

SBA Paycheck Protection Program

Application Tips and Troubleshooting Guide

As an SBA preferred lender, Truliant will provide small business loans for our members through the Paycheck Protection Program (PPP). This program authorizes forgivable loans to small businesses to pay their employees during the COVID-19 crisis.

Application Tips

1. Prepare business documentation for your application as a PDF along with,
 - Your member number, for reference
 - Your Truliant business account number where we will fund your loan; the borrower name must match the name on the account
2. Use Google Chrome as your Internet browser when applying for the PPP loan
 - **If you are having trouble accessing the application**, please clear your history, cookies and cache by clicking on the three stacked dots at the top right of the Google Chrome browser window and selecting, 'Settings.' Scroll down to the Privacy and security section and select, 'Clear browsing data.' Once you check all three boxes for history, cookies, and cached images and files, click on 'Clear data' to complete this process.
 - If the problem persists, please email SBAPPP@truliantfcu.org with the subject line, "System Issue," and a team member will assist you as quickly as possible.
3. Utilize the hover tips, circled question marks, available throughout the application for details about individual questions.
4. Once Truliant received your completed application and required documentation we will submit your application to the SBA portal once it becomes available.
 - Applying to Truliant does not guarantee approval from the SBA.
5. After you have submitted your application, you will receive an email from DocuSign which will require your digital signature. You will be required to sign again after your application is approved by the SBA.
 - To ensure that you receive all appropriate email notifications, please be sure to check your spam or junk folders regularly and add email addresses from @truliantfcu.org, @sageworks.com and @docusign.com to your Contact list for future emails. To learn more, please refer to [this guide](#).
 - You may experience some delays in receiving notifications related to your application due to high volume. However, please be assured that we are working as quickly as possible to help meet your needs.
6. Once the loan documents, including note, indemnification, ACH agreement, etc., have been completed, signed and received by Truliant, funds will be deposited into your account.

To access helpful resources and additional guidance, please visit [SBA.gov](https://www.sba.gov).

Please note: Truliant's Member Contact Center representatives will not have specific knowledge related to PPP loans or details about the application process. Please refer to the steps and tips outlined above for assistance.

