

EagleBank PPP Online Portal FAQ

- **Where can I find my Original Principal Balance to enter in the first screen so that I can access my Forgiveness Application?**

You can find this information on the PPP Loan Note.

- **Should I enter cents? Or just whole numbers?**

The only place you can use cents in the online application is in the initial screen when it asks for the Original Principal Balance. Once you are past the first screen, you are not able to use numbers with cents, use whole numbers only.

- **I have skipped around in the online application and have some blanks that I have not completed yet. Now I see in red text “An answer to this question is required”. What blank field is this referring to?**

The red text is always refers to the question directly above it.

- **I am entering information into the online application, but it seems to be stuck. What should I do?**

Try refreshing your browser and it should allow you to continue.

- **I’ve entered my payroll costs, but the Forgiveness amount is not calculating, why?**

Lines 1-4 from the Calculation Form must be entered in the form for the Forgiveness amount to calculate.

- **I am not finished with the online application, but I need to look for some more documents. Can I come back to finish it later?**

Yes, you can save your application even if it is not complete. The Save button is at the bottom of the page. To Save, you need to ensure you have input your social security number (the last question on the page) as well as put a check mark in the two Certification boxes above the Save button.

- **The online questions for Form 3508 refer to “Schedule A” or “Calculation Form”. What are these?**

“Schedule A” in the online application questions refers to the PPP Schedule A, which is part of the Application form. “Calculation Form” refers to the PPP Loan Forgiveness Calculation Form, which is also found within the Application form.

- **How do I know that my online application was received?**

Once you hit Submit, you should see a screen showing your Application Status, and thanking you for completing the Forgiveness Calculation Form. You should also immediately receive an email confirming receipt of the forgiveness request, and letting you know what outstanding documents you need to submit. Read the email carefully and upload the additional documents. Your application is not considered complete until all required documentation has been received.

- **What should I do if I still have questions about the online application?**

If you get stuck, please reach out to the Customer Care Team at 301.986.1800 during the business hours of 8:30 AM - 5:00 PM, Monday thru Friday.