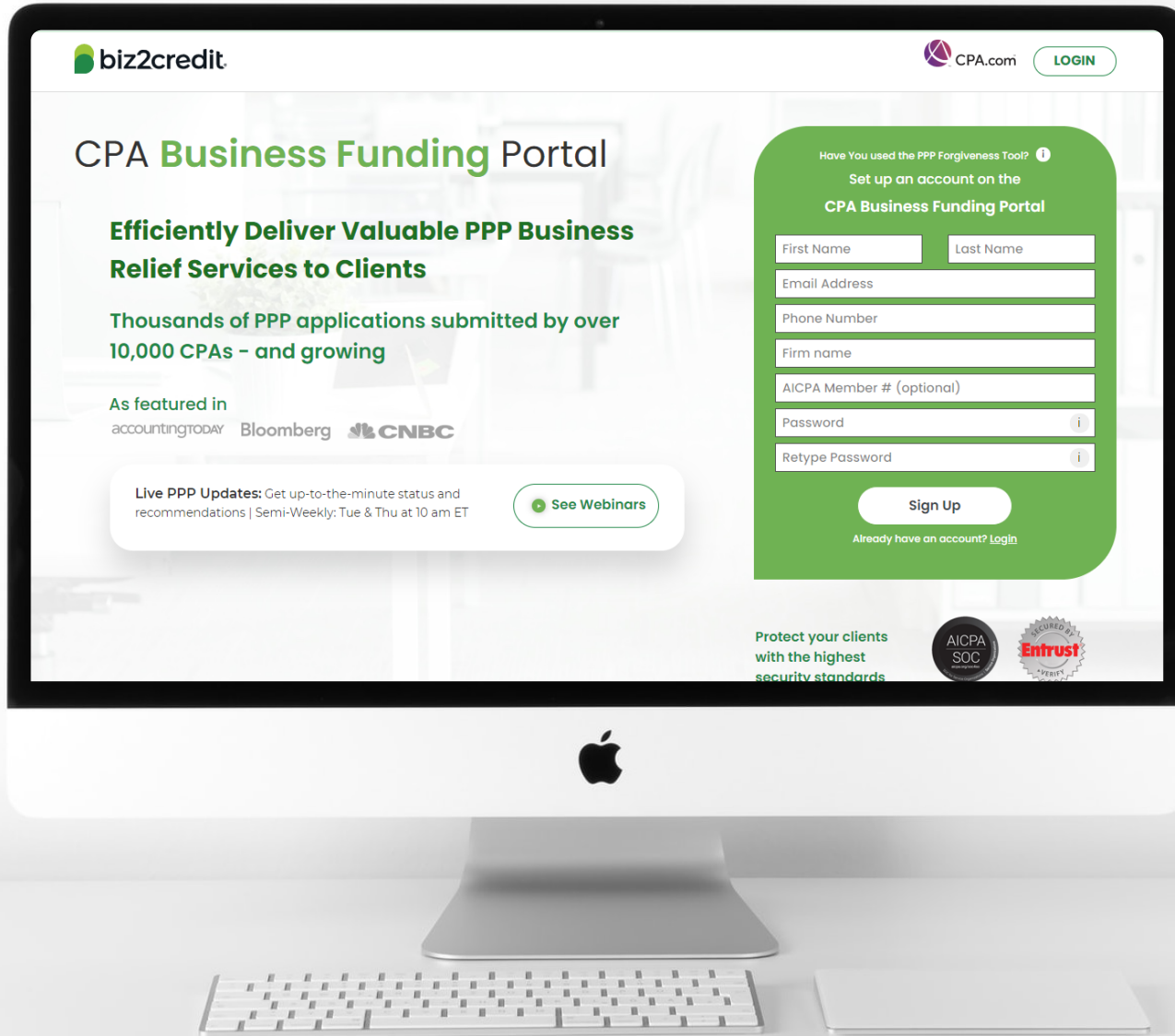




CPA **Business Funding** Portal

Live PPP Service Updates

April 29, 2021



Customer Care Updates from the CPA Business Funding Portal Team

Prepare for Forgiveness

Plan for Forgiveness

Prepare your firm and clients to submit forgiveness applications.

Collecting information ahead and understanding the forgiveness journey ahead of time will help streamline the forgiveness process.

Best Practices:

- Keep documentation together and collect support for non-payroll costs, payroll costs, FTE documents

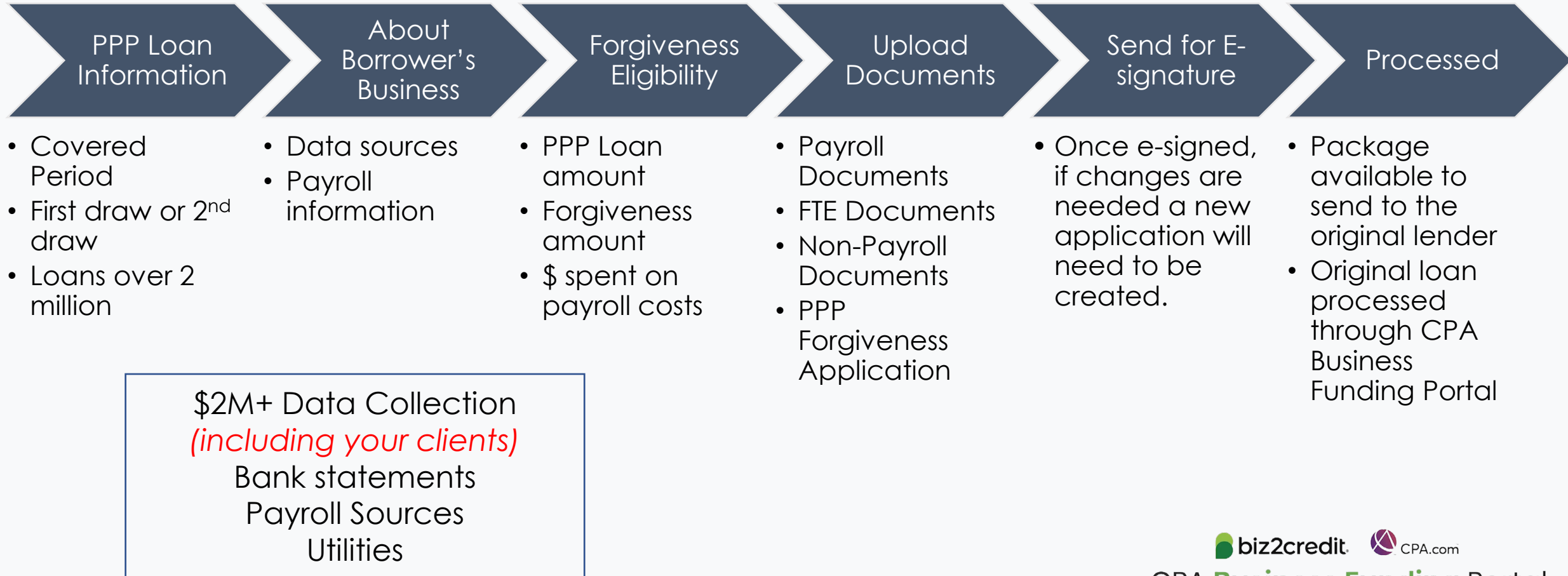
Keep in mind:

- Forgiveness journey for loan applications processed through the CPA Business Funding Portal is now live for:
 - Applications that were not funded within the portal
 - Applications for Draw 1 loans prepared within the portal
- Covered period starts on the day the funds were received
- Borrowers can now elect any covered period between 8 and 24 weeks

Resource to reference

- View the AICPA's [Summary of PPP After Enactment of the Economic Aid Act](#)

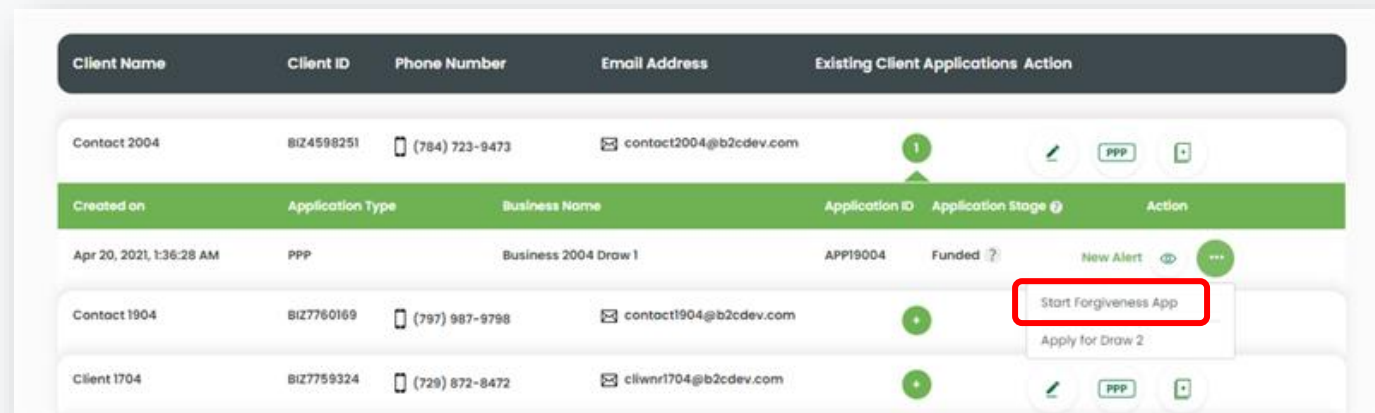
Forgiveness Application Journey



Training Tip: Forgiveness Application Updates

Training tip:

- To start preparing a forgiveness application, choose your client, click on the ellipsis from the dashboard and select 'Start Forgiveness App'
- Review important how-to videos on key forgiveness topics:
 - Forgiveness Calculator
 - FTE Calculator
 - And More



Client Name	Client ID	Phone Number	Email Address	Existing Client Applications	Action
Contact 2004	Biz4598251	(784) 723-9473	contact2004@b2cdev.com	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>
Created on	Application Type	Business Name	Application ID	Application Stage	Action
Apr 20, 2021, 1:36:28 AM	PPP	Business 2004 Draw 1	APP19004	Funded ?	<div><div>New Alert</div><div></div><div></div></div>
Contact 1904	Biz7760169	(797) 987-9798	contact1904@b2cdev.com	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div> <div><div>Start Forgiveness App</div><div>Apply for Draw 2</div></div>
Client 1704	Biz7759324	(729) 872-8472	clwnt1704@b2cdev.com	<div><div></div><div></div><div></div></div>	<div><div></div><div></div><div></div></div>

Go Deeper:

- [CPA Loan Portal How To Videos](#)
- FAQs in the CPA Loan Portal

PCPS Pro Tip: Forgiveness Application Due Dates



Applicable Guidance

- [SBA FAQs](#)
- [SBA FAQs on Loan Forgiveness](#)

Payments required

- 10 months after the latest day in the covered period
 - Economic Aid Act (12/27/2020) permits any covered period between 8 and 24 weeks
 - Payments are due 24 weeks after the funding date

Forgiveness application due

- Forgiveness can be applied for until the maturity date of the loan
 - Typically, 5 years
 - May be 2 years if loan received before the passing of the PPP Flexibility Act (6/5/2020)

Optimize your Business Funding Portal Experience

Join a best practice session

When: Thursdays, 2-3PM ET

Where: [Register here](#)

Stay informed

- Read the daily update emails
- Join the Bi-weekly AICPA Town Halls ([Register here for the May 6th event](#))
- Continue joining these semi-weekly webcasts

Use the resource hubs

- [CPA.com/PPPResources](https://cpa.com/PPPResources)
- CPALoanPortal.com/Resource-Hub

Customer Care Reminders

Yodlee

What: Yodlee is a secure, third-party connection allows the Biz2Credit team to review your clients most recent bank transactions.

Why: Your client would receive a Yodlee request if the underwriting team identified a discrepancy in the application that needs further verification.

Trouble Shooting:

- If your client's Yodlee link has expired after the allocated 72 hours, contact support who will resend you a link.
- If your client's bank *does not allow* connection to Yodlee, or is a small bank not included in Yodlee, please work with your funding specialist or insert notes to the underwriter to secure an alternative method of account authentication (e.g. DecisionLogic or bank statements).

Forgiveness Reminders:

1. You **cannot** submit forgiveness applications for draw 2 loans in the Portal at this time.
2. You **can** use the Portal to create forgiveness application packages for draw 1 loans and submit to your client's original lender.
 - **Don't forget:** complete the package by hitting the green "next" arrow on the document upload screen following client e-Signature

Customer Care Reminders

Special Outreach to Firms

Communications were sent to firms last week notifying them of instances where an immediate action could be taken to expediate the application processing. Communications were related to:

1. **Withdrawing an application** from their Biz2Credit account as quickly as possible if a client submitted and/or has been funded through another lender.
2. **Resolving a validation error** by logging into their client dashboard, selecting "modify application," and correcting the application data referenced in the special communication, then saving the changes to the application. *(This will allow the application to be resubmitted to the SBA. The client's case will not proceed without action taken to resolve this SBA validation code.)*

Please double-check if you received this email (including spam/junk folders).

The emails came from cpasupport@biz2credit.com.

New FAQs regarding Draw 2 Loans

Please visit cpaloanportal.com to review the latest FAQs related to common questions around Draw 2 loans for borrowers who received a Draw 1 in 2021.

Reminder: Draw 2 applications can be submitted 8 weeks following funding of Draw 1

New Document Type

For independent contractors, a 1099 will now be required to be uploaded. Please be sure to upload this during the application preparation process

Note: for independent contractor applications already under review with Biz2Credit, Underwriting will be requesting the 1099 be provided. Please be proactive in obtaining the 1099 from your client & uploading.

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)

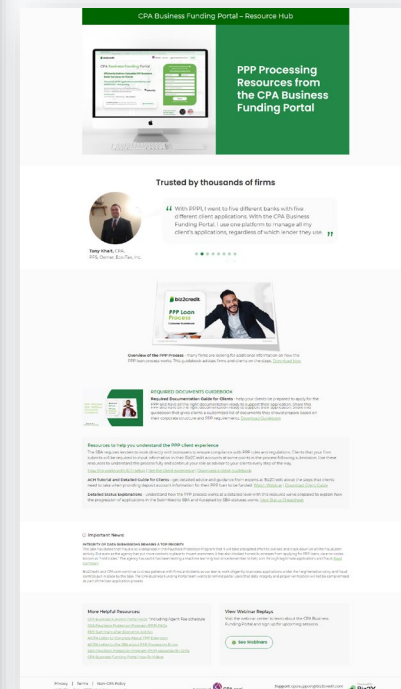
✓ **PPP Information, such as:**

- Recent news articles
- AICPA resources
 - SBA Paycheck Protection Program (PPP) FAQs
 - *PPP Summary after Economic Aid Act*

CPA.com/PPPResources



CPALoanPortal.com/Resource-Hub



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

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