

<b>TOPIC</b>	<b>CONTACT</b>
<b>File-Specific Questions</b> <b>Information to include in email:</b> <ul style="list-style-type: none"> <li>Identify the state the application is located; if applicable;</li> <li>Provide applicant's name and USDA borrower ID, if applicable;</li> <li>GUS loan number, if applicable</li> <li>Include contact information; and</li> <li>Indicate if you would like a call back (otherwise you will receive an email reply)</li> </ul>	<b>Production Team One:</b> <a href="mailto:SFHGLPONE@usda.gov">SFHGLPONE@usda.gov</a> AK, AL, AZ, CA, CO, GU, HI, IA, ID, KS, MT, NM, NV, OR, SD, TX, UT, WA, WI, WP, WY  <b>Production Team Two:</b> <a href="mailto:SFHGLPTWO@usda.gov">SFHGLPTWO@usda.gov</a> AR, KY, LA, MN, MO, MS, ND, NE, NJ, NY, OK  <b>Production Team Three:</b> <a href="mailto:SFHGLPTHREE@usda.gov">SFHGLPTHREE@usda.gov</a> CT, DE, GA, IL, MA, MD, ME, MI, NC, NH, RI, SC, VT, WV  <b>Production Team Four:</b> <a href="mailto:SFHGLPFOUR@usda.gov">SFHGLPFOUR@usda.gov</a> FL, IN, OH, PA, PR, TN, VA, VI
<b>Lender Approval</b>	<a href="mailto:sfhgld.compliance@usda.gov">sfhgld.compliance@usda.gov</a>
<b>Lender Recertification</b>	
<b>Program Training</b>	<a href="mailto:sfhgld.lenderpartner@usda.gov">sfhgld.lenderpartner@usda.gov</a>
<b>Program Marketing &amp; Outreach</b>	
<b>General Loan Scenario Questions</b>	<a href="mailto:sfhgld.program@usda.gov">sfhgld.program@usda.gov</a>
<b>Loan Policy/Regulation/Handbook</b>	
<b>Loan Servicing</b>	<a href="mailto:sfhglpservicing@usda.gov">sfhgldpservicing@usda.gov</a>
<b>Technical Issues: e-Authentication</b>	<a href="mailto:eAuthHelpDesk@ftc.usda.gov">eAuthHelpDesk@ftc.usda.gov</a> 800-457-3642, option 1 (USDA e-Authentication <a href="#">Issues</a> )
<b>Technical Issues: GUS</b>	<a href="mailto:RD.HD@STL.USDA.GOV">RD.HD@STL.USDA.GOV</a> 800-457-3642, option 2 (USDA Applications); then option 2 (Rural Development)
<b>Loss Claims</b>	<a href="mailto:guarantee.svc@stl.usda.gov">guarantee.svc@stl.usda.gov</a>
<b>Monthly &amp; Quarterly Status Reporting</b>	<a href="mailto:rd.nfaoc.hsb@stl.usda.gov">rd.nfaoc.hsb@stl.usda.gov</a>
<b>GUS User Agreements</b>	

**TOOLS & RESOURCES**

**Regulation and Handbook:** <https://www.rd.usda.gov/resources/directives>

**Lender Webpage—Turn times, contact information, and helpful links:** <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>

**GovDelivery—Receive notifications regarding origination, servicing, and GUS updates:** <https://public.govdelivery.com/accounts/USDARD/subscriber/new>