



INFOCUS



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TABLE OF CONTENTS >

PAGE 1. Lead Off | 2. SOP Tip of the Month | NAGGL News | What Goes Around
3. News & Events | 7-Things | 4. Gross Loan Approvals | 5. Unconventional
Wisdom | Product Spotlight | 6. Members Get It | Membership Minute
7. Feature Article | 8. Viewpoint | Late Breaking | Calendar of Events

A PUBLICATION OF THE NATIONAL ASSOCIATION OF GOVERNMENT GUARANTEED LENDERS. NAGGL Gets It.™

Lead Off by Tony Wilkinson

SBA Inspector General Report on STAR Loans Criticizes Guidance IG Office Approved in 2002



The SBA Inspector General (IG) issued Report Number 6-09, *Audit of SBA's Administration of the STAR Loan Program*. SBA Administrator Hector Barreto and Senator Olympia Snowe, chair of the Senate Small Business Committee, requested the audit.

The report is critical of the SBA's management of the STAR loan program. The IG's opinion is that in 85 percent of the files sampled, lenders failed to adequately document loan files with sufficient information to demonstrate that borrowers were adversely affected by the events of September 11, 2001 and their aftermath.

The kind of second-guessing exhibited in the report is exactly what lenders feared when the program was initially rolled out in January 2002. When the STAR loan program was first announced, lenders rarely used it since the definition of 'adversely affected' was unclear. With congressional appropriations to support a STAR loan program of some \$4.5 billion, lenders used less than \$100 million in the program's first four months.

With small businesses in need of capital, and due to the urging of the Senate Small Business Committee leadership that had fought to obtain the appropriations necessary for the STAR program, "SBA undertook efforts to promote the program."

In a response letter to the IG report, two former Capital Access officials write, "as to the issue of what can be imputed from the clearances of the STAR

notices by OIG (Office of the Inspector General) and others, it must be noted that, when the notices were being cleared, those clearing them apparently believed that the requirements specified for lenders were adequate. Second-guessing today whether it may have been appropriate to have SBA review lenders' eligibility assessments prior to loan approval is therefore not appropriate ... the SBA OIG is engaging in the very conduct that we fought to preclude – second-guessing even those justifications that appear to meet broad program eligibility guidelines."

The IG report looked at 59 STAR loan files. The IG also interviewed 42 of the 59 borrowers. Why talk to borrowers at all? The program required only that the lender document eligibility in the loan file, not that the borrower be aware that they were receiving a STAR loan. Moreover, given the extensive nature of loan application and closing documents, it is not surprising that three to four years after obtaining financing, borrowers cannot remember every detail of their loan documents.

There was some good news in the IG report. STAR loans have performed better than regular 7(a) loans. As of September 30, 2005, the percentage of STAR loans transferred to liquidation status was 20 percent *lower* than regular 7(a) loans approved during the same time period. Given that the average STAR loan was much larger than the average 7(a) loan, this performance supports NAGGL's long-held position that larger loans perform better and subsidize the costs of smaller loans.

Continued On Page 3 >

SOP Tip of the Month by Karen High



PLP Ninety Percent Financing Rule

SOP 50-10(4), pages 87-88 and 342

Information Notice 5000-548 (expired 1/1/99)

SBA requirements state that a PLP loan "may not be used to finance more than 90 percent of the actual cost of any real estate being acquired or of the capital needs for a new business." (See SOP 50-10(4), page 342.) This rule was clarified in 1998's Information Notice 5000-548 – a notice that expired January 1, 1999. Several legitimate questions arise when lenders try to comply with these regulations.

A real-life example based on a member's technical inquiry is instructive:

"A current manager is buying a business from the owner, who is retiring. The manager has only 7 percent of the total project cost as an equity injection, and the seller will carry 20 percent of the total project costs subordinated with no payments for three years, then full principal and interest. The 7(a) loan is for the balance of the purchase. Can we process this under PLP procedures? I know PLP restricts financing on new businesses, but I would say this is not a new business and we are financing less than 90 percent of the total project costs. Do you agree?"

Summary: Information Notice 5000-548

Real Estate

- The actual cost of real estate includes all costs associated with the real estate transaction, including costs incurred for surveys, appraisals, title and lien recordings, and loan closing. The policy applies to the purchase of any real estate, not only real estate as part of the establishment of a new business.
- The purchase price of any real estate being financed must be supported by an appraisal.

New Businesses

- New businesses include the purchase of existing businesses or the establishment of new ones. Capital needs are all costs that can be reasonably associated with the establishment of a business. This policy precludes the financing of more than 90 percent of the capital needs of a new business through PLP.
- A side loan made, or to be made, by the participating lender or any other

Continued On Page 4 >

NAGGL News

Diploma Recipients Announced

The December *In Focus* named the individuals who completed their course work and comprehensive exam as required by the Lender Diploma Program. The announcement inadvertently omitted three people who worked hard to complete the program. We regret the oversight! Our sincere congratulations go to:

- **Don Garrison**, Manufacturers Bank, Los Angeles, CA
- **Chuck Jaeger**, Prime Trust Bank, Nashville, TN
- **Lindsay Waugh**, Coast National Bank, San Luis Obispo, CA

What Goes Around

We want to hear from you.

Your opinions, ideas and feedback are important to us. Send your insight, comments, or criticism (not necessarily in that order) to info@naggl.org, or write the old-fashioned way to NAGGL, ATTN: Letters, P.O. Box 332, Stillwater, OK 74076.

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News & Events



Policy and Information Notices

5000-982, 12/19/05, *Purchase Requests for 7(a) Loans Under STAR Program*
5000-981, 11/15/05, *GO Pilot Loan Program Waiver of Personal Resources Test*
5000-980*, 11/14/05, *Gulf Opportunity Pilot Loan Program* (*This notice replaces Policy Notice 5000-978.)

Visit www.naggl.org/policynotices for an archive of Policy Notices from 2000 to the present.

Covington, GA - SBA Lender Training - January 23-27

Four fundamental courses offered in Covington, GA, just 35 miles east of Atlanta. Popular instructors will teach *Understanding the SOP 50-10*, *Critical Elements of PLP and SBAExpress Lending*, *Closing the SBA Loan*, and *SBA Loan Servicing*.

Irvine, CA – Standard Training Courses – January 30-February 2

The year's first standard training event will boost your chance for success in the SBA 7(a) lending industry. A Processing and Closing Track, an Underwriting Track, and other in-demand courses are scheduled.

Las Vegas, NV – Management Retreat – March 1-2

Designed to meet the needs of upper management and SBA department supervisors, the facilitation-style sessions allow participants to learn from the presenters and one another. Registration is limited to 75 participants and two employees per organization.

Get details at www.naggl.org/training or call us at 405.377.4022.

Orlando – Mid-Year Technical Conference – May 1-3

It's not too early to make your reservations at the exotic Royal Pacific Resort (866.360.7395) for the Mid-Year Technical Conference. To get special discounted pricing, don't forget to book in the NAGGL block. Cut-off date: April 3.

Lead Off

> Continued From Page 1

Following the release of the IG report, Senator Snowe stated that, "These initial findings are troubling and the Committee intends to thoroughly review the IG's report, and will continue with its own investigation of the STAR program to get at the truth and inform Congress for the future. If abuses are discovered many questions must be answered by the parties involved, beginning with: How and why was this allowed to happen?"

The issue should be quickly resolved. To put it in perspective, there have been approximately 300,000 loans made under the 7(a) program since the start of FY 2002. In addition, we

expect another 100,000 loans to be made this fiscal year. Given a normal default curve, the number of STAR loans that will ultimately end up in liquidation should be approximately 700 to 750. Further, based on normal recovery rates, the resulting loss reported in a number-of-loans equivalent basis will be around 300. Since STAR loans are performing better than regular 7(a) loans, these numbers raise the question of materiality.

The simple fact is that the lenders that participated in the congressionally approved STAR loan program provided much needed capital to U.S. small businesses in the wake of an unprecedented national tragedy. ❖

7-Things



7-Things Led to Full Denial of Liability

Seven things in recent cases that led to full denial of liability by the SBA:

Eligibility Issue 1

On a PLP loan (balance of \$199,000), the proceeds were paid to an associate of the borrower, and the lender's loan to a shareholder was outstanding when the SBA loan was made.

IRS Verification 2

A \$52,000 GP loan went into early default. On this change of ownership transaction, the lender failed to obtain IRS transcripts for the seller, who misrepresented revenues.

Lack of Use of Proceeds Controls

On an LDP loan of \$40,000, no use of joint payee checks or other control measures was compounded by the lack of IRS verification and no site visit or justification for abandoning collateral during liquidation.

Lack of Injection Verification

On a PLP loan (\$719,000 balance), failure to verify large injection coupled with use of proceeds problems (unpaid invoices for equipment), the failure to obtain guarantee on principal, and the failure to address substantial assets of guarantors at origination.

Appraisal Requirement Waived

For a \$274,000 GP loan, the lender waived the equipment appraisal requirement in the authorization. Recovery on collateral was less than 2% of \$400,000 equipment appraisal.

Failure to Disburse for Real Estate Purchase

On a \$589,000 PLP loan, failure to disburse proceeds for purchase of real estate; the borrower took a leasehold interest, leading to no recovery.

Quadruple Whammy 7

On a \$97,000 GP loan, lack of IRS verification, lack of hazard insurance, collateral oversights (no liens on vehicles, no list of equipment acquired with proceeds), and failure to take action to secure collateral during liquidation.

Stay tuned for the next "7-Things."

> Continued From Page 2

lender, cannot be used to fund the required equity injection. No part of the guaranteed loan proceeds may be used to fund the equity injection.

Summary: SOP 50-10 Equity Requirement Language (pages 87-88)

Equity may be provided in the following forms:

- Value of assets other than cash may be injected as equity
- Standby debt may be provided as equity.
 - However, it is not acceptable as the entire net worth of the applicant if the debt is coming from non-owners;
 - The standby of payment of principal and interest is required until the SBA loan is paid in full.
- Personal debt may be used as equity.
 - However, the loan analysis must address the impact on the personal and business balance sheets and sources of repayment for such side loans.
 - The applicant must demonstrate repayment ability from a source other than the business' cash flow or from reasonable withdrawals or salary (excessive withdrawals or salary must not

be required to service the side loan).

Given all this information, what is the correct way for a lender to apply the 90 percent financing rule for PLP application submissions?

For the scenario described in the member's inquiry, the conclusion is that this is a *new* business based on the guidance provided in Information Notice 5000-548. The Notice indicates that business acquisitions *are* considered new businesses, and therefore subject to the 90 percent rule. (The SBA Central Office advises that it is not unusual to rely on expired notices for guidance.)

In addition, seller debt that is not placed on full standby is considered financing by the SBA and cannot count toward the required 10 percent equity injection. However, remember that the SBA considers debt placed on full standby equity. In our example, if the debt were on full standby, the case would pass the 90 percent financing test and qualify for PLP processing. ♦

Get Answers. We're here to help with your technical SBA lending questions. Email your inquiry to Karen High at khigh@naggl.org. Response time is 24-48 hours in most cases.

Sustaining Member Highlight

Nineteen organizations have made a special commitment to expand their support of NAGGL by becoming sustaining members. Their dedication to the preservation of SBA loan programs has led them to make an increased financial commitment to support the association's efforts. In 2005, **Community South Small Business Lending** (Raleigh, NC) elected to increase the value of their membership to the sustaining member level. What motivated Community South to increase their membership? Here's what National Sales Manager, Jeff Nager, has to say:



"Community South felt it important to increase our involvement in the SBA industry as a whole and a major part of this comes through our involvement in NAGGL. This will allow our bank to contribute more to the overall success of the SBA program in our lending regions and nationwide. NAGGL has been able to help solidify the SBA 7(a) loan program for the foreseeable future and by doing so they are now able to focus on the training, conferences, and other aspects of the association that will truly help the industry thrive. We appreciate the efforts of NAGGL and therefore, as an active SBA lender, are willing to take a more active role and increase to a sustaining membership."

> Continued From Page 5

other faint lines: there is a trick to eliminating them. When you're done with the Wizard, save the file one last time with the word 'wiz' at the end. Then, click on the top tool bar that says 7(a) Wizard and select 'Convert to Plain Document'. For all screen prompts, select 'OK'. The result is a nice, clean Word document. A word of caution: You *must* save the document again – but with the word 'auth' at the end instead of 'wiz'. This is a simple way to delineate which document is the Wizard for any last minute changes, and which is the nice, clean Word document ready to be signed. ♦

Zippwald is vice president of SBA business development for California Bank & Trust. She has been involved in SBA lending for over 18 years, and has spent eleven of those years managing SBA departments for various banks in California. Zippwald is lead instructor for Critical Elements of PLP Lending.

7(a) Gross Loan Approvals



	FY 2005, 12-31-2004		FY 2006, 12-31-2005		% Change	
	#	\$	#	\$	#	\$
7(a) Loans	23,197	\$ 3,557,650	21,003	\$ 3,376,153	-9.5	-5.1
Minority	7,414	1,125,513	7,505	1,185,376	1.2	5.3
Women	5,922	660,041	4,566	588,798	-22.9	-10.8
LowDoc	1,565	145,184	64	6,230	-95.9	-95.7
SBAExpress	14,013	692,004	13,762	713,770	-1.8	3.1
PLP Loans	4,252	1,912,731	4,158	1,977,610	-2.2	3.4
CLP Loans	158	85,279	110	51,800	-30.4	-39.3
504 Loans	1,780	882,944	2,250	1,322,593	26.4	49.8

In thousands of dollars



Tips and Tricks Help Latest, Greatest 7(a) Wizard Work Like Magic

It's that time of year again. No, not for making quickly forgotten New Year's resolutions, but for the new 7(a) Loan Authorization Wizard (2006 version)! When I started my career in SBA lending, the loan authorization was called 'the boilerplate.' Every district had the boilerplate and lenders could add customized paragraphs if needed. Of course, at that time, only 3 percent of lenders nationwide were PLP and there was no Sacramento PLP Loan Processing Center. Local district offices looked at *all* the loans and *all* the loan authorizations.

Technology continues to impress me. One of the best improvements the SBA has made is creating the Wizard to provide a national loan authorization boilerplate. No more picking up boilerplate disks at local district offices and typing in sections on hard copies. The Wizard can be downloaded directly from www.naggl.org/resources. Once downloaded, a lender is set to begin writing loan authorizations. Here are some tips for navigating the Wizard to help you move faster and improve consistency for each loan.

When using the Wizard for the first time, it helps to set some of the default

information in three areas: lender information, district office information, and lender signatory. Set defaults for any or all options; at a minimum, set the lender information as a default. For example, type in your lender information and click the default button. For every new document created afterwards, the lender information will auto-fill.

It helps to work methodically through each section of the Wizard. Directly above the document there are six category tabs: Loan Info, Repayment Terms, Use of Proceeds, Collateral Cond., Additional Cond. (1), and Additional Cond. (2). As you complete the Loan Information (or any other) section, two choices appear: Cancel or Navigator. Cancel allows the user to review the section just created, while Navigator allows the document to be saved or the user to move directly to the next section.

For the Repayment Terms section, it is important to have a few things figured out ahead of time. When does your financial institution require payments? Do you want them due on the first day of the month regardless of when the loan is disbursed? One month from

first disbursement? One month from date of note? Do you require one interest payment followed by the remaining P&I payments? Or do you require all P&I payments? Also, if you require quarterly rate adjustments, there is a difference between a calendar quarter and a quarter. A calendar quarter is January, April, July, and October. A quarterly adjustment is three months from an event date (i.e., not always January 1, April 1, etc.). When completing the Repayment Terms section, if you don't know your monthly payment and don't have the Form 4-I or a calculator handy, don't worry. The calculator button in the third screen allows you to calculate your payment and paste it into the Repayment Terms.

Other things to remember: list all your collateral (whether it secures the note or a guarantee), and when you have an EPC/OC structure, don't forget to include the lease requirement (that must match the term of the loan) and the occupancy requirements.

Once you complete data entry and it's time to print the Loan Authorization, you may see double underlining and

Continued On Page 4 >

Get Connected



We're here to assist you. Email us your questions, problems, and suggestions, or call the office at 405.377.4022.

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Product Spotlight



Educational Products and Publications

Get Educated. We offer the most complete selection of must-have educational products and publications in the industry. Start the New Year right and guarantee the success of your SBA lending operation by updating your reference library. Our offerings include:

- Product Subscription Services
- Standard Operating Procedures (SOPs)
- Various Reference Guides
- Samples and Learning Tools
- Textbooks
- Specially Priced Product 'Bundles'
- Keyword Searchable SOPs on CD-ROM
- New Business Valuation Tool (To be released soon!)



Get the product catalog at www.naggl.org/products.

Members Get It by Jennifer Brake

New Year Ushers in Changes Chair's Term Began January 1



With the beginning of the new year, a new era is dawning at NAGGL. On January 1, David Bartram, U.S. Bank, began his three-year term as the chair of the board of directors.

As a founding member of NAGGL, Bartram has been active throughout the association's 21 year history. He has served as the chair of the Government Relations Committee, vice-chair of the board of directors, and as a member of the Technical Issues Committee.



Bartram (right) accepts award.

In the fall of 2002, Bartram was awarded NAGGL's highest honor, the Distinguished Service Award, for helping implement a comprehensive grassroots campaign that included lenders nationwide. The

result was an increased awareness among congressional representatives about the benefits of 7(a) program – and led to a fee cut of 25 basis points.

"David has faithfully represented the interests of NAGGL's membership on the legislative front," said President and CEO, Tony Wilkinson. "He regularly sacrifices his own time to attend face-to-face meetings with legislators to lobby for program enhancements."

Bartram is president of the SBA Division of U.S. Bank, headquartered in San Diego. He oversees 25 SBA Business Centers across the nation. Bartram has 25 years of banking experience, served as director for the Downtown San Diego Partnership, and is a past recipient of the San Diego SBA District Financial Advocate of the Year award. Welcome, David. ♦

Get a list of all board members and the membership category they represent at www.naggl.org/board.

Member Spotlight



Each month, we introduce you to our new members and recognize those celebrating membership anniversaries.

Welcome

- Alan J. Converse Associates, San Diego, CA
- Champaign National Bank, Urbana, OH
- First Peoples Bank, Port Saint Lucie, FL
- Howard Bank, Ellicott City, MO
- Maine Bank & Trust, Portland, ME
- Pacific Coast National Bank, Encinitas, CA
- Signature Bank, Atlanta, GA

3 Years

- National Bank of Kansas City, Leawood, KS

5 Years

- Mercantile Potomac Bank, Vienna, VA

10 Years

- Kitchens Kelly & Gaynes, Atlanta, GA
- Worth National Bank, Fort Worth, TX

15 Years

- First Western SBLC, Dallas, TX

Sustaining Members

- Bank of the West
- Borrego Springs Bank
- Business Community Capital
- Business Loan Express
- CIT Small Business Lending Corporation
- Citibank
- Citibank Texas, N.A.
- Coast National Bank
- Community First National Bank
- Community South Small Business Lending
- Compass Bank
- JPMorgan Chase Bank, NA
- Midwest Business Capital
- National Penn Bank
- Small Business Loan Source, LLC
- U.S. Bank
- Unizan Bank
- Wachovia Small Business Capital
- Wells Fargo SBA Lending

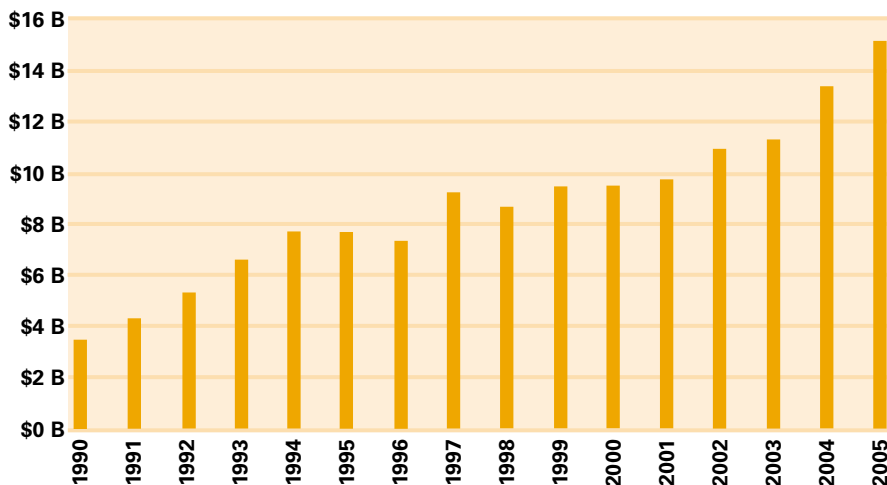
Anniversary dates may be altered due to mergers and acquisitions.

Membership Minute by Jennifer Brake

7(a) Program Stabilizes, Grows NAGGL Membership Increases



In 2005, NAGGL's membership increased by almost 7.5%, the largest growth for several years. The association's record growth reflects the growth of a stable 7(a) lending program. In the coming year, we hope to continue to grow right along with the industry. The chart below shows the history of the 7(a) program loan volume since 1990.





Top Ten Reasons for Repair, Denial of the SBA Guarantee

The SBA guarantee purchase process has changed dramatically over the last three years. As lenders increasingly centralized their functions, the SBA followed suit and created the National Guarantee Purchase Center (NGPC) located in Herndon, Virginia. The NGPC has a very helpful website that assists lenders in navigating their way through the guarantee purchase process. See <http://www.sba.gov/banking/ngpc/>.

If the SBA finds a material deficiency during the review of a guarantee purchase request, they will either negotiate a repair of the guarantee or completely deny liability under the guarantee. This article outlines some of the most common reasons for a repair or denial of liability under the guarantee.

1. Loan has matured and 120 days have passed since maturity. This may arise when a lender has an older loan that has gone into default and the liquidation is taking a long time. If warranted, the SBA may grant a reinstatement of the guarantee and extension of the maturity as an exception to policy that must be approved by the SBA Headquarters. (Please note: Proposed SBA regulation 13 CFR §120.524 would increase this time limitation to 180 days.)

2. Failure to properly secure and perfect a lien on collateral. For example, the loan is secured only by real estate and the lien is not valid due to failure of the lender to properly perfect the lien.

3. Failure to properly document a Borrower's injection on a start-up business that went into liquidation within 18 months of final disbursement. If the required injection is asset based, the lender should provide a list of the assets along with an appraisal. If the injection is monetary, the lender should provide cancelled checks and the borrower's bank statement dated prior to the loan closing date.

4. Failure to show use of proceeds disbursed in accordance with the Loan Authorization. The SBA Settlement

Sheet Form 1050 requires that lenders use joint payee checks to ensure that proceeds are used according to the Authorization. If the lender does not use joint payee checks, they should use invoices marked 'paid', supported by copies of cleared checks or bank statements showing that the checks cleared. Procedural Notice 5000-962 also requires a detailed list of all personal property with a value of over \$5,000 purchased with loan proceeds.

5. Failure to close or service the loan in a prudent manner causing a loss to the agency. One example of imprudent servicing would be the failure to obtain a legally enforceable note because the wrong party signed.

"It is important to provide a complete package in accordance with the SBA checklist and to work closely with the SBA loan officer... ."

6. Failure to liquidate the collateral in a prudent manner. When the loan goes into default, the lender should perform a site visit in accordance with SOP 50-51. If a lender does not act quickly to liquidate the collateral, it is possible that the borrower can abscond with the collateral, or that the collateral's value will be decreased due to neglect.

7. Failure to obtain life insurance per the Authorization requirements and the death of a principal causes the failure of the business. In this case, the SBA will likely repair in the amount of the life insurance policy as required in the Authorization.

8. Early default with failure to provide evidence of verification of tax returns through IRS Form 4506. Since October 1994, the SBA has required the verification of all tax returns through use of IRS Form 4506. If the business fails within eighteen months of the loan closing, and the lender cannot provide

the IRS Form 4506 showing verification of the tax returns, it will be incumbent on the lender to provide information that shows that the business failure was due to factors that could not have been identified through the verification process.

9. For PLP Lenders, the loan was ineligible for an SBA guarantee. If a loan was made to an entity that is not eligible for SBA financing under 13 C.F.R. § 120.110 (such as, a non-profit organization or a religious-affiliated organization), the SBA cannot honor its guarantee. Additionally, the SBA will consider a denial of liability under its guarantee if a franchise agreement is not on the franchise registry and is considered ineligible 13 CFR § 121.103(i).

10. For PLP Lenders, the guarantee of a twenty percent or more owner of the company was not obtained. Under 13 CFR 120.110 (3), the SBA has a six-month look-back rule in determining ownership of a company. It is important to determine all of the owners within that six-month window in order to obtain the guarantee of any individual who has a 20% or greater interest.

The items on this list are not exhaustive. Most of the time, if a lender can mitigate the loss to the Agency, the repair will be minimal. It is important to provide a complete package in accordance with the SBA checklist (see www.naggl.org/resources) and to work closely with the SBA loan officer reviewing your guarantee purchase package. ♦

Davis is an attorney for the law firm of Thompson & McMullan in Richmond, Virginia. Prior to entering private practice, Davis served as the Assistant District Counsel for the SBA Richmond District Office for over seven years. She was responsible for conducting guarantee purchase reviews for her District and has spent time working on guarantee purchase reviews for the National Guaranty Purchase Center. If you have any questions about the article or guarantee purchase reviews in general, she can be reached at ldavis@t-mlaw.com.

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Viewpoint

Survey Question of the Month

Every year, NAGGL offers our members a free Web Conference. The web-based breakout sessions are presented by NAGGL staff, instructors, and other industry experts, and focus on a wide range of general interest topics. For instance, in addition to a membership orientation, past sessions covered the Basics of the Secondary Market, Getting and Staying Engaged in the Legislative Process, Strategic Hiring Practices, Common Pitfalls of 1502 Reporting, and Writing Your Internal SBA Policy and Procedures. Preparations for the 2006 Web Conference (scheduled for March) are underway. We want to know what specific 7(a) lending topics and/or areas you would like to see offered this year?

Get Involved. Email your ideas to Jennifer at jbrake@naggl.org to be placed in a random drawing to win one of January's Spotlight Products!

Viewpoint

December Survey Results And the Winner Is ...

December's Survey Question asked members about their organization's loan volume during FY 2005, the first year that the 7(a) program operated at zero subsidy. The response rate was low, making extrapolations from the small sample difficult. Three of the four respondents reported dollar volume increases from 25% to 302%. One west coast member's bank experienced a downturn of less than 10% as a result of the piggyback prohibition in a high-cost real estate market where a \$2 million 7(a) loan limit just isn't enough to close deals. The winner of December's Spotlight Product is **Maitland Rutledge of Broadway National Bank** (San Antonio), who commented that, "Stability in the program is #1 to us and our current and prospective small business customers! Authorization, not appropriation, is the answer!" Maitland Got Involved and won.

Calendar of Events

Public Custom Course

- **January 23-27** – Covington, GA
Understanding the SOP 50-10, Critical Elements of PLP and SBAExpress Lending, Closing the SBA Loan, and SBA Loan Servicing

Standard Training

- **January 30-February 2** – Irvine, CA
Processing and Closing Track, Underwriting Track, and more.

2006 Special Event

- **March 1-2** – Las Vegas
Management Retreat

Mid-Year Conference

- **May 1-3** – Orlando
It's not too early to make hotel reservations at the exotic **Royal Pacific Resort** (866.360.7395). Book in the NAGGL block.

Get details and registration information at www.naggl.org.