

2013 ANNUAL REPORT

ACCION TEXAS INC.

And The Mississippi Delta States



ACCION

Accion Texas Inc. is a nonprofit, multi-state micro and small business lender that helps new and existing entrepreneurs successfully grow their businesses.



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* **STERLING NEUMAN (Deceased)**
Consultant

Our condolences to the family of Sterling Neuman. He was a steadfast supporter of Accion Texas for many years and an exemplary board member. We will always cherish his memory.

** ELECTED MARCH 2014

ON THE COVER

Waldo F. Castro



DIVINE TASTE CATERING AND EL CEVICHE DE WALDITO
SAN ANTONIO, TEXAS
ACCION CLIENT SINCE 2013

Accion Texas client Waldo F. Castro, a native of Peru, started his business with \$146 and a dream. He says cooking is his calling and that he uses his mind and heart to satisfy customers.

Find out how by reading the full story on page 11.

2013 ACCION TEXAS INC. ANNUAL REPORT CREDITS:
THE STUDIO OF JOSHUA LEVI — Design
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2013: A Year for the History Books



JANIE BARRERA
FOUNDING PRESIDENT
& CEO



MATTHEW BOMERSBACH
BOARD CHAIR

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FINANCIAL SUMMARY

By every measure, it was our biggest year ever!

As this annual report goes to press, Accion Texas is in the midst of its 20th anniversary year. It doesn't seem possible that two decades have passed since we started operations in downtown San Antonio in a small office donated by Wells Fargo.

We began in January of 1994 with a strong board of directors, a \$50,000 operations grant and four banks that shared our vision of providing access to credit for small business owners. Collectively the four banks invested \$125,000 to start a loan fund. The four banks were Broadway Bank, Chase, Frost Bank and Wells Fargo. We are proud and happy that all four banking institutions are still Accion supporters today.

Back then, we were a Texas-focused lending institution – but now we are truly regional and national in scope. We have become the country's largest nonprofit micro and small business organization lending in eight states, with 21 offices and more than 100 employees dedicated to helping small businesses obtain the capital, education and training they need to succeed. We now touch the lives of entrepreneurs across a geographic area encompassing 626,000 square miles!

The achievements of the past year have catapulted us to new heights that we could only imagine in the early days. It was our biggest year ever in terms of production, with \$20.2 million in loans disbursed to 1,305 small business owners. By year's end, we had \$33.4 million in loans under management and 2,497 active clients. And we had achieved an almost unbelievable milestone: 14,437 loans totaling \$159.3 million since our inception.

In addition, it was our biggest year ever in terms of client and community outreach, business education, Accion staff and infrastructure development – and national media recognition.

We also made history in 2013 by selling a portion of our loan portfolio to Woodforest National Bank, a community bank operating within our footprint. This improved Accion's liquidity enabling us to make more loans. This new "secondary market" arrangement is believed to be the first of its kind in the United States.

Finally, on December 30, we completed a unique financing package allowing us to begin construction on our much-anticipated Accion Texas Lending and Learning Center on San Antonio's West Side – while simultaneously continuing the capital campaign to fund it. The package included a \$6.1 million New Markets Tax Credit (NMTC) allocation from PeopleFund with a tax credit equity investment and leverage loan from Capital One Bank, as well as a \$3.5 million Capital One construction loan. Construction is underway and on schedule.

We thank everyone who made 2013 a year for the history books. For two decades our mission has been possible because of you and your belief in us. We are proud of where we've been and excited about where we're going – with you at our side. We are blessed and honored to serve.

Sincerely,

Janie Barrera
Founding President & CEO

Matthew Bomersbach
Board Chair



2013 was a history-making year of growth, success and recognition for Accion Texas Inc.

11.2% Increase

In 2013, we made 1,305 micro- and small business loans totaling just over \$20.2 million— an 11.2 percent increase over 2012 and the largest lending year in our organization's history. In fact, by year's end we had reached record numbers across the board: \$33.4 million in loans under management, \$159.3 million disbursed to 14,437 small businesses since our inception in 1994 – and the lowest number of defaults (less than four percent) in our history.

New Markets Tax Credit

The U.S. Department of Treasury's Community Development Financial Institutions Fund (CDFI Fund) awarded Accion Texas a \$15 million New Markets Tax Credit allocation in partnership with Houston-based Lone Star Emerging Business Fund LLC, a Texas Community Development Entity (CDE). The allocation is helping us fund real estate business operations, equipment financing and working capital in distressed and underserved communities in Texas – creating economic growth and job development throughout the state.

CDFI Grants

The CDFI Fund also awarded Accion Texas \$2.8 million in grants to increase lending and investments in low-income and economically distressed communities in Texas. We received two awards: \$1.3 million in financial assistance to increase lending and diversify our product offerings in Texas and \$1.5 million as part of the Healthy Food Financing Initiative, which will enable Accion Texas to make loans to small Texas businesses such as grocery stores, food trucks and bodegas that combat what the federal government identifies as "food deserts." (We are one of only 10 recipients of the Healthy Food Financing Initiative grants.)

Woodforest

In 2013 we made history by selling \$2.7 million of our loan portfolio to Woodforest National Bank, a community bank operating within our footprint. This improved our liquidity, enabling us to make more loans. This new "secondary market" arrangement is believed to be the first of its kind in the United States.

Construction Begins

A new financing package was completed December 30, 2013, allowing us to begin construction on the new Accion Texas Lending and Learning Center on San Antonio's West Side in the first quarter of 2014 while simultaneously continuing the capital campaign to fund it. The package included a \$6.1 million New Markets Tax Credit (NMTTC) allocation from PeopleFund with a tax credit equity investment and leverage loan from Capital One Bank, as well as a \$3.5 million Capital One construction loan. Construction is underway and on schedule.

Campaign Continues

Meanwhile, our multi-million-dollar capital campaign to fund the new center continued in full force, with many major gifts and pledges announced throughout 2013, including \$300,000 from Wells Fargo, \$300,000 from the Greehey Family Foundation/NuStar Energy L.P., \$100,000 from the Valero Energy Foundation, \$100,000 from Alfonso Martinez-Fonts and \$100,000 from Frost Bank/Myra Stafford Pryor Charitable Trust.

Delta Region

Our investment in the Delta Region continued to pay big dividends and help even more borrowers. In 2013, the area – which includes Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Missouri and Tennessee – saw the disbursement of 318 loans totaling \$2.8 million. We also opened a new office in Mobile, Alabama (at the University of South Alabama Small Business Development Center) and celebrated the grand opening of our Memphis, Tennessee office at EmergeMemphis, a small business incubator located in the heart of the city's historic downtown.



OPENING IN MEMPHIS: The ribbon-cutting ceremony for our new office in Memphis, Tennessee was attended by nearly 100 business and civic leaders. Pictured from left are: LaVera Tolbert (Greater Memphis Chamber), Phil Trenary (EmergeMemphis), Accion Texas Chief Lending Officer Dan Lawless, Daniel Watson (Visions Enterprise LLC), Accion Tennessee Market Manager Nathaniel Owen, John Duncan (Greater Memphis Chamber), Willie Woods (Woods Painting Company), and Accion's VP Delta Region Lisa Riley.

2013 Highlights



ACCION DAYS: The top leadership of Accion International, the Accion U.S. Network and Accion Texas Inc. gathered in San Antonio to celebrate their shared mission of helping hard-working entrepreneurs and fostering financial inclusion around the world. The City of San Antonio officially proclaimed June 19-21 as “Accion Days” in the Alamo City. Pictured here at a special reception on June 19 are, from left: Brad Henderson, board chair of the Accion U.S. Network; Gina Harmon, CEO of the Accion U.S. Network; Diana Taylor, board chair of Accion International; San Antonio Mayor Julián Castro; Janie Barrera, President and CEO of Accion Texas Inc.; Matthew Bomersbach, board chair of Accion Texas Inc.; and Michael Schlein, President and CEO of Accion International.



SBA 504

Our SBA 504 lending division enjoyed a record quarter ending December 31, 2013, approving more than \$12.9 million in loans – a 77 percent increase over the previous year. Accion Texas ended the year ranked the second-largest SBA 504 lender in Region 6 of the nation’s Community Development Companies (CDCs) area of operations. We also finished 2013 ranked 26th in the country. (Region 6 includes Texas, Louisiana, Arkansas, New Mexico and Oklahoma.)

Four-Star Rating

For the third consecutive year, Accion Texas was designated a four-star nonprofit organization by Charity Navigator – America’s premier charity evaluator that rates organizations on such criteria as accountability, transparency and financial reporting. Only 12 percent of the charities rated by Charity Navigator have received three consecutive four-star ratings, indicating that Accion Texas outperforms most other nonprofit organizations in the United States.

Promise Loans

We were able to provide 522 Promise Loans totaling \$2.6 million to applicants who would not have qualified for our traditional loans. The Promise loan allows Accion to look beyond the black and white of an applicant and test their drive and honesty. Thanks to the team and this new product, we were able to recapture 25 percent of applicants who would have been denied due to lack of credit, collateral, and capacity verification.

Compliance Department

In response to our rapidly growing loan and grant programs, Accion Texas appointed a compliance portfolio officer in the spring. This grew the compliance department to two full-time professionals, enabling us to better manage and report on loan portfolio growth and grant acquisition.

Buy-Down Programs

Accion Texas and the City of Corpus Christi, Texas, renewed a special interest-rate buy-down program to make small business loans more affordable to area entrepreneurs. Similar buy-down programs were initiated and nurtured by Accion in McAllen, Texas (in partnership with the City of McAllen), and Birmingham, Alabama (with the Community Foundation of Greater Birmingham and the Mike & Gillian Goodrich Foundation).

Ms. Janie

Accion Texas President and CEO Janie Barrera’s star rose even higher on the local, national and international levels as she promoted the mission of Accion Texas. She continued her work on the boards of the Federal Reserve Bank of Dallas’ San Antonio Branch and the Corporation for Enterprise Development (CFED), a national nonprofit dedicated to empowerment through financial education. She was named one of 10 “Legacy Leaders” by the San Antonio Business Journal for her contributions to building the Alamo City into the dynamic and diverse city it is today. She spoke at several national conferences, including the third annual Clinton Initiative America meeting in Chicago in June, where she was a panelist for “New Americans: Vital Partners in America’s Economic Recovery,” which focused on the economic contributions that immigrants bring to the nation. Internationally, the organizers of the 2013 Convergences World Forum in Paris (presented by Citi) invited her to contribute an article to its official journal, “Microfinance Barometer,” highlighting Accion Texas’s leading role in the growth of American microfinance. And on a lighter but very public and happy note, Janie joined the ranks of dozens of legendary Texas women by having Rio San Antonio Cruises officially christen the “Ms. Janie” – one of the sparkling red and blue barges that usher millions of tourists along the world-famous San Antonio River Walk every year. (The “maiden voyage” on January 14 included several civic and business leaders and Accion Texas employees and board members.)

Café Commerce

In November, the City of San Antonio awarded a five-year, \$800,000 contract to Accion Texas to operate Café Commerce, a new one-stop entrepreneurial center, scheduled to open in mid-2014 at the San Antonio Central Library downtown.



Accion Texas and City of San Antonio Partner to Create “For Entrepreneurs, by Entrepreneurs” Experience



cafécommerce SA
POWERED BY
ACCION | TEXAS



Peter French, president of Café Commerce, is an accomplished entrepreneur who has started several successful small businesses in the San Antonio area.

In November 2013, the San Antonio City Council unanimously approved Accion Texas Inc. to receive a five-year, \$800,000 contract to operate Café Commerce, the city’s new small business and entrepreneurship development center.

Occupying 10,000 square feet on the first floor of the San Antonio Central Library, 600 Soledad Street, Café Commerce is a one-stop entrepreneurship and small business resource center. Café Commerce will be a “for entrepreneurs, by entrepreneurs” experience, blending technology, peer-to-peer mentorship, educational curriculum, and other programming and partnerships to make entrepreneurship easier, and speed the delivery and efficacy of small business support resources to those who need them.

The center was the brainchild of a taskforce of local entrepreneurs and small business resource providers convened by San Antonio Mayor Julián Castro in Spring 2013. This task force identified the need for better coordination and marketing of the numerous resources available to small business owners, along with promoting entrepreneurial thinking among San Antonio residents.

“We are ready to put our 20 years of expertise to work on behalf of the city and its vibrant small business community,” said Accion Texas President and CEO Janie Barrera. “We believe this is a perfect fit and we look forward to working with the city and the various partners

in this new one-stop center that will help startups and established businesses grow and flourish.”

Prominent social entrepreneur Peter French is the center’s president. “Peter is a dynamo. He combines the exact mix of good old-fashioned ‘roll-up-your-sleeves’ business savvy and 21st century visionary skills that we need to make this project a success,” Barrera said.

Café Commerce programming includes US Sourcelink, a web-based clearinghouse of business support resources, The Ice House Entrepreneurship Program, a cutting-edge entrepreneurial education curriculum that emphasizes problem solving, critical thinking, opportunity identification, and fosters the development of the entrepreneurial mindset, and 1 Million Cups, a weekly program that offers two local entrepreneurs the opportunity to present their startups to a diverse audience of mentors, advisors, and entrepreneurs. All three are flagship programs from the Ewing Marion Kauffman Foundation, a worldwide leader in the field of entrepreneurship and business.



Pictured at the William J. Clinton Presidential Center, from left: Douglas Sabo, Visa Inc.'s head of corporate responsibility, Accion Texas President and CEO Janie Barrera, former President Bill Clinton, Accion Arkansas client Gregory Wagon, and Kiva President Premal Shah.

Accion Texas Inc., Kiva and Visa Team Up to Provide Loans for Small Businesses

On March 15, 2013, former President Bill Clinton joined Accion Texas President and CEO Janie Barrera, Kiva President Premal Shah and officials from Visa Inc. at the William J. Clinton Presidential Center in Little Rock, Arkansas, to announce the launch of Kiva City Little Rock, an initiative that expands the availability of microloans for small business owners and aspiring entrepreneurs in the Little Rock area. The program provides loans ranging from \$500 to \$10,000.

The announcement further raised our profile in Arkansas, where we have made more than \$530,000 in loans since we entered the market in 2011.

Barrera served as master of ceremonies at the launch and was quoted in many major media reports of the event, including the Wall Street Journal, Yahoo! Finance, NBC Marketwire, the Arkansas Democrat-Gazette and its online partner, Arkansas Online.

“Small businesses are the backbone of every local economy,” Clinton told the invited audience of approximately 400 people who gathered to hear about the new partnership. “There is no shortage of passionate and successful small business owners in Little Rock and in towns and cities

across the country that, collectively, have the power to accelerate job growth and economic opportunity for all of us. They have the plan and the passion, they simply lack the capital to start or expand.”

Shah commented, “This initiative gives everyone a chance to help support local jobs and businesses in Little Rock.” Every dollar lent to a small business helps create jobs in local communities, which in turn supports other local businesses. As small businesses grow and expand, local economies improve, helping to support schools, city services and more vibrant and sustainable communities.”

Kiva City Little Rock is a collaboration between Accion Arkansas (an extension of Accion Texas Inc.), Kiva and Visa Inc., as well as several area nonprofits who serve as Kiva Zip Trustees. Kiva has similar programs in more than 50 cities, including Detroit, New Orleans, Los Angeles, and Washington D.C.

“When small businesses do well, local and national economies do well — local jobs are created and communities are strengthened,” Barrera said. “The small business owners and future entrepreneurs we work with have all the elements of success except access to capital and training to grow their business and realize their dreams. The Accion Texas partnership with Kiva City Little Rock will enable us to substantially expand our efforts in the Little Rock area.”



A Year of Growth

The Accion Women's Business Center – a program of Accion Texas Inc. in partnership with the U.S. Small Business Administration's Office of Women's Business Ownership - enjoyed a year of exceptional growth and development in 2013.

It completed 64 training events for 974 entrepreneurs, including business education seminars, roundtables, workshops and webinars. Many of these events were presented in both English and Spanish. Dozens of topics were covered throughout the year, including Access to Capital and 504 Loans, Contracting 101, Cash Flow Management, Credit Repair, Hiring Your First Employee and Exploring International Business Opportunities – just to name a few.

Additionally, the center led 209 one-on-one counseling sessions, supporting and guiding 171 aspiring and existing small business owners.

In all, the Accion Women's Business Center assisted 1,145 people in their quest for small business success.

The WBC is dedicated to supporting entrepreneurs, especially women and minorities. According to SBA statistics, 30 percent of all startups are created by women. And women comprise nearly 40 percent of the Accion Texas loan portfolio.

The center teaches women entrepreneurs the realities of starting and successfully operating a small business, helping them maneuver the many twists and turns that come with being self-employed. The personalized, caring approach the center takes with its clients can often mean the difference between success and failure for people struggling to support their families and build their economic futures.

Whether you need a start-up business plan, or advice and seminars on business and market planning to grow your business, the Accion Women's Business Center is ready with full-time business advisors and real-life experience.

One of the year's highest profile events in 2013 was "20X20: Women Inspiring Women." Hosted at Geekdom in San Antonio on May 20, the "inspiration and work" session

ACCION Women's Business Center



Martha N. Zurita, left, director of the Accion Women's Business Center, and Margot S. Fuentes, the center's business advisor, oversaw events and programs that served 1,145 customers in 2013.

showcased four South Texas women who shared their stories of innovation, determination and perseverance.

Magaly Chocano, CEO of Sweb Development, Anne Ng, owner of Bakery Lorraine, Margaret Anaglia, owner of Al's Gourmet Nuts and Kathleen Mayes, owner of MaGi Foods, used 20 slides each, describing each picture in 20 seconds, taking participants from idea, to startup, to where they are today as successful small business owners.

"These women have been challenged on all levels and kept pushing toward their dreams," said Martha N. Zurita, director of the Women's Business Center. "We wanted our presenters to share their journey in a unique way. We believe these four women truly inspired others to keep striving forward."



20X20: Four women entrepreneurs share their stories

Margaret Anaglia



Before pursuing her own dream of starting her own business – Al's Gourmet Nuts – Margaret Anaglia helped jumpstart other people's businesses as an economic development manager for the City of San Antonio. Today, Anaglia and her husband Albert can be seen throughout the city at farmers markets and other events promoting their special flavored nuts, including guajillo honey peanuts, lavender pecans and Becker port wine pecans, as well as other traditional flavors, such as cinnamon pecans and salty and sweet peanuts. While growing her catalog and online business, Anaglia continues to help other entrepreneurs by serving on the Brooks Development Authority board of directors. Recently, the San Antonio chapter of the National Association of Women Business Owners awarded Anaglia the Entrepreneurial Spirit Award.

Anne Ng

Before she moved to San Antonio and brought her recipes for delicate French pastries with her, Anne Ng and her partner, Jeremy Mandrell, toiled in the famed kitchens of Bouchon Bakery in San Francisco, and in other fine restaurants in the Bay Area. After working as the pastry chef for restaurants in San Antonio, Ng tiptoed into entrepreneurship by opening up a booth at the Quarry Farmer's Market on Basse on Sundays, and created a legion of gourmand fans. Last year, Ng opened up Bakery Lorraine in a traditional brick-and-mortar location, not far from The Pearl. At their shop, located at 511 E. Grayson, Ng and Mandrell offer pain au chocolate, savory and sweet tarts, muffins, croissants, and an assortment of other fine pastries and cookies.



Magaly Chocano

In 2009, Magaly Chocano launched SwebApps, the first build-your-own-app platform. As a result she garnered the attention from the likes of Time magazine, Mashable, GigaOm, and Entrepreneur magazine to name a few. In 2013, she was given the "Social Revolución Innovator" award during the Southwest Interaction Festival in Austin. She has helped local, national, and global brands find their footing in the mobile space. Chocano showcased her innovation in supporting the creation of the site and system for San Antonio Mayor Julián Castro's SA2020 Initiative. This platform allows citizens and nonprofits to connect in entirely unique ways that make taking action in the city more effective and inspiring.



Kathleen Mayes



Kathleen Mayes gave up a high-paying job in corporate America when she decided to stay home and consult while taking care of her asthmatic baby in 2004. She seized an opportunity when she saw that the Cajun and Creole food brand, Louisiana Purchase, was up for sale, and Mayes opened MaGi Foods in 2007. Soon after, Mayes faced a downturn in the economy like other business owners, as well as a commodities market explosion that could have put her out of business. To survive, Mayes changed her business plans and applied for an Accion Texas SBA 7(a) Community Advantage loan. MaGi Foods produces and markets Louisiana Purchase, which is sold in H-E-B, Central Market and other grocery stores, as well as Kathleen's brand, which offers convenience and natural ingredients in a microwavable cup.

Helping Visionary Entrepreneurs Achieve Success

It was another excellent year of growth and success for SBA lending at Accion Texas Inc.

In all, we assisted -- small businesses across our footprint through three different programs with fixed-rate financing and loans ranging from as little as \$1,000 to as large as \$3.1 million.

In 2013, Accion disbursed 135 SBA microloans totaling \$1.4 million (loans range from \$1,000 to \$50,000) to help businesses purchase inventory, working capital, furniture, and machinery.

The SBA 7(a) Community Advantage loan program is designed to reach underserved communities, where up to 85 percent of the loan is guaranteed by the SBA with a low, fixed interest rate. SBA 7(a) CA loans range from \$35,000 to \$250,000, enabling borrowers to purchase equipment and land, start new building construction or renovate existing property. In 2013, eight Accion clients took advantage of this program, acquiring loans for a total of \$959,747 to jumpstart or expand their businesses.

The SBA 504 loan program administered by Accion Texas made 47 loans in 2013, totaling \$40.9 million. And it closed out the year with a record-breaking quarter ending December 31, 2013, approving more than \$12.9 million in loans in the final three months of the year – a 77 percent increase over the same period in 2012. We ended the year ranked 26th in Region 6 of the nation's Community Development Companies (CDCs) area of operations. Region 6 includes Texas, Louisiana, Arkansas, New Mexico and Oklahoma.

SBA 504 loans range from \$110,000 to \$3.1 million, with an average loan size of \$870,681. Currently, Accion offers SBA 504 loans only in Texas. The program strives to spur economic development, financing up to \$5.5 million for capital projects that boost business district revitalization, expand minority business development, and create small business opportunities for women and veterans. Typically, the Accion Texas SBA 504 program provides 40 percent of the total project cost, a participating third-party lender covers up to 50 percent, and the borrower contributes 10 percent.



Boyan Kalusevic, left and Chris Mobley were able to launch Dorćol, a specialty distillery in San Antonio, with the help of an SBA 504 loan from Accion Texas.

Following are three of our many clients who have put SBA/Accion Texas loans to work for their businesses.

SBA 504:

Dorćol San Antonio, Texas



Boyan Kalusevic and Chris Mobley met in 2003 at The University of Texas at Austin, and each went separate directions upon graduation. But they retained a bond that eventually led them on a couple of trips to Serbia, where Kalusevic has family ties.

In 2010, the idea to open up a distillery was born and Dorćol (“Door-chol”) became a way to determine what they really wanted to do with themselves. In March 2013, the two broke ground on the facility and later the same year hosted their grand opening just before the holidays. With help from Accion Texas, Kalusevic and Mobley obtained a \$178,000 SBA 504 loan and a \$254,000 loan from a local bank in San Antonio to purchase land and build the distillery from the ground up.



Dorćol is a local distillery located in San Antonio's rapidly-growing Southtown district on South Flores Street. It features a comfortable and stylish tasting room with large, internal glass windows that show off the inner-workings of the distillery. The centerpiece of the whole operation is a copper still imported from Serbia to produce apricot-based liquor called Kinsman Rakia – the distillery's inaugural product, based on a traditional Serbian brandy called Rakija - which Kalusevic and Mobley bottle and distribute through local liquor stores.

New Texas laws now allow distillers to offer tastings and on-site sales, which has enabled Kalusevic and Mobley to expand their business model to include a tasting room where customers can purchase up to two bottles per month.

SBA 7(a) CA:

**Metro Waste Systems
San Antonio, Texas**



Metro Waste Systems is a family-owned, start-up company that sisters Deborah and Rachel Reyna and their brother Hector jump-started with two trucks, a big dream – and an SBA 7(a) CA loan from Accion Texas.

The siblings credit their perseverance to their mother who raised eight children as a single widow. Deborah, Rachel and Hector understood the value of hard-work early in life shortly after their father passed away. They all three worked as migrant workers and would send their earnings back to the family to help with food and living costs.

Metro's mission is to encourage customers to recycle more and to reduce the amount of waste that ends up in San Antonio landfills. The siblings see tremendous opportunity as San Antonio continues to grow and also hope to expand into surrounding markets. Within 10 years, Deborah and Rachel would like to purchase commercial property that can accommodate an office, yard space and a warehouse for storage and repair of vehicles.

SBA MICROLOAN:

**Mi Tierra Caliente
Forest Hill, Louisiana**



Originally from Pánuco, Veracruz in Mexico, Irma Rodriguez moved to Louisiana more than 25 years ago, where she juggled a full-time job and sold traditional Mexican baked goods after Sunday mass. In 1997, she made her mark on the community when the Smithsonian Institution's annual Folklife Festival featured her well-known tamales – and even archived her recipe. This honor made Rodriguez realize she might have some success opening a Mexican restaurant in Forest Hill, Louisiana. She opened Mi Tierra Caliente in September 2004 with a \$20,000 loan from a family friend. In 2012, she received a \$50,000 Accion Texas SBA microloan and broke ground on a 650-square-foot patio, featuring a full-service bar and grill, with plenty of outdoor seating and new TVs to view sporting events.



Metro Waste Systems started with an SBA 7(a) Community Advantage loan through Accion Texas. It is a family-run business that aims to make San Antonio a greener city. Clockwise from upper left: Hector Reyna, Rachel Reyna, Sandy Reyna (Hector's wife) and Deborah Reyna.



A \$50,000 Accion Texas SBA microloan helped Irma Rodriguez to expand her Mi Tierra Caliente, a Mexican restaurant in Forest Hill, Louisiana.



Eva Longoria, Howard G. Buffett and Accion Texas Create New Opportunity



A PARTNERSHIP FOR LATINA ENTREPRENEURS:

In 2013, Accion Texas Inc. joined forces with The Eva Longoria Foundation and The Howard G. Buffett Foundation to create the Latina Loan Fund, which administers microloans to Latina small business owners in some of the most economically disadvantaged areas of Texas. The Latina Loan Fund disbursed 58 microloans totaling just over \$500,000 in 2013, helping to sustain or create 150 jobs in the Lone Star State. Pictured here are from left, Howard G. Buffett, Angelique Gonzales (owner of The Frosty Frog, a gourmet shaved ice company in San Antonio, who received a loan from the partnership), Eva Longoria and Accion Texas President and CEO Janie Barrera.

In recent years, Latinas have started new businesses at eight times the rate of businesses started by men in the United States. However, many of these women lack the access to capital and training they need to start and grow their businesses.

To improve this situation, The Eva Longoria Foundation partnered with The Howard G. Buffett Foundation and Accion Texas Inc. to create the Latina Loan Fund, which provides microloans and business training to low-income Latina entrepreneurs in some of the most economically disadvantaged areas of Texas.

In 2013 this partnership provided **58 small business loans** totaling more than **\$500,000**, helping to sustain or create more than **150 jobs** in the Lone Star State. The fund aims to lend another \$500,000 in 2014.

“We are honored to be working with Eva and Howard, who share our vision of improving people’s lives through hard work, self-sufficiency – and a hand up,” Barrera said. “Our shared goal is not charity – it is helping people to help themselves.”

The Eva Longoria Foundation’s vision is to empower Latinas to reach their potential through education and entrepreneurship through programs that help them excel in school, attend college, receive career training mentorship, capital and opportunity.

The Howard G. Buffett Foundation is a private family foundation working to improve the standard of living and quality of life for the world’s most impoverished and marginalized populations.



Waldo F. Castro

DIVINE TASTE CATERING AND EL CEVICHE DE WALDITO
SAN ANTONIO, TEXAS
ACCION CLIENT SINCE 2013



Chef Waldo had a dream and \$146. His dream was to feed people -- many people. Now that he has a restaurant and a catering business, he has new dreams to open a community center, start a scholarship fund for parents who think they are too old to return to school, and host fundraisers featuring his culinary creations to help pay medical bills for families with cancer-stricken children.

He is full of ideas and plans. But he is taking his dream one step at a time.

“First comes the dream, then the idea,” he says. “Then the dream can come true.” Born in Peru, Waldo attended a culinary arts school before moving to Miami, where he studied business hospitality.

In San Antonio, Waldo owns two businesses: Divine Taste Catering, and a restaurant El Ceviche De Waldito. He says cooking is his calling and with his new-found success, he still uses both mind and heart to satisfy customers and build his business. After two years, he has four employees, four cars and a restaurant where he’s served Spanish singer-songwriter Julio Iglesias, former President Bill Clinton, former Vice President Al Gore, San Antonio Mayor Julián Castro and his twin brother, U.S. Representative Joaquin Castro, and many celebrities and community leaders – all who often wait one to two hours for a table.

While attending a small business event in San Antonio, he learned about Accion Texas Inc. Waldo applied and was approved for a loan he used to help build his credit. “Accion Texas is like part of the dream come true. I feel covered, I feel like behind me, there’s someone holding my head and my arms - named Accion. I don’t feel alone.”

Rocío Maribel Capa-Dominguez

PIÑATAS CREATIONS LLC
GRETNA, LOUISIANA
ACCION CLIENT SINCE 2013



Rocío was able to turn her piñata-making business into a party store.

Rocío has always been a natural entrepreneur; she was raised in a family of entrepreneurs and business owners. She knew one day she would follow in her family’s footsteps.

Recently emigrated from Peru, she initially worked from home, taking small orders, and then grew sufficiently to open a stand at the Gretna Flea Market on weekends. She was able to quickly build a clientele for her colorful piñatas and eventually added other kinds of decorations and party supplies to her inventory.

After a year of hard work, planning and saving, Rocío created a business plan and applied for a loan at Accion Louisiana (an extension of Accion Texas Inc.) where she was able to secure \$10,000 through the Accion Latino Emerging Loan Fund in New Orleans – a special fund geared to Latino startups and existing small business owners. This helped make her dream of success in the United States a reality. “Today, I have a store that’s open from Monday through Sunday. I sell from a booth at the flea market where the visibility is high,” she says.



Russell McAlister

RICHMOND UNDERGROUND
RICHMOND, KENTUCKY
ACCION CLIENT SINCE 2013



An Accion loan helped Russell McAlister keep and expand his business, Richmond Underground, a laser tag, Airsoft tag, and arcade center in Richmond, Kentucky. McAlister's struggle with capital led him to Accion Kentucky (an extension of Accion Texas Inc.) after learning about it from one of his vendors.

McAlister's natural knowledge of running a family-oriented business comes from his father, who ran a skating rink while McAlister was in high school and starting college. He admits he doesn't know much about how to truly run a gaming center successfully, but he does know how to run a business that entertains families.

His business specializes in birthday parties and corporate outings. Sitting on a 25-acre farm, which is also his home, McAlister has buildings scattered to act as a village for outdoor Airsoft games while the laser tag is set up as a zombie-filled warehouse. Unlike other laser tag centers around Richmond, McAlister says he focuses on playing in teams instead of individually.

"We are very people-oriented," he said. The business does not rely much on being an entertainment business, but more about social interaction, he said. The exceptional customer service is another main reason why people return to Richmond Underground.

McAlister has always had an entrepreneurial spirit. The idea of making changes without going through anyone else, and experiencing success through his own decisions is what attracts him to be self-employed.

The Accion loan helped the almost 3-year-old business hire four new employees in 2013, bringing its total to 17 jobs. "We plan to continue to grow through the help of Accion," he says, adding that he has a goal of opening three more locations by 2020.

Tahiera Brown

INDIAN CREEK MANAGEMENT LLC
BIRMINGHAM, ALABAMA
ACCION CLIENT SINCE 2013



Tahiera successfully transformed herself from a victim of domestic violence into an advocate for men and women who struggle to build quality lives out of tragic circumstances.

Her 2006 book, "Annihilator of Innocence," chronicles a horrific ordeal in which Tahiera and her children were held hostage for two years by a deranged man. Though the story is written as fiction, it is a true account of what happened to Tahiera and her children. The experience left her in a coma and although she eventually recovered, she still suffers from permanent amnesia.

Despite her trauma, she has become a successful businesswoman whose work has touched people around the world, via online programming, public speaking and publishing.

She created Indian Creek Management LLC, under which she operates Darkness To Light Films, a movie and TV production company. She also is a professional speaker who shares her inspiring story at schools, universities, correctional facilities, law enforcement conferences and other venues.

She hosts an online talk show, "Living True and Truly Living: Real People ... Real Stories ... Real Issues," spotlighting people who have overcome obstacles and found joy in life once again. She hopes to eventually bring this program to broadcast television.

Tahiera successfully applied for a \$5,000 Promise loan from Accion Alabama (an extension of Accion Texas Inc.) to produce the summer episodes of her talk show.

"I am so grateful to Accion for helping me expand my platform and reach more people who need encouragement and hope," Tahiera says.





Keiia Sherree and Vargas Clark

HELPING HANDS LEARNING ACADEMY
SOUTHAVEN, MISSISSIPPI
ACCION CLIENTS SINCE 2013



David Antonio Burciaga

ANDREAS FASHION
EL PASO, TEXAS
ACCION CLIENT SINCE 2010



At their early intervention center for children with autism and developmental delays, Keiia and her husband Vargas help children by focusing on applied behavior analysis. Throughout treatments, Keiia and Vargas use computers accompanied by sensory tools to help children learn and transition into society.

For the past four years at Helping Hands Learning Academy in Southaven, Mississippi, the couple uses tools to help children adjust to social norms by educating them through their senses to prepare them for daily life in school and society.

In order to enhance their philanthropic service, Keiia and Vargas searched for a business loan. They learned of Accion Mississippi (an extension of Accion Texas Inc.) and were approved for a \$5,000 loan to finance computers and sensory tools for their business. The loan helped the couple provide their best services in the care industry, and enabled them to remain competitive with other service providers.

Keiia and Vargas agree they are trying to keep growing and offering the best services they can via their four-member team, and are thankful to Accion for the loan. Without it, they would be restricted to the education they could provide.

David Antonio Burciaga is only 26 years old and already oversees three fashion stores – and is wrapping up two bachelor’s degrees at the University of Texas at El Paso (business administration and marketing) and will soon attend the Fashion Institute of Design & Merchandising (FIDM) in Los Angeles. He recently was named “SBA Young Entrepreneur of the Year” by the Small Business Administration’s El Paso office.

Strongly influenced by his mother, who helped support her family with a clothing store in Ciudad Juarez, Mexico – across the border from El Paso – David contemplated continuing the family tradition and opening his own store when he graduated from Cathedral High School in 2006. After weighing various options and attending El Paso Community College, he finally took a leap of faith in 2009 and opened his first location in downtown El Paso: Andreas Fashion – named after David’s little sister. The store sells baptismal gowns, children’s tuxedos, party dresses, and school uniforms. In 2011 Andreas Fashion also became a wholesaler.

The second Andreas Fashion store opened on New Year’s Day 2013. The store’s products include fashionable women’s clothing such as jeans, blouses, and formal wear – all at affordable prices. The third Andreas Fashion store also opened in January 2013 in Ciudad Juarez, Mexico, offering the same products, serving the same target market. David hopes to open a fourth store in the near future.

His second and third stores were financed with Accion Texas loans and in 2013 he took out an additional loan to pay for marketing via radio ads, fliers and loyalty reward cards. This investment has led to a surge in sales and even more success for this promising young entrepreneur.



Photo by Victor Calzada / El Paso Times



Bob Mishler

UNCERTAIN FARMS
SEGUIN, TEXAS
ACCION CLIENT SINCE 2013

Robert “Bob” Mishler is the owner of Uncertain Farms, a family-operated farm founded in 1998. Aside from his produce, Mishler is known for his candied jalapeños, homemade ice cream, fresh-baked breads and jams. All items are made from his organically-grown produce raised on a 17-acre farm in Seguin, Texas. A United States Marine Corps veteran, Mishler says, “I was pointed to the great people at Accion. Knowing we had funds to cover some of the operating expenses made it easier.” Recently, he expanded his offerings to include jalapeño cheddar buffalo burger buns.

Accion is committed to helping veterans start and expand small businesses. In 2013, we made 88 loans totaling \$1.7 million, that helped many veterans realize their dreams of entrepreneurship.



Emanuel Joseph Toney

MANNY'S NEW YORK ITALIAN ICE
MEMPHIS, TENNESSEE
ACCION CLIENT SINCE 2013



New York native Emanuel Joseph Toney saw an opportunity after moving to Memphis in 2006 to begin his higher education at the University of Memphis. No one was selling the Italian ice treats that make summers sweet for people who live in the North East. So that year, at the age of 18, Emanuel opened Manny's New York Italian Ice, selling his fine frozen fruit creations out of a specially designed mobile unit.

"Italian ice is something I grew up with as a child," Emanuel said. "It was a feeling of home that I was desiring, but there wasn't anybody selling it. So that desire caused me to start my business."

In 2013, the young entrepreneur needed some financing to repair his truck. After learning about Accion Tennessee (an extension of Accion Texas Inc.) through a news report, Emanuel applied for and received a working capital loan, which enabled him to repair his mobile truck, buy supplies, pay his part-time employee, and start developing his company's website.

Emanuel graduated from the University of Memphis with a degree in business, and is working on getting his master's in business administration. After finishing his studies, Emanuel hopes to grow Manny's New York Italian Ice into a Southern franchise.

Linda Susan Hochtritt

LUCKY LOU
AUSTIN, TEXAS
ACCION CLIENT SINCE 2013



Linda, who goes by "Lindy Lou," was a welder in San Francisco before a vacation in Austin convinced her to migrate to a more affordable place to live. But she couldn't stand welding in the paralyzing Texas heat and was soon looking for a new line of work.

Then, one night in 2003, she stepped out in a pair of "Souvenir" shoes, which got her a lot of attention – and got her to thinking about parlaying the shoes into a new career.

The Souvenir is a wooden, wedge peep-toe shoe with a carved heel often with brightly-painted designs. It was wildly popular during World War II when U.S. soldiers gifted them to their wives or girlfriends back home – hence the name.

Linda thought of getting them reproduced, found descendants of the family who originally hand-carved them in the Philippines, and convinced them to carve for her. She soon hit stores and trade shows worldwide with her new business, Lucky Lou – selling an average of 300 pairs per show.

Linda's "overnight" entrepreneurial success story came to a sudden halt in 2009 when she says her manufacturer began cutting corners and producing bad quality shoes, which resulted in a large number of returns and refunds. After deciding to end her business relationship with the manufacturer, Linda was shocked to find him taking everything she had, including copyrighted designs and pictures from advertising photo shoots, and selling her designs for a lot less.

He effectively put her out of business.

"I begged and pleaded for everyone to help me," she recalls. Linda went to multiple organizations for a loan and was

turned down each time until she found Accion Texas Inc. – thanks to a referral from BiGAUSTIN. "They were very supportive. That launch from Accion enabled me to purchase 600 shoes, then those sales helped me to purchase 1,000," she says. "Without Accion, I wouldn't be in business. No way."





Kelvin Randall

CELL PHONE ACCESSORY STORE
LITTLE ROCK, ARKANSAS
ACCION CLIENT SINCE 2013



A decade of cell phone retail management experience taught Kelvin that if you serve customers well, they'll be loyal. But long before he was old enough to work, his parents taught him to be respectful and treat people the way he wants to be treated.

Therefore, great customer service is what makes Cell Phone Accessory Store a successful venture.

Kelvin not only offers cell phone accessories such as car chargers, batteries, cases, Bluetooth items, and stereo headsets – he also repairs broken screens. And he is an authorized Cricket Communications dealer who provides utility bill pay for customers.

When he needed a loan to ramp up his business, a customer recommended calling Accion Arkansas (an extension of Accion Texas Inc). He did – and received the funds he needed.

He used the loan to buy more inventory – which eventually led to more sales. With Accion's help, he was able to stock multiples of everything, keep his customers happy and, most importantly, keep up with the competition.

Currently, Kelvin has two employees. As the business continues to grow, he'll hire more. He plans to cap his staff at 15, although he also has a long-term goal of opening multiple stores.

Julio Cesar Martinez

M&M STRIPING & POWER WASHING LLC
SAN ANTONIO, TEXAS
ACCION CLIENT SINCE 1998



"We wouldn't be who we are right now," says Julio Cesar Martinez, Accion Texas Inc. client and owner of M&M Striping & Power Washing LLC, about his hypothetical life without the loan. "We were able to purchase equipment and grow."

A returning client, Julio's 2013 large loan of \$250,000 took Accion Texas past the \$150 million mark in total loans disbursed since our inception – and we included him in a newspaper advertisement touting that fact.

Julio started his carpet and pressure washing and post-construction cleanup business with the help of Accion Texas in 1998. A \$3,500 loan allowed him to provide contract cleaning services for 121 local stores – eventually growing to a client base of more than 500. Today, his business is a \$2.3 million dollar enterprise in San Antonio and is expected to hit the \$5 million mark in 2014. He employs nearly 50 workers and at times even more, depending on his client load.

His company works with the Texas Department of Transportation, Zachry Corporation, Bartlett Cocke and many other general contractors in the area. The company is responsible for maintaining clean parking lots, streets, roads and airways for its clients.

He credits the trust he has in Accion's staff and singled out Business Advisor Mario Riojas, Loan Processor Laura Martinez and Executive Vice President Texas Market/ Large Loan Adrian Gonzalez for believing in him and the business. Julio says, "Accion did believe in me and made it possible to purchase items for my business and create another opportunity to continue to push the business further and further. And by having this capital I was able to create 50-plus jobs for the San Antonio community. That is opportunity."





Performance Summary*

Since 1994, we have served thousands of small business owners with millions of dollars in loans. When you combine our work with the resiliency of the entrepreneur, it is clear small business lending plays a critical role in our economy.

\$159.3 MILLION small business loans disbursed since 1994

\$334 MILLION total loans under management

14,437 LOANS small business loans disbursed since 1994

2,497 CLIENTS number of active clients under management

15,607 JOBS jobs created or retained since 1994

\$13,403 average loan balance under management

We're proud of our track record, but we keep working hard to help hardworking entrepreneurs realize their dreams of business success!

*Data as of December 31, 2013

A Look at Accion Texas Inc. and The Mississippi Delta States



WHO WE ARE

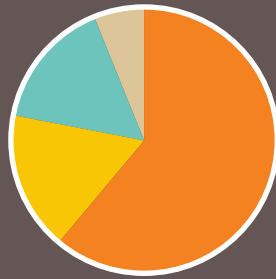
We are headquartered in San Antonio, Texas. We were founded in 1994 with one employee. Today we serve the great states of Alabama, Arkansas, Kentucky, Louisiana, Mississippi, Missouri, Tennessee and Texas.

WHAT WE DO

- Microloans - \$500 to \$50,000
- Small Business Loans - \$50,001 to \$250,000
- SBA 7 (a) CA Program Loans - \$35,000 to \$250,000
- SBA 504 Loans - \$300,000 to \$5.5 million
- Business Education

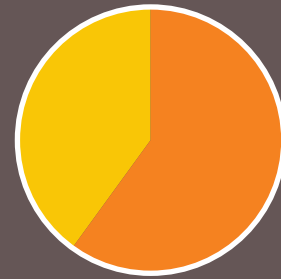
OUR BORROWERS

- 60% HISPANIC
- 17% AFRICAN-AMERICAN
- 16% WHITE
- 7% OTHER



GENDER

- 60% MEN
- 40% WOMEN

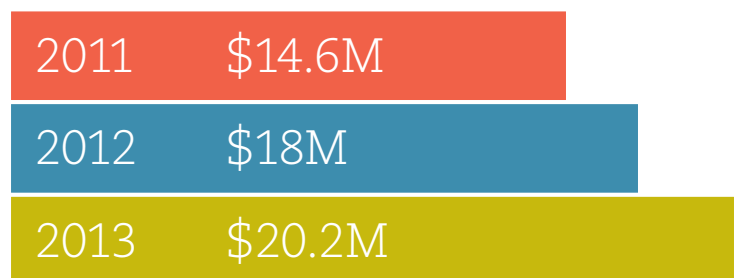


Borrower Median Income: \$36,000

We always adapt and improve to meet a growing demand for small business financing:

- We continue to diversify our loan products to serve a wide range of businesses;
- We offer business education so entrepreneurs have the tools to succeed;
- We have deployed new technology to grow our services while improving quality and customer support;
- We have expanded our footprint – both physically and online – to bring the American dream to more places and more people.

THREE-YEAR LENDING PERIOD



Donors & Investors

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The President's Society is made up of individuals who contribute \$1,000 or more each year to help Accion carry out its day-to-day work of microlending. We appreciate the ongoing support of the President's Society.

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2013 Financial Summary



Balance Sheet

ASSETS	2013	2012
Cash and Equivalents	\$4,996,062	\$4,360,046
Contributions and Grants Receivable	5,171,039	3,094,432
Microenterprise Loans Receivable (Net of Allowance for Loan Losses of \$2,759,804 for 2013 and \$2,867,747 for 2012)	27,430,638	25,639,612
New Market Tax Credit loan receivable	4,454,220	—
Fixed Assets (Net of Accumulated Depreciation of \$1,954,430 in 2013 and \$1,740,105 in 2012)	4,137,643	4,101,809
Other Assets	7,501,890	1,763,160
TOTAL ASSETS	\$53,691,492	\$38,959,059
LIABILITIES		
Accrued Expenses and Accounts Payable	\$1,292,875	\$886,579
Notes Payable	38,825,089	24,963,003
TOTAL LIABILITIES	\$40,117,964	\$25,849,582
NET ASSETS		
Unrestricted	\$7,332,738	\$7,860,685
Temporarily Restricted	5,663,627	4,671,629
Permanently Restricted	577,163	577,163
TOTAL NET ASSETS	\$13,573,528	\$13,109,477
TOTAL LIABILITIES & NET ASSETS	\$53,691,492	\$38,959,059

2013 Total Loans

LOCATION	# TOTAL LOANS	AMT DISBURSED
Austin	69	\$835,894
Brownsville	64	702,129
McAllen	92	1,205,667
Dallas/Fort Worth	134	1,440,164
El Paso	182	2,286,493
Corpus Christi	58	870,523
Houston	172	2,377,940
San Antonio	145	6,736,887
Laredo	71	967,354
Louisiana	210	1,825,267
Delta	108	1,009,115
TOTAL	1,305	\$20,257,433

Complete financial statements, audited by West, Davis & Company, LLP, are available upon request through Accion Texas, Inc.

Revenue & Expenses

SUPPORT & REVENUE	2013	2012
Grants and Contributions		
Unrestricted	\$4,814,331	\$1,804,584
Restricted	1,680,575	3,834,987
In-Kind	173,203	163,813
Interest and Fees	4,707,814	4,259,841
SBA 504 Income	1,051,700	1,039,401
Other Income	317,334	414,746
TOTAL PUBLIC SUPPORT AND REVENUES	\$12,744,957	\$11,517,372
EXPENSES		
Program Services	\$10,541,330	\$9,706,465
Support Services		
Administration	1,394,550	1,185,683
Fundraising	345,026	352,749
TOTAL EXPENSES	\$12,280,906	\$11,244,897
CHANGE IN NET ASSETS	\$464,051	\$272,475

Impact

INDICATOR	2013	2012
New Clients	1,156	726
Number of Loans Disbursed	1,305	919
Amount Loaned	\$20,257,443	\$17,994,771
Accion Texas Portfolio	\$30,190,442	\$28,507,359
Portfolio Servicing	\$3,277,322	\$1,274,683
Total Portfolio Under Management ¹	\$33,467,764	\$29,782,042
Active Clients	2,497	2,204
Average Loan Balance	\$13,403	\$13,513
Portfolio at Risk ²	3.30%	3.30%
Net Losses ³	3.81%	4.01%
CUMULATIVE TOTALS TO DATE	12/31/2013	12/31/2012
Clients Served	10,232	9,076
Number of Loans Disbursed	14,437	13,132
Amount Disbursed	\$159,394,307	\$139,136,874

¹ Includes Accion Texas and Servicing Portfolio

² Portfolio at risk = total value of outstanding loans past due more than 30 days divided by total portfolio

³ Net losses = net losses for fiscal year divided by portfolio outstanding at year end

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acciontexas.org



ACCION

TEXAS

AUSTIN OFFICE

Wells Fargo Bank
9800 N. Lamar Boulevard, Suite 280
Austin, TX 78753

Judson McGehee, Sr. VP North and
Central Region
Arie Muniz, Loan Processor
Carlos Vasquez, Loan Officer

BROWNSVILLE OFFICE

Chase Bank
1475 Ruben Torres Boulevard
Brownsville, TX 78520

Josefina Molina, Loan Processor
Francisco Sergio Rodriguez, Loan Officer

CORPUS CHRISTI OFFICE

Del Mar College Center for Economic
Development
3209 South Staples, Room 146
Corpus Christi, TX 78411

Laura Estrada, Loan Officer
Melinda Garza, Customer Service/
Loan Processor

DALLAS OFFICE

8828 North Stemmons Fwy, Suite 101
Dallas, TX 75247

Sicquielita Aguilar (C.K.), Loan Processor
Luther Branham, Dallas Market President
Danny De Valdenebro, Business Advisor
Leticia Lopez, Loan Processor II
Judson McGehee, Sr. VP North and
Central Region
Yolie Molina, Loan Officer
Roscio Rueda, Market Manager North Region
Antonio "Tony" Torres, Loan Officer

EL PASO OFFICE

1421 Lee Treviño Drive, B-1
El Paso, TX 79935

Enrique Aragón, Loan Processor
Juan Gonzalez, Loan Processor
Valeria Minjarez, Project VIDA
Alex Valles, Loan Processor
Elvira M. Valles, VP West Region

FORT WORTH OFFICE

1150 South Freeway, Suite 106
Fort Worth, TX 76104

Antonio "Tony" Torres, Loan Officer
(By appointment only)

HOUSTON OFFICE (WEST)

3300 Chimney Rock, Suite 100 A
Houston, TX 77056

Maria Barrón, Large Loan Sales
and Service Assistant
Jennifer Dale-Flores, Loan Administration Officer
Jose Dominguez, Loan Officer
Richard Gianni, VP Region Lending
Anthony Lopez, Loan Officer
Nikol Pavon, VP Large Loan/Houston
Luis Ramos, Business Advisor
L. Faya Sumpter, Loan Processor
Keia Walker, Loan Processor

LAREDO OFFICE

902 East Calton Road
Laredo, TX 78041

Lorena Garcia, Loan Processor II
Sara Montalvo-Saldaña, VP South Texas Region
Gina Palma, Loan Officer
Martha V. Valdez, Customer Service/
Loan Processor

MCALEN OFFICE

220 North 10th Street
McAllen, TX 78501

Marlene R. Rodriguez, Sr. Loan Officer
Jesse Sanchez, Jr., Business Advisor
Lorena M. Silva, Loan Processor

SAN ANTONIO

225 W. Paplar Street
San Antonio, TX 78212

Elvia Bara, Director, Large Loan Division
Alma Valdez Brown, Loan Officer
Mario Cardona, Loan Officer
Sandra Flores, Underwriter, Large Loan Division
SBA Packager
Adrian Gonzalez, Executive Vice President, Texas
Market/Large Loan Division
Mary Esther Hernandez, Sr. Loan Processor
Laura Martinez, Loan Processor Large Loan

WOMEN'S BUSINESS CENTER

225 W. Paplar Street
San Antonio, TX 78212

Carlos Acosta, Business Support Intern
Margot S. Fuentes, Business Advisor
Martha N. Zurita, Director

SBA 504

225 W. Paplar Street
San Antonio, TX 78212

Ken Ehler, SBA Business Development
Administration Manager
Carl Martin, SBA Portfolio Servicing Assistant
Maria "Cruz" Montoya,
Business Development Officer
Bob Schraitle, VP SBA Loan Portfolio
Melissa Villarreal, SBA 504 Loan Sales Assistant

ALABAMA

(Serving Alabama & Mississippi)

BIRMINGHAM OFFICE

Business Center of Alabama Inc.
500 Beacon Parkway West, First Floor
Birmingham, AL 35209

Joseph Dees, Loan Officer
Marina Manzanores, Loan Processor
Lisa Riley, VP Delta Region

MOBILE OFFICE

The University of South Alabama Small Business
Development Center
5811 USA Drive S., MCOB 118
Mobile, AL 36688

Boyd (Bo) Megginson, Loan Officer

ARKANSAS

(Servicing Arkansas & Missouri)

HELENA

Helena Entrepreneur Center
411 Ohio Street
Helena, AR 72342
(By appointment only)

LITTLE ROCK OFFICE

324 W. Pershing Boulevard, Suite #10
North Little Rock, AR 72114

Russell Hampton, Market Manager
Katie Stark, Loan Processor

LOUISIANA

ALEXANDRIA OFFICE

Central Louisiana Business Incubator
1501-A Wimbledon Drive, Suite 124A
Alexandria, LA 71301

Byron Lavalais, Regional Market Manager
North Louisiana
Chasity Riley, Loan Processor

BATON ROUGE OFFICE

3233 South Sherwood Forest Boulevard
Suite 108-A
Baton Rouge, LA 70816

Gary Anderson III, Market Manager/Loan Officer
Maria Greenup, Loan Processor II
Mel Robertson, VP South Louisiana

NEW ORLEANS OFFICE

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4th Floor, Room 446
Metairie, LA 70002

Stephaney Bolden, Loan Administration Officer
Tawanna Hardy, Loan Processor
Marina Manzanores, Loan Processor
Lindsey Navarro, Director Business Support
Jarrett Woods, New Orleans
Regional Market Manager

SHREVEPORT OFFICE

4646 Hilry Huckaby, Suite 121
Shreveport, LA 71107

Jennifer Johnson, Loan Officer
Chasity Riley, Loan Processor

TENNESSEE OFFICE

(Serving Tennessee and Kentucky)

MEMPHIS OFFICE

516 Tennessee Street, Suite 407
Memphis, TN 38103

Nathaniel Owen, Market Manager
Katie Stark, Loan Processor