



## MySBA Loan Portal Talking Points

- We've heard borrower feedback and developed the new and improved MySBA Loan Portal, which **went live today, 2/21/23**. That's why you'll find **easy-to-use features and a simplified interface** in the new MySBA Loan Portal at <https://lending.sba.gov>.
- This portal was developed as part of a larger SBA initiative, called **MySBA**, to improve customer experience and provide an avenue to **understand, improve, and unite** the way in which the SBA delivers products and services to America's small business owners and disaster survivors.
- Borrowers with an existing Capital Access Financial System (CAFS) or Veteran Small Business Certification (VetCert) account can login to the MySBA Loan Portal using their existing username and password. If a borrower has credentials for one, they have credentials for all. In the future, **this "MySBA" single sign-on experience** will include more SBA programs and services.
- The MySBA Loan Portal offers new and exciting features:
  - **Simplified enrollment.** Borrowers can register through the MySBA Loan Portal enrollment page at <https://lending.sba.gov>, which has been redesigned to improve customer experience.
  - **View loan details.** Borrowers will be able to view all their COVID-19 EIDL, disaster, PPP and 7(a) loan details in one easy-to-use dashboard. Borrowers will not be able to view 504 loans and microloans at this time.
  - **Make one-time payments.** Borrowers can make new one-time payments on the MySBA Loan Portal. Borrowers with recurring payments already set up on Pay.gov should NOT schedule one-time payments in the MySBA Loan Portal because this will result in a duplicative payment. Borrowers should confirm their payments on Pay.gov and ensure they are not accidentally making duplicate payments. Future enhancements to the MySBA Loan Portal will include the ability to schedule recurring payments so the portal serves as a one-stop solution for managing and paying SBA loans.
  - **Access statements.** Borrowers can now access their statements and tax forms in one convenient place.
  - **Contact the SBA.** The MySBA Loan Portal allows borrowers to send messages to the SBA directly through the portal. This feature will eventually triage messages to appropriate parties within the SBA. We hope to share details on this process shortly.



- Borrowers who **need assistance logging in or setting up a MySBA Loan Portal account** should contact MySBA Loan Portal Customer Service at 1-833-572-0502 or [cls@sba.gov](mailto:cls@sba.gov). The center is open 8:00 a.m. to 8:00 p.m. ET (Monday through Friday). Multilingual representatives are available.
- Borrowers who **need assistance making payments or are struggling to repay** should contact the SBA COVID EIDL Service Center at 833-853-5638 or [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) to inquire about the Hardship Accommodation Plan. The center is open 8:00 a.m. to 8:00 p.m. ET (Monday through Friday). Multilingual representatives are available.

### MySBA Loan Portal Recommended Routing

Touchpoint	Contact Information	Route to Touchpoint for...
MySBA Loan Portal Contact Center	1-833-572-0502	<ul style="list-style-type: none"> <li>• Technical MySBA Loan Portal support</li> </ul>
COVID EIDL Contact Center	1-833-853-5638	<ul style="list-style-type: none"> <li>• MySBA Loan Portal navigation</li> <li>• General COVID EIDL questions</li> <li>• One-time payment questions</li> </ul>
COVID EIDL Servicing Center (CESC)	<a href="mailto:disastercustomerservice@sba.gov">disastercustomerservice@sba.gov</a>	<ul style="list-style-type: none"> <li>• Borrower/loan-specific guidance</li> <li>• Policy guidance</li> </ul>
Field Office	Sba.gov/districtoffices	<ul style="list-style-type: none"> <li>• Non-loan-specific financial counseling</li> </ul>

### MySBA Loan Portal & COVID EIDL Q&A

- **What is the MySBA Loan Portal?**

The MySBA Loan Portal is a new portal where borrowers can view their loan balance, make payments, and contact customer support in one place. Borrowers can visit <https://lending.sba.gov> to login or enroll.

- **What is MySBA?**

MySBA is a single sign-on experience for small business owners to access SBA programs. While the initiative is in development, it currently includes: CAFS, VetCert, and the MySBA Loan Portal. If a borrower has credentials for one, they have credentials for all. However, there is more to come!



- **Should I enroll or log into the MySBA Loan Portal?**

The MySBA Loan Portal is replacing the CAFS borrower portal.

- **If you have already created a CAFS account or VetCert account**, you may sign in using those credentials. CAFS, VetCert, and the MySBA Loan Portal are part of the MySBA initiative and share a single sign-on experience.
- **If you are new to the portal**, you may register for a MySBA account by clicking “Register for MySBA” on the homepage. As a note, you will need your loan number to enroll.

- **Why can't I see my loan in the MySBA Loan Portal?**

If you have one of the following loans, you will be able to log in to view loan details, access statements, and make payments:

- COVID EIDL, SBA disaster loans
- Paycheck Protection Program (PPP) loans (payments only available for SBA-purchased loans)
- 7(a) loan (payments only available for SBA-purchased loans)

- **How do I view loan information in the portal?**

Borrowers can view and download their loan statements and tax forms within the MySBA Portal home page, by selecting the red “More” button that corresponds to the appropriate loan number. Within the “More” drop-down menu, choose the appropriate option to take an action.

- **How do I make payments?**

Borrowers can make **new one-time** payments on the MySBA Loan Portal. Borrowers with recurring payments already set up on Pay.gov should NOT schedule one-time payments in the MySBA Loan Portal because this will result in a duplicative payment. Borrowers should confirm their payments on Pay.gov and ensure they are not accidentally making duplicate payments. Future enhancements to the MySBA Loan Portal will include the ability to schedule recurring payments so the portal serves as a one-stop solution for managing and paying SBA loans.

- **How do I modify (or cancel) scheduled or recurring payments?**

Borrowers who set up recurring payments online through Pay.gov can log in to [Pay.gov](https://www.pay.gov), select “Payment Activity,” select the “Pending” tab, then select “Cancel.”



- **Will my COVID EIDL loan be forgiven?**

Unlike some other COVID relief programs administered as forgivable loans or grants, the COVID EIDL loans must be repaid. SBA does not have the authority to forgive COVID EIDL loans.

- **Will deferment be extended for my COVID EIDL loan?**

The 30-month deferment period will not be extended for the COVID EIDL program. During the deferment period, interest continues to accrue.

- **What happens if I miss a COVID EIDL payment?**

The SBA expects borrowers to pay their loans in accordance with the contracts they signed. If a borrower misses a payment, the loan is considered delinquent. To remediate the delinquent status, a borrower must make the necessary back payments to return to the loan current status. Being delinquent may result in several consequences to the borrower including:

- Negative reporting to credit bureaus
- Tax refunds can be withheld
- Loan principal may be taxed as income
- Prevention from receiving additional government assistance
- Impact the ability to borrow in the future

- **What happens if I don't pay my delinquent loan/ What happens if I default?**

If a borrower does not make a payment when due, the loan is in default. If there is a default, SBA may

- require immediate payment of all amounts due;
- collect all amounts owing from any Borrower or Guarantor (if any);
- file suit and obtain judgment;
- take possession of any Collateral; or
- sell, lease, or otherwise dispose of, any Collateral at public or private sale, with or without advertisement.

- **I am closing or selling my business, what should I do?**

Borrowers should contact the COVID EIDL Servicing Center at 833-853-5638 or [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) if, for any reason, they cannot repay their loan or plan to sell the business.