

Congress of the United States  
House of Representatives  
Washington, DC 20515-0912

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November 17, 2021

Administrator Isabel Guzman  
U.S. Small Business Administration  
409 3<sup>rd</sup> Street  
Washington, DC 20416

Administrator Guzman:

Since the beginning of this devastating pandemic, Congress has tasked the Small Business Administration (SBA) with operating several new and expanded programs to help struggling businesses survive the crisis. After the initial startup, SBA worked well with applicant businesses and financial institutions to best utilize these programs and get funding to our local Main Streets. The business demand for these programs were so high, that we plussed up these accounts, most notably the Paycheck Protection Program (PPP), in subsequent emergency legislation.

Unfortunately, in recent months my staff has noticed a significant slowdown in the response times of the SBA addressing casework from local business owners. Many of these constituents were granted federal funding but have yet to receive that award in their accounts. Others have had money sent to the wrong bank account and have waited months for the SBA to correct its own error. My office has reached out to your staff at SBA and was told that the agency will not expedite review of any case, regardless of extenuating circumstances. In total, I have 51 small business owners with a pending matter involving the SBA. I've attached a spreadsheet with these cases. All 51 represent "mom and pop shops" who are struggling to keep their doors open while they await promised relief from the federal government. They face difficult decisions to meet overhead, provide local jobs, and invest in their communities.

In addition to requesting your attention to the attached cases, I would also like a timely response to the following questions:

1. How large is the current backlog of SBA application requests and applicant inquiries;
2. On average, how long should an applicant/inquirer expect to wait for their concern to be addressed by SBA;
3. What is the SBA timeline for fully clearing an existing backlog;

Thank you in advance for your prompt attention to this urgent matter. As you know, small businesses are the backbone of our nation's economy and we have a duty to honor our commitments to them as they recover from the pandemic.

Respectfully,



Gus M. Bilirakis  
Member of Congress