Single Family Housing Guaranteed Loan Program (SFHGLP)
Contacts & Resources

TOPIC	CONTACT

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 (otherwise you will receive an email reply)
	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) E-Authentication Contact Us: (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

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