



Responses to Frequently Asked Questions on PPP and EIDL Loans

Questions	Economic Injury Disaster Loan (EIDL)	Paycheck Protect Program (PPP)
Why wasn't I approved?	<ul style="list-style-type: none"> -Unsatisfactory credit history -Business activity is not eligible. EIDL assistance is available only to a small business engaged in an eligible business activity. Business activity means the nature of the business conducted by the applicant -Not eligible due to delinquent child support payments -Economic injury is not substantiated -Agricultural enterprises are not eligible -Not eligible due to character reasons -Unverifiable Information -Applicant requests a withdrawal or fails to proceed 	<p>The lender either did not send in the application or it was submitted late and did not make it in our system before SBA had to stop accepting new applications due to exhausted program funds/a lapse in appropriations.</p> <p>The only time SBA would deny an application is if the borrower had either a delinquent or default status on a prior SBA loan. Otherwise, SBA's application system would approve the application as soon as the lender submits it.</p>
I submitted my PPP application to a bank I normally don't do business with and my credit is good. I do not understand why I wasn't approved.		Many lenders accepted applications from bank and non-bank customers and prioritized submitting them for approval based on their own internal guidelines, not necessarily on a first come- first serve basis.
I have already submitted my application. What happens now that all the money is gone?	Applicants who have already submitted their applications will continue to be processed on a first-come, first-served basis. The EIDL loan application portal will be re-opened once funding is restored.	Applications that were already submitted, will be processed in the order in which they were received. New applications will not be accepted until program funding is restored.
Who approves my application?	SBA's Office of Disaster Assistance	All PPP Lenders have Delegated Authority, which means they and not SBA are making the decisions if the applicant qualifies for funding.
How do I check the status of my application?	Call 800- 659-2955 or email disastercustomerservice@sba.gov	The applicant will have to contact the lender. SBA does not have the ability to check the status of PPP applications. Lenders have the sole responsibility under the delegated authority to notify applicants of their status.
Will the program receive additional funds?	Congress will make this decision.	Congress will make this decision.
Can I request the Advance after I submit my application?	No, a new application must be submitted.	



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My lender told me my PPP was approved. It has been more than 10 days and the lender has instructed me to call SBA. When will I get the money?		The lender either did not send in the application or it was submitted late and didn't make it in our system before SBA had to stop accepting new applications due to exhausted program funds. The applicant will have to contact the lender for loan status.
How long does it take for me to get the money?	The EIDL Loan process takes a minimum of 21 days to complete. However, the completed timeframe is on a case by case basis.	The PPP process takes approximately 10 days to complete.
Do I need to reapply for the EIDL/EIDL Advance?	If your application confirmation number begins with a "3" you do not need to reapply. Otherwise, complete the streamlined loan application at: https://covid19relief.sba.gov/#/ The loan portal will be reopened when funding is restored.	
Can an applicant accept only the EIDL Advance and not the EIDL?	Yes. A small business can apply for an EIDL loan and later elect not to "close" or accept that loan. If they requested and received an EIDL Advance (by checking the request box within the EIDL loan application), that amount does not need to be repaid. There would only be a balance due if they accepted the full amount of the EIDL loan.	
I am having trouble finding a lender to accept my PPP application		Visit https://www.sba.gov/paycheckprotection/find to find a lender.
How do I apply for disaster assistance?	If you are interested in applying for an Economic Injury Disaster Loan or EIDL Advance, visit https://covid19relief.sba.gov/ Apply online and check the box when prompted if you are requesting an Advance. Save your confirmation number. For Disaster loan questions, call 1-800-659-2955 or email disastercustomerservice@sba.gov	Contact the bank you normally use for your business lending or where you have a business account. In addition, you can contact any of the SBA PPP approved lenders found online at www.sba.gov or in the previous section.



Questions?	Economic Injury Disaster Loan (EIDL)	Paycheck Protection Program (PPP)
Additional questions?	Call 800- 659-2955 or email disastercustomerservice@sba.gov	Email mdsballoanquestions@sba.gov

If you are declined for an EIDL loan:

If you disagree with the decline decision, you may request reconsideration, subject to the availability of funds.

You can submit your request by any of the following methods:

- a. Mail your request to the address at the top of the decline letter or
- b. Fax your request to: 202-481-5931 or
- c. E-mail your request to pdcrecons@sba.gov

Your request must:

- 1. Be in writing and be received as soon as possible (but no later than the DATE THAT IS 3 MONTHS FROM DATE OF APPLICATION DECISION DATE).
- 2. Contain all significant information that will address the decline/withdrawal reason(s).

Additional Resources:

We understand that this a challenging time for your business and for the Nation. The SBA has local offices in your community which can refer you to resources that may be able to help you address the underlying reason for your loan denial.

For more information on these services, please go to www.sba.gov/local-assistance to locate the email address and phone number for the nearest SBA district office and/or SBA's resource partners. Please call or email for a virtual appointment.