

ELAINE LURIA  
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**Congress of the United States**  
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CHAIR OF SUBCOMMITTEE ON DISABILITY  
ASSISTANCE AND MEMORIAL AFFAIRS

October 2, 2020

The Honorable Jovita Carranza  
Administrator  
U.S. Small Business Administration  
409 3rd Street SW  
Washington, DC 20416

Dear Administrator Carranza,

I appreciate the work you have done on behalf of small businesses across the nation as this public health emergency has caused an economic downturn. Unfortunately, some of my constituents in Virginia's second congressional district have had significant difficulties communicating with the Small Business Administration (SBA).

The Coronavirus Aid, Relief, and Economic Security (CARES) Act has assisted thousands of businesses in the United States and many in my district with grants and loans through the Paycheck Protection Program (PPP) and the Economic Injury Disaster Loan (EIDL) program. Small businesses have used these funds to retain and hire workers, buy personal protective equipment, pay rent and utilities, and continue operating during the COVID-19 pandemic.

Though these programs have helped many businesses, small business owners in my district have reported problems communicating with SBA. My constituents have recounted long wait times with SBA's EIDL Customer Service Center, sometimes being dropped from the call or speaking with SBA staff unfamiliar with the programs. My constituents have also reported receiving inadequate or no responses from [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov), causing further delays with their applications. I am concerned by these reports because Congress established and funded PPP and EIDL to support small businesses, yet SBA is not doing its part to provide guidance and clarity to program applicants.

Since the COVID-19 pandemic began, my office has assisted several business owners with their applications to the PPP and EIDL program, recovering over \$500,000 in grants and loans. It should not take congressional intervention for SBA to respond to a small business owner's inquiry. SBA should have reliable communication options for business owners, staffed by knowledgeable SBA personnel to assist with applications and answer questions.

I respectfully request responses to the following questions:

1. How many SBA employees are designated to respond to small business owners' questions regarding the PPP and EIDL applications?

2. What training have these employees received to provide expert knowledge to assist business owners?
3. How many congressional inquiries regarding the PPP and EIDL program has SBA received?
4. How many of those congressional inquiries has SBA successfully solved?
5. What is causing the delay in communicating with small business owners?
6. What steps is SBA actively taking to improve their communication with small business owners?

Small businesses depend on quick processing times and clear communication with SBA to stay open and keep workers employed. Thank you for your prompt attention to these questions.

Sincerely,

A handwritten signature in blue ink, appearing to read "Elaine G. Luria".

Elaine G. Luria  
Member of Congress