

PPP Forgiveness

FAQ's

Revised March 17, 2021



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PPP Forgiveness Application Process

Question	Answer
Q: Do I have to apply for PPP forgiveness now?	A – We encourage you to consult your financial and legal professionals for assistance with determining when you should apply for PPP Forgiveness. You may submit a loan forgiveness application any time on or before the maturity date of your loan.
Q: What is the deadline to apply for PPP forgiveness?	A – You can apply for loan forgiveness any time before the maturity date of your loan. If you do not apply for loan forgiveness within 10 months after the last day of the covered period (24 weeks after loan disbursement; or if loan received prior to June 5, 2020 – option of 8 weeks or 24 weeks) the PPP loan is no longer deferred and you must begin paying principal and interest payments. We will notify you of the date the first payment is due.
Q: Am I required to submit my application electronically?	A – At this time, South State is accepting applications electronically through our PPP Forgiveness Platform. If you are unable to complete an application electronically, please call us at (844) 238-9452.
Q – How do I know which forgiveness application to use: the S application, the EZ application or the Standard application?	A – Please reference our website - Step 1: Selecting the Right Application - for details regarding selecting the appropriate SBA PPP Forgiveness application form.
Q - What documentation do I need to provide with my forgiveness application?	A – Please reference our website - Step 3: Required Documentation - for details regarding the documentation you may be required to provide when applying for PPP loan forgiveness.
Q – How long will it take South State to approve my application?	A – Upon receipt of your forgiveness application and supporting documentation (if required), South State has up to 60 days to review your application and submit it to the SBA. The SBA then has 90 days to render a final decision on your application.
Q – How will I be notified of my application progress?	A – You will receive email notifications from South State Bank PPP Loans via PayrollProtectionProgram@expressbankloan.com as you complete the application steps within the PPP Forgiveness Platform.

Accessing the PPP Forgiveness Platform

Question	Answer
Q – How do I access the PPP Forgiveness Platform?	A – Log in to the Online PPP Application Platform .
Q – How do I log in to begin the online forgiveness application?	A – You will be required to provide the following information for authentication purposes: 1) Borrower (company) Tax ID, 2) Authorized Representative (your) email address, and 3) Borrower Original PPP Loan Amount (amount originally funded). Please review the Technical Troubleshooting tips in the Borrower User Guide for assistance. If you're still having problems, please call us at (844) 238-9452.

Completing the Online PPP Forgiveness Application

Question	Answer
Q – What email address should be used to start the forgiveness application?	A – Please use the email address of the primary owner. The primary owner is the owner who signed, not initialed, the PPP loan application.
Q – What Tax Identification number should be used to start the forgiveness application?	A – Please use the Tax ID number for your business. This is also referred to as an Employer Identification Number, or EIN.
Q – Where can I find the original PPP Loan amount that is required to start the forgiveness application?	A – You can find the original loan amount on your PPP loan application. You will need to provide the full loan amount to start the online forgiveness application. If you need help finding the original loan amount, please call us at (844) 238-9452.
Q – If I've started the application, can I save it and complete it at a later time?	A – Yes. You can save the application within the PPP Forgiveness Platform and complete it at a later time. To save your application, click the Save button at the bottom of the application screen before exiting the PPP Forgiveness Platform.
Q - What does a Forgiveness Gap (Remaining Loan Balance) mean?	A- Forgiveness Gap means that the calculated forgiveness amount is less than the original PPP loan amount and represents your remaining loan balance. If you have a remaining loan balance, after the SBA has rendered a final decision on your forgiveness application, South State will contact you regarding the date you must begin repaying the loan balance and inform you of your monthly payment amount.

Q - What should I do if I have questions about my forgiveness amount?	A - If you have questions regarding your forgiveness amount, check the values entered into the application before submitting the application for review. Once you've confirmed the information, should you still have questions, please call us at (844) 238-9452.
Q – I received an EIDL Advance of \$10,000 and when I submitted my application it showed a Forgiveness Gap of \$10,000. Didn't the PPP rules change about SBAs treatment of EIDL?	A – Yes, the PPP rules recently changed the treatment of EIDL Advances and they are no longer deducted from your loan Forgiveness Amount. If your forgiveness application originally showed a Forgiveness Gap solely due to the EIDL Advance, the SBA Forgiveness payment will now include the EIDL Advance and eliminate any Forgiveness Gap.

Uploading Supporting Documentation

Question	Answer
Q – I tried to upload documents but do not see the option for adding the documents. What should I do?	A – The PPP Forgiveness Platform allows for documents to be added via a “Drag and Drop” option or a browse feature where you can select from a stored file location on a PC. Documents are added after the application is completed online. The status bar on the top of the screen will say “Upload,” and there is a section on the screen for each document that is required to be uploaded. Click on the down arrow button by each Upload feature and either Drop the file or Browse for the document location. Complete details are found in the in the PPP Forgiveness Borrower User Guide.
Q – How do I remove a document?	A – If an incorrect document was uploaded to the PPP Forgiveness Platform and the application has not been submitted for review, you can upload another document in the appropriate section on the “Upload Document” screen. If the application has already been submitted for review, please us at (844) 238-9452 for assistance.
Q – What should I do if a document is too big to upload?	A – The PPP Forgiveness platform has a document file size limitation of 35MB. Any documents larger than this will need to be compressed or split into two documents.
Q – I received an email stating “Supporting Documentation is needed.” What does this mean?	A – Documents submitted during the forgiveness application process will be reviewed for accuracy and completeness. If you receive an email stating additional information is needed for a certain document, please provide the additional documentation requested.

DocuSign (ESign) Process

Question	Answer
Q – I received an email saying I would be receiving documents shortly to e-sign, but I haven't received the second email with the link to the document.	A – If you didn't receive the second email, you can log in to the PPP Forgiveness Platform to sign the document. You'll need the Primary email that was used to submit the application, the business Tax Identification number and the original PPP loan amount to access the application within the PPP Forgiveness Platform. Please reference the PPP Forgiveness DocuSign Instructions for more information.
Q – I tried to e-Sign my document, but have locked myself out.	A – Please call us at (844) 238-9452 to request your account be unlocked.
Q – What happens after I've e-Signed my documents?	A – After the forgiveness application has been signed electronically, South State will submit the forgiveness application to the SBA for review. The SBA has up to 90 days to review and provide a decision. Once the review is final, you'll receive a notification from South State.

SBA Submission and Review

Question	Answer
Q – How long will it take to receive a final decision from the SBA?	A – The SBA has up to 90 days to render a final decision regarding your PPP loan application.
Q – What if the SBA does not approve my application?	A – If the SBA determines that your loan is not eligible for forgiveness (in whole or in part), the loan is no longer deferred and you must begin paying principal and interest. In the event the entire loan amount is not forgiven, South State will contact you regarding the date you must begin repaying the loan balance and inform you of your monthly payment amount.
Q – How will I be notified of the SBA's decision?	A – An email will be sent to inform you that South State has received payment from the SBA and that your SBA Notice of PPP Forgiveness Payment is available to view and download from the PPP Forgiveness Platform. The SBA Notice will detail the Forgiveness Amount Requested and the Forgiveness Amount Remitted by the SBA to South State. If you have a remaining loan balance (forgiveness gap), repayment of your PPP loan is no longer deferred, and the loan balance, plus interest, must be paid in full by the maturity date. South State will contact you regarding the date you must begin repaying the loan balance and inform you of your monthly payment amount.