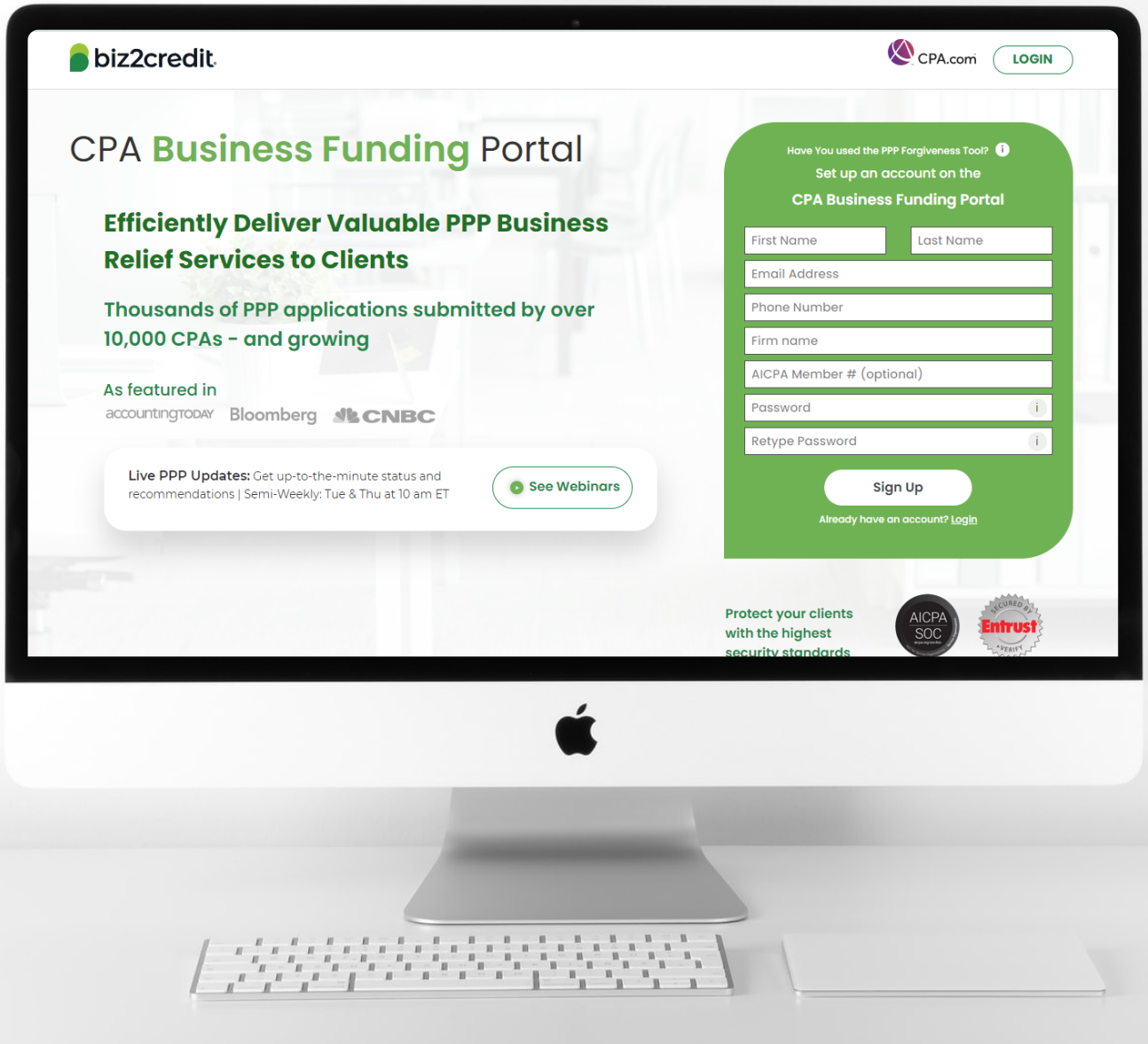
CPA Business Funding Portal

Live PPP Service Updates

April 8, 2021



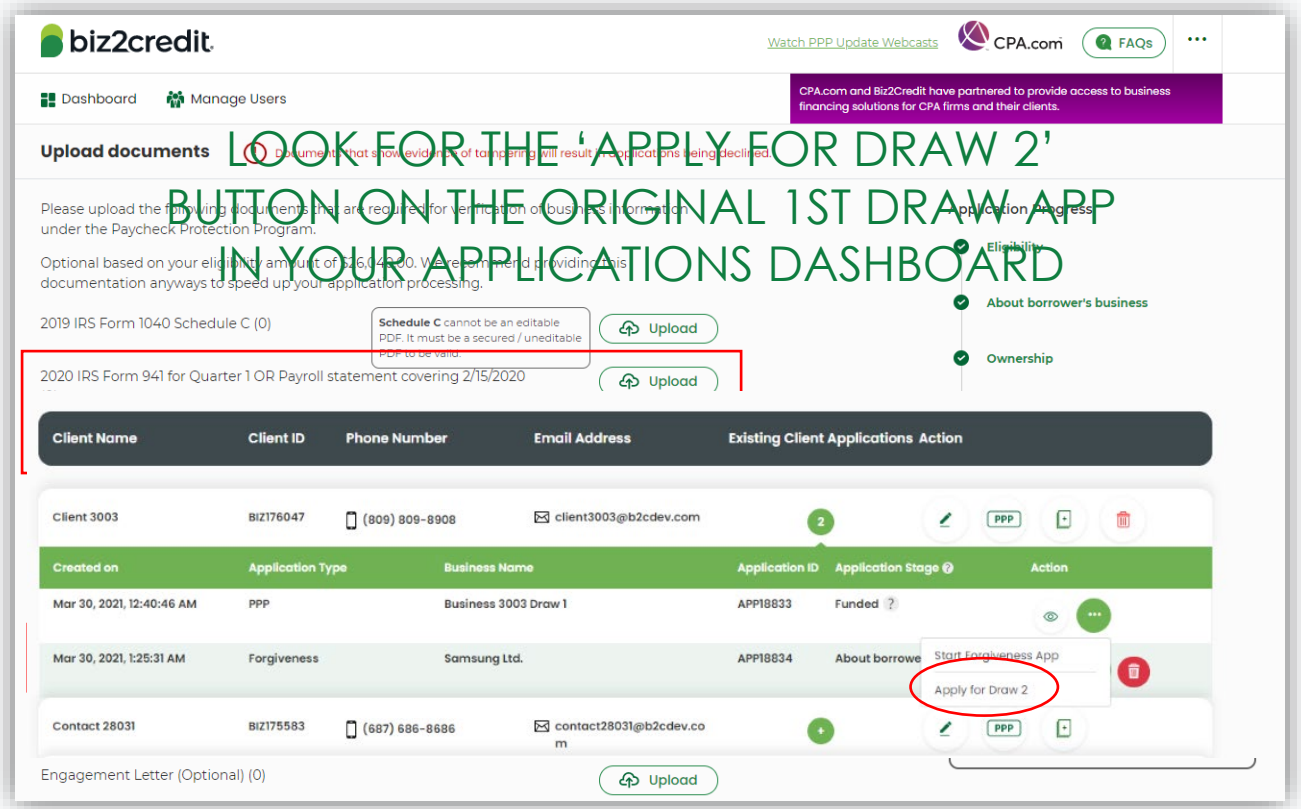
Customer Care Updates from the CPA Business Funding Portal Team

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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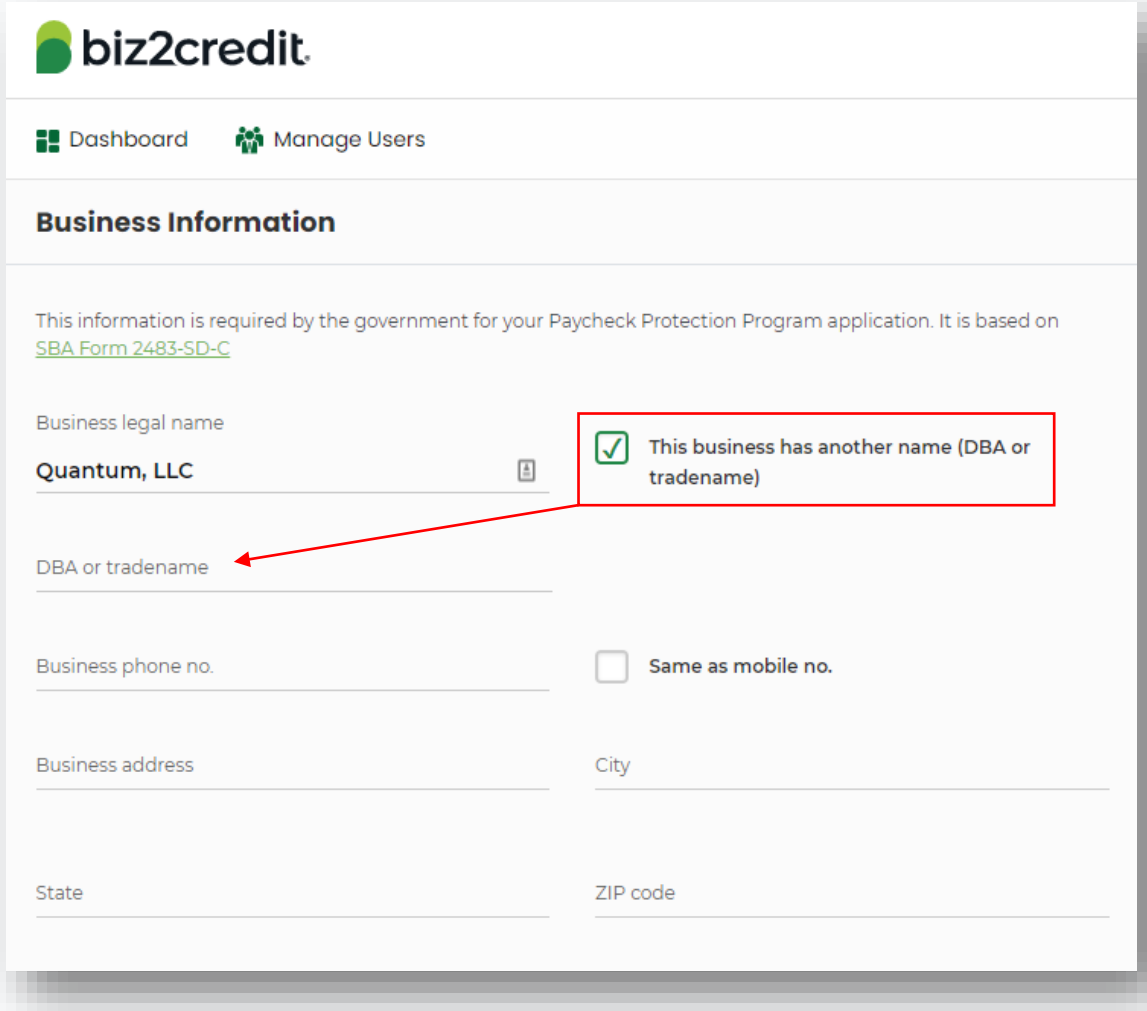
Schedule C Borrowers & Bank Accounts

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.



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

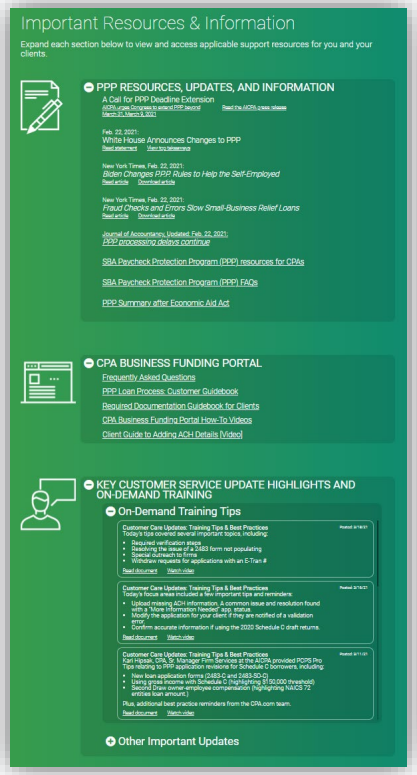
Visit either resource hub for information to help guide you through the second round of PPP

- ✓ **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

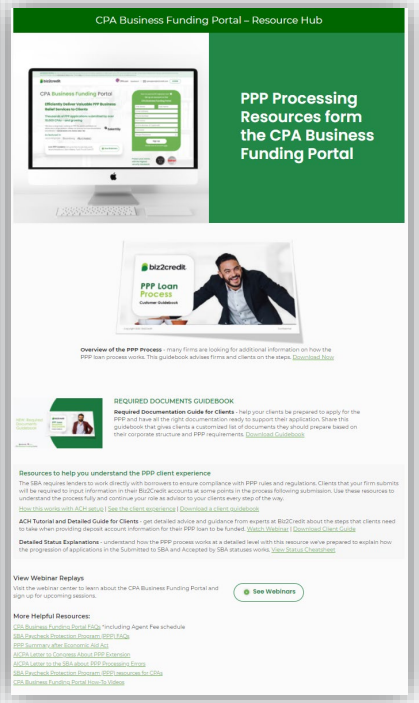
- ✓ **Semi-weekly webcast resources, such as:**
  - Webinar replays
  - Access to on-demand training clips and slides (*only* found at CPA.com/PPPResources)

- ✓ **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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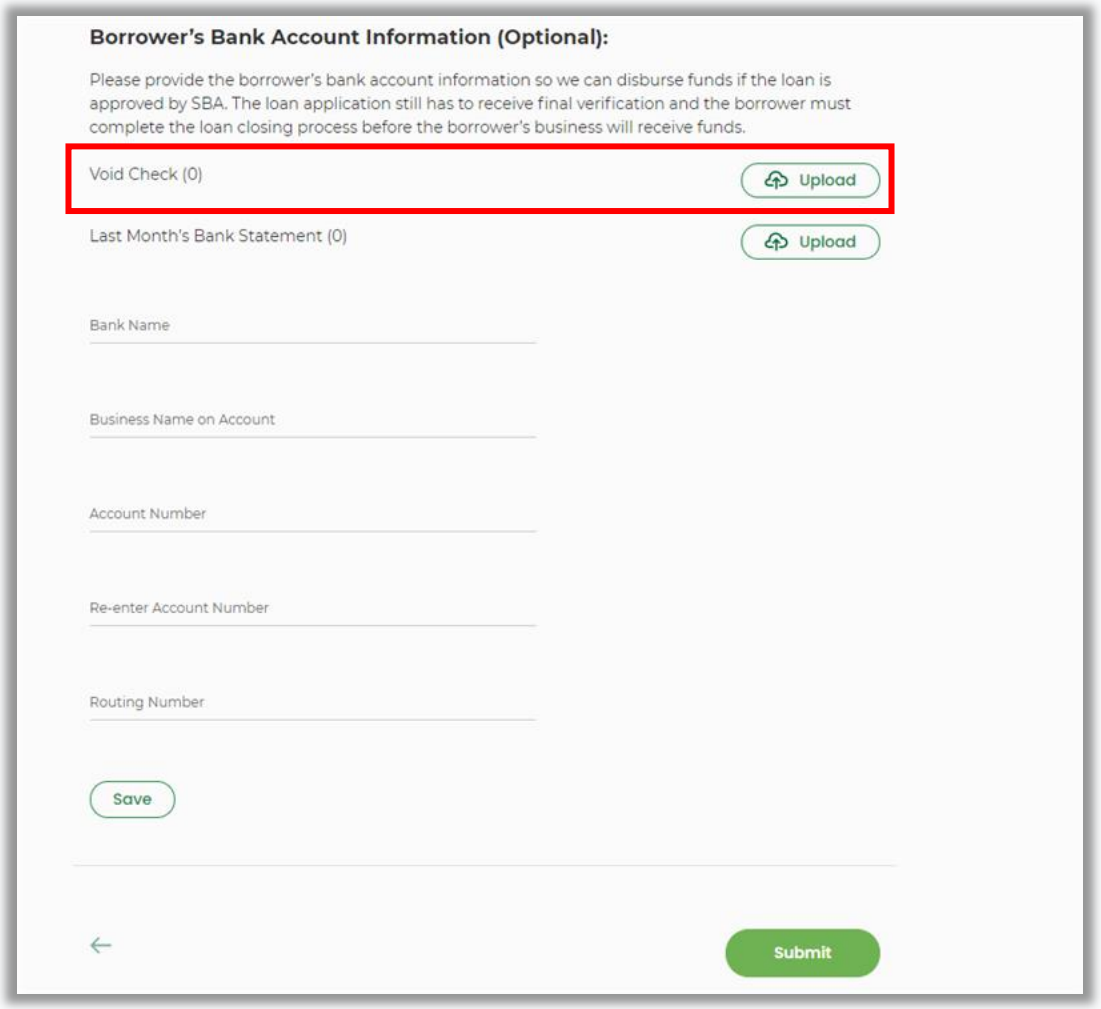
Customer Care Reminders

Top 3 Common Questions / Issues

1. Covered Period:
   - When the borrower receives funding, the covered period begins. This will impact forgiveness as the covered period dictates which costs are covered for forgiveness.

2. Voided Checks issues:
   - Blurred or pixelated and cannot be clearly read
   - Does not have the business name printed on the check
   - If obtaining voided check is an issue, provide a bank letter on official bank letterhead with routing and account numbers that match ACH

3. Addendum A or Addendum B was not provided although required based upon the application.



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

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