

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

**CASH MANAGEMENT & BORROWER ASSISTANCE BRANCH**

---

**Appeals, Audits & Unauthorized Assistance Section**

Appeals, Reconsiderations, and Mediations of:  
Subsidy Agreements, Unauthorized Assistance  
including Subsidy, Loans and Grants, Moratorium  
Cancellation or Rejection, Denial of Release from  
Personal Liability, Rejection of Application for  
Settlement of Indebtedness, Abandoned Property  
and Accelerations  
Acceleration Correspondence w/Envelope  
Appeal Correspondence from National Appeal  
Division (NAD)  
Requests for Reconsideration from Unauthorized Assistance  
customers. All other reconsideration requests are mailed to  
the appropriate section.  
All Mediation Correspondence from States

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-244  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4547  
(314) 457-4554

**Soldiers and Sailors Correspondence**

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66818  
St. Louis, MO 63166-6818

**Fax #**

(314) 457-4545

**Multi-Family Housing**

Voucher Program – ONLY

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-244  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4545

**APPEALS, AUDITS AND UNAUTHORIZED DOCUMENTS**

should be mailed to **USDA Centralized Servicing Center, PO Box 66818, St. Louis, MO 63166-6818**  
or faxed to **(314) 457-4554 for Unauthorized Assistance**  
or **(314) 457-4547 for Appeals**

**Cash Management Section**

**SFH Related Only**

ACH/PAD Authorization Agreement  
NSF Payment Letter (Payoff)  
Recapture Receivables Information  
Request to Cancel Pre-Authorization Debit  
Satisfactions/Release of Mortgage

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-243  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4538

Funds Transmittal Report with Live Checks  
and Other Documents  
(Non-Payoff/Non-New Loan)

USDA/RD  
PO Box 790300  
St. Louis, MO 63179-0300

Funds Transmittal Report with Live Checks  
and Other Documents, FCL Sale, Recapture Receivables  
(Proceeds for: Payoffs, REO, Short Sale)

USDA/RD  
PO Box 790301  
St. Louis, MO 63179-0301

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

**CASH MANAGEMENT & BORROWER ASSISTANCE BRANCH (continued)**

---

If borrower would like to overnight funds  
for payoff only

USDA/RD  
SL-MO-C2US  
PO Box 790301  
1005 Convention Plaza  
St. Louis, MO 63101

Mortgage Payments (Retail Lockbox)

USDA/RD  
PO Box 790170  
St. Louis, MO 63179-0170

Bankruptcy Funds

USDA/RD  
PO Box 790190  
St. Louis, MO 63179-0190

New Loan Closing Funds

USDA/RD  
SL-MO-C2US  
PO Box 790300  
1005 Convention Plaza  
St. Louis, MO 63101

Loss Claim Checks

USDA/RD  
PO Box 979063  
St. Louis, MO 63197-9000

Disbursement Unit

ACH and Wire Transfers  
Automated ACH  
Emergency Checks  
Rush Closings and Closing Cancellations  
Stop Payments/De-obligations  
Escrow-Related Check Disbursements  
Refunds Checks

Mailing Address

USDA Centralized Servicing Center  
ATTN: FC-243 (Disbursement Unit)  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

Fax #

(314) 457-4540

Payment Assistance Section

Income Change, Interest Credit/Payment Assistance  
Agreement, Military Activation Notice, Military Deactivation  
Notice, Notice of Intent to Rent/Lease Property, Proof of  
Income, Renewal Packet, Request for Deferred/Reduced  
Payments

Mailing Address

USDA Centralized Servicing Center  
ATTN: FC-245  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

Fax #

(314) 457-4579

**PAYMENT ASSISTANCE PACKETS & TRAILING DOCS**

should be mailed to USDA Centralized Servicing Center, PO Box 66835, St. Louis, MO 63166  
or please fax agreements only if expiring within 10 days to (314) 457-4563

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

**CUSTOMER SERVICE BRANCH**

---

**Congressional Support Services Unit**

Congressionals  
Replies from U.S. House of Representatives/  
Senators  
Requests from National Office

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-252A  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4440

**Field Assistance Desk**

General Correspondence from the Field  
Requests from Field Office  
Requests from State Office

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-251  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4441

**Payoff Unit**

Appraisals/Sales Contract  
Borrower's Signature Authorization  
Correspondence Regarding Payoffs  
Payoff Request  
Payoff Statement  
Rush Form  
Settlement Statement/Good Faith Estimate  
Subordination Letter

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-252  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4433

**Research Unit**

Acknowledgment of Payment by Third Parties  
Amortization Schedule Requests  
Copies of Cancelled Checks/Money Orders  
Copies of Social Security Cards  
Credit Bureau Report/Disputes  
Deceased Borrower's Information  
Marriage Certificate/Divorce Decree  
Power of Attorney  
Request for Change, Addition, or Deletion of Name  
Request for Payment History  
Request for Pre-Authorized Debit Forms  
Request to take out a Second Mortgage  
Verification of Mortgage (VOM)  
Wills/Death Certificates  
Delinquency Disputes  
Recapture Receivable Annual Statements

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-252  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4431

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

**DEFAULT MANAGEMENT BRANCH**

---

**Acceleration Unit**

Abandoned Property  
Acceleration Correspondence w/Envelope  
Acceleration  
Reconsideration  
Stop Foreclosure Requests

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66827 (**for Accelerations only**)  
St. Louis, MO 63166

**Fax #**

(314) 457-4450

USDA Centralized Servicing Center  
ATTN: FC-214 (**for Reconsiderations only**)  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Bankruptcy Section**

All Motions  
All Objections  
Bankruptcy  
Borrower Attorney  
Court/U.S. Attorney Correspondence  
Discharged/Dismissal  
Notice of Filings  
    Chapter 7  
    Chapter 11  
    Chapter 12  
    Chapter 13  
OGC Correspondence  
Proof of Claims (**FILED**)  
Reaffirmation  
Schedules  
Trustee Correspondence

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66879  
St. Louis, MO 63166

**Fax #**

(314) 457-4446

(314) 457-4447

**Foreclosure**

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-215  
4300 Goodfellow Blvd, Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4454

(314) 457-4449

**Collections Section**

Docs Upon Request  
Charitable/Social Organization Information  
Self-Help Coordinator  
Letters from Customers Regarding Delinquent Account/  
    Payment Arrangements

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66506  
St. Louis, MO 63166

**Fax #**

(314) 457-4442

(314) 457-4443

**Debt Recovery Unit**

Application for Settlement of Indebtedness  
Debt Settlement Packages  
Judgements and Decree of Foreclosure  
Treasury Offset Program (TOPS)  
Short Sale Posting  
Stipulation Agreements

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66511  
St. Louis, MO 63166

**Fax #**

(314) 457-4451

(314) 457-4551

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

***DEFAULT MANAGEMENT BRANCH (continued)***

<u>Forbearance Unit</u>	<u>Mailing Address</u>	<u>Fax #</u>
Moratorium Request	USDA Centralized Servicing Center	(314) 457-4453
Release from Personal Liability Assumptions	PO Box 66511	(314) 457-4452
Quit Claim Deed	St. Louis, MO 63166	<b>(Assumptions only)</b>

<u>REO</u>	<u>Mailing Address</u>	<u>Fax #</u>
Authorization of Credit Sale Funding (Instructions for 1940-L, Exhibit A)	USDA Centralized Servicing Center	(314) 457-4553
Validation of REO/FCL Accounts (Report)	ATTN: FC-213	
Account Adjustments Log Sheet related to REO Acquisition, REO Sale, Template Issues (FCL/REO)	4300 Goodfellow Blvd., Bldg 105E St. Louis, MO 63120-1703	

<u>Invoice Payment Unit</u>	<u>Mailing Address</u>	<u>Fax #</u>
Payment of Foreclosure and REO Invoices	USDA Centralized Servicing Center	(314) 457-4445
Requests for Appraisals & Titles to be completed for Foreclosure & REO Properties	ATTN: FC-213 4300 Goodfellow Blvd., Bldg 105E St. Louis, MO 63120-1703	

---

***DIRECTOR'S OFFICE***

<u>Compliance Officer</u>	<u>Mailing Address</u>	<u>Fax #</u>
Civil Rights Program Complaints	USDA Centralized Servicing Center	(314) 457-4548
Hotline Complaints	ATTN: FC-2	
Investigation declination, investigation acceptance and/or investigation reports	4300 Goodfellow Blvd., Bldg 105E St. Louis, MO 63120-1703	
Lawsuits – Servicing		
OIG Audits		
GAO Audits		

---

***ESCROW & FRONT-END MANAGEMENT BRANCH***

<u>Escrow Analysis Unit</u>	<u>Mailing Address</u>	<u>Fax #</u>
Annual Escrow Statements	USDA Centralized Servicing Center	(314) 457-4532
Initial Escrow Statements (via New Loans & Reams)	PO Box 66805	
Interest on Escrow	St. Louis, MO 63166	
Short Year Escrow Statements		

<u>Escrow Set-Up Unit</u>	<u>Mailing Address</u>	<u>Fax #</u>
Voluntary Escrow Statements	USDA Centralized Servicing Center	(314) 457-4532
	PO Box 66805	
	St. Louis, MO 63166	

<u>Front-End Processing Section</u>	<u>Mailing Address</u>	<u>Fax #</u>
Prepare, Quality Review, Scan and Index Documents	USDA Centralized Servicing Center	(314) 457-4525
Process Incoming/Outgoing Mail	ATTN: FC-233	(314) 457-4522
Process Address Changes	4300 Goodfellow Blvd., Bldg 105E St. Louis, MO 63120-1703	

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

**ESCROW & FRONT-END MANAGEMENT BRANCH (continued)**

---

**Insurance Section**

Cancellations  
Endorsements  
Insurance Receipts/Bill/Premium Payment  
Non-Renewals  
Reinstatements  
Renewals, Policies, Declaration Page  
Return Insurance Checks  
Flood Determination Letter

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66876 (**for General Mail**)  
St. Louis, MO 63166

**Fax #**

(314) 457-4568  
(314) 457-4574

**Claims**

Adjuster's Worksheet  
Certification of Complete of Repairs  
Claim Checks  
Construction Progress Certification  
& Payment Authorization  
Contract  
Inspection Form  
Proof of Loss  
Release of Claim Form

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 979063 (**for Claims Only**)  
St. Louis, MO 63197-9000

**Fax #**

(314) 457-4528

**(Overnight Mail)**

USDA Centralized Servicing Center  
SL-MO-C2US  
Box 979063  
1005 Convention Plaza  
St. Louis, MO 63101

**New Loan Set-Up Services**

New Loan Audits  
New Loan Escrow Set-Up  
New Loan Missing/Corrected Documents  
QAR Reporting

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-230 (**for General Mail**)  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4533

**Fax Server**

(314) 457-4571  
(314) 457-4577

**New Loan Packets and Missing/Corrected Documents  
Should be Faxed to CSC**

**Tax Section**

Assessment Changes  
Certificate of Error  
Escrow Tax Bills  
Homeowners Authorization  
Tax Exemptions  
Tax Payment Requests  
Tax Sale/Tax Lien

**Mailing Address**

USDA Centralized Servicing Center  
PO Box 66805  
St. Louis, MO 63166

**Fax #**

(314) 457-4534

**Centralized Servicing Center  
Mail Guide for Field Office Use  
For Field Office Purposes Only  
Field Assistance Desk – (314) 457-5200**

---

**NEW PROGRAM INITIATIVES BRANCH**

---

**Graduation**

**Mailing Address**

**Fax #**

USDA Centralized Servicing Center  
PO Box 66801  
St. Louis, MO 63166-6806

(314) 457-4426

**Guaranteed Loss Mitigation Section**

Loss Mitigation Servicing Plans  
REO Property Disposition Plans  
Loss Claim Processing  
Future Recoveries

**Mailing Address**

USDA Centralized Servicing Center  
Guaranteed Loss Mitigation  
Claims Processing  
PO Box 66806  
St. Louis, MO 63166-6806

**Fax #**

(314) 457-4463

**Priority Overnight Mail**

USDA Centralized Servicing Center  
ATTN: FC-225  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Multi-Family Housing Section**

Project Worksheets  
Tenant Certifications  
Prepayment Authorization  
Repayment of Unauthorized Assistance  
Credit Report Fees

**Mailing Address**

USDA Centralized Servicing Center  
ATTN: FC-223  
4300 Goodfellow Blvd., Bldg 105E  
St. Louis, MO 63120-1703

**Fax #**

(314) 457-4471