

SBA One Success Story

1000th Submitted Loan

April 2016

This April, another milestone was reached for SBA One with its' 1000th loan being submitted to the system. The loan was for a dry cleaning business, Callooh Callay, from Merrick, New York. The loan was a 7a Express for a borrower who was an existing deposit customer that needed an additional line of credit.

It was submitted by Carolyn Calafiore from TD Bank. Calafiore, who was an early adopter of SBA One and a part of the user testing, went on to describe that her team is happy with SBA One. Their experience found it to be intuitive, user friendly and that adoption of the application very easy. They really like the system's document capabilities such as the automated form generation and the document management features. Calafiore went on to praise the loan origination solution itself, saying the availability of the 'Guided and Expert' paths really assisted in streamlining their process. She explained, "The guided path allows you to have the confidence that there is no stone unturned. It is a great way to train and use the system until lenders are fully adopted. The Expert path is for people who understand

the ins and outs of how SBA One works. Even 'Expert' lenders have the option to use the 'Guided' path if they find a deal to be very complicated, which can be tremendously helpful."

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But what happens if you need assistance beyond what is provided in the application itself? Calafiore was all compliments about the support she received when inquiring about anything in SBA One, saying that the customer service was engaged, thorough, and very helpful. She especially appreciated how she and her

team are able to provide feedback and see their suggestions in action. "My team actually began cheering when they saw some of the updates that were made to the system because they were things we had suggested. It just shows the level to which they are striving to make this a great application." In fact, she is a big proponent for all lenders to be just as involved and encourages them to provide their feedback. "I honestly do stand behind this - don't wait. There's no good reason to wait. Get your input in while it is being developed."

Additional Information

For more information on SBA One, including detailed versions of all the application's release highlights, please visit the following website:
<https://www.sba.gov/content/sba-one>

Questions? Comments?

If you have questions on SBA One, please contact our support team:
Email: SBA.One@bnymellon.com
Phone: 877-245-6159, Call option 5