

Guaranteed Rural Housing Servicing Contact Information March 2024



National
Office

Washington DC

RD
Servicing
Office

St. Louis

Please refer Guaranteed Loan Program questions regarding

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

National Office Information

Regular/Priority Mail	Single Family Housing Guaranteed Loan Division 1400 Independence Ave., SW – Mail Stop 0784 Washington, DC 20250
Division Telephone Number	202-720-1452
Fax Number	202-205-2476
E-Mail Address	sfhgplservicing@usda.gov

Servicing Policy and Program Management

Contact	Telephone Number	E-mail Address
Joaquin Tremols	202-720-1465	joaquin.tremols@usda.gov
Richard Kane	202-720-0320	richard.kane@usda.gov

Lender/Service Oversight and Monitoring

Stuart Walden	202-690-4507	stuart.walden@usda.gov
Regina Wilcox	314-457-5131	regina.wilcox@usda.gov

Rural Development Servicing Office

E-Mail Address	guarantee.svc@usda.gov
Loss Mitigation Exceptions & Payoffs	RDLossMitExceptions@rd.usda.gov
Mortgage Recovery Advance (MRA) Payoff/ Lien Release	sm.rd.so.gld.payoff.releases@usda.gov
Toll Free Telephone Number	866-550-5887
Fax Server Phone No.	314-457-4463 or 314-457-4473
EFT E-Mail Address	RD.CFO.CB@usda.gov
EFT Telephone Number	314-457-4023
Cash Collections Mailing Address	USDA Rural Development Wholesale Lockbox P.O. Box 790391 3180 Rider Trail S. Earth City, MO 63045
Lender Reporting E-Fax Number	844-594-8202
Lender Reporting Telephone Number	314-457-4192
Lender Reporting & Guarantee Annual Fee (GAF) E-Mail Address	RD.SO.HSB@usda.gov
Guaranteed Annual Fee Telephone	1-877-636-3789

**RD
Servicing
Office**

St. Louis

Single-Family Housing Servicing Branch

Germaine Owens , Branch Chief	314-679-6820	germaine.owens@usda.gov
Kimberly Dixon , Lead	314-457-4325	kimberly.dixon@usda.gov

Please refer Guaranteed Loan Program questions regarding

- ✓ Servicing and Default Management Support
- ✓ Servicing Procedures and 3555 Handbook Loss Mitigation Guide
- ✓ Loss Mitigation Quality Reviews and Lender/Servicer Oversight
- ✓ Loss Mitigation Exception and Payoff Requests

Loss Mitigation and Lender Servicing Quality Reviews

Contact	Telephone Number	E-mail Address
Vacant , Supervisor, Loss Mitigation		
Fabiola Gagliardi , Lead, Loss Mitigation	314-457-5646	fabiola.gagliardi@usda.gov
Daniel Varland , Lead, Loss Mitigation	314-457-5653	daniel.varland@usda.gov

Please refer Guaranteed Loan Program questions regarding

- ✓ Security Administration for GLS LINC
- ✓ Monthly and Quarterly Electronic Status Reporting
- ✓ User Agreement, Trading Partner Agreement & Addendum E for RHS LINC
- ✓ Transfer of Servicing RD Form 3555-11
- ✓ Guaranteed Annual Fees & Refunds

Lender Reporting

Contact	Telephone Number	E-mail Address
Jay Haines , Supervisor, Lender Reporting	314-457-5062	jay.haines@usda.gov

Single-Family Housing Claims Branch

William Wines , Branch Chief	314-457-5620	william.wines@usda.gov
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Please refer Guaranteed Loan Program questions regarding

- ✓ Guaranteed Loss Claims
- ✓ Post Liquidation Policies and Procedures
- ✓ Lender Program Training and Coordination
- ✓ Lender/Servicer Oversight and Quality Reviews

Loss Claim, Appraisal Reviews, Future Recovery and Lender Quality

Contact	Telephone Number	E-mail Address
Daniel Williams , Supervisor - Claims	314-457-4178	daniel.williams2@usda.gov
Jennifer Roberts , Supervisor - Claims	314-457-5634	jennifer.roberts2@usda.gov
Angie Fisher , Supervisor- Appraisal Review	314-457-5601	angela.fisher@usda.gov
Christina Irizarry , Lead	314-457-5621	christina.irizarry@usda.gov
Harriet Collins , Lead	314-457-4798	harriet.collins@usda.gov
Tierenie Fry , Lead	314-457-5525	tierenie.fry@usda.gov
Latasha Kendrix , Lead	314-457-5386	latasha.kendrix@usda.gov

Lender/Servicer Oversight and Quality Reviews

Contact	Telephone Number	E-mail Address
Linda Johler , Supervisor	314-457-5143	linda.johler@usda.gov
Latrice Buckner	314-457-5259	latrice.buckner@usda.gov
Michele Edwards	314-457-5663	michele.edwards@usda.gov
Christina Irizarry	314-457-5621	christina.irizarry@usda.gov
Donna McCay	314-457-4696	donna.mccay@usda.gov
Shannon Lindsey	314-457-5562	shannon.lindsey@usda.gov
Corie Wilkes	314-457-4393	corie.wilkes@usda.gov

Rural Development 7 CFR 3555

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

Rural Development 3555 Handbook

<https://www.rd.usda.gov/resources/directives/handbooks#hb13555>

USDA Electronic Status Reporting (ESR) User Guide

<https://www.rd.usda.gov/sites/default/files/rd-sfh-esrguide.pdf>

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/resources/usda-linc-training-resource-library/loan-servicing>

USDA LINC System Access and Security Guide

<https://www.rd.usda.gov/sites/default/files/rd-sfh-systemaccessandsecurityguide.pdf>

Technical Issues: GLS RD.HD@usda.gov or 800-457-3642 Option 2, Option 2

Technical Issues: e-Authentication

<https://www.eauth.usda.gov/eauth/b/usda/contactus>

eAuthentication FAQ's

[eAuthentication \(usda.gov\)](https://www.eauth.usda.gov/eauth/b/usda/contactus)

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