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
  - General PPP questions: PPPForgivenessRequests@sba.gov
  - Advanced technical support, API support and UAT error support: developer@ussbaforgiveness.com
  - PPP Lender Fees - questions and corrections: PPLenderFeeResearch@guidehouse.com
- E-Tran and CAFS – questions and technical support:
  - 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
- **504 Loan Program:** Contact your SBA District Office; or 504Questions@sba.gov
- **Microloan Program:** Contact your SBA District Office; or 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

Office of Disaster Assistance (Disaster/EIDL):

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

To report waste, fraud, or abuse: OIG hotline 800-767-0385 or OIGHotline@sba.gov