



Paycheck Protection Program Loans Frequently Asked Questions

1. How do I know if my application has been submitted correctly and received?

Kabbage will email you to confirm your application was submitted. You may be required to provide additional information and/or submit additional documents and will see a success notice on the dashboard once all required documentation is complete. Note additional requests for information could be included here as well, so please make sure to read through the entire message.

2. Can I submit more than one application from a single Kabbage username?

No, Kabbage can only support one application per business/EIN/email address.

3. How can I withdraw my application once it's been submitted?

To withdraw your application, contact the Kabbage team at 888.351.3143 to close your account. There is not a self-service option to withdraw your application at this time. Please note that applying with Kabbage does not limit you from applying with other lenders and/or platforms.

4. I received an email that Kabbage was unable to verify one or more documents, but it didn't say which document. Do I need to do anything?

This was a bug and has been fixed. Customers will now see any documents required within the email.

5. When will my loan be approved and funded?

Kabbage is collecting applications on behalf of Emprise Bank and will notify you when yours is under review. The current expected timeline is 1-3 days for review once we have received all of the requested information and documentation, validation of eligibility, and the issuance of a guarantee number by the Small Business Administration (SBA). SBA program details are still being finalized. Eligibility rules and amounts are both subject to change.

6. I received a message that Kabbage is no longer funding applications. Is this true?

Kabbage is not currently accepting applications for Kabbage Funding, which is a small business line of credit product different than Paycheck Protection Program (PPP) loans. We are accepting PPP loan applications.

7. I got partially through the application and then the site crashed. Do I need to start back over?

No. Using the login you created, you can pick up where you left off at <https://account.kabbage.com/onboarding/sba-loan>.

8. If I submitted an application with incorrect information, can this be resolved?

If you need to edit any SBA-specific information, contact the Kabbage team at 888.351.3143. Personal information used to verify your identity cannot be edited once submitted.

9. Do I need online banking credentials to complete my PPP loan application?

No. If you do not have online banking, we can manually connect to your bank account when you are ready to disburse funds. Contact the Kabbage team at 888.351.3143 and they'll help you upload a voided check to connect your account.

10. Can I edit the information in my application?

Before you submit, you'll have the opportunity to confirm or edit your information. To make changes once you've submitted the application, contact the Kabbage team at 888.351.33143.

11. Are there any origination fees or other bank fees Kabbage is charging for PPP loans?

No. It's free to apply for a PPP loan and there are no origination fees for the borrower. Please be wary of any third party that asks you to provide upfront fees to apply for PPP loans as the SBA guidance explicitly prohibits such fees.

12. If I apply and am eligible, am I guaranteed a loan?

Program funds are limited. Kabbage cannot guarantee that your application will be processed and submitted before SBA funding is no longer available. Applying with Kabbage does not limit you from applying with other lenders and/or platforms.

RESOURCES:

PPP General FAQs: <https://www.kabbage.com/resource-center/finance/the-ultimate-guide-to-paycheck-protection-program-loans>

Document applicants can prepare: <https://www.kabbage.com/resource-center/finance/required-documents-for-paycheck-protection-program-loan-application>

Kabbage Customer Service

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