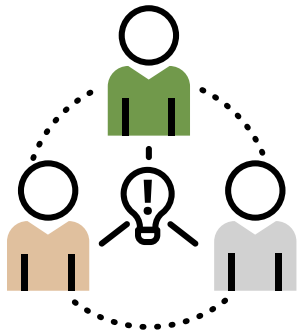




Frequently Asked Questions



SMALL BUSINESS FINANCING PROGRAM

Q: Is my business the right size to apply for this program?

A: This program is designed to assist small businesses. Applicant Businesses must have fewer than seventy-five (75) full time equivalent (FTE) employees.

Q: What are the eligible uses of the program's grant proceeds?

A: Grants may be used for working capital expenses and for the purchase of movable equipment necessary for recovery.

Q: What is the maximum loan amount? What is the minimum?

A: The maximum award amount is \$150,000. There is no minimum amount.

Q: Is the program for start-up businesses?

A: The business must have been in operation prior to the hurricane. A business may still apply if closed as a result of the hurricane and is not yet reopened.

Q: If my business received an SBA loan, insurance proceeds or other funds, can I still receive funds from this program?

A: There is a possibility your business may receive funds from this program. Financial assistance from another source that is provided for the same purpose as these funds is considered a duplication of benefit. BDE will calculate if there is an unmet need based on the amount the business sustained in damages or losses and deduct the duplicate assistance from other sources. The remaining balance, if any, is considered to be the unmet need.

Q: How do I submit an application?

A: Applications may be accessed online at www.ayudaparaturnegocio.org and submitted electronically. If internet access is not available, applicants may also apply in person at BDE (Economic Development Bank), located at 638 Aldebaran St., San Juan, PR 00920. For more information about the availability of BDE to assist applicants at their location, contact BDE at (787) 641-4300.

NOTE: Due to the Coronavirus, businesses that do not have access to the internet may apply by phone, by contacting the Call Center at: 1-833-234-2324, Monday through Friday 8am-8pm.

Q: Who do I contact if I have questions about the program?

A: The Call Center is available Monday through Friday 8am to 8pm, to provide program information and basic instructions on the program's process. After submitting an application, Applicant Businesses will be assigned an intake specialist from BDE who will be available for status inquiries.

Q: Once I apply, how will I be able to obtain the status of my application?

A: After an application is submitted, Applicant will receive a program notification indicating status of the Application with further instructions. Once an Applicant Business is deemed eligible, an Intake Specialist who can provide case status and further instructions will be assigned and the contact information will be provided to Applicants.

Q: How long will it take to receive funding?

A: Generally, if the application is complete with all the required documentation and information, applications will be reviewed and approved in about thirty (30) calendar days. Once approved, Applicant will receive the Grant Agreement for acceptance of the terms and conditions, then proceed to funding.

NOTE: Due to the Coronavirus and the closing of certain businesses and government offices, the review period could take longer than anticipated during this time.

Q: If approved, how will my business receive the Grant award?

A: Fund draws and other grant award details will be worked out by the SBF Underwriting Team. These will vary from application to application depending on the business.

Q: What is the deadline to submit an application?

A: There is no deadline to submit an Application at this time. However, subject to availability of funds, a deadline may be established. Check the program website for any related notices.

Q: When will I be allowed to draw from my grant?

A: Grant funds will be available after the Grant Agreement has been signed. The Grant Agreement will outline the terms and conditions of the Grant Award, including draw schedule, if any.

Q: What documents will be necessary throughout the loan application

process?

A: A list of the required SBF Program documents can be found in the SBF website (www.cdbg-dr.pr.gov/en/download/small-business-financing-program) under the document titled "User Submission Guide" which also includes instructions on how to fill out the web application.

Q: Do I need to submit a formal business plan?

A: No, business applicants will not be required to submit a formal business plan at this time, though business plans may be required for future phases of the program.

Q: If I have declared bankruptcy previously, do I still qualify for a grant/loan?

A: BDE may conduct background checks on Applicant Businesses, including bankruptcy information to ensure compliance with CDBG-DR rules. Additional information may be requested to ensure the Applicant Business is current with any bankruptcy payment plans.

Q: Does my current and past credit history affect the grant and loan eligibility?

A: BDE may consider credit history as part of their review, to ensure compliance with CDBG-DR rules, but there is no minimum credit score required to be eligible. Credit Score may become a factor for later program offerings, such as loans.

Q: If I need help restructuring or refinancing are there any options available to me?

A: The SBF Program does not provide funding for refinancing or restructuring existing debt.

Q: Is there any sort of derogative mark on my criminal/civil record that may affect my eligibility? Previous felon, previous criminal records, etc.

A: The Underwriting Team will take derogative marks and criminal/civil records into consideration when Underwriting the business applicant's Grant Agreement and Award.

Q: I do not have all the documents that are required. Will my application be processed?

A: No, your application will not be considered complete and will not be reviewed for eligibility until all questions in the application have been answered and all required supporting documentation has been submitted.

Q: How will the Governor's Executive Order regarding the Coronavirus affect my application? Will it take longer to get reviewed?

A: We anticipate Program staff will be available to evaluate applications as normal. However, as the situation is evolving, changes may occur to which the Program may have to adjust. We will do whatever is possible to communicate with Applicants in a timely fashion and advise as to any potential delays. Despite the temporary closing of government offices, Applicants can communicate with the Call Center, which will remain open, by calling 1-833-234-2324 from Monday to Friday 8am-8pm.

DEPARTMENT OF
HOUSING

