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CPA Business Funding Portal

Live PPP Service Updates

April 1, 2021

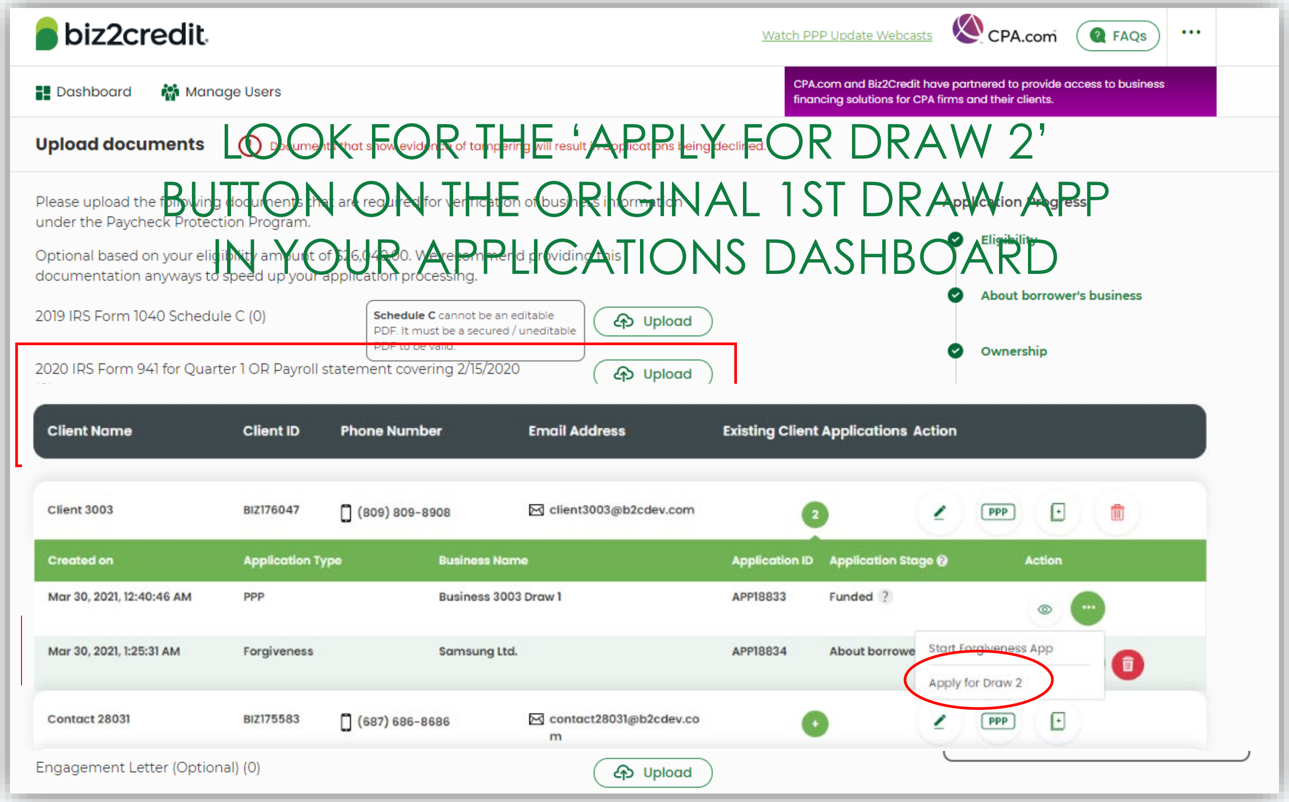
Customer Care Updates from the CPA Business Funding Portal Team

Second Draw for 2021 Borrowers

Training tip:

Getting a 2nd Draw PPP Loan in 2021 – Applicants must:

- Have applied and been funded through Biz2Credit in Draw 1
- Certify funds from 1st Draw were used
    - Revenue reduction related documentation
    - Additional documentation for verification based on the application
- The client's business must have experienced a revenue reduction of 25% or greater due to the COVID-19 pandemic.



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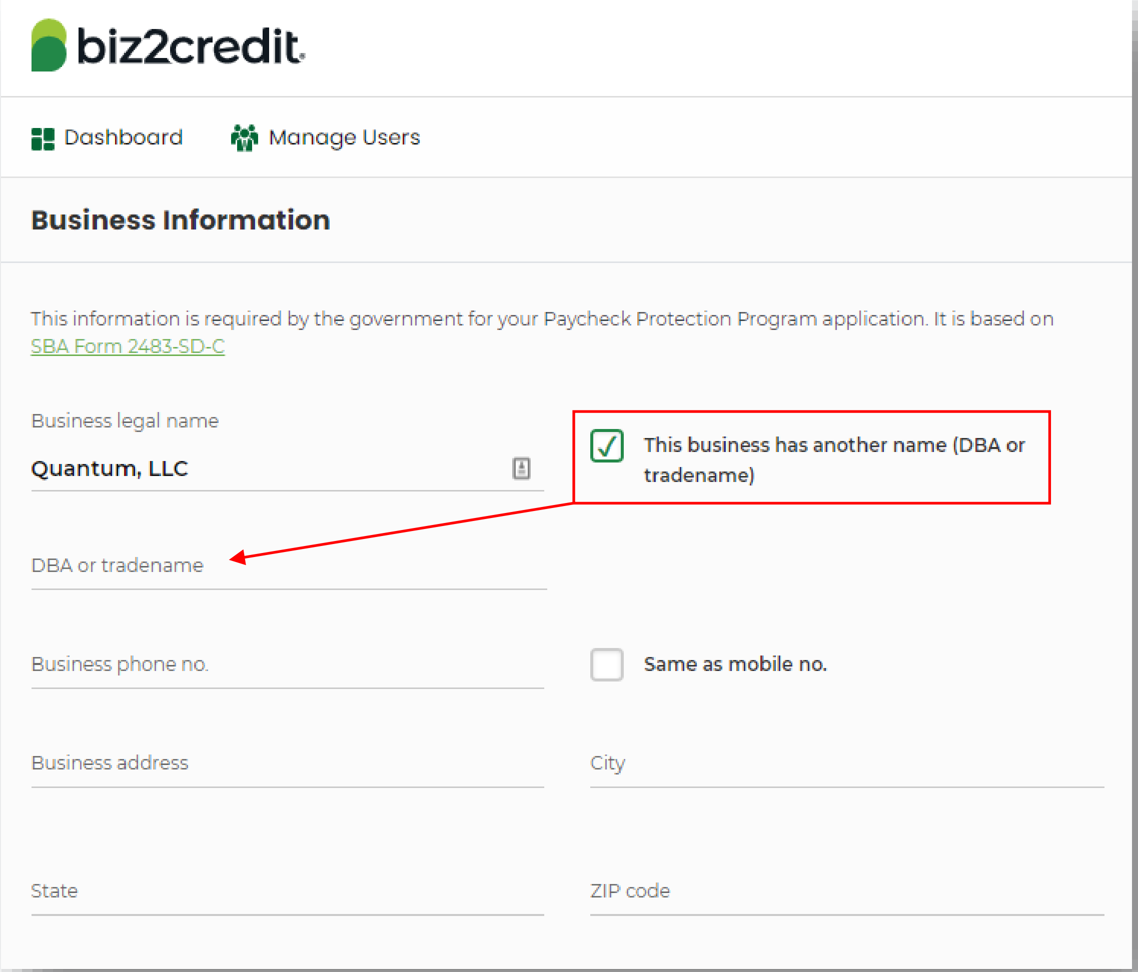
Schedule C Borrowers & Bank Accounts

Training tip:

Due to challenges with the opening of a business-specific bank account during the pandemic, borrowers can include additional information on the application.

- A borrower can utilize the DBA (Doing Business As) field within the business information screen of the platform.
- Borrowers can put their name in the legal name field as this will correlate with the Schedule C being filed and use the DBA field for the business name.
- When the application reaches underwriting both the legal name and business name will be captured on the application.



Application Withdrawal Process

Training tip

For Schedule C applications that are post-submission and have an E-Tran #: a manual withdrawal request from the SBA must be submitted to support

During withdrawal processing:

- Complete the new application including document upload, ACH information, and E-signature
- Wait to submit until prior application is successfully withdrawn

Resource to Reference: [3/23 Webcast, Customer Care Update]

Withdraw requests for applications with an E-Tran #

- Email cpasupport@biz2credit.com the following information:
  - ✓ Business name
  - ✓ Case ID
  - ✓ EIN
  - ✓ Client contact email
- *Note*: these requests may take **10+ days** to withdraw from the SBA

Optimize your Business Funding Portal Experience

Join an onboarding session

When: Monday & Thursday, 2-3PM ET
Where: **Register here**

Stay informed

- Read the daily update emails
- Join the Bi-weekly AICPA Town Halls **(Register here for this afternoon's event)**
- Continue joining these semi-weekly webcasts

Use the resource hubs

- CPA.com/PPPResources
- CPALoanPortal.com/Resource-Hub

Resource Hubs

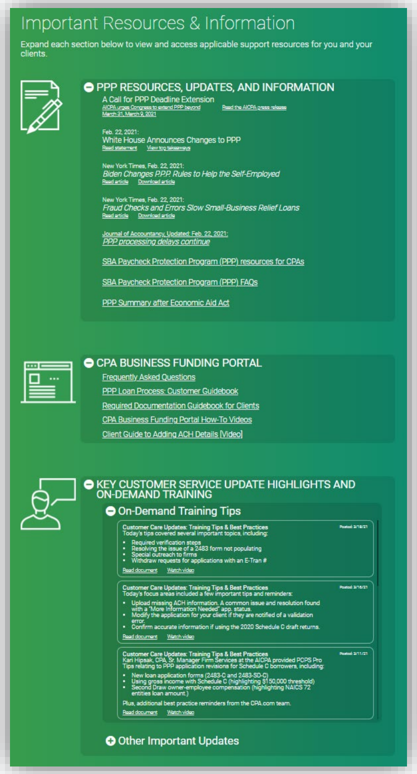
Visit either resource hub for information to help guide you through the second round of PPP

✓ **Helpful Portal resources for you and your clients, such as:**
- How-To Videos
- Access to FAQs (also found at: CPALoanPortal.com/#PPPFAQ)
- Required Documentation Guide
- ACH Tutorial and Detailed Guide

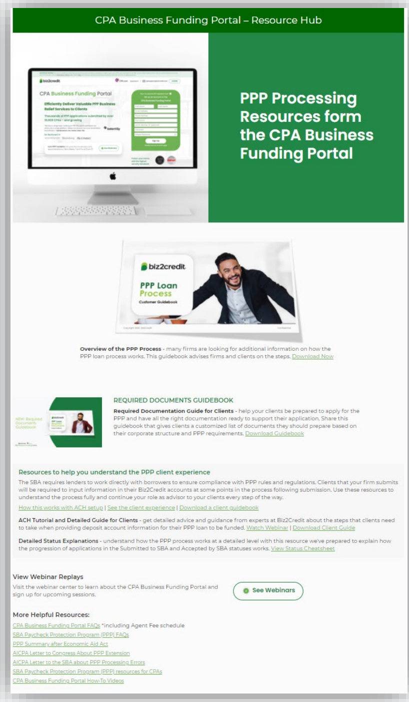
✓ **Semi-weekly webcast resources, such as:**
- Webinar replays
- Access to on-demand training clips and slides (*only* found at CPA.com/PPPResources)

✓ **PPP Information, such as:**
- Recent news articles
- AICPA resources
  - SBA Paycheck Protection Program (PPP) FAQs
  - *PPP Summary after Economic Aid Act*

CPA.com/PPPResources



CPALoanPortal.com/Resource-Hub



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Customer Care Reminders

Document Requests

Advise clients to continue keeping an eye out for communications that are requesting additional documentation in order to finish processing their PPP loan application.

This will likely come from a Biz2Credit Funding Specialist. (ex. Yodlee requests for account connection.)

Common Mistakes

If not caught before submission, these mistakes could cause the application to be rejected.

- ACH details provided are ***not*** for a business checking account
- Schedule C is ***missing*** the client's Social Security Number (SSN)
- Revenue Reduction financial documents (e.g. Profit & Loss Statement) have ***not*** been signed and dated by the authorized signatory of the applicant business

Customer Care Reminder: Missing Documents

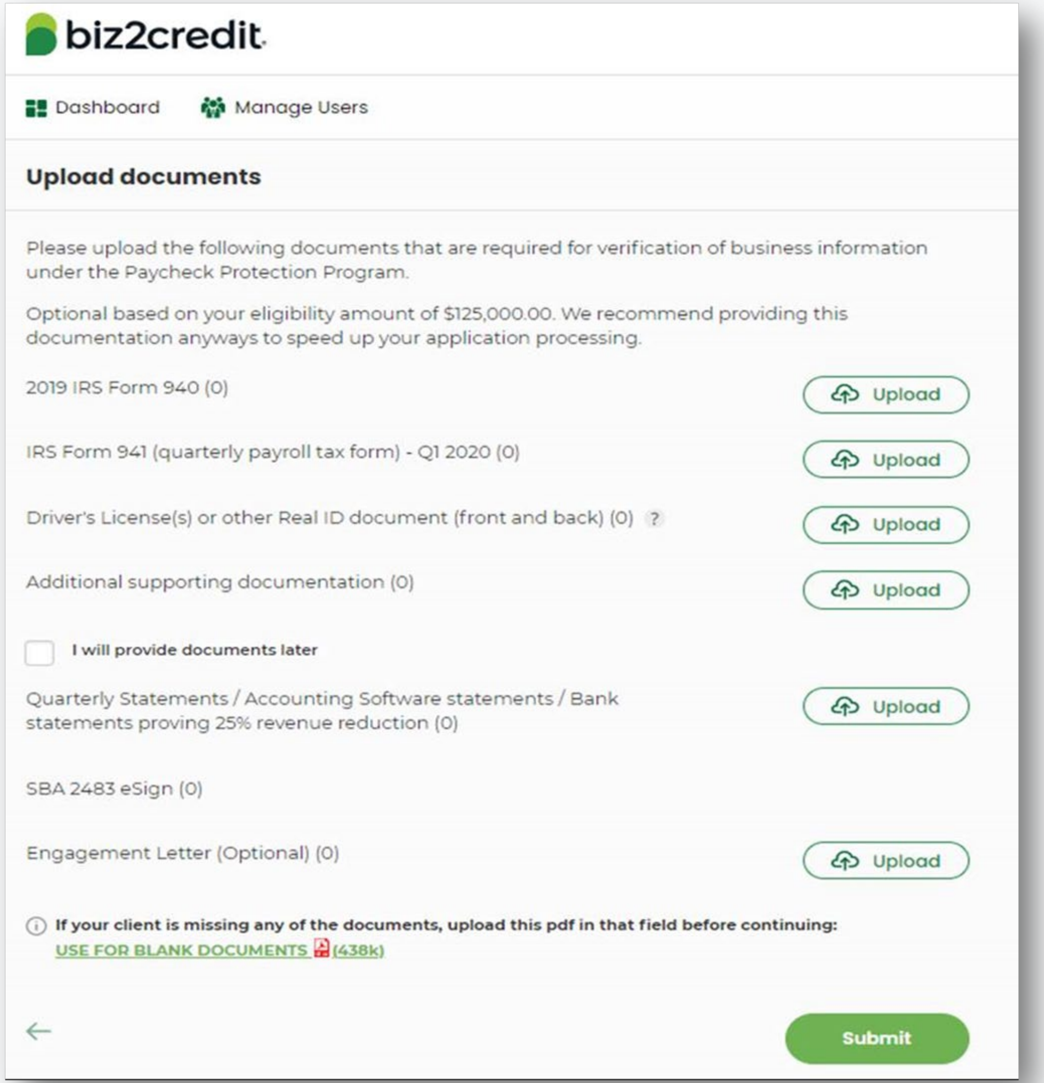
If the application is *missing documents*, it could be due to a client modification request.

In some cases, a different kind of document may be requested in order to complete this request.

Additionally, the client may have been required to sign a new SBA Form 2483 corresponding to the change in the application data.

Likely, this is the case for some of the clients' applications with this status. Firms should remind clients that they will need to provide this information by either:

- Uploading the requested document in their Biz2Credit account; or
- By e-signing the file they received from DocuSign.



Our Customer Care Teams

Customer Service Managers

Email Support Available from 8AM-8PM ET
cpasupport@biz2credit.com

CSRs are here to assist you with common "tier 1" support questions related to use of the loan portal as well as help direct you to additional customer care resources.

To ensure fastest response time, please include key Information in your initial email:

- Business Name & Case ID (in subject line)
- Current Application Status
- Issue the application is experiencing
- *Helpful Hint:* Copy yourself when sending your request

Biz2Credit Funding Specialists

Assigned to applications in queue to facilitate funding process

Please be patient with questions requiring funding specialist attention. The team is extremely busy, and working as quickly as possible to address application errors and process lending agreements

Common documents you'll be asked to provide following SBA Acceptance:

- 2019/2020 payroll
- Driver License
- ACH/Voided Check
- Other additional documentation may be required

Customer Service & Communication Plan

Contact Us

Service Inquiries about the Portal
email address on your portal

CPA Business Funding Portal Support
cpasupport@biz2credit.com

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 Tuesday at 10am ET