

# Lending support for your small business customers

# Rapid solutions for banks and the CARES stimulus program

#### A call to action

- The Coronavirus Aid, Relief, and Economic Security (CARES)
   Act includes a provision providing \$350B in forgivable loans
   immediately impacting banks with small business clients.
- Small Business Administration Payment Protection Program (SBA PPP) is available starting April 3, 2020 and will continue through June 30, 2020 – a 90 day event window.
- · First-come, first-served means acting quickly and effectively.

#### What's at stake?

- The survival of small business and their employee retention
- Long term customer loyalty based on the bank's ability to respond to PPP
- An opportunity to benefit from the PPP and support banking returns from program fees

#### What's needed now?

There are 1,800 approved SBA lenders, with more lenders applying to support this program. With a rush to participate, the challenge for some banks will be the ability to quickly scale and support the volume and unique requirements of PPP in a timely manner.



#### **Address immediate challenges**

- If I am an SBA lender today, how can I know if my platform handles the new process?
- How do I get fluent on all of the SBA-PPP requirements in real-time?



#### Assess options and decide now

- Pick your platform
- · Identify your means of support



#### **Take Action**

- · Enact strategy from options selected
- · Communicate to customers
- · Prepare your network and your bankers

## How we can help

Grant Thornton can assist banks by simplifying the stimulus program for small business customers and providing full-service support across every aspect of the SBA PPP loan program.



#### **Customer and Banker Capacity Management**

Call Center Support on PPP FAQ's

Dedicated call center support on the PPP application process for customers or bankers of a given institution.

- · Help by Phone
- Help by Email
- · Metrics to monitor customer service

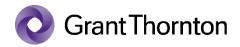
Each support call received from one of your Bank's applicants will incur a nominal \$25 fee to the bank.



#### **PPP Loan Calculator**

A deployment ready solution that customers or bankers can use to calculate eligible loan amounts under the PPP

 Option for dedicated support for users of the Grant Thornton PPP Loan Calculator.



# We are here to help your Small Business customers.

We have the necessary people, processes, and technology to deliver a quality experience to your customers seeking an SBA PPP loan quickly and efficiently.

## Help by Phone Coverage

- Live answer support available with capacity to service 20-25 concurrent customers\* simultaneously.
- Monday to Friday (scalable to 7 days, if required)
- 8 hour economic model provides 12 hours of coverage across the U.S. time zones
- Queues will be used to support volumes if concurrent calls exceed 20-25 customers\*
- Calls received outside the support window will be sent to voicemail. Calls will be returned at the start of the next operating day.

## Help by Email

- Email support will also be available.
- Support model will reflect that of the call center hours above.
- Emails will be responded to in 2-4 hours from receipt

#### **Location of Contact Details**

Contact details (email & phone) will be provided to customers inside the excel tool as well as any other locations specified by you.

#### **Metrics**

Our team will monitor a series of key metrics to ensure we are responsive to your customers needs.

- · active and waiting calls
- first call resolution
- abandonment
- ASA
- AHT



We are client-centric. We will empower your customers to succeed during these trying times.



We will ensure daily that the team is assessing servicing quality as well as any potential improvements required to staffing or the tool instructions to ensure an optimal client experience.

\* 20-25 concurrent customers model out to approximately 27,000 over the first 3 weeks of operations.

Additional phone capacity can be added as needed in real time.

# How to obtain PPP Loan Calculation Support

- 1. Navigate to our <u>PPP Support Website</u>:
- 2. Review the Terms and Conditions and complete the form.
- Grant Thornton will send you the PPP Loan
   Calculator and a Customer & Banker Capacity
   Management Welcome Pack
- 4. Start sharing the calculator with your customers!



Resiliency starts with a commitment to identify and mitigate risk factors that can further disrupt your business





"Grant Thornton" refers to the brand under which the Grant Thornton member firms provide assurance, tax and advisory services to their clients and/or refers to one or more member firms, as the context requires. Grant Thornton LLP is a member firm of Grant Thornton International Ltd (GTIL). GTIL and the member firms are not a worldwide partnership. GTIL and each member firm is a separate legal entity. Services are delivered by the member firms. GTIL does not provide services to clients. GTIL and its member firms are not agents of, and do not obligate, one another and are not liable for one another's acts or omissions.