APPENDIX 4
AGENCY CONTACT INFORMATION

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

RURAL DEVELOPMENT	CONTACT INFORMATION
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	Click the link below for Servicing Contact Information: https://www.rd.usda.gov/sites/default/files/RD-SFH-GRHServicingContacts.pdf
Consolidated Help Desk Support Center • Guaranteed Underwriting System • E-Authentication Questions • Guaranteed Loan System (internal to Agency)	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)