## TOPIC

### File-Specific Questions

Information to include in email:
- Identify the state the application is located; if applicable;
- Provide applicant’s name and USDA borrower ID, if applicable;
- GUS loan number, if applicable
- Include contact information; and
- Indicate if you would like a call back

### Production Team One: SFHGLPONE@usda.gov
AK, AL, AZ, CA, CO, GU, HI, IA, ID, KS, MT, NM, NV, OR, SD, TX, UT, WA, WI, WP, WY

### Production Team Two: SFHGLPTWO@usda.gov
AR, KY, LA, MN, MO, MS, ND, NE, NJ, NY, OK

### Production Team Three: SFHGLPTHREE@usda.gov
CT, DE, GA, IL, MA, MD, ME, MI, NC, NH, RI, SC, VT, WV

### Production Team Four: SFHGLPFOUR@usda.gov
FL, IN, OH, PA, PR, TN, VA, VI

### Lender Approval/Recertification
sfhgld.compliance@usda.gov

### Lender Self-Report

### Program Training
sfhgld.lenderpartner@usda.gov

### Program Marketing & Outreach

### General Loan Scenario Questions
sfhgld.program@usda.gov

### Loan Policy/Regulation/Handbook

### Loan Servicing
sfhglpservicing@usda.gov

### Technical Issues: GUS
RD.HD@USDA.GOV

### Technical Issues: e-Authentication
E_Authentication FAQs: [https://www.eauth.usda.gov/eauth/b/usda/faq](https://www.eauth.usda.gov/eauth/b/usda/faq)
E-Authentication Contact Us: [https://www.eauth.usda.gov/eauth/b/usda/contactus](https://www.eauth.usda.gov/eauth/b/usda/contactus)

### Loss Claims
guarantee.svc@usda.gov

### Monthly & Quarterly Status Reporting
rd.nfaoc.hsb@usda.gov

### GUS User Agreements

## TOOLS & RESOURCES

- **Lender Webpage—Turn times, contact information, and helpful links:** [https://www.rd.usda.gov/page/sfh-guaranteed-lender](https://www.rd.usda.gov/page/sfh-guaranteed-lender)
- **USDA LINC—Training modules, user guides, and more useful resources:** [https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library](https://www.rd.usda.gov/programs-services/lenders/usda-linc-training-resource-library)
- **GovDelivery—Receive notifications regarding origination, servicing, and GUS updates:** [https://public.govdelivery.com/accounts/USDARD/subscriber/new](https://public.govdelivery.com/accounts/USDARD/subscriber/new)