



HOW MAY I OBTAIN INFORMATIONAL PACKETS 24/7?

Documents, forms, guides, reference materials and other information packets are available from the Service Center at any time, day or night, via email!

Here is how it works:

Send an e-mail to: FSCCenterDirector@sba.gov

Fill in the Subject line exactly as shown (***the quotation marks must be included***) and the requested materials will be automatically sent to you. Except for your requests for state-specific Subordination Agreements (see below), no message text is required — the Subject line takes care of it all.

Subject Line

What you will receive...

“Purchase Demand Kit”	All you need to request the purchase of an SBAExpress or Community Express Loan, including how your case is assigned.
“504 Liquidation Plan”	A multiple-handout of valuable tools in the preparation of your CDC Liquidation Plan and debenture repurchase request, including how your case is assigned.
“Servicing Assignments”	A handout designed to explain how 327 servicing actions are processed and who is assigned to them.
“1502 Error Codes”	A complete listing of all 1502 Colson Error Codes and their definitions.
“Staff Roster”	A complete list of all staff on board at the Center by department.
“Guaranty Fee Calculation Worksheet”	This new version includes changes implemented by Policy Notice 0000-1727 allowing you to calculate a specific fee for each loan based on the approval date and the term of the loan.
“Transfer of Participation Form”	This form is required when a lender has agreed to transfer existing SBA loans from their portfolio to another certified SBA lender.
“Loan Servicing Guidelines”	A useful 19-page reference providing guidelines to lenders and CDCs when preparing servicing requests for submission to the Service Center. Contains explanatory excerpts from SBA’s Loan Servicing SOP 50 50 4.
“PLP SBAExpress Checklist”	A handout for PLP/SBA Express lenders when submitting Unilateral notifications to the Service Center.
“Subordination Agreement”	Each state that the Center services (there are 27) has specific requirements for submitting such legal agreements. We have one for your state. In the message section of your email, specify your state and the correct template will be sent.