452
Fax # (202) 205-2476
E-mail address
SFHGLD.PROGRAM@wdc.usda.gov

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

(03-09-16) SPECIAL PN
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
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

(03-09-16) SPECIAL PN
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

<table>
<thead>
<tr>
<th>E-Mail Address:</th>
<th><a href="mailto:guarantee.svc@stl.usda.gov">guarantee.svc@stl.usda.gov</a></th>
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<tbody>
<tr>
<td>Toll Free Telephone Number:</td>
<td>(866) 550-5887</td>
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<tr>
<td>Fax Server Telephone Number:</td>
<td>(314) 457-4463</td>
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<tr>
<td>Fax Server Telephone Number:</td>
<td>(314) 457-4473</td>
</tr>
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</table>

**Complete List of Servicing Contacts:**

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

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.

➢ 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 1st menu item (USDA Applications); then select option 2 at the 2nd menu item (RD))

(03-09-16) SPECIAL PN