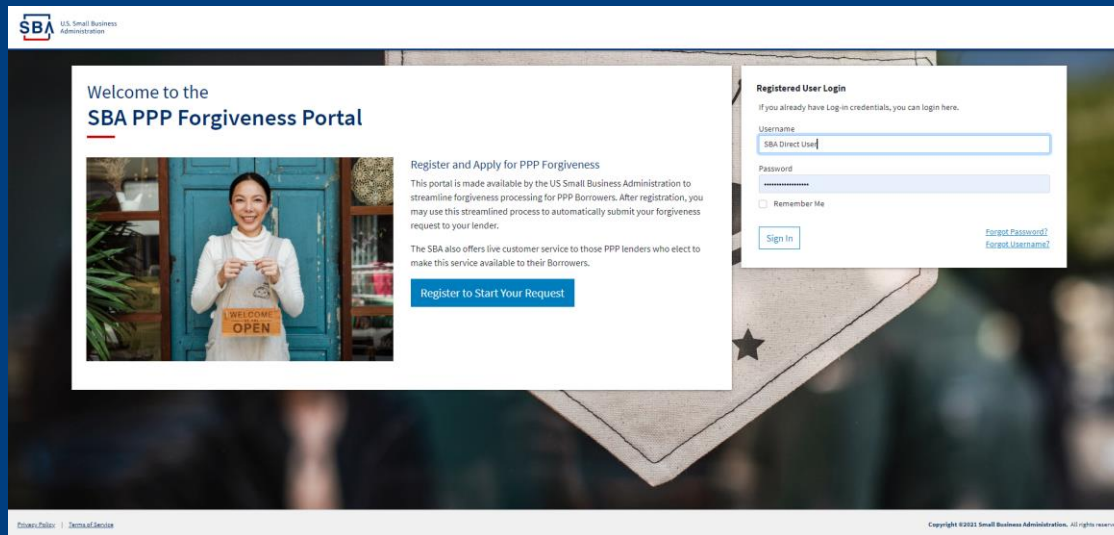




Paycheck Protection Program Direct Forgiveness Launch Guide



 U.S. Small Business Administration

Welcome to the SBA PPP Forgiveness Portal



Register and Apply for PPP Forgiveness

This portal is made available by the US Small Business Administration to streamline forgiveness processing for PPP Borrowers. After registration, you may use this streamlined process to automatically submit your forgiveness request to your lender.

The SBA also offers live customer service to those PPP lenders who elect to make this service available to their Borrowers.

[Register to Start Your Request](#)

Registered User Login

If you already have Log-in credentials, you can login here.

Username
SBA Direct User

Password
[Redacted]

Remember Me

[Sign In](#) [Forgot Password?](#) [Forgot Username?](#)

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Launch Reminders

1. **Starting Now:** Please notify your Borrowers that SBA has made available a Direct Forgiveness option that can be utilized for their Forgiveness requests. (<https://directforgiveness.sba.gov>)
2. Live Customer Support for PPP related questions is available to Borrowers if their originating lenders have elected to participate in this program. Only those lenders may distribute this telephone number as a resource. **Toll-Free Number:** 877-552-2692
3. Lenders may utilize the sample messaging SBA has provided (on the following page).
4. Lenders who have elected into the program, but wish to provide an exclusion list for a segment of borrowers may send these SBA numbers to: support@ussbaforgiveness.com

Individualized lender training sessions are available with the SBA -> contact : support@ussbaforgiveness.com

SBA Borrower User Guide:

Link:

<https://sba-forgiveness-docs.s3-us-gov-west-1.amazonaws.com/SBA-PPP-DF-User-Guide.pdf>

SBA Knowledge Base for Direct Forgiveness

Link:

<https://dfussbaforgiveness.zendesk.com/hc/en-us>

Communication Strategy

Communication Strategy:

- Lenders may utilize or incorporate these sample messages into your Borrower notification emails. These are only suggestions, please review with your internal stakeholders before sending.

First Email to Borrower – Send on 8/4

Lender “White-Label” Messaging to Borrowers

Congratulations, we have pre-staged your completed SBA PPP Forgiveness application. This application can be completed in less than 5 minutes by clicking [here](#) and following instructions provided by the SBA. The SBA has launched a new way to apply for Forgiveness and we are proud to offer this solution as a service to help you reach full forgiveness.

Failure to complete this application will soon result in the requirement to begin making payments on this loan obligation.

You can access SBA PPP Direct Forgiveness customer service by calling 877-552-2692.

Second Email to Borrowers – Send on 8/5

Reminder Message #1 - Lender White-Label Drip Messaging

Reminder, your pre-staged PPP Loan Forgiveness application has not been completed yet. This application can be completed in less than 5 minutes by clicking [here](#) and following instructions provided by the SBA.

Failure to complete this application will soon result in the requirement to begin making payments on this loan obligation.

You can access SBA PPP Direct Forgiveness customer service by calling 877-552-2692.