

Congress of the United States

House of Representatives

August 13, 2021

The Honorable Isabella Casillas Guzman
Administrator
U.S. Small Business Administration
409 3rd St, SW
Washington, DC 20416
Dear Administrator Guzman:

We are writing to request your attention to the difficulties we are experiencing in receiving a response from the Small Business Administration (SBA) after we submit a Congressional inquiry. Specifically, we are referring to casework inquiries related to the SBA's COVID relief programs.

Small businesses across Texas depend on the SBA to access much-needed capital during these challenging economic times. The financial relief programs offered by the SBA are a lifeline to recovery. Unfortunately, we have heard from many small businesses in our districts that have not received accurate or timely information about their pending applications. After failed attempts to determine the status of their application for benefits, the businesses have turned to their Congressional representatives. As their representatives, we welcome the opportunity to provide support and help them obtain the benefits vital to the survival of their business. However, we, too, are experiencing extensive delays and little to no communication from the SBA.

In the last several months, our offices have inquired with the San Antonio, Houston and Dallas/Fort Worth SBA District Offices and the Office of Congressional and Legislative Affairs (OCLA) on behalf of our constituents. However, we have received limited information in response to these inquiries. For example, for questions on the Economic Injury Disaster Loan (EIDL) program, we are informed by the OCLA that they are checking with the "disaster folks." However, no further information or follow-up response is provided. Subsequent inquiries are sent requesting the status and most cases now remain unanswered. In addition, when inquiring with the San Antonio, Houston and Dallas/Fort Worth SBA offices, we are informed that inquiries are forwarded to headquarters for investigation; however, no further information is provided using this method of inquiry. Even constituents who are not business owners have been harmed by SBA's lack of response: several individuals have had PPP loans fraudulently taken in their names and are unable receive an update on their fraud claims, potentially damaging their credit.

With the above in mind, we are requesting your review of the SBA's Congressional inquiries process and request detailed guidance on the following questions:

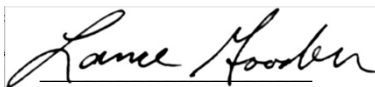
- 1) What is the preferred method of contact for all Congressional inquiries? Please explain if contacts vary by program.
- 2) Should we expect to receive an acknowledgment of the inquiry? If so, what is the time frame in which we can expect to receive an acknowledgment?

- 3) What is the time frame we can expect to receive a final response?
- 4) What is the percentage of your workforce that is still teleworking?
- 5) What is SBA doing to update small business owners on the status of their applications?
- 6) What is SBA doing to accurately inform applicants on why they were denied and what other SBA programs may be available to them?

We also request that the SBA OCLA host a Congressional briefing to provide further guidance and answer any questions our staff may have as it relates to casework.

Thank you for your attention to this matter as we work together to ensure that struggling businesses in Texas obtain the financial means necessary to begin thriving once again.

Sincerely,



Lance Gooden
Member of Congress



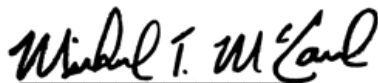
Kevin Brady
Member of Congress



John Carter
Member of Congress



Pat Fallon
Member of Congress



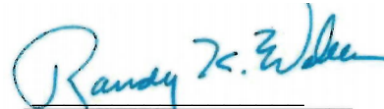
Michael McCaul
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Roger Williams
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Member of Congress



Beth Van Duyne
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Chip Roy
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