



SBA'S FISCAL & TRANSFER AGENT

# The 1502 *Bulletin*

*Keeping you informed on SBA Form 1502 Reporting*

*October 2003*

**Edition # 36**



## **\* ACTION REQUIRED OF SBA 7(a) LENDERS \***

The SBA has asked Colson Services to assist them in collecting e-mail addresses, specifically designated by lenders for the 7(a) Program, in order to populate SBA's and Colson Service's databases. This will allow both SBA and Colson Services to contact lenders via e-mail in the future. These e-mail addresses will not be used by any entity other than Colson or SBA for commercial purposes.

In an effort to reduce necessary maintenance to the compiled e-mail library, SBA asks lenders to *create* addresses that have static User Names and Domains. These addresses would not be affected by the mobility of individuals.

The following is a suggested format:

1502\_NY@ABCBank.com (i.e., 1502\_State of lender abbr. @ lender domain.com)

Institutions that utilize commercial Internet Service Providers (i.e., AOL, MSN, etc.) should make use of the following suggested format:

1502ABCBank\_NY@aol.com

In the event of duplication or discrepancy, Colson reserves the right, on a case-by-case basis, to request verification, or modification, of an e-mail address in writing.

In order to facilitate SBA's request, while also monitoring the level of our service to the 7(a) community, Colson has incorporated the collection of the e-mail addresses into our 2003 Colson Services Corp. Customer Service Survey.

Lenders are requested to access the new survey using the *Colson Services Corp. Customer Service Survey* hyperlink located on our homepage, [www.colsonservices.com](http://www.colsonservices.com). If you are unable to access the survey or wish to receive a hard copy, please contact our Customer Service Department at 877-245-6159 (Option 2 on the phone menu).

Note: Upon accessing the survey, it is important that lenders provide their institution's e-mail address (Question 3), specifically designated by lenders for the 7(a) Program, and mandatory that lenders provide their Colson Lender ID (Question 1). For reference purposes, your Colson Lender ID can be found on the coversheet accompanying this bulletin.

We hope to replace the correspondence that has been transmitted by fax with e-mail. We believe e-mail correspondence will be a more efficient way for Colson to communicate with its customers. Thank you for your assistance with this effort.