## APPENDIX 4
### AGENCY CONTACT INFORMATION

<table>
<thead>
<tr>
<th>RURAL DEVELOPMENT</th>
<th>CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rural Development Website</strong></td>
<td>Click the link below: <a href="https://www.rd.usda.gov/programs-services/single-family-housing-programs/single-family-housing-guaranteed-loan-program">https://www.rd.usda.gov/programs-services/single-family-housing-programs/single-family-housing-guaranteed-loan-program</a></td>
</tr>
<tr>
<td>• Includes National, State Offices and SFHGLP Contacts.</td>
<td></td>
</tr>
<tr>
<td><strong>Housing and Community Facilities Programs</strong></td>
<td>Administrator Rural Development National Office 1400 Independence Avenue SW Room 5014, Mail Stop 0701 Washington, DC 20250-0701</td>
</tr>
<tr>
<td><strong>SFHGLP National Headquarters</strong></td>
<td>Rural Development National Office-Headquarters 1400 Independence Avenue SW Room 5133, Mail Stop 0784 Washington, DC 20250-0784</td>
</tr>
<tr>
<td><strong>Single Family Housing Guaranteed Loan Divisions</strong></td>
<td>Click the link below for SFHGLP Contact List: <a href="https://www.rd.usda.gov/resources/usda-line-training-resource-library">https://www.rd.usda.gov/resources/usda-line-training-resource-library</a></td>
</tr>
<tr>
<td><strong>Origination and Processing</strong></td>
<td>Click on SFHGLP Contact List</td>
</tr>
<tr>
<td>• Process Conditional Commitments and Issue Loan Note Guarantees</td>
<td></td>
</tr>
<tr>
<td><strong>Quality Assurance &amp; Lender Oversight</strong></td>
<td></td>
</tr>
<tr>
<td>• Provide Program Quality Assurance and Lender Oversight</td>
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<tr>
<td><strong>Policy &amp; Program Management</strong></td>
<td></td>
</tr>
<tr>
<td>• Provide Program Guidance and Issuance of Rules/Regulations</td>
<td></td>
</tr>
<tr>
<td><strong>System &amp; Implementation Management</strong></td>
<td></td>
</tr>
<tr>
<td>• Analyze, Evaluate, Monitor and Manage the Effectiveness of SFHGLP Systems</td>
<td></td>
</tr>
</tbody>
</table>

(03-09-16) SPECIAL PN
Revised (06-28-23) PN 585
## RURAL DEVELOPMENT

### Business Center Servicing Office Guaranteed Loan Division

#### Single Family Housing Servicing Branch
- Electronic Reporting System (default and portfolio)
- Guaranteed Underwriting System Agreements
- Lender Loan Closing Agreements and Guarantee Fees
- Annual Fee Collection
- Transfer of Servicing Form RD 3555-11
- Security Administration for GLS LINC
- Servicing and Default Management Support
- Loss Mitigation Quality Reviews and Lender/Servicer Oversight
- Loss Mitigation Exceptions
- Mortgage Recovery Advance (MRA) Payoff Requests

#### Single Family Housing Claims Branch
- Loss Claims and Lender Support
- Post Liquidation Policies and Procedures
- Lender Program Servicing Training and Coordination

### Consolidated Help Desk Support Center
- Guaranteed Underwriting System
- E-Authentication Questions
- Guaranteed Loan System (internal to Agency)

## CONTACT INFORMATION

Click the link below for Servicing Contact Information:

Email: rd.hd@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)