

# Guaranteed Rural Housing Servicing Contact Information



Committed to the future of rural communities.

National  
Office

Washington DC

Centralized  
Servicing  
Center  
(CSC)

St. Louis

## Please refer Guaranteed Loan Program questions regarding

- ✓ Regulations
- ✓ Policies
- ✓ Lender/Servicer Oversight and Monitoring
- ✓ Partial Releases

### National Office Information

<b>Regular/Priority Mail</b>	Single Family Housing Guaranteed Loan Division 1400 Independence Ave., SW – Mail Stop 0784 Washington, DC 20250
<b>Division Telephone Number</b>	202-720-1452
<b>Fax Number</b>	202-205-2476

### National Office Contacts

Contact	Telephone Number	E-mail Address
Richard Kane	202-720-0320	<a href="mailto:richard.kane@wdc.usda.gov">richard.kane@wdc.usda.gov</a>
Stuart Walden	202-690-4507	<a href="mailto:stuart.walden@wdc.usda.gov">stuart.walden@wdc.usda.gov</a>

## Please refer questions and information regarding

- ✓ Servicing Policies and Procedures
- ✓ Loss Mitigation Servicing Plans
- ✓ REO Property Disposition Plans (PDP)
- ✓ Guaranteed Loss Claim Documentation
- ✓ Future and Other Recoveries
- ✓ Lender Quality Reviews

### Centralized Servicing Center (CSC) Information

<b>Priority Mail</b>	Centralized Servicing Center – USDA, Rural Development 4300 Goodfellow Blvd., Bldg 105E, FC-225 St. Louis, MO 63120-1703
<b>E-Mail Address</b>	<a href="mailto:guarantee.svc@stl.usda.gov">guarantee.svc@stl.usda.gov</a>
<b>Toll Free Telephone Number</b>	866-550-5887
<b>Fax Server Phone No.</b>	314-457-4463 or 314-457-4473

### CSC Contacts

<b>Tina Farlow, Manager</b>	314-457-5620	<a href="mailto:tina.farlow@stl.usda.gov">tina.farlow@stl.usda.gov</a>
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### Loss Claims, Liquidation Appraisals and Lender Quality Reviews

Contact	Telephone Number	E-mail Address
Kevin Patterson, Supervisor	314-457-5610	<a href="mailto:kevin.patterson@stl.usda.gov">kevin.patterson@stl.usda.gov</a>
Carol Schilling, Lead Loss Claims	866-550-5887 ext. 1605 or 314-457-5605	<a href="mailto:carol.schilling@stl.usda.gov">carol.schilling@stl.usda.gov</a>
Matthew Medder, Lead PDP's & Future Recovery	866-550-5887 ext. 1613 or 314-457-5613	<a href="mailto:matthew.medder@stl.usda.gov">matthew.medder@stl.usda.gov</a>
Art Arenas, Lender Quality	314-457-5596	<a href="mailto:arthur.arenas@stl.usda.gov">arthur.arenas@stl.usda.gov</a>
Toni Bridick, Lender Quality	314-457-5654	<a href="mailto:tonette.bridick@stl.usda.gov">tonette.bridick@stl.usda.gov</a>
Tina Irizarry, Lender Quality	314-457-5621	<a href="mailto:christina.irizarry@stl.usda.gov">christina.irizarry@stl.usda.gov</a>
Rosie McCrary, Lender Quality	314-457-5598	<a href="mailto:roselle.mccrary@stl.usda.gov">roselle.mccrary@stl.usda.gov</a>
Renee Nix, Lender Quality	314-457-5616	<a href="mailto:renee.nix@stl.usda.gov">renee.nix@stl.usda.gov</a>
Beth Schatte, Lender Quality	314-457-5597	<a href="mailto:beth.schatte@stl.usda.gov">beth.schatte@stl.usda.gov</a>

### Servicing Plans & Debt Settlement

Contact	Telephone Number	E-mail Address
William Wines, Supervisor	314-457-5623	<a href="mailto:william.wines@stl.usda.gov">william.wines@stl.usda.gov</a>
Donna Harbaugh, Lead, Servicing	314-457-5646	<a href="mailto:donna.harbaugh@stl.usda.gov">donna.harbaugh@stl.usda.gov</a>
Ernie Jones, Lead, Servicing	314-457-5607	<a href="mailto:earnestine.jones@stl.usda.gov">earnestine.jones@stl.usda.gov</a>

# Guaranteed Rural Housing Servicing Contact Information (Continued)

Deputy Chief  
Financial  
Officer  
(DCFO)

St. Louis

Websites

## Please refer questions regarding

- ✓ Security Administration for RHS LINC (Lender Interactive Network Connection)
- ✓ Electronic **Quarterly Status** and **Monthly Default Reporting** (X12 or Web Reporting)
- ✓ User Agreement, Trading Partner Agreement and Addendum E for RHS LINC
- ✓ Setting up or requesting changes in Electronic Funds Transfer (EFT)
- ✓ Transfer of Servicing RD Form 3555-11 (servicing or holding tax ID/branch number)

## National Financial and Accounting Operations Center (NFAOC) Information

<b>Regular/Priority Mail</b>	Guaranteed Loan Branch USDA, Rural Development ATTN: FC-350 P.O. Box 200011 St. Louis, MO 63120-0011	USDA – Rural Development 4300 Goodfellow Rd Bldg. 104 South End 2 <sup>nd</sup> Floor, Post H37 St. Louis, MO 63120
<b>E-Mail Address</b>	<a href="mailto:RD.DCFO.GLB@stl.usda.gov">RD.DCFO.GLB@stl.usda.gov</a>	
<b>Fax Number</b>	314-457-4279	
<b>Toll Free Telephone Number</b>	877-636-3789	

## NFAOC Contacts

Jeanmarie Fox-Clifton	Penny Nowak	Germaine Jones
Phone: 314-457-4204 E-Mail: <a href="mailto:jeanmarie.foxclifton@stl.usda.gov">jeanmarie.foxclifton@stl.usda.gov</a>	Phone: 314-457-4209 E-Mail: <a href="mailto:penny.nowak@stl.usda.gov">penny.nowak@stl.usda.gov</a>	Phone: 314-457-6820 E-Mail: <a href="mailto:germaine.jones@stl.usda.gov">germaine.jones@stl.usda.gov</a>

## Rural Development Instructions (1980-D) and Administrative Notices (ANs)

[http://www.rurdev.usda.gov/rd\\_instructions.html](http://www.rurdev.usda.gov/rd_instructions.html)

## Rural Development 7 CFR 3555 and Handbook

<https://usdalinc.sc.egov.usda.gov/USDALincTrainingResourceLib.do#3555>

## USDA Electronic Data Interchange (EDI) Implementation Guide

<https://usdalinc.sc.egov.usda.gov/ediguide2.pdf>

## USDA REO Properties for Sale

<http://www.homesales.gov>

## USDA Income and Property Eligibility

<http://eligibility.sc.egov.usda.gov/eligibility/welcomeAction.do>

## Rural Development Servicing News and More

<http://www.rdlist.sc.egov.usda.gov>

## USDA LINC Training and Resource Library

<https://usdalinc.sc.egov.usda.gov/USDALincTrainingResourceLib.asp>