

## Office of Capital Access



U.S. Small Business  
Administration

Dear SBA 7(a) Lender:

The United States Small Business Administration routinely identifies process improvements designed to achieve greater efficiency and a better “customer service” experience. Effective immediately, SBA is implementing some changes that will affect all Lenders.

The Commercial Loan Service Centers (CLSC) in Little Rock and Fresno and the National Guaranty Purchase Center (NGPC) have identified changes that will result in a **unified intake process** for the CLSCs. Creating a unified intake process for both CLSCs will permit SBA to “load balance” its work to achieve greater efficiency. Additionally, as described below, some purchases formerly handled by the CLSCs will now be handled by the NGPC.

### **LOAN SERVICING:**

Consistent with the foregoing, [all CLSC intake operations will occur at the Fresno, California location](#). The CLSC-Fresno will serve as the intake processing Center for all lender servicing requests throughout the United States. SBA understands that this change will necessitate some changes to routines and processes familiar to lenders. All Lenders, wherever located, must email servicing requests and questions to:

#### **UNIFIED CLSC INTAKE MAILBOXES**

Servicing: [FSC.servicing@sba.gov](mailto:FSC.servicing@sba.gov)

Express Purchase: [FSC.purchasing@sba.gov](mailto:FSC.purchasing@sba.gov)

Post Servicing: [FSC.PostServicing@sba.gov](mailto:FSC.PostServicing@sba.gov)

We ask that all Lenders upload all digital copies of supporting documents to the following box.com sites (active links to the different boxes are listed below):

[Servicing 7a and 504](#)

[Express Purchasing](#)

[Post Servicing](#)

If you should have trouble with the links, the links are also available at [www.sba.gov](http://www.sba.gov), please do not use the Little Rock links or email addresses.

*(Alternatively, Lenders may upload documents directly to ETRAN. **Lenders choosing to use ETRAN to upload documents must first have an ETRAN account.** After you upload your documents to ETRAN SBA asks that you notify the CLSCs unified intake operations team at the appropriate email box listed above so they can take next steps in connection with your important request and documentation.*

## **SECONDARY MARKET PURCHASES**

Additional process improvements relating to purchases are also being implemented that involve both the CLSC and the NGPC. Effective immediately, the NGPC will process secondary market purchases for **all** 7(a) loans. Please send all secondary market purchase requests to [secondarymarketliq@sba.gov](mailto:secondarymarketliq@sba.gov).

For Loans that SBA has purchased from the secondary market investor, Lenders must submit a complete Universal Purchase Package (UPP) to the appropriate SBA Loan Center within 45 calendar days of the purchase.

- Post-purchase UPPs for SBA Express, Export Express, Community Advantage and Pilot Program loans must be sent to the CLSC at [Express Purchasing](#)
- Post-purchase UPPs for all other 7(a) Loans, including 7(a) Small Loans, must be submitted to the NGPC at [NGPC 7a Post-Purchase UPPs](#)

## **NON-SECONDARY MARKET PURCHASE REQUESTS**

Effective immediately, SBA Express, Export Express, Community Advantage and Pilot Program loans **not** sold on the Secondary market irrespective of the borrower's geographic location must be submitted to [FSC.purchasing@sba.gov](mailto:FSC.purchasing@sba.gov). Documents associated with these loans should be uploaded to the box.com link: [Express Purchasing](#).

Also, NGPC will process guaranty purchases for all other 7(a) loans, including 7(a) Small Loans. Lenders must email correspondence to the NGPC and upload documentation to the following email address and box account:

For NGPC 7(a) pre-purchases email: [ngpcprepp@sba.gov](mailto:ngpcprepp@sba.gov)  
For NGPC 7(a) post-purchases email: [ngpcpostpp@sba.gov](mailto:ngpcpostpp@sba.gov)

Box.com link for [NGPC 7a Pre-Purchase UPPs](#)  
Box.com link for [NGPC 7a Post-Purchase UPPs](#)

Care and Preservation of Collateral ("CPC") expense, Offer in Compromise (OIC), Wrap Up Reports or other post-purchase actions must be sent to:

- SBA Express, Export Express, Community Advantage and Pilot Program loans must be sent to the CLSC at [Post Servicing](#)
- All other 7(a) Loans, including 7(a) Small Loans, to the [NGPC](#)

Please note that if you have already submitted a request to Little Rock, Fresno or NGPC, you do **not** need to resubmit it to one of the unified intake mailboxes listed above. We have already forwarded your pending request for your convenience.

Thank you for your patience and cooperation during this time of exciting and positive change.

### U.S. Small Business Administration

409 3rd St, SW. Washington DC 20416

[www.sba.gov](http://www.sba.gov)



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