

# Guaranteed Rural Housing Servicing Contact Information

January, 2017



Committed to the future of rural communities.

**National  
Office**

**Please refer Guaranteed Loan Program questions regarding**

- ✓ Regulations
- ✓ Policies
- ✓ Lender/Servicer Oversight and Monitoring
- ✓ Partial Releases

**National Office Information**

<b>Regular/Priority Mail</b>	Single Family Housing Guaranteed Loan Division 1400 Independence Ave., SW – Mail Stop 0784 Washington, DC 20250
<b>Division Telephone Number</b>	202-720-1452
<b>Fax Number</b>	202-205-2476

**National Office Contacts**

Contact	Telephone Number	E-mail Address
Richard Kane	202-720-0320	<a href="mailto:richard.kane@wdc.usda.gov">richard.kane@wdc.usda.gov</a>
Stuart Walden	202-690-4507	<a href="mailto:stuart.walden@wdc.usda.gov">stuart.walden@wdc.usda.gov</a>

Washington DC

**Please refer questions and information regarding**

- ✓ Servicing Policies and Procedures
- ✓ Loss Mitigation Servicing Plans
- ✓ REO Property Disposition Plans (PDP)
- ✓ Guaranteed Loss Claim Documentation
- ✓ Future and Other Recoveries
- ✓ Lender/Servicer Oversight and Quality Reviews

**Customer  
Service  
Center  
(CSC)**

**Customer Service Center (CSC) Information**

<b>Priority Mail</b>	Customer Service Center – USDA, Rural Development 4300 Goodfellow Blvd., Bldg 105E, FC-225 St. Louis, MO 63120-1703
<b>E-Mail Address</b>	<a href="mailto:guarantee.svc@stl.usda.gov">guarantee.svc@stl.usda.gov</a>
<b>Toll Free Telephone Number</b>	866-550-5887
<b>Fax Server Phone No.</b>	314-457-4463 or 314-457-4473

St. Louis

**CSC Contacts**

Tina Farlow, Manager	314-457-5620	<a href="mailto:tina.farlow@stl.usda.gov">tina.farlow@stl.usda.gov</a>
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**Loss Claims, Liquidation Appraisals and Lender Quality Reviews**

Contact	Telephone Number	E-mail Address
Carol Schilling, Supervisor	314-457-5605	<a href="mailto:carol.schilling@stl.usda.gov">carol.schilling@stl.usda.gov</a>
Shonda Burrow, Lead Loss Claims	314-457-5610	<a href="mailto:shonda.burrow@stl.usda.gov">shonda.burrow@stl.usda.gov</a>
Matthew Medder, Lead PDP's & Future Recovery	314-457-5613	<a href="mailto:matthew.medder@stl.usda.gov">matthew.medder@stl.usda.gov</a>
Art Arenas, Lender Quality	314-457-5596	<a href="mailto:arthur.arenas@stl.usda.gov">arthur.arenas@stl.usda.gov</a>
Toni Bridick, Lender Quality	314-457-5654	<a href="mailto:tonette.bridick@stl.usda.gov">tonette.bridick@stl.usda.gov</a>
Tina Irizarry, Lender Quality	314-457-5621	<a href="mailto:christina.irizarry@stl.usda.gov">christina.irizarry@stl.usda.gov</a>
Donna McCay, Lender Quality	314-457-4696	<a href="mailto:Donna.mccay@stl.usda.gov">Donna.mccay@stl.usda.gov</a>
Rosie McCrary, Lender Quality	314-457-5598	<a href="mailto:roselle.mccrary@stl.usda.gov">roselle.mccrary@stl.usda.gov</a>
Renee Nix, Lender Quality	314-457-5616	<a href="mailto:renee.nix@stl.usda.gov">renee.nix@stl.usda.gov</a>

**Servicing Plans & Debt Settlement**

Contact	Telephone Number	E-mail Address
William Wines, Supervisor	314-457-5623	<a href="mailto:william.wines@stl.usda.gov">william.wines@stl.usda.gov</a>
Donna Harbaugh, Lead, Servicing	314-457-5646	<a href="mailto:donna.harbaugh@stl.usda.gov">donna.harbaugh@stl.usda.gov</a>
Ernie Jones, Lead, Servicing	314-457-5607	<a href="mailto:earnestine.jones@stl.usda.gov">earnestine.jones@stl.usda.gov</a>

USDA is an equal opportunity provider, employer and lender.

**National Finance and Accounting Operations Center (NFAOC)**

**St. Louis**

**Websites**

**Please refer questions regarding**

- ✓ Security Administration for RHS LINC (Lender Interactive Network Connection)
- ✓ Electronic **Quarterly Status** and **Monthly Default Reporting** (X12 or Web Reporting)
- ✓ User Agreement, Trading Partner Agreement and Addendum E for RHS LINC
- ✓ Setting up or requesting changes in Electronic Funds Transfer (EFT)
- ✓ Transfer of Servicing RD Form 3555-11 (servicing or holding tax ID/branch number)

**National Financial and Accounting Operations Center (NFAOC) Information**

<b>Regular/Priority Mail</b>	Guaranteed Loan Branch USDA, Rural Development ATTN: FC-350 P.O. Box 200011 St. Louis, MO 63120-0011	Housing Services Branch USDA, Rural Development 4300 Goodfellow Blvd Bldg. 104 FC-1322 St. Louis, MO 63120
<b>E-Mail Address</b>	<a href="mailto:RD.NFAOC.HSB@stl.usda.gov">RD.NFAOC.HSB@stl.usda.gov</a>	
<b>Fax Number</b>	314-457-4279	
<b>Toll Free Telephone Number</b>	877-636-3789	

**NFAOC Contacts**

<b>Jeanmarie Fox-Clifton</b>	<b>Penny Nowak</b>	<b>Germaine Jones</b>
Phone: 314-457-4204 E-Mail: <a href="mailto:jeanmarie.foxclifton@stl.usda.gov">jeanmarie.foxclifton@stl.usda.gov</a>	Phone: 314-457-4209 E-Mail: <a href="mailto:penny.nowak@stl.usda.gov">penny.nowak@stl.usda.gov</a>	Phone: 314-679-6820 E-Mail: <a href="mailto:germaine.jones@stl.usda.gov">germaine.jones@stl.usda.gov</a>

**Rural Development 7 CFR 3555 and Handbook**

<http://www.ecfr.gov/cgi-bin/text-idx?SID=e69158544484a295991a682410a315c7&node=pt7.15.3555&rgn=div5>  
<https://www.rd.usda.gov/publications>

**USDA Electronic Data Interchange (EDI) Implementation Guide**

<https://usdalinc.sc.egov.usda.gov/docs/rd/sfh/edi/edi%20implementation%20guide.pdf>

**USDA REO Properties for Sale**

<http://www.resales.usda.gov/resales/index.jsp>

**USDA Income and Property Eligibility**

<http://eligibility.sc.egov.usda.gov/eligibility/welcomeAction.do>

**Rural Development Servicing News and More**

<https://public.govdelivery.com/accounts/USDARD/subscriber/new?preferences=true>

**USDA LINC Training and Resource Library**

<https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library>

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