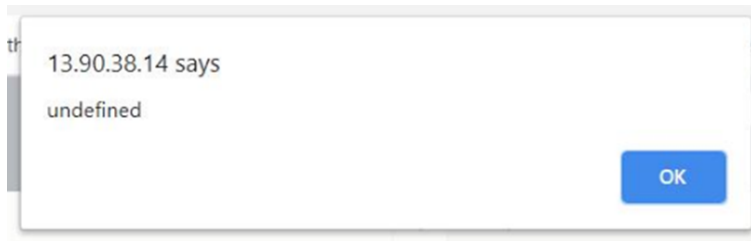


# FIRST HOME BANK

## PPP Loan Origination Portal Error FAQ

**Can't find the loan number from your original PPP loan with First Home Bank?** The loan number is located in the closing documents signed during round 1. If you cannot locate them, try searching your inbox for the closing documents, the Loan Number was in the subject line and was sent from [pppclosingteam@firsthomebank.com](mailto:pppclosingteam@firsthomebank.com). The email subject line was something like, Please DocuSign: XXXXXXXXXX\_BorrowerName.pdf. If you are still unable to locate your loan number, please email SBA Relief [SBARelief@creditbench.com](mailto:SBARelief@creditbench.com) to request it, include the name of the borrowing business/individual and last 4 digits of the borrower business/individual's tax ID.

**Receiving an undefined error?** The below error is a system time-out for security purposes. If this error is received, click OK and try logging in again.



**Having ownership input issues?** The system will calculate the total ownership for the business by adding the input for each individual owner. The input cannot be 0% or have a total of more than 100%. If your company has multiple owners, list each owner and their individual percentage of owner's equity in the company. (I.e. if John and Suzy Baker own XYZ Company, John and Suzy cannot both be 100% owners as that totals 200%; If they are equal partners, then each would list 50% ownership)

**Operating as a non-profit and aren't sure how to complete the ownership section in the portal?** For non-profits, you should enter 20% ownership and enter the non-profit as the borrower and principal.

### Application Ownership details

Owner Type: \* Business

Business Name: \* Non-profit Business Name

Business Type: \*

Enter Title: \*

Ownership Percent: \* 20 %

Total of Ownership percentages can not be greater than 100.00

TIN Type: \*

TIN (EIN, SSN): \* 111-11-1111

Address: \*

City: \*

State: \*

Zip Code: \*

EIN/SSN: \*

Enter Address 1...

Enter City...

Select State Code...

Enter Zip Code...

Cancel Save

Select Business Type...







Select Business Type...

- C Corp
- Elig Self Employed
- Housing Cooperative
- Independent Contractor
- LLC
- LLP
- Nonprofit C 19 Veterans Organization
- Nonprofit C 3 Organization
- Nonprofit C 6 Organization
- Npo
- Partnership
- S Corp
- Sole Proprietor
- Tribal

# FIRST HOME BANK

**Having issues uploading documents?** The problem is related to Internet bandwidth and increased volumes of traffic to the portal; large file sizes may also be creating this issue. A work around is uploading each document individually and waiting until each document is loaded or to upload a blank document, naming it “blank” for all these files. If the latter option is chosen, please email your business name and PPP loan number with the attached documents, and we will upload them for you. Send the email to SBA Relief [SBARelief@creditbench.com](mailto:SBARelief@creditbench.com)

**Want to verify your application once submitted?** First log back in to the portal, it should show Verification in Progress without the edit or delete function. Once an application is submitted an applicant can no longer edit or make changes to the application. If changes to the application are needed, email SBA Relief [SBARelief@creditbench.com](mailto:SBARelief@creditbench.com).

Status	Action
Application In Progress	 
Application In Progress	 
Verification In Progress	
SBA Approved	

**Want to know the application status detail?** To better understand what the application status means, please visit our webpage. where you can find our Portal Definitions, as well as other helpful resources! To visit our webpage, click [here](#).

**Submitted your application and have questions on turnaround?** The PPP Team is working hard to process your application in a timely manner and are processing applications in the order they were received. The best way to ensure your application is processed quickly is to provide accurate and complete information and documentation. We are committed to closing your loan within