



Fact Sheet

PRESS OFFICE

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FACT SHEET: SBA's Disaster Response for Hurricane GUSTAV

The U.S. Small Business Administration is the leading agency providing post-disaster recovery loans to homeowners, renters, non-profit organizations and businesses of all sizes.

The potential for devastating damage to the Gulf Coast from Hurricane Gustav has elicited a strong and proactive response from the U.S. Small Business Administration. The agency is prepared to undertake a multi-faceted, aggressive approach in response to the catastrophe, providing millions of dollars of relief and many other types of essential support to the victims of the disaster. Below is an overview of the specific ways in which SBA is prepared to provide relief and assistance.

- The SBA is a major player in the federal recovery apparatus in the aftermath of natural and man-made disasters. We coordinate with FEMA and state emergency management agencies in the initial post-disaster damage assessment, and work with our federal and local partners to provide information about disaster assistance in the form of low-interest loans to homeowners, renters and businesses of all sizes.
- It is important to emphasize that SBA makes disaster loans to Homeowners, Renters, Non-Profits, and Businesses of all sizes. Our disaster loans are not just for businesses and over 80% of our disaster loans are made to homeowners.
- The Small Business Administration is coordinating closely with FEMA in preparations for response to Hurricane Gustav.
- Over 600 SBA Disaster Assistance Employees are available for immediate deployment. These employees include Managers, FEMA Liaison Personnel, Program Information Officers, Customer Service Representatives, and Loss Verifiers. SBA has a large reserve force of over 2,000 personnel and we are contacting them all to confirm availability and readiness to deploy if needed.
- An additional 500 reservists are prepared to augment SBA's Disaster loan Processing and Disbursement Center and Customer Service Center.
- Once the Federal Disaster declaration is approved by the President, disaster survivors can register for federal disaster assistance by calling FEMA at 1-800-621-FEMA (3362) or by visiting www.fema.gov.

- For information about the SBA's disaster loan application process, contact the Disaster Customer Service Center at 1-800-659-2955, or by email at disastercustomerservices@sba.gov.
- Homeowners may borrow up to \$200,000 to repair their disaster-damaged real estate, plus up to \$40,000 to repair or replace personal property. Renters are also eligible to apply for up to \$40,000 to repair or replace property damaged by the disaster.
- Business of all sizes and private non-profit organization of all sizes may borrow up to \$2 million to repair or replace property damaged by the disaster. This includes damages to the building, inventory, furniture, machinery.
- Small Businesses and private non-profits of all sizes that didn't suffer physical damages yet incurred financial losses after the disaster may be eligible for a working capital loan of up to \$2 million. This loan can be used to cover operating expenses.
- Disaster survivors may now file their applications online via SBA's secure web site. Go to: www.sba.gov to apply online.
- The SBA is prepared to respond to Hurricane Gustav. Enhancements during the last two years include an improved application review process, upgraded system capacity, an expanded workforce and better coordination between non-disaster field staff agency-wide.
- SBA Disaster Assistance personnel have deployed and are pre-positioned throughout the Gulf Coast region.
- SBA personnel are present in the FEMA Region IV Regional Response Coordination Center in Atlanta, GA; and the FEMA Region VI Regional Response Coordination Center in Denton, TX
- Additional SBA Disaster Assistance Personnel are pre-positioned throughout the Gulf Coast in State Emergency Operations Centers and other locations in Baton Rouge, LA; Jackson, MS; Montgomery, AL; and multiple sites in Texas.
- After Hurricane landfall, SBA Loss Verifiers will work with State and FEMA personnel to conduct Preliminary Damage Assessments in support of Presidential Declarations.
- When FEMA Disaster Recovery Centers (DRC) open in the aftermath of the storm SBA Customer Service Representatives will be there to take questions and assist with loan applications.
- Additionally, it is not necessary for people to visit a Disaster Recovery Center to discuss SBA assistance. Representatives at the SBA Customer Service Center (CSC) are available now to answer questions from those who may be in the path of the storm and would like to discuss the possible assistance SBA can provide. Additionally SBA has just implemented an online Electronic Loan Application which can speed loan approval and disbursement. More information is available at www.sba.gov. We have considerable call capacity at the CSC and are prepared to increase the daily call capacity of the CSC to whatever level the disaster may require. The CSC phone number is 1-800-659-2955 or they can be contacted at disastercustomerservice@sba.gov.
- Following a disaster SBA is committed to assisting with long term community recovery. SBA has District and Branch Offices throughout the Gulf Coast region. Working with resource partners from the Small Business Development Centers (SBDCs), and SCORE small business counselors,

the SBA does aggressive outreach to the business community in the disaster areas, providing information about recovery assistance, business planning and details about other sources of assistance.

- In areas where the business community has been particularly impacted, SBA will open Business Recovery Centers (BRC) separate from the Disaster Recovery Centers. At these BRC's we will work with local officials, Chambers of Commerce, and other community groups to restore the economic vitality of an area. Our resource partners, including the U.S. Chamber of Commerce, SCORE, SBDC's, Women's Business Centers, and others will help business owners deal with their recovery planning and financial needs.
- SBA is committed to bringing not only disaster loan assistance to communities impacted by disaster but apply the full resources of the Small Business Administration to the long term rebuilding of the community.

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