

# SBA Points of Contact and Access to Information

## PPP LENDERS ONLY:

### Paycheck Protection Program:

- **Hotline: (833) 572-0502 for:**
  - PPP questions and procedures
  - Live assistance regarding SBA Paycheck Protection Platform access and support
  - Capital Access Financial System (CAFS) and SBA's Electronic Transmission (E-Tran) systems support
- [SBA Paycheck Protection Platform](#)
  - Platform [User Guide](#)
- SBA Paycheck Protection Platform Inbox (accessed within the Platform):
  - Loan-specific inquiries
  - General PPP support
  - General Platform functionality
  - Platform access
  - Policies and procedures
  - Loan review
  - Payment reconciliation
  - General correspondence
- If unable to access the SBA Paycheck Protection Platform inbox:
  - Alternative access to the Platform Inbox: [help@ussbaforgiveness.com](mailto:help@ussbaforgiveness.com)
  - General PPP questions: [PPPForgivenessRequests@sba.gov](mailto:PPPForgivenessRequests@sba.gov)
  - Advanced technical support, API support and UAT error support: [developer@ussbaforgiveness.com](mailto:developer@ussbaforgiveness.com)
  - PPP Lender Fees - questions and corrections: [PPPLenderFeeResearch@guidedhouse.com](mailto:PPPLenderFeeResearch@guidedhouse.com)
- E-Tran and CAFS – questions and technical support:
  - [cls@sba.gov](mailto:cls@sba.gov) or 833-572-0502 or SBA Paycheck Protection Platform inbox

### Regular SBA Business Loan Programs:

- 7(a) Loan Program: Contact your [SBA District Office](#); or [7aQuestions@sba.gov](mailto:7aQuestions@sba.gov)
- 504 Loan Program: Contact your [SBA District Office](#); or [504Questions@sba.gov](mailto:504Questions@sba.gov)
- Microloan Program: Contact your [SBA District Office](#); or [Microloans@sba.gov](mailto:Microloans@sba.gov)

## SBA LENDERS AND PUBLIC:

**Questions on PPP, 7(a), Microloans, or 504 Loan Programs:** Contact your [SBA District Office](#)

PPP Public Documents & Guidance: [PPP Information - Treasury](#) [PPP Information - SBA](#)

Comments on PPP interim final rules: <https://www.regulations.gov> or, only if including confidential business information: [ppp-ifr@sba.gov](mailto:ppp-ifr@sba.gov)

### Office of Disaster Assistance (Disaster/EIDL):

- General questions: [DisasterCustomerService@sba.gov](mailto:DisasterCustomerService@sba.gov) or 800-659-2955
- For subordination of collateral with EIDL: [PDC.AccountsCollateralReview@sba.gov](mailto:PDC.AccountsCollateralReview@sba.gov)

**To report waste, fraud, or abuse:** OIG hotline 800-767-0385 or [OIGHotline@sba.gov](mailto:OIGHotline@sba.gov)