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## Disaster Field Operations Center East

**Release Date:** Aug. 31, 2020

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### **CORRECTED:**

## **SBA Extends Hours of North Carolina Virtual Loan Outreach Center and Announces New Phone Number**

**WASHINGTON** – To provide better service to disaster survivors, the U. S. Small Business Administration announced today that effective immediately, the hours of operations for its Virtual Disaster Loan Outreach Center/Business Recovery Center (VDLOC) in **North Carolina** are now 8 a.m. to 8 p.m., Eastern Time, seven days a week, for businesses and residences in the declared disaster area affected by Hurricane Isaias on Aug. 3, 2020. The new number to call the VDLOC for assistance is **(800) 659-2955**.

The declaration covers Bertie County and the adjacent counties of Chowan, Halifax, Hertford, Martin, Northampton and Washington in **North Carolina**.

In accordance with health precautions for the Coronavirus (COVID-19), the SBA will not establish a field presence to assist survivors. However, SBA will continue to provide first class customer service and conduct outreach virtually with webinars, skype calls, phone assistance and step-by-step application assistance. To this end SBA has opened a Virtual Disaster Loan Outreach Center (VDLOC) to help survivors apply online using the Electronic Loan Application (ELA) via the SBA's secure website at <https://disasterloanassistance.sba.gov/> and there are virtual customer support representatives available to assist applicants with completing the online application. The VDLOC information:

### **Virtual Disaster Loan Outreach Center (VDLOC)**

Open: **Monday - Sunday (7 days/week)**

Hours: **8 a.m. – 8 p.m. Eastern Time**

[FOCE-Help@sba.gov](mailto:FOCE-Help@sba.gov)

Phone: **(800) 659-2955**

**These services are only available for the North Carolina disaster declaration as a result of Hurricane Isaias on Aug. 3, 2020, and not for COVID-19 related assistance.**

Survivors should contact the Disaster Assistance Professionals at **(800) 659-2955** to schedule an appointment for immediate one-on-one assistance in completing their applications. Requests for SBA disaster loan program information may be obtained by emailing [FOCE-Help@sba.gov](mailto:FOCE-Help@sba.gov). The SBA will conduct extensive outreach to ensure that all impacted by the disaster are afforded the opportunity to seek assistance.

Businesses and private nonprofit organizations of any size may borrow up to \$2 million to repair or replace disaster damaged or destroyed real estate, machinery and equipment, inventory, and other business assets.

Applicants may be eligible for a loan amount increase up to 20 percent of their physical damages, as verified by the SBA for mitigation purposes. Eligible mitigation improvements may include a safe room or storm shelter, sump pump, French drain or retaining wall to help protect property and occupants from future damage caused by a similar disaster.

For small businesses, small agricultural cooperatives, small businesses engaged in aquaculture and most private nonprofit organizations, the SBA offers Economic Injury Disaster Loans to help meet working capital needs caused by the disaster. Economic Injury Disaster Loan assistance is available regardless of whether the business suffered any physical property damage.

Disaster loans up to \$200,000 are available to homeowners to repair or replace disaster damaged or destroyed real estate. Homeowners and renters are eligible up to \$40,000 to repair or replace disaster damaged or destroyed personal property.

Interest rates are as low as 3 percent for businesses, 2.75 percent for nonprofit organizations and 1.188 percent for homeowners and renters with terms up to 30 years. Loan amounts and terms are set by the SBA and are based on each applicant's financial condition.

Applicants may apply online using the Electronic Loan Application (ELA) via the SBA's secure website at <https://disasterloanassistance.sba.gov/>.

Businesses and individuals may also obtain information and loan applications by calling the SBA's Customer Service Center at 1-800-659-2955 (1-800-877-8339 for the deaf and hard-of-hearing), or by emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov). Loan applications can also be downloaded at [www.sba.gov](http://www.sba.gov). Completed applications should be mailed to: U.S. Small Business Administration, Processing and Disbursement Center, 14925 Kingsport Road, Fort Worth, TX 76155.

The filing deadline to return applications for physical property damage is **Oct. 19, 2020**. The deadline to return economic injury applications is **May 20, 2021**.

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**About the U.S. Small Business Administration**

*The U.S. Small Business Administration makes the American dream of business ownership a reality. As the only go-to resource and voice for small businesses backed by the strength of the federal government, the SBA empowers entrepreneurs and small business owners with the resources and support they need to start, grow or expand their businesses, or recover from a declared disaster. It delivers services through an extensive network of SBA field offices and partnerships with public and private organizations. To learn more, visit [www.sba.gov](http://www.sba.gov).*