Fiserv Support for SBA PPP Forgiveness Management
Frequently Asked Questions
August 17, 2020

The following are frequently asked questions about using the SBA PPP Lending Solution from Fiserv to simplify and streamline the forgiveness process for SBA Paycheck Protection Program (PPP) loans.

Table of Contents:

Application Portal

Q: What URL will the borrower access to submit the forgiveness request?
A: https://sba-ui.fiservapps.com/smb-login-forgiveness

Q: Why would a borrower receive an "Authentication Failed" error when trying to log in?
A: The business name must be typed in the Application Portal log in screen exactly as it appears in the FI Portal, including punctuation and spaces. The TIN must be keyed exactly as well, including dashes or no dashes.

Q: Will a user become locked out and need to reset their password after multiple invalid attempts?
A: There is no lockout due to multiple attempts for either the Application Portal or FI Portal. If you are unable to login, please validate the login credentials used.

Q: If accountholders are having issues with logging into the portal, is there anywhere a financial institution is able to see who has logged in and who has not?
A: That functionality does not exist at this time.

Q: What is the timeout of the FI Portal and Application Portal?
A: Timeout occurs after 15 minutes.

Q: If a borrower's application comes in blank, what do they need to do differently?
A: The borrower must click the "Save Information" button before clicking the "Next" button. The borrower should receive a pop-up stating "Application Saved Successfully." If they don't see it,

the data didn't save. On the Review & Submit screen (where the signature pop-up appears), the borrower should see a PDF of the application and can validate their information was saved.

Q: Is a borrower able to submit an application without all required documents and data provided?
A: Currently all fields marked with an asterisk are required to be populated upon clicking the "Save," "Next," and "Continue to Upload Documents" buttons. This is being reviewed as a potential enhancement for the "Save" button to be used without completing all required fields.

Q: If a borrower reports difficulties with the portal to accepting uploaded files, how shall a financial institution mitigate?
A: Documents should upload properly provided they are smaller than 15 MB. The SBA supports a maximum of 25 MB of documentation per PPP loan forgiveness application, so you might check to see what the total size of all files are to ensure they are under the SBA limit.

Q: We've had issues with borrowers uploading documents, as well as the application signatures. Are these known issues and if so, are there workarounds or a timeline for a fix?
A: The SBA changed guidelines that required specific document IDs that were not available until recently. Documents need to be uploaded one at a time into the correct document type. If they have multiple of one type they can combine that into one pdf.

Q: How does a borrower add documents after a forgiveness request has been submitted?
A: Once the forgiveness application has been submitted, if the borrower has more documents to add, or needs to modify the application, the financial institution will need to click the "Send back to borrower" button to unlock the Application Portal. Once the application is modified or documents are added, the borrower should click the "Save Information" button (if the application was modified), click "Next", upload additional documents, click "Next", sign (if the application was modified) and then "Submit."

Q: If someone loaded documents to the old file types, could that make it so the owner can't sign their application and submit to us?
A: If the borrower submitted their application to an FI with the old document types, then the best practice is to send the application back to the borrower and ask him/her to delete the old documents and upload them again with the new document types. This will require that they resign their application and resend it to the FI.

Q: When changing old document types to new document types, can the borrower just change document type and save or do they have to upload the documents again?
A: If the borrower submitted their application to an FI with the old document types, then the best practice is to send the application back to the borrower and ask him/her to delete the old documents on the application and upload them again with the new document types. This will require that the borrower resign their application and resend it to the FI.

Q: Why is the 941 important for documentation? It is highly unlikely to match the payroll figure, so we are needing documentation specific to reconcile the payroll amount on the application.
A: Please direct this question to your SBA contact.

Q: Can financial institutions use a "mock" application to have a better idea of what our customers see to help them walk through it?
A: A financial institution may see what the borrower's application looks like either from one the Fiserv recorded sessions or with the assistance of the Fiserv PPP support. Please contact us to see if we can assist.

Q: If the Tax ID is incorrect, how can the borrower sign in to correct it?
A: If the Tax ID is incorrect, then the FI should go into its core system to see how the loan is actually set up on that system. If the Tax ID is incorrect on the core, then it is likely incorrect at the SBA. Further research will be necessary to correct it on the core, and once that's done, the loan should be re-extracted and imported to the Forgiveness portal.

Q: Why can't the borrower submit directly to the SBA after signing?
A: The SBA requires the lender to review all applications and attest that they have made a reasonable effort to validate the submission.

FI Portal

Q: Do I understand correctly, you must have a Primary Name entered. If so, where does it appear and what is it used for?
A: The Primary Contact name is not required on the application according to the regulation, but we have found that the API requires it. Therefore, we have enabled it to be added in the FI portal.

Q: So we are not really limited to only 10 approvers per institution, correct?
A: Correct. You are not limited to only 10 approvers per financial institution.

Q: Is there any consideration being made to have a "View Only" user role with no authority to make any changes?
A: While there is not a view-only role, only an Approving Loan Officer can submit a Forgiveness application; therefore, everyone else can basically only look at the application. We are following the SBA portal security model that does not allow that type of role restriction.

Q: Is the option to extract to a .csv file from the portal an administrative function or can anyone extract the loan list?
A: We have not coded that functionality yet, but we will limit it to an Administrator or an approver at minimum.

Q: Is there a Filter for Submitted to SBA?
A: Yes. You can use the search feature in the FI portal on the left side of the application list screen. The drop-down box will allow a selection of "Submitted to SBA" for you to search on.

Q: Can a financial institution make changes or upload documents to the borrower's forgiveness application within the FI Portal?
A: For the forgiveness application, a financial institution is not allowed to change application data or upload documents. Only the borrower can do so.

Q: If SBA requests additional information once the financial institution approves and submits, will that email request from SBA go to the approver or the reviewer who had all client contact?
A: If the SBA requests additional documents from the borrower, that will be returned in a status delivered by the SBA on the loan and a message will also be generated on the loan. This will be evident in the FI portal. Current design includes an indicator on the application list that will prompt the user to examine this loan. There are some discussions regarding making other options available.

Q: Thank you for opening the Primary Contact box for us to complete so we do not have to resend to the borrower. Are there other non-critical boxes we can open up – such as the phone number – so we don't have to trouble the borrower and resend it to them?
A: For purposes of practicality, especially when dealing with loans that were not initially processed on Fiserv systems, and given that these field must exactly match the SBA records, financial institutions are able to change Business Legal Name, Primary Contact, PPP Loan Number, Lender Loan Number, PPP Disburse Loan Amount and PPP Disbursed Loan Date.

Q: Is there any limitation related to simultaneous access to the forgiveness application for the financial institution and the borrower?
A: The financial institution can view data in the FI Portal at the same time the borrower is making revisions, but changes are not displayed in real time. The financial institution will see the updates once the request is re-submitted by the borrower.

Q: How long does it take for a new extract to populate the FI Portal and Application Portal?
A: The import automation looks for a file every 30 minutes. When the new extract is found, it processes 1,000 records every 10 minutes.

Q: How often are status updates received from the SBA?
A: The SBA will update the status as they move it through the process. Fiserv retrieves the statuses every two hours. The SBA has asked Fiserv to keep the frequency to a reasonable number so as not to overwhelm the SBA system.

Q: What status does the applicant need to be to transfer to the forgiveness tab?
A: Before the financial institution can begin to process the Forgiveness application and ready it for submission, the application must be in "Forgiveness Requested" status, which means that the application has been signed by the borrower and a .pdf has been created.

Q: How does a financial institution "cancel" or "delete" a loan from the Forgiveness tab of the FI Portal?
A: If the original loan requested was cancelled, it should not appear in the FI Portal, since the loan would not have been originated in the core. If the loan appears in the FI Portal, but the borrower isn't requesting forgiveness, the financial institution can leave that loan as "Awaiting" since the borrower could request forgiveness at a later date. There is not a way to remove a loan from the FI Portal. Another option is for the financial institution to populate the loan with a bank email address and mark it as "Rejected."

4

Q: How does a financial institution know the date the Forgiveness request was submitted by the borrower?
A: The date will appear in both the Application Portal and FI Portal on the left side of the application. If the financial institution sends the application back to the borrower for more information or documents, the date disappears from both portals. When the borrower resubmits the application, the new submission date is populated.

Q: How does a financial institution add officers in the Settings tab?
A: At the bottom of the loan officer list in Settings on the left is an option to "Add Loan Officer." On the right is the option to save your changes.

Q: What information should be entered in the Officer Code in the fields of SBA User Name and SBA User Password?
A: The SBA User Name and SBA User Password are not required for the Forgiveness process.

Q: Which fields can a financial institution maintain in the FI Portal that won't be overwritten by the next extract imported?
A: None of the following fields will be overwritten by the next core extract data:

Maintainable in the FI Portal:

- Loan Officer Code

- Loan Disbursement Date

- SBA Loan Number

- Disbursed Loan Amount

- Email Address

- Business Legal Name

Maintainable in the Application Portal:

- Business Phone

- Primary Contact

Q: If a financial institution submits an application to the SBA and then find out the SBA changes the requirements, can they pull an app back and update it or is it locked down?
A: Once the application for forgiveness has been submitted to the SBA, it is placed in a "Pending Validation" status. Provided the application remains in this status, then an Approving Loan Officer may request the application to be recalled from SBA with a button called Recall Application From SBA. Only the Approving Loan Officer may recall the application. If the application is in any other status other than "Pending Validation," then the Forgiveness application may not be recalled.

Q: How will it work if the SBA decides to forgive everything under a certain dollar amount?
A: This will depend on congressional action and what legislators may still require from the

lender and what information from the borrower lenders may be required to retain. Based on what we have read, at a minimum, some sort of application will have to be submitted to the SBA, but we do not know what that might be at this time.

Q: Are we able to sort the database by loan size? In other words, can we send only to borrowers with loans in excess of $150,000?
A: Not at this time

SBA Portal

Q: Can you do a mass submission to the SBA or is one at a time the only way to submit?
A: The SBA limits to one API submission at a time.

Q: Is the SBA Username and Password what we use to log in to the API portal (as opposed to eTran)?
A: No, use the User ID and Password provided when the user was established by the PPP Support team.

Q: Can a user that is set up in the SBA portal be used by the financial institution and the API?
A: No, according to the SBA, a user needs to be specifically designated for API use and not used for the SBA portal.

Q: What information do you populate within the SBA User Name and SBA Password?
A: These entries are not required for the Forgiveness process. There were required with the original PPP Application process.

Browser Support

Q: What browsers are supported?
A: As recommended by the SBA, the Fiserv SBA PPP forgiveness solution has been validated to work with the Chrome browser. It is likely other browsers will work, but they have not been specifically verified by Fiserv.

Q: Our bank does not allow Chrome. Will we have issues submitting apps to the SBA?
A: No, you will not have issues submitting to the SBA, but you might find that a non-modern browser like Internet Explorer may not behave properly in terms of screen flow. Edge generally works fine, but our focus has been to ensure that Chrome works properly, as that is what is recommended by the SBA.

Training and EY Content

Q: What training will be offered for the financial institution and the borrower on the forgiveness application process?
A: EY content is accessible through the portals for both the financial institution and borrowers.

Q: Is there a demo that we can share with borrowers to "walk through" the process?
A: There are no borrower-facing demos, but we have provided financial institutions that are using our SBA PPP Lending Solution for the PPP forgiveness processes with access to

informational recordings that should prepare them to help their borrowers negotiate the process. In addition, the Knowledge Center embedded in the solution includes information that will help guide the borrower through the loan forgiveness submission process.

Q: Can a financial institution post the links to EY on their websites or anywhere outside the portals?
A: No, Fiserv has contractually agreed to protect the EY intellectual property behind authenticated access.

Q: Is there a Fiserv help desk for borrowers to contact for help with any portal troubleshooting?
A: No. The expectation is that borrower will reach out directly to the financial institution should they have any questions about the Forgiveness application process.

Q: Has Fiserv published a borrower user guide or financial institution user guide?
A: There isn't a borrower user guide but the Knowledge Center embedded in the solution includes information that will help guide the borrower through the loan forgiveness submission process. For financial institutions, in addition to the Knowledge Center, we have provided recordings to informational sessions and this FAQ.

Vendor/API Key

Q: I've heard of something called a Vendor Key. Is that something the financial institution needs, and if so, where do we obtain it?
A: Financial institutions/lenders do not need the Vendor Key. For those using the Fiserv solution, Fiserv has the Vendor Key and sends it in the API call internally.

Q: I entered the API Key in financial institution settings yesterday, but it is not in the settings today.
A: Only a user that has been designated an Administrator by Fiserv can set the API Key. If a non-Administrator attempts to enter the API Key, it will appear as though the change was made, but in fact, it is not stored in the database.

Q: Are API keys unique to each user?
A: There is one API Key per financial institution when using the Fiserv Forgiveness solution. There is not one required per lender, as is the case with the SBA portal.

Q: Is the API Key a one-time entry?
A: Yes. You have to be an Administrator to save it.

Q: SBA is telling our Authorizing Official (AO) that we need an API Key for each approver. Since we are using the Fiserv platform, isn't that incorrect? To confirm, we only need one API Key and then have our Administrator set up the approval credentials for those we have identified, right?
A: You are right. Each financial institution needs only one API Key for the Forgiveness process to work with the Fiserv solution. What the SBA is referencing is when you use the SBA portal. In that case, an API Key is required for each user and each financial institution may only have up to nine additional users (the total is 10 per financial institution).

Loan Officers

Q: When will loan officer search be available?
A: Loan Officer search is *already* available. Use the search features on the right side of the application list page. There are two boxes. The first provides a dropdown of the search options (Business Legal Name, EIN/TIN/SSN, Loan Account Number and Loan Officer Name) and the second allows you to enter your search criteria. The search criteria box must be an exact match and input is case sensitive so be aware of that when you perform a search. To search for a Loan Officer, make sure the information you enter is exactly as it appears in the Loan Officer Code setup.

Q: How do we SAVE the approving officer?
A: As with the API Key, only an Administrator designated by Fiserv can set the Approving Loan Officer. Once a financial institution Administrator has been designated, then only they may set the Approving Loan Officer.

Q: Is the Loan Officer Code from the Core? Does the reviewer have to specify who is going to approve their application? Or can anyone marked with the "Loan Officer Approver" approve a loan?
A: The original Loan Officer Code does come from core. If your financial institution is using a "two-step" process to approve the submission of Forgiveness applications, then a designated Approving Loan Officer must be designated in the Approving Loan Officer field of the Application. The system compares the Approving Loan Officer Code to the Load Officer Code processing the submission and if they match and the Approving Loan Officer is properly designated in Settings, then the application will be submitted.

Q: If I am one of three loan approvers indicated in the system, will the individual requesting approval have to specify the approver, or will it go to any approver? As an approver, can I go in and approve multiple loans at the same time?
A: If you are using the "two-step" approval process, then the user that is reviewing the application must enter the Approving Loan Officer. It is up to the Approving Loan Officer to retrieve the application when it has been assigned to them so they can review further, attest to validating the borrower information, select a financial institution decision (i.e., Fully Approved) and submit to the SBA.

Q: When the loan officer has completed their review and they then enter a code in the Approval Loan Officer Code field, does the Approval Loan Officer get an email letting them know there is action required on their part to send to SBA?
A: Unfortunately, no. The current process flow is for the Approving Loan Officer to navigate to the application list page of the portal periodically and select loans in a status of "Forgiveness Requested" and search by their Loan Officer name, which will result in only the loans that the Approving Loan Officer needs to approve.

Q: How does a financial institution ensure that a user such as the loan officer receives copies of the emails to borrowers?
A: The loan officer code on the application ties it back to the loan officer contact information

defined in Settings, including the email address used for delivering emails to the loan officer when applications are submitted and for copying them on emails sent to the borrowers. The default email address in Settings is used when the loan officer code on the application doesn't match any that are defined in Settings. Example: 444 doesn't match 00444, so the default email address would be used.

Q: We are unable to search by loan officer name, even though the fields are filled correctly when the loan is pulled up by another method.
A: Please ensure the Loan Officer Name is spelled out exactly as it has been entered into the Loan Officer table. This search has been validated to work properly.

Q: Does the business or approving loan officer get an automatic email once SBA approves the loan? Or will it just show up in the system?
A: Yes. The process is designed for the financial institution to receive an email when the SBA Forgiveness status changes to "Fully Approved," "Partially Approved," or "Denied."

1502 Reporting

Q: What if the SBA makes changes to the 1502 report?
A: Fiserv continues to make programmatic adjustments as the SBA provides guidance on requirements. If your financial institution is set up with 1502 reporting from your core, Fiserv will make all necessary adjustments to meet SBA requirements. If your financial institution plans to use a third party or to submit manually, you will need to work with the third party or review the SBA website for new requirements.

Email Communications

Q: Will the Contact Status change automatically if a financial institution sends their own emails to borrowers, instead of sending via the FI Portal?
A: If a financial institution chooses not to send emails via the FI Portal, whether to an individual borrower or as part of a mass communication, the Contact Status will not change from "Ready for Contact Email" to "Initial Contact Sent." Also, the Loan Status will stay at "SBA E-Tran Approved" until the borrower clicks on Submit. Then it changes to "Forgiveness Requested."

Q: When following the steps of the mass email capability, should a financial institution see the Loan Status or Contact Status change on screen?
A: The change to Forgiveness Awaiting Documents isn't updated on the screen while you are on it. When you change your filter to Forgiveness Awaiting Documents, you will see the applications listed there, or you can click into one of the applications and when you come back to the List they will be updated. The Contact Status will also update to Initial Contact Sent.

Q: What is the "additional OTP email" to be used for?
A: The Additional OTP email is intended to be used to send an OTP message to an alternate email address. This was done because we found that many of the emails on the loans extracted from core contained email addresses of individuals that were involved in the application process or of principals of the business that did not relate to the individuals who

were handling forgiveness. This additional field was provided so email correspondence can be sent to the alternate email address and allow them to access the application.

Q: How will the borrower be notified what portion of their loan will not be forgiven? Are there system-generated notifications?
A: The SBA decision will be delivered to the financial institution in the form of an email. The intention is to have the financial institution notify the borrower.

Forgiveness Calculation

Q: On line 7, is the Payroll Cost 60% Requirement (divide line 1 by .60) accurate?
A: The calculation matches what is on the 3508 application and is accurate. The result must be at least the amount of the original PPP loan to qualify for 100% forgiveness. If more than 60% of the PPP loan was used for payroll cost, then the result will exceed the amount of the PPP loan. The smallest of lines 5, 6 and 7 is used as the calculated Forgiveness amount.

EXAMPLE: Line 1 Payroll Cost = $44,457.56

PPP Loan Amount = $60,357.50

Line 7 calculation result is $74,095.93

The payroll cost was 73.657% (approx.) of the PPP loan:

$44,457.56/0.60 = $74,095.93 – this satisfies the requirement of payroll costs being at least 60% of loan.

If the payroll cost was exactly 60% of the PPP loan:

$36,214.50/0.60 = $60,357.50 – this satisfies the requirement of payroll costs being at least 60% of loan.

If the payroll cost was less than 60% of the PPP loan:

$25,000.00/0.60 = $41,666.66 – this doesn't satisfy the requirement, so they would only qualify for forgiveness of $41,666.66.

EIDL Loans

Q: Will the application be able to cross-reference if the borrower has an EIDL loan?
A: Yes. SBA will cross-reference any loan submitted for Forgiveness with EIDL loans and make the necessary adjustment when computing the amount of Forgiveness that will be sent to the financial institution.

Q: How do we document the use of the EIDL advance? When are the EIDL advances to be reflected on the SBA forgiveness platform and how will the lender be able to confirm and review the amount of the EIDL advance?
A: The EIDL amount is actually cross-checked by the SBA. Based on EIN, they will know for sure if the borrower has taken out an EIDL loan. This is not something the financial institution

has to figure out. The SBA will make the appropriate adjustment when they compute the actual Forgiveness amount paid to the financial institution.

Q: In what circumstances will the SBA not deduct the EIDL advance from the forgiveness amount?
A: In all cases, the EIDL amount is actually cross-checked by the SBA. Based on EIN, they will know for sure if the borrower has taken out an EIDL loan. This is not for the FI to have to try to figure out. The SBA will then make the appropriate adjustment when the compute the actual amount for the Forgiveness amount.