

Pursuant to Executive Order 14058 (December 13, 2021)  
on *Transforming Federal Customer Experience and  
Service Delivery to Rebuild Trust in Government*

## 2024 HISP CX Action Plan

# Small Business Administration

As a High Impact Service Provider (HISP), SBA focuses on improving customer experience and delivery for the following services:

- 1) Applying for a Small Business Administration disaster loan:** Historically, SBA provides over \$2 billion dollars in low-interest disaster assistance loans each year to homeowners, renters, small business owners, landlords, associations, and nonprofit organizations to fully repair or replace disaster losses not covered by insurance or other recoveries.
- 2) Applying for a federal small business contracting certification:** SBA is unifying four government contracting programs into a unified digital experience for certification customers. Contracting certifications provide businesses with an advantage in competing for federal contracts and supports equitable distribution of the \$650 billion in annual federal spending.

### ***What we will deliver in 2025:***

- **Deploy unified certification application experience on MySBA**

MySBA Certifications enables small businesses to apply for and maintain current government contracting certifications in one application. Small business owners may apply to all certifications they are eligible for in a single system with pre-filled fields, fewer questions and steps, and reduced workload burden.

- **Support online self-service loan servicing capabilities to speed up post-disbursement actions**

Currently, Disaster Loan and MyBSA Loan Portal borrowers do not have access to integrated post-disbursement servicing actions, including items such as loan subordinations or other related loan actions after they receive SBA funding. This improvement will digitize and enable an entire set of new capabilities for borrowers inside the MySBA Loan Portal. The expansion into online self-servicing of loan actions will improve over 10,000 interactions per month for COVID EIDL and Disaster borrowers while reducing inbound call volume and complicated back-office processing.

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## *What we will deliver in 2025:*

- **Integrate the Disaster Loan application and the real-time status of a borrower's application into the call center servicing application and Integrated Voice Response (IVR) system**

This multi-channel integration will allow a call center agent or the IVR to understand the exact status of the borrower as they call into the call center, enabling them to know which screen or phase of the application they are in, allowing the agent to already know the likely reason for the call and how to resolve. Enabling this feature will improve the experience for over 5,000 calls daily during large disasters, reducing overall handle time and providing a powerful integrated servicing experience.

- **Implement an offline application option for applicants at local disaster loan centers without internet access**

During major disaster events, internet connectivity may be delayed or unreliable. The Disaster Loan application currently requires internet connectivity to facilitate real-time submissions. The offline application feature will allow applicants to submit disaster application offline and have the application upload once connectivity is restored. This will ensure that no survivor is turned away from support.