

Acknowledgment Letter CSH Email ID:0057680000220

From: ID Theft Records Shared Mailbox (idtheftrecords@sba.gov)

To: hernandezsabra@yahoo.com

Date: Monday, October 2, 2023 at 08:55 AM PDT

Dear Complainant:

We received your identity theft complaint. Based on our review, we stopped the processing or cancelled any disaster loan applications submitted using your personal information (name, social security number, or employer identification number). According to our records, no disaster loan (SBA direct loan) has been disbursed and there is no outstanding debt.

SBA has not furnished or reported any information to the credit bureaus. If SBA made a credit inquiry using your personal information and you would like to dispute it, you may contact Experian directly at 888-EXPERIAN (888-397-3742) or at <https://www.experian.com/help/>.

Please note that SBA's review of your identity theft claim is only for the identified application listed above and for the sole purpose of addressing the outstanding disaster loan debt only. SBA's Office of Disaster Assistance will not provide information regarding the status of any possible criminal investigation being conducted by SBA's Office of Inspector General or other law enforcement agencies in connection to your reported case of identity theft. Additionally, SBA is unable to release any documents related to an ongoing criminal investigation.

Also, in order to protect yourself against possible future attempts to use your identity, we suggest you follow the recommendations issued by the Federal Trade Commission (FTC). If you have not done so already, go to [IdentityTheft.gov](https://www.ftc.gov/identity-theft) to report the identity theft to the Federal Trade Commission (FTC) and get step-by-step recovery help.

- [IdentityTheft.gov](https://www.ftc.gov/identity-theft) will guide you through the process for placing a free, one-year fraud alert on your credit, getting your free credit reports, closing fraudulent accounts opened in your name, adding a free extended fraud alert or credit freeze to your credit report, and more.
- [IdentityTheft.gov](https://www.ftc.gov/identity-theft) will also produce an FTC Identity Theft Report that you can use to clear fraudulent information from your credit reports.
- Check your personal credit report regularly.
- Visit www.annualcreditreport.com, the only authorized source for obtaining the free credit reports that consumers are guaranteed by law. The three national credit bureaus – Experian, TransUnion, and Equifax – provide free weekly online reports, so you can periodically review and monitor what is in your report.

Feel free to contact SBA's Customer Service Department at (833) 853-5638 (TTY: 1-800-877-8339) or disastercustomerservice@sba.gov if you have any questions or need additional information regarding the SBA's COVID-19 EIDL program.

If you feel this determination is in error or you have received deferment notices or other documentation referencing a disbursed loan, please re-submit your request to

IDTheftRecords@sba.gov and attach supporting documentation of the disbursed loan (such as a deferment notice or UCC financing statement).

The MySBA Loan Portal is now live! The MySBA Loan Portal is a new portal where borrowers can view their loan balance, make payments, view statement, and contact customer support in one place. Borrowers can visit <https://lending.sba.gov> to login or enroll.

Sincerely,

Covid EIDL Servicing Center

Office of Capital Access

U.S. Small Business Administration

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<https://www.sba.gov/funding-programs/loans/make-payment-sba>