

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

- ✓ Servicing Regulations
- ✓ Policies and Procedures
- ✓ Administrative Notices
- ✓ Lender/Servicer Oversight and Monitoring

National Office Information

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

National Office Contacts

Contact	Telephone Number	E-mail Address
Michelle Corridon	804-287-1595	michelle.corridon@wdc.usda.gov
Debbie Terrell	918-534-3254	debra.terrell@wdc.usda.gov
Stuart Walden	202-690-4507	stuart.walden@wdc.usda.gov

Please Send Information Regarding

- ✓ Loss Mitigation Servicing Plans - CSC Fax Server
- ✓ REO Property Disposition Plans (PDP) - CSC Fax Server
- ✓ Guaranteed Loss Claims Documentation - CSC Priority Mail
- ✓ Future and Other Recoveries - CSC Fax Server

CSC Information

Priority Mail	Centralized Servicing Center – USDA, Rural Development 4300 Goodfellow Blvd., Bldg 105E, FC-225 St. Louis, MO 63120-1703
E-Mail Address	guarantee.svc@stl.usda.gov
Toll Free Telephone Number	866-550-5887
Fax Server Phone Numbers	314-457-4463 or 314-457-4473

CSC Contacts

Tina Farlow, Section Head	314-457-5620	tina.farlow@stl.usda.gov
----------------------------------	--------------	--

Loss Claims, Liquidation Appraisal Orders, and Servicer Post Quality Review (PQR)

Contact	Telephone Number	E-mail Address
Kevin Patterson , Supervisor	314-457-5610	kevin.patterson@stl.usda.gov
Carol Schilling , Lead Loss Claims	866-550-5887 ext. 1605 or 314-457-5605	carol.schilling@stl.usda.gov
Karen Jacobs , PQR	314-457-5608	karen.jacobs@stl.usda.gov
Beth Schatte , PQR	314-457-5697	beth.schatte@stl.usda.gov
Rosie McCrary , PQR	314-457-5598	roselle.mccrary@stl.usda.gov
Renee Nix , PQR	314-457-5616	renee.nix@stl.usda.gov
Brenda Bintz , Appraiser	314-457-5601	brenda.bintz@stl.usda.gov

Loss Mitigation Plans, REO Property Disposition Plans, and Future Recovery

William Wines , Supervisor	314-457-5623	william.wines@stl.usda.gov
Ernie Jones , Lead Servicing Plans	866-550-5887 ext. 1607 or 314-457-5613	ernestine.jones@stl.usda.gov
Matthew Medder , Lead Property Disposition & Recovery	866-550-5887 ext. 1613 or 314-457-5613	matthew.medder@stl.usda.gov

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 1980-11 (Servicing or Holding Tax ID/Branch Number)

DCFO Information

Regular/Priority Mail	Guaranteed Loan Branch USDA, Rural Development 4300 Goodfellow Road ATTN: FC-350 St. Louis, MO 63120	USDA – Rural Development 4300 Goodfellow Road Bldg. 104 South End 2 nd Floor, Post H37 St. Louis, MO 63120
E-Mail Address	RD.DCFO.GLB@stl.usda.gov	
Fax Number	314-457-4279	
Toll Free Phone Number	877-636-3789	

DCFO Contacts

Jeanmarie Fox-Clifton	Penny Nowak	Gladys Meyer
Phone: 314-457-4204 E-Mail: jeanmarie.foxclifton@stl.usda.gov	Phone: 314-457-4209 E-Mail: penny.nowak@stl.usda.gov	Phone: 314-457-4216 E-Mail: gladys.meyer@stl.usda.gov

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

<http://www.rurdev.usda.gov/regs>

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.do>

