



U.S. Small Business  
Administration

## **All SBA disaster loans, including homes and businesses, will receive a deferment through December 31, 2020.**

- This is being automatically applied and requires no further action on your part.
- Interest still accrues during a deferment.
- If you have a Pre-Authorized Debit (PAD) in place you must cancel the PAD to prevent it from drafting during the deferment period and set it back up after the deferment period.

### **Important information about cancelling an existing Pre-Authorized Debit (PAD).**

1. If you set the PAD up through a third-party financial institution or a BillPay app, the SBA cannot make any modifications including cancellation. You must contact the appropriate office of your financial institution to make any changes.
2. If you set it up through <https://pay.gov/> neither the SBA nor PAY.GOV can make any changes to the PAD on your behalf.
3. The only way the SBA can modify a PAD, including cancellation is if you set the PAD up through the servicing office with custody of your file or the SBA Disaster Assistance Customer Service Center. A cancellation can be requested by contacting the servicing office with custody of your file or SBA Disaster Assistance Customer Service Center.
4. Please note, once the deferment period comes to an end you must re-establish your PAD as this will not be done automatically.
5. If you have additional questions or require further assistance, please call our Disaster Customer Service Center at 1-800-659-2955 or, for the deaf and hard-of-hearing 1-800-877-8339 (Monday through Friday from 8:00 am to 8:00 pm, Saturday and Sunday from 8:00 am to 8:00 pm Eastern Time) or email us at: [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov).

Regards,

**Luis A. Santos**

Public Information Officer

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U.S. Small Business Administration

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