

PPP FORGIVENESS FAQs

Your PPP Loan Forgiveness Portal Is Almost Ready!

We are getting closer to releasing the PPP Forgiveness Portal. We recognize the importance of clarity and want to keep you up to date with the most recent information received. We have compiled a list of our most Frequently Asked Questions.

Q. Why is access to the portal taking so long?

A. The site is being updated to accommodate the upcoming changes proposed in recently introduced legislation. Bipartisan legislation introduced in the Senate would make loans that are no greater than \$150,000 fully forgivable by filling out a one-page form. The bill is sponsored by Arizona Senator Krysten Sinema, a Democrat, and North Dakota Senator Kevin Cramer, a Republican.

[Link To Proposed New Legislation](#)

Q. When will the portal be available?

A. The portal will be open shortly after the SBA releases the updated application process based on the latest congressional action; however we are currently expecting the portal registration access to be available the week of July 13 th . Once the site is available invitations will be emailed to the borrowers to begin the registration process.

Q. When do we start entering information on the portal for forgiveness?

A. Once the SBA covered period for loan forgiveness has been met the borrower will be automatically notified via e-mail one week prior to when their eligible to complete their PPP Loan Forgiveness application.

Q. Who will the e-mail be sent to?

A. It will be sent to the e-mail address that was provided in the original PPP loan application. If you need to make a change on the original e-mail address provided, please send an email to: questions@texasnational.com

Q. Who will the portal invitation be coming from?

A. The invitation will be coming from: texasnationalbank@carescompliance.com.

Q. If I did not receive an email invitation to the forgiveness portal, what do I?

A. Please check your Junk e-mail first and if you did not receive it, send an email to: questions@texasnational.com

Q. What do I do after I receive the portal invitation?

A. The initial e-mail invitation will provide you a link to begin the registration process for the portal. If you are eligible to begin the forgiveness process, the site will provide you with FAQs, training videos, and live chat support that will guide you through the process. If you are not eligible to begin the forgiveness process you will still have access to explore the site and read the FAQs as well as the training videos.

Q. Who do I contact with questions regarding the portal?

A. The portal provides both virtual and live chat support. The portal also provides the user with FAQs and training videos.

Please watch an overview of the Borrower Portal and description of the process for both the standard 3508 and 3508EZ SBA forms.

[VIDEO](#)