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Frequently asked questions about H.E.L.P.

As business owners have worked on their HELP applications, they have had numerous questions. The most frequently asked with answers are provided below.

Q) Does all the paperwork need to be completed, or should I submit to hold my place in line?

- Send in your application and related documents only once you have compiled all of them. Applications will not be placed into the queue for processing until ALL required documentation is submitted.

Q: Will the loan be turned into a grant?

- No – H.E.L.P. offers zero interest loans with a nine-month deferment period. At the end of the 9 months borrowers will be required to start making payments on the amount disbursed under the program.

Q: What do I do if my bank won't let me accept another loan?

- We would encourage you to reach out to your bank to discuss your options. You may still be able to apply for H.E.L.P.

Q: Can I apply if my annual revenue is over \$2.5 Million? Can I get more than \$10,000?

- At this time the program is only open to those businesses with annual revenue at or below \$2.5 million and is capped at \$10,000 per business per month (if a group with multiple locations, this is based on all combined). Businesses with revenue over \$2.5 million are encouraged to reach out to the SBA if they need financial assistance. Any changes to the program will be posted to the Division of Small Business Coronavirus website - www.delbiz.com/coronavirus.

Q: Why do you need all the financial data and business license information?

- H.E.L.P. offers loans to eligible applicants. While the process is much simpler than traditional underwriting, this data is needed to verify eligibility for the program.

Q: What if my business is not eligible for H.E.L.P.?

- Applications received for ineligible businesses will not be processed. The SBA is offering low-interest Economic Injury Disaster Loans of up to \$2 million regardless of industry. More information is available at www.sba.gov/disaster. If any additions or changes are made to H.E.L.P., the updates will be shared at www.delbiz.com/coronavirus.