biz2credit® CPA.com™

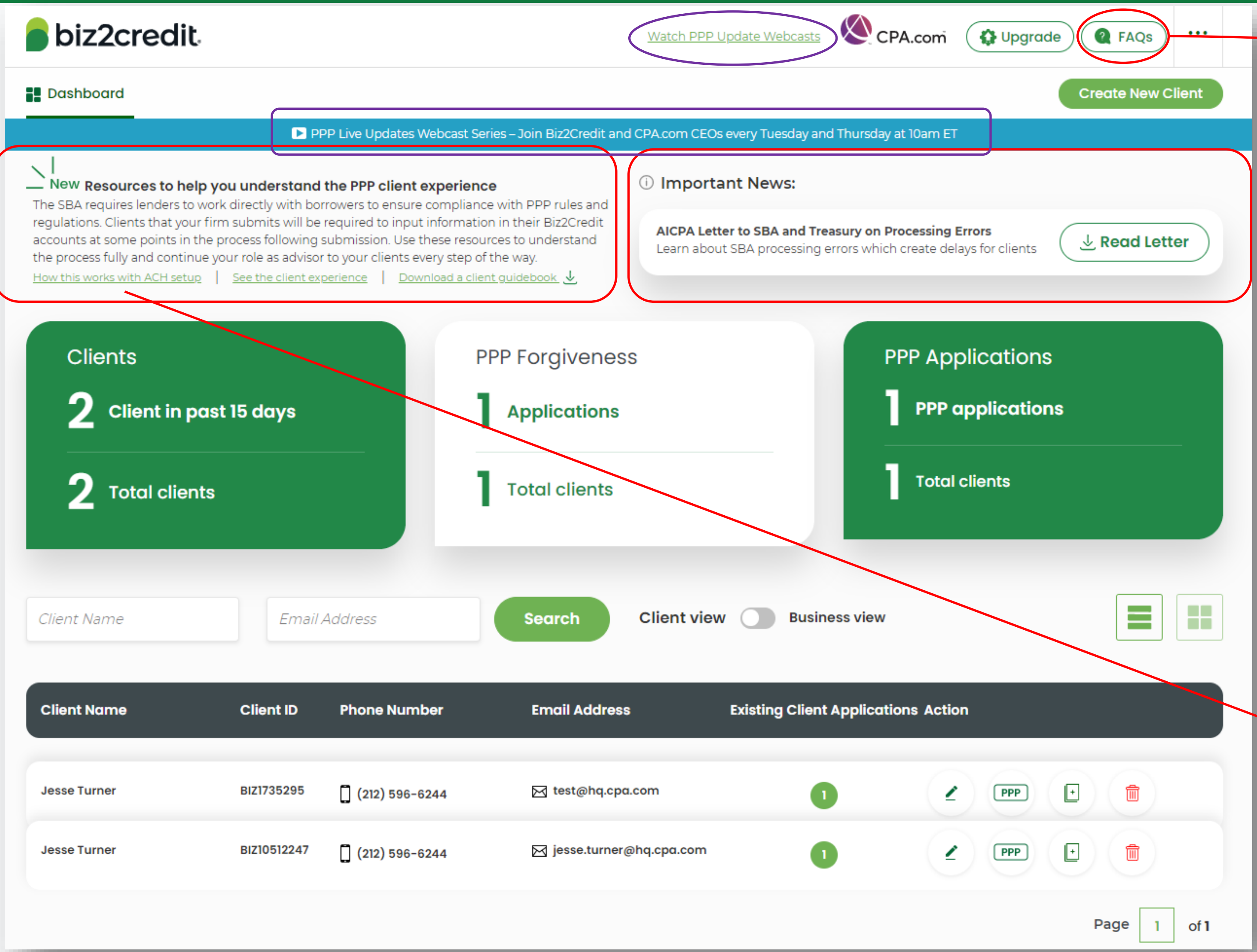
CPA Business Funding Portal

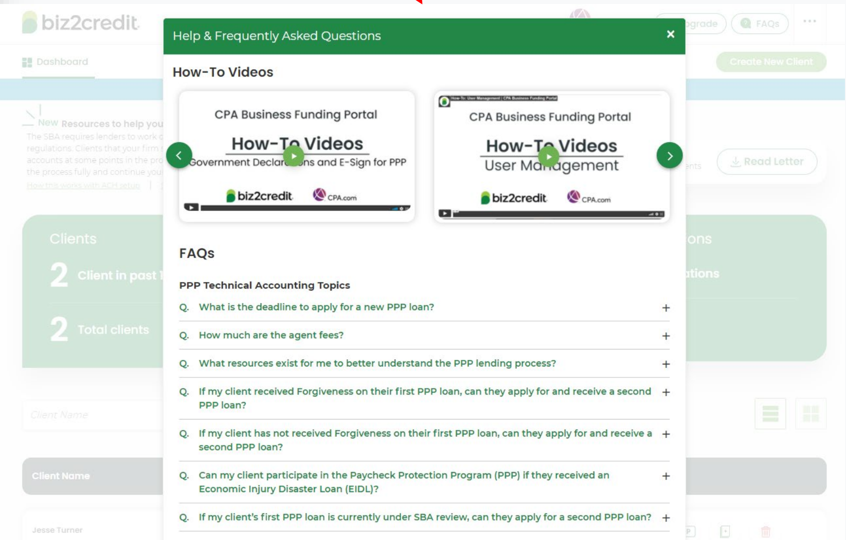
Live PPP Service Updates

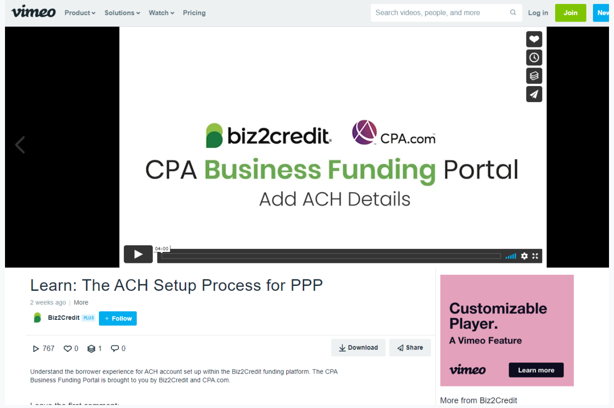
February 11, 2021

Operational Updates From CPA Loan Portal Customer Care

Resource Hub: Portal Dashboard







Resource Hub: CPA.com/PPPResources

Important Resources & Information

Expand each section below to view and access applicable support resources for you and your clients.

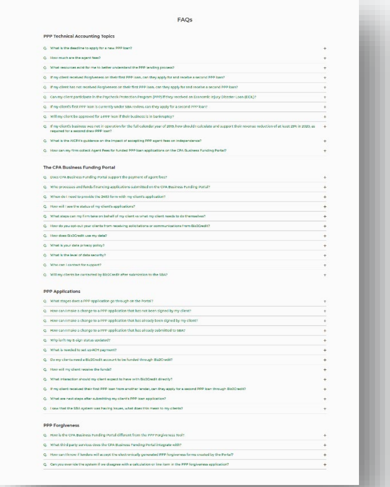
- PPP RESOURCES, UPDATES, AND INFORMATION FROM THE AICPA
- CPA BUSINESS FUNDING PORTAL
- SEMI-WEEKLY CUSTOMER SERVICE UPDATE WEBINARS: KEY HIGHLIGHTS AND ACCOMPANYING COMMENTARY

PPP RESOURCES, UPDATES, AND INFORMATION FROM THE AICPA

- SBA Paycheck Protection Program (PPP) resources for CPAs
- SBA Paycheck Protection Program (PPP) FAQs
- AICPA Letter to the SBA about PPP Processing Errors
- PPP Summary after Economic Aid Act

CPA BUSINESS FUNDING PORTAL

- Frequently Asked Questions
- PPP Loan Process: Customer Guidebook
- CPA Business Funding Portal How-To Videos



FAQ Categories

- ✓ PPP Technical Accounting Topics
- ✓ The CPA Business Funding Portal
- ✓ PPP Applications
- ✓ PPP Forgiveness

SEMI-WEEKLY CUSTOMER SERVICE UPDATE WEBINARS: KEY HIGHLIGHTS AND ACCOMPANYING COMMENTARY

SBA Hold Codes, Challenges & Processes — Posted: 2/9/21
Overview and discussion on SBA delay updates and how CPA.com and Biz2Credit are working to ensure a successful application process for clients.
Read document | Watch video

SBA Key Status Detail 'Cheat Sheet' — Posted: 2/9/21
Further explanation of the full scope of SBA processing post-submission.
Read document | Watch video

ACH Process Change Update — Posted: 2/9/21
Simplified experience for borrowers: Biz2Credit is no longer using a third-party service to verify client bank accounts for funding disbursement.
Read document | Watch video

Important Notice: Check Loan Amount — Posted: 2/9/21
Continued reminder to firms of a critical step in the PPP loan process: Clients must review their loan details prior to executing a contract. (The final agreement amount may differ from the initial request due to SBA caps.)
Read document | Watch video

Application Tips from the AICPA — Posted: 2/9/21
Kari Hipsack, Sr. Manager Firm Services at AICPA, provides advice for firms using the CPA Business Funding Portal in streamlining the experience for clients.
Read document | Watch video

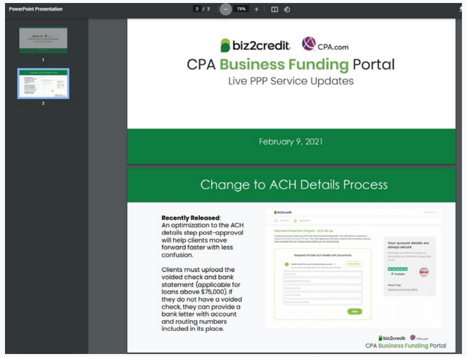
Agent Fees, Explained — Posted: 2/4/21
Discussion on the agent fee structure and process update ahead of the SBA/Treasury pending guidance.
Read document | Watch video

Enhancements to the CPA Business Funding Portal Dashboard — Posted: 2/2/21
Review of the various resources and updates made to the dashboard within the portal.
Read document | Watch video

PPP Processing Timeline — Posted: 2/2/21
Review of the estimated timelines within each stage of the PPP processing workflow.
Read document | Watch video

Posted: 2/9/21

"Read document"



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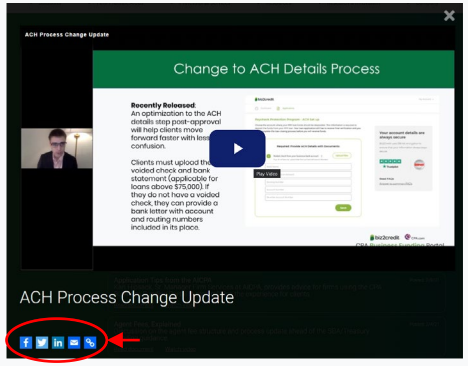

Our Customer Care Teams

Customer Service Managers

cpasupport@biz2credit.com

- Status of applications
- Process workflow questions – guidance on next steps in loan application process
- CPA loan portal error messages
- "How to" upload ACH/Banking information (once available)

Biz2Credit Funding Specialists

- Assist with add'l documentation requirements
- Trigger ACH/Bank information upload step
- Address questions related to incorrect loan amounts
- Complete application/loan package prior to funding
- Withdrawal requests

Best Practices to optimize PPP loan processing

✓ For Draw 2s, be sure to use the same EIN/SSN used for Draw 1

✓ Accurate number employee input

✓ Review loan documentation for accurate information before signing

Biz2Credit Technology Support

For user login issues & password resets, please email:

techhelp@biz2credit.com

Continuing Customer Care Improvements

- The volume of inbound questions to our customer care team remains high
- Our team is working around the clock to effectively resolve cases for CPA firms and their clients. We have continued to add additional people to increase our capacity to resolve issues more quickly.
- Many applications (~30%) are requiring additional attention due to additional SBA validation & review processes aimed to prevent fraud.
- Some unique issues with applications require a **Biz2Credit Funding Specialist** to resolve. If a borrower's application requires Funding Specialist assistance, one will be assigned.

  NOTE: *Funding Specialists are working diligently to address issues, which in some cases take a week or more depending on clarity around resolution from the SBA*
- Please take advantage of the self-serve resources as a first step to find answers to your questions while our Customer Care team triages issues requiring additional support

Reminder: Collaborate to Improve Client Experience

IMPORTANT MESSAGE

Escalate high importance cases to promote faster resolution for in-need borrowers - Use the channels via the customer service department to escalate clients that need desperate attention in order to stay in business. Emergency cases should be given priority – help us help your clients by prioritizing the most in-need.

IMPORTANT MESSAGE

SBA continues to advise of sufficient program funding, so set the right expectations with clients - Manage expectations with clients about the turnaround time for loan decisioning and disbursement. This is not the same as Round 1 in April. Slower process, more validation, longer wait times. Set the right tone with clients to avoid disappointment and frustration.

Advice for faster processing

Share the steps in the journey with clients in advance and provide guidance about the SBA processing errors and delays to set proper expectations. Submit as many applications as possible without contacting customer service to get these applications processing sooner. Review the available resources prior to contacting customer service – answers to common questions usually already available. Use the customer service function to escalate technical challenges and for your clients in most desperate need.

Customer Service & Communication Plan

Contact Us

Service Inquiries about the Portal
email address on your portal

PPP Guidance from AICPA
pcps@aicpa.org

Technical Issues (e.g. Login)
techhelp@biz2credit.com

Find Resources

Check for frequent **emails** from cpa@biz2credit.com that highlight Portal updates and processing information for CPAs

View resources and videos on your CPA Business Funding Portal **dashboard**

Join us twice a week in these **live update webinars**

Faster Processing

~600

inquiries answered every day.

Join us on Thursday at 10am ET