



## Instructions to Create a New Borrower Account

**If you already have a loan number and it is associated with your SSN, you may create a CAFS Borrower account as follows:** (Commercial accounts are not allowed and any and all information needs to be obtained from the servicing center listed on your statement).

1. Go to <https://caweb.sba.gov/>
2. Click on the link above the sign in box that says: **Not Enrolled?**
3. Fill in the appropriate information.
  - a. Account type is **Borrower**.
  - b. When entering your address enter the zip code first then click on "**Lookup Zip**". This will auto fill the city & state. Do not alter the City/State.
  - c. The country code will be 1 in the phone number field.
  - d. The Financial Commitment ID will be your loan number (Note: You cannot create an account with an application number).
4. After submission,
  - a. Login using the User ID and Password that you created
  - b. Send a PIN to your landline/mobile/email.
  - c. Type the PIN in and click "Verify PIN" (Note: Do not hit the "Enter" key or it will not work).
5. Once Logged In,
  - a. Click on the word "Borrower" in the blue bar near the top of the screen on the left.
  - b. Click on "**Borrower Search**".
  - c. Click on your highlighted loan number.

Capital Access Financial System Help Desk  
1-833-572-0502 M-F 8 am - 8 pm  
Email: [cls@sba.gov](mailto:cls@sba.gov)

The Help Desk is not able to view loans. Contact DLSC for loan information:

### Disaster Loan Servicing Centers

El Paso Loan Servicing Center (El Paso, TX)	800-487-6019
Birmingham Loan Servicing Center (Birmingham, AL)	800-736-6048