SBA PPP Lender Support

Lenders are encouraged to contact the following support channels for assistance:

PPP Forgiveness

Forgiveness Platform Inbox

- General PPP forgiveness support
- General Forgiveness Platform functionality
- Forgiveness Platform access
- Forgiveness policies and procedures
- Loan review
- Payment reconciliation
- General correspondence

*The Platform Inbox is the suggested email correspondence method with the fastest turnaround times for questions.

Lender Hotline (833) 572-0502

- Forgiveness Platform access and support
- CAFS/ETRAN system support
- Forgiveness policies and procedures
- Live "hand-holding" to assist new lenders

PPPForgivenessRequests@sba.gov

- General PPP forgiveness support

developer@ussbaforgiveness.com

- Advanced technical support
- API support
- UAT identifying errors/bugs and pain points

help@ussbaforgiveness.com

- Platform navigation
- Platform user experience issues

Loan Servicing

Servicing Center Email Inbox

- General loan servicing support (e.g., EIN/TIN changes, ETRAN information changes, etc.)

*Lenders with borrowers in *green* states should contact Fresno: **fsc.servicing@sba.gov**
*Lenders with borrowers in *yellow* states should contact Little Rock: **lrsc.servicing@sba.gov**

File Share Links

- Document submission to servicing centers
- Fresno file share
- Little Rock file share

*Please note that these support channels are strictly intended for lenders. **Lenders are responsible for assisting their borrowers**. Additional resources can be found at **sba.gov/ppp**.*