



The Shuttered Venue Operators Grant (SVOG) program was established in Section 324 of the Economic Aid to Hard-Hit Small Businesses, Nonprofits and Venues Act (Economic Aid Act) signed into law on Dec. 27, 2020, as part of [H.R. 133 Consolidated Appropriations Act, 2021](#) (Public Law No: 116-260). Section 324 of the Economic Aid Act was amended by Section 5005 of the [American Rescue Plan Act](#) (Public Law No.: 117-2) signed into law on March 11, 2021.

This list of Frequently Asked Questions (FAQs) answers common questions about SVOG program for the period of time after you have submitted an application and before you have heard back from the SBA.

The SBA updated these FAQs and reorganized the questions for clarity. The questions and answers are as of May 26, 2021 (those marked with * are new and/or the content is substantially changed from the May 11, 2021, version).

Contents

General.....1
Application Holds.....2

Q&A for After Application Submittal and Before Award Notification

General

1. When will SBA begin making grant award decisions?

Late May.

2. When will I hear about my grant?

It depends on your statutory priority level. The SBA is processing applications by the priority periods established by the Economic Aid Act. During the first 14 days, the SBA will only award grants to applicants who suffered 90% or greater revenue loss from 2019 to 2020. The next 14 days, the SBA will only award grants to applicants who suffered 70% or greater revenue loss from 2019 to 2020. After the initial 28 days, the SBA will award grants to all eligible applicants.

3. I submitted my application. Will I get any status updates as my application moves through the application process?

Once your application is submitted, you may receive email status updates for three reasons:

- There is an issue with your SVOG-specific IRS Form 4506-T, and you have an opportunity to resolve the issue.
- There is an issue with your application based on the Department of Treasury Do Not Pay (DNP) program, and you have an opportunity to resolve the issue.
- An award decision.

4. How will I know if I've been approved or declined?

You will receive a notice of an application status change via email. The email will be sent to the email address that you used to establish your SVOG portal account.

5. I received an email that says there was an update to my grant application status. What do I do?

Click the link in the email and login. Navigate to your application and click the "Funding Request Name" to open your application. There will be a status update on the top left of the page. If you have "Action Items" located at the top right of your page, click there and follow the instructions provided. Note that some actions are time-sensitive.

6. When will SBA make SVOG program data available?

SBA will provide program data at www.sba.gov/svogrant.

7. Who can I call for help completing my application?

The Office of Disaster Customer Service Center (1-800- 659-2955) is available Monday through Friday, 8 am EDT to 8 pm PDT and can direct you to information in the FAQs and online related to your question. For more in-depth assistance, contact SBA resource partners. You can find support in your area by visiting www.sba.gov/local-assistance.

8. I want to apply for the Restaurant Revitalization Fund (RRF), but I already submitted an application for SVOG. Can I withdraw my SVOG application?

No.

9. * If I started an application but did not finish what should I do?

A: You can either re-log in and complete your application or create another account and start over. The SBA does not receive the application until you click on the final submit button. If you want to start over, you must register using a different email address.

10. * Can I withdraw my SVOG application?

A: Yes. However, an applicant who has withdrawn a SVOG application will not be permitted to reapply. An SVOG applicant may request withdrawal by sending an email to svogrant@sba.gov. The request must be sent from the email address associated with the SVOG application and must contain:

1. "Request to Withdraw SVOG Application" in the subject line
2. SVOG application number
3. Email address associated with the SVOG account
4. Entity name, address and phone number
5. The reason for the withdrawal request
6. Name of requestor (should be the person who submitted the SVOG application or the designated representative)

Application Holds

1. I received a SVOG status update email, logged in, and see that my application is on hold because my name or my entity's name is on the Department of Treasury's Do Not Pay (DNP) List. What do I do?

Visit [Do Not Pay - Privacy Program \(treasury.gov\)](https://www.treasury.gov) scroll down to "Data Correction Process," find the row for the match source, and use the Contact Information on the corresponding row to clear any misinformation. The applicant will have 30 days to provide SBA with information that their name has been cleared from the match source.

2. How long do I have to clear up the DNP hold?

30 calendar days from the SVOG status change notification email.

3. Will SBA check DNP after 30 days or is there a way for me to demonstrate that I have resolved the issue?

You will receive an email with instructions for uploading documents to the SVOG portal. The documents must show that the DNP issue is resolved and must be received within 30 days of receiving the email.

4. I received a SVOG status update email, logged in, and see that my application is on hold because my 4506-T can't be processed. What do I do?

Reference the SVOG-specific 4506-T form and instructions at www.sba.gov/svogrant to complete the form properly and upload via your SVOG account.

5. How long do I have to submit my updated SVOG 4506-T?

Three calendar days from the date on the SVOG status change notification email ~~in all by one case.~~

6. Is there a resource available to help me correct the 4506-T?

Please see the instructions at www.sba.gov/svogrant. You may also connect with an SBA resource partner, such as a SCORE business mentor, Small Business Development Center, Women's Business Center or Veterans Business Outreach Center. To locate SBA resource partners in your area please go to www.sba.gov/local-assistance.