

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: PPPLenderFeeResearch@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