



FAQs

7(a) Loan Program Secondary Market

Background: The Fiscal Transfer Agent (FTA) of the 7(a) Loan Program and Secondary Market has changed from Colson Services to Guidehouse. The new FTA was contracted by SBA to support a migration of 7(a) program data and FTA applications to SBA’s Capital Access Financial System (CAFS). To better guide 7(a) program Secondary Market participants through this change, Guidehouse has prepared the following FAQ. Please contact FTA@sba.gov and visit the [FTA Wiki](#) if you have further questions.

Question	Answer
<p>1. What applications were impacted by this change?</p>	<p><i>This migration was a “lift and shift” which means the FTA applications look and operate as you are used to. The applications and data have been migrated to be integrated and contained within the SBA’s Capital Access Financial System (CAFS). This will improve security and enable single sign on (SSO).</i></p> <p><i>The 1502-related applications are the only ones not being “lifted and shifted”. They have been consolidated and rebuilt as the new 1502 Gateway. The Gateway is also contained within CAFS.</i></p>
<p>2. How have location and access changed?</p>	<p><i>To establish a CAFS Account, your organization will need a unique location ID which will be automatically assigned to your secondary market institutions.</i></p> <p><i>Instruction on CAFS Account set up is available on the Wiki.</i></p> <p><i>Note – FTA applications will be available in CAFS via the “FTA Portal”, which will appear as a link on the homepage once signed in. The Portal is not yet accessible but it will at the time of cutover.</i></p>
<p>3. How do I know which role I should request access for?</p>	<p><i>Please refer to the FTA Access Matrix on the Wiki.</i></p>
<p>4. Is the first person that signs up for our organization in CAFS defaulted as the Authorizing Official?</p>	<p><i>Yes, the first person that signs up in CAFS is defaulted as the Authorizing Official for your institution.</i></p>
<p>5. Should secondary market participants have their own Authorizing Official and location ID</p>	<p><i>If your organization is both a lender and an investor, you will have two location IDs: one for your investor role, and another for your lender/origination role.</i></p>



apart from the originating lender?	<i>The investor-specific location IDs have already been set up so you can use the search function to find the correct one. Filter the "Partner Type" to "Secondary Market Participant" which will ensure you are selecting the correct location ID.</i>
6. What is PIMS?	<i>Partner Information Management System (PIMS) is the database that SBA uses to capture and maintain contact information for program participants. It is at the organizational level, so each organization has a record. Instructions for adding contact information to PIMS are available here.</i>
7. Will completing the CAFS account creation form populate the PIMS system?	<i>No, you will need to establish your CAFS account first and then access and add your information to PIMS separately. Every person in your organization that uses FTA applications will need their own CAFS Account and each organization will need to update their PIMS entry.</i>
8. Have the Location IDs been established for broker/dealers, investors, and pool assemblers to register in CAFS?	<i>All Secondary Market participants can register for a CAFS account today. Please use the look-up function to locate your organization's location ID. Should you have any issues or questions, please reach to the customer service team at FTA@sba.gov.</i>
9. What is the timeline for Settlements?	<i>As the new FTA, Guidehouse began paying out and performing all secondary market functions on Tuesday, August 31st. Please ensure all settlements are clean during this period to avoid possible delay.</i>
10. When will the Pooling begin?	<i>Pooling will start on Monday, September 13th and go through Monday, September 20th.</i>
11. What is Wells Fargo's role?	<i>Guidehouse selected Wells Fargo to be its banking agent. They maintain the bank accounts, provide reporting on incoming funds via 1502, and perform other fiduciary functions of the FTA. All ACH, wires, and checks will come from Wells Fargo. Wells Fargo will also serve as the investment manager of the Master Reserve Fund.</i>
12. How will the payment instruction change?	<i>Payment Instructions are available here. No changes will be made to the payment types; the same payment arrangements as customary will be accepted. You should also expect the same wire cutoff time. FTA will be sure to reach out if there are any changes.</i>
13. If we have outstanding payments not received from Colson, who should we reach out to once the transition occurs?	<i>You will need to reach out to Guidehouse on past payments not received from Colson after the cutoff on August 30th. Email our customer service team at FTA@SBA.gov</i>



14. How should I deal with lost or outstanding checks?	<i>Lost or outstanding check replacement requests should be made to Guidehouse as of Monday, August 30th. Please note, current checks issued by Colson may continue to be deposited up to 60 days following the FTA transition; Guidehouse will work with Colson if these checks are still outstanding and not cashed.</i>
15. Will the new FTA discontinue the use of checks and send wires after August 27th?	<i>Guidehouse will continue to send check payments but will look in the future for safer payment methods.</i>
16. Will the LoanList files we download from CAFS be the same as what we pull off Colson's LoanList?	<i>Yes, LoanList will be available at go-live. It will be the same as what is currently used at Colson.</i>
17. Will there be API for LoanLIST?	<i>Yes, the API process map can be found here.</i>
18. Are there changes to digital signature vendors for Form 1086 signatures?	<i>The same criteria/requirements used by Colson will apply at Guidehouse. Please continue to use digital signature programs in compliance with SBA's SOP 50.10.6, Appendix 10.</i>
19. Will GH be accepting 1088 transfers with NY notary like Colson did?	<i>With the issuance of the new 1088, only the Medallion Stamp or a corporate seal will be accepted as forms of a signature guarantee. A notary is no longer acceptable.</i>
20. For Loan Reconciliations, is there a way to work with Guidehouse to treat loans that are behind on payments as priority?	<i>This is a manual exercise, but Guidehouse is exploring options to assist. We will assess what can be completed in the near term and will evaluate how to handle loans that need a full reconciliation.</i>
21. Will certificates be received on a next-day basis?	<i>Upon the completion of the migration, Guidehouse will continue to print certificates on Wednesdays and initiate next day delivery to the Registered Holders.</i>
22. Will the 1086/1088/1454 forms be distributed in Word document format?	<i>Forms are available on the FTA Wiki.</i>
23. What will be the schedule to send the 1088 form to the FTA?	<i>This communication was sent out externally for the applicable dates and schedules. Please reach to the FTA@sba.gov inbox to receive it and to be added to future communications.</i>