SBA One Training Session

**Topic:** Overview Session  
**Date/Time:** May 10th, 2017 at 2 PM ET

**Presenter:** Genevieve Sansom is a Vice President Relationship Manager with Bank of New York Mellon in the Corporate Trust division. In that role, she provides on-site support to SBA as well as works on initiatives for the development of SBA One.

### Upcoming SBA One Training Dates

*(Please note: each training lasts approximately 90 minutes)*

<table>
<thead>
<tr>
<th>Name</th>
<th>DATE/TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tips &amp; Tricks: Loan Origination</td>
<td>516 at 10 AM ET</td>
</tr>
<tr>
<td>Step by Step: How to input a 7a Loan into SBA One – Part 1: Loan Origination</td>
<td>5/22 at 2 PM ET</td>
</tr>
<tr>
<td>Step by Step: How to input a 7a Loan into SBA One – Part 2: Document Management</td>
<td>5/24 at 2 PM ET</td>
</tr>
</tbody>
</table>
Agenda

I. Overview
II. Getting Started
III. My Workspace
IV. Loan Origination System
V. Document Management
VI. E-Signature
VII. PARRIS
VIII. Help & Technical Support
I. OVERVIEW
I. SBAONE Overview

Supports the following Loan Types:
- 7(a)
- PLP
- SBA Express
- Community Advantage

Offers the following features for SBA One Originated Loans:
- Loan packaging
- Automated form building
- Documents – system generated or manually uploaded
- Document storage
- E-signature (for system generated documents only)

Offers the following features for Non-SBA One Originated Loans:
- Ability to create & submit Form 159
- Document Management (storage)

Lender Requirements:
- Obtain CLS user ID and password
- Receive access for SBA One in CLS
- Have one of the supported browsers:
  - Internet Explorer - version 11
  - Chrome - versions 45 and 46
  - Firefox - versions 31, 32, 33
- Follow Level 3 assurance standards for Initial Establishment/ Verification according to NIST SP 800-63-2

Technology Support Information:
- SBA.One@BNYMellon.com
- 1-877-245-6159, Option 5
- Or visit our office web site at https://www.sba.gov/content/sba-one
II. GETTING STARTED
II. Getting Started

Key points

• New users will need to set up an account in the Capital Access Financial System (*instructions located in the appendix*)
• Users will need PIMS access
• Lender Authorizing Official will need to approve all new users and updates to User Roles
SBA Account Login

Not Enrolled?
Forgot Password?
Forgot Username?

User ID

Password

Disclaimer:
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Any communications or data transmitted or stored on this information system may be disclosed or used for any lawful government purpose.

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* I agree to these terms.

Login

Important: Mandatory SBA CLS account re-certification starts January 11 and end Feb 11. The process has been made electronic and requires users approving authority to access the Security Recertification screens. SBA COR, Official and Authorizing Officials will be required to re-certify users accounts and access. Accounts that are not recertified by the end of the recertification period will be removed from SBA CLS system with no further notice.

JavaScript should be enabled, Adobe Flash plugin should be enabled. Add this site to your Popup exception list of sites.
Welcome: Sansom Genevieve
Monday, April 11, 2016
Partner
Other

The applications available in the menu above depend on which location you currently have selected:

Location: BNY Mellon, National Association (51400)

Account at a Glance
HQ Location: 61400 - Bny Mellon, National Association
Email: genevieve.sansom@bnymellon.com
Lender A0: Kenneth Huh
Lender A0 Email: kenneth.huh@bnymellon.com

Last Logged in: April 11, 2016, 12:38 PM

IMPORTANT: Mandatory SBA CLS account re-Certification starts January 11 and end Feb 11. The process has been made electronic and requires users approving authority to access the Security Recertification screens. SBA COR, Official and Authorizing Officials will be required to re-certify users accounts and access. Accounts that are not recertified by the end of the recertification period will be removed from SBA CLS system with no further notice.

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**News**

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By continuing to use this system, you indicate your awareness of, and consent to, these terms and conditions and acknowledge that there is no reasonable expectation of privacy in the access or use of this computer system. LOG OFF IMMEDIATELY if you do not consent to the conditions stated in this notice.
III. MY WORKSPACE
III. My Workspace
III. My Workspace

SBA One Online Training
Welcome to SBA's online training program on SBAOne, the platform for 7(a) loan originations and servicing actions.

This is a self-paced training program which provides an overview of the SBAOne platform.

This course is directed at Lenders interested in using SBAOne to originate and service 7(a) loans and to review their 7(a) loan portfolio risk metrics.

You will find this course easy to follow with topics listed on menus for quick reference and easy access.

This course is a product of the Agency and is championed by The Office of Capital Access.

Our Loan Pipeline (Location Id: 9551)

- **497 Loans**
  - Primary Eligibility: 54
  - Terms & Conditions: 44
  - Authorization: 76
  - Underwriting: 30
  - Closing: 72
  - Disbursement:

<table>
<thead>
<tr>
<th>Business Legal Name</th>
<th>Loan Number</th>
<th>ETran Application</th>
<th>Created By</th>
<th>Status</th>
<th>Created Date</th>
<th>Action</th>
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<tr>
<td>TestAutoJenkinsScript</td>
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<td>Arun Kumar Korasane</td>
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<tr>
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<td></td>
<td>Ajay Pandey</td>
<td>Application In-Process</td>
<td>26 Nov, 2015</td>
<td></td>
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</tbody>
</table>
III. My Workspace (cont’d)
IV. LOAN ORIGINATION
IV. Loan Origination System

Features

• Intelligent Dynamic Data Capture
• Automated form building reduces time, cost and errors
LOS: Create New Loan – Guided vs. Expert Path
Guided Path vs. Expert Path

Guided Path
- Any loan type offered on SBA One may be submitted via the Guided Path
- Non-Delegated lenders are required to use the Guided Path
- Delegated lenders may use the Guided Path
- All loans going to LGPC must use the Guided Path

Expert Path
- PLP & SBA Express Loans
- Delegated Lenders only

Please note:
- Users may copy loans as long as they are intended for the path of the original loan. Loans cannot be copied from Guided to Expert or vice versa.
How does SBA One work?

The application is built so that Users must enter loans in a methodical way; Primary Eligibility must be completed first, then Eligibility, then Terms and Conditions, etc.
How does SBA One work: Eligibility Check

**Primary Eligibility**

**Borrower Information**

* Small Business Borrower Legal Name (Applicant):  
  ABC Company (Demo)

* Is the Applicant the Operating Concern/Beneficiary of the Loan (except for loans to Eligible Passive Companies)?
  - Yes
  - No

* Is the business organized for profit?
  - Yes
  - No

* Is the business located in the United States?
  - Yes
  - No

Sorry, but because of the response to the following question, it looks like ABC Company (Demo) is not eligible for any SBA 7(a) Loans.

Is the business organized for profit?

[Modify Answer] [Exit Application]
An Associate of a small business is:(13 CFR 120.10) i) an officer, director, owner of more than 20 percent of the equity in the small business, or key employee of the small business; ii) any entity in which an officer, director or owner of more than 20 percent of the equity in the small business; and iii) any individual or entity in control of or controlled by the small business except a Small Business Investment Company licensed by SBA. For purposes of this definition, the time during which an Associate relationship exists commences six months before the date of loan application to SBA or the Lender and continues as long as the loan is outstanding.
How does SBA One work: Help Features (Help Text)

SBA One

My Workspace  Loan Origination  Modification & Servicing  PARRiS  Guaranty Purchase  Documents

Loan Pipeline > ABC Test

Primary Eligibility

75%

3 of 4
Pages Completed

Primary Eligibility

Borrower Information

* Purpose of loan is not to provide or to refinance funds used for payments, distributions, or loans to Associates of the Applicant, or to a Small Business Investment Company:
  - Yes
  - No

* Loan must be used for an identifiable business purpose:
  - Yes
  - No

* Loan is for a purpose that will benefit the small business:
  - Yes
  - No

* No loan funds will be used to pay delinquent IRS withholding taxes, sales taxes or other funds payable for the benefit of others:
  - Yes
  - No

Powered By BNY MELLON
How does SBA One work?

- Due to decision tree nature of application, changes to questions may “open up” new questions or clear responses needing validation.
- The application will automatically adjust based on the answers.

**PRIMARY ELIGIBILITY**

**Borrower Information**

- No Principal is subject to an indictment, criminal information, arraignment, or other means by which formal criminal charges are brought in any jurisdiction.
  - Yes  
  - No

- No Principal has been arrested in the past six months for any criminal offense.
  - Yes  
  - No

- No principal, for any criminal offense - other than a minor vehicle violation - is on any form of parole or probation (including probation before judgment).
  - Yes  
  - No
How does SBA One work?

**Borrower Information**

* No Principal is subject to an indictment, criminal information, arraignment, or other means by which formal criminal charges are brought in any jurisdiction.
  - Yes
  - No

* No Principal has been arrested in the past six months for any criminal offense.
  - Yes
  - No

An SBA 912 and specific information as to the offense and disposition of the charges needs to be completed by the concerned principal. If there is only one minor (misdemeanor) offense or arrest in the last 6 months, the loan may be submitted for clearance to the SBA Field Office (for non-delegated loans) with that information. A delegated lender (for loans processed under delegated authority) may process, submit and disburse the loan only when the subject’s affirmative activity meets the criteria set forth in SOP 50-10-5, Subpart B, Chapter 2, Section III D,(n) and must follow the procedures therein.

If you are proceeding with the Loan Application, please complete the Basic Borrower Info and About the Principals section for each person that has a positive response. This information will be used to start completion of the SBA 912 form. When that is done, complete the rest of the 912 package and follow the instructions.

* Has the loan been cleared for Processing?
  - Yes
  - No

* No principal, for any criminal offense - other than a minor vehicle violation - is on any form of parole or probation (including probation before judgment).
  - Yes
  - No
How does SBA One work?

Each question is part of a larger decisioning process so that the answer dictates the next part of the form. For example:

- There are questions that will indicate to the system whether additional questions are needed for certain loan types and to create forms
- If SBA One can create the form, it will automatically include the questions in the application; otherwise, the system will indicate to the User that the form will be needed before the application may be submitted

* Has this business now or previously been a debtor in a bankruptcy proceeding?

- Yes
- No
How does SBA One work?

Each question is part of a larger decisioning process so that the answer dictates the next part of the form. For example:

- There are questions that will indicate to the system whether additional questions are needed for certain loan types and to create forms.
- If SBA One can create the form, it will automatically include the questions in the application; otherwise, the system will indicate to the User that the form will be needed before the application may be submitted.
How does SBA One work?

Sometimes updates will require more information:

- When more information is required, a complete application will become incomplete.
- This will be indicated by sections will becoming “unchecked”.

A green check mark will indicate when a section is complete.

If an area becomes incomplete, the green check mark will disappear.
LOS - RAPID

RAPID

• An optional feature that allows Lenders to send a request to borrowers for their 1919 information
• Borrower’s would be able to enter their information in a separate database that will feed into SBA One
• Lender’s retain the right to modify information once in SBA One
• All RAPID requests will lock down the loan for a minimum of 24 hours; if the borrower clicks on the link within the 24 hour window, the window will extend to 5 days
V. DOCUMENT MANAGEMENT
V. Document Management

System Generated Documents

• SBA One will automatically create certain forms; when you are finished completing the loan application you will be able to generate them.
• You may re-generate forms to update any information that is modified in the application as many times as needed (prior to submission to E-Tran).
• System generated forms may be sent for E-Signature.

Manually Uploaded Documents

• May be uploaded for the loan application and/or for storage
• If a user wishes to use their own document versus an SBA One generated document, they will need to use the manual upload icon for that form in the ten tab
• Cannot be sent for electronic signature
• Must be in a PDF format
• Easy ‘drag & drop’ feature

Did you know?

- Document search & version tracking for all documents
- Non-SBA One originated loans are able to link to SBA One to create and submit a Form 159
- Non-SBA One originated loans may be linked to a Ten Tab in SBA One to be used for Document Storage
Document Management Tab

Ability to search for any document on the Location ID.

Click here to link Non-SBA One Originated Loans to features in SBA One.

Search easily for loans.

Click here to copy a loan.

NEW: View Date Log

Click here to move a loan to a different Location ID.
Document Tab – Move Loan Option

[Image of the document tab showing fields for Business Legal Name, SBA One Ref #, Existing Location ID, and New Location ID with buttons for Move and Close]
• SBA One’s Document Management System (DMS) uses the SBA’s 10-Tab format to organize the forms for each loan.

• Data within the documents are generated from the responses collected in the loan origination process.

• System generated documents may be regenerated anytime modifications are made to the loan application until the loan is submitted to Etran. There is no limit on how many times a document can be regenerated.

• You may also upload your own pdf documents such as loan files, reports, action plans, and correspondences.
Document Management – Ten Tab

- Click this link to go back and view/modify the application. Users are able to modify until the loan is submitted to E-Tran.
- Validate if your application has any obvious errors before you submit.
- Submit your loan application to E-Tran.
- View any responses from E-Tran here.
- Click this icon to system generate a document.
- Click this icon to refresh the ten tab to display newly generated documents, received signatures, etc.
- Use this button to add documents to the ten tab for storage.
- The ten tab folders will display how many documents are currently in each folder.
## Document Management - System Generated Documents

<table>
<thead>
<tr>
<th>Tab</th>
<th>Forms / Certificate / Agreement</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Form 1919, Borrower Information Form</td>
<td>System Generated</td>
</tr>
<tr>
<td>1</td>
<td>Form 1920, Lender Application for Guaranty and Eligibility Checklist</td>
<td>System Generated</td>
</tr>
<tr>
<td>1</td>
<td>Community Advantage Addendum 2449</td>
<td>System Generated</td>
</tr>
<tr>
<td>2</td>
<td>Schedule of Collateral</td>
<td>System Generated</td>
</tr>
<tr>
<td>2</td>
<td>Loan and Credit Memo Detail Report</td>
<td>System Generated</td>
</tr>
<tr>
<td>3</td>
<td>Draft Authorization</td>
<td>System Generated</td>
</tr>
<tr>
<td>4</td>
<td>Form 912, Statement of Personal History</td>
<td>System Generated</td>
</tr>
<tr>
<td>4</td>
<td>IRS Form 4506-T, Request for Transcript of Tax Return</td>
<td>System Generated</td>
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<tr>
<td>6</td>
<td>IRS Form 4506-T, Request for Transcript of Tax Return (Business)</td>
<td>System Generated</td>
</tr>
<tr>
<td>7</td>
<td>IRS Form 4506-T, Request for Transcript of Tax Return (Affiliate)</td>
<td>System Generated</td>
</tr>
<tr>
<td>8</td>
<td>Franchise Agreement Addendum (SBA Form 2462)</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Form 1050, Settlement Sheet</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Form 147, SBA Note</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Form 148, Unconditional Guarantee</td>
<td>System Generated</td>
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<tr>
<td>10</td>
<td>Form 148L, Unconditional Limited Guarantee</td>
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<td>10</td>
<td>Form 155, Standby Creditor’s Agreement</td>
<td>System Generated</td>
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<tr>
<td>10</td>
<td>Form 159 (7a), Compensation Agreement</td>
<td>System Generated</td>
</tr>
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<td>10</td>
<td>Form 1846, Statement Regarding Lobbying</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Form 601, Agreement of Compliance</td>
<td>System Generated</td>
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<tr>
<td>10</td>
<td>Form 1059, Security Agreement</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Loan Agreement</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Form 1971, Religious Eligibility</td>
<td>System Generated</td>
</tr>
<tr>
<td>10</td>
<td>Borrower’s Certification</td>
<td>System Generated</td>
</tr>
</tbody>
</table>
When generating a document, you will need to do the following steps:

**Step 1: Click the Generate the document icon**

**Step 2.** Three icons will appear where you will be able to View the document, send it for E-Signature or Manually upload your own document to replace the system generated one.
Document Management – System Generated Documents

When uploading a document to replace a system generated one, you will need to do the following steps:

Step 1: Click the Generate the document icon

Step 2. Three icons will appear where you will be able to View the document, send it for E-Signature or Manually upload your own document to replace the system generated one

Did you know?

➢ System generated documents are created as a PDF and are able to be viewed, saved, and printed.
When uploading a document to replace a system generated one, you will need to do the following steps:
Step 1: Generate the document
Step 2. Select the Manual Upload icon for the document you would like to replace.
Step 3: Label the documents as appropriate
Step 4: Drag & drop document
When uploading a document to replace a system generated one, you will need to do the following steps:

**Step 1: Generate the document**

**Step 2.** Select the Manual Upload icon for the document you would like to replace

**Step 3:** Label the documents as appropriate

**Step 4:** Drag & drop document
When uploading a document to replace a system generated one, you will need to do the following steps:

Step 1: Generate the document

Step 2. Select the Manual Upload icon for the document you would like to replace

Step 3: Label the documents as appropriate

Step 4: Drag & drop document
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Step 2. Select the Manual Upload icon for the document you would like to replace.
Step 3: Label the documents as appropriate

Step 4: Drag & drop document
### Document Management – Non-SBA One Originated Loans

<table>
<thead>
<tr>
<th>Business Legal Name</th>
<th>Application Status</th>
<th>SBA One Ref #</th>
<th>ETRAN Application #</th>
<th>ETRAN Loan #</th>
<th>SBA Express</th>
<th>Notes</th>
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<td>7a PLP</td>
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<td>7a CLP</td>
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<td>7a PLP</td>
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<td>11686</td>
<td></td>
<td></td>
<td>7a Small Loan - Non-delegated</td>
<td></td>
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<tr>
<td>ExpertPath</td>
<td>Application In-Process</td>
<td>11685</td>
<td></td>
<td></td>
<td>7a PLP</td>
<td></td>
</tr>
</tbody>
</table>
VI. E-SIGNATURE
VI. E-Signature

Features

- Available at no cost to SBA One users
- E-signature is provided by SBA approved sub-contractor DocuSign
- SBA One e-signature will incorporate Level 3 authentication and attribution through access code, signer identification via Lexis Nexis and Knowledge Based Authentication
- Only documents that are system generated may be sent for e-signature
E-Signature: Review E-mail

Please review and sign your document

From: Peter Liu (zongyuan.liu@bnymellon.com)
BNY Mellon

Hello Beth Brown,

Peter Liu has sent you a new DocuSign document to view and sign. Please click on the 'View Documents' link below to begin signing.

Please sign this document

View Documents
E-Signature: Access Code Validation

Please enter the access code to view the document

From: SBA One
BNY Mellon

The sender has requested you enter a secret access code prior to reviewing the document. You should have received an access code in a separate communication. Please enter the code and validate it in order to proceed to viewing the document.

Access Code

VALIDATE  I NEVER RECEIVED AN ACCESS CODE

Show Text
E-Signature: Signer Info Verified Via Lexis Nexis

From: SBA One
BNY Mellon

ID Check - Personal Information

Enter your home address. This information, along with your name will be used to generate a list of questions to verify your identity.

Required Information (Home Address)

Elaine jjessamine
Street 1: 1293 Birdnest
Street 2: 
City: Alhambra
State: CA
Zip: 91803

Last 4 digits of SSN: 7217
Date of Birth: 10 / 10 / 1987

CANCEL NEXT
E-Signature: Lexis Nexis Knowledge Based Authentication

Security Requests from Sender

From: SBA One
BNY Mellon

ID Check - Identification Questions

These questions are being generated as a means of an identity check requested by the document sender. None of this information is provided to the document sender or to anyone except you.

Which of the following corporations have you ever been associated with?

- Abs Fax Technologies Inc
- The Almonary Inc
- Dutchmasters Cabinets
- Transportation Advisors Inc
- Ks Management Services
- None of the above

Which of the following street addresses in 'Midwest City' have you ever lived at or been associated with?

- 1705 South Pacific Avenue
- 3229 Adelanto Lane
- 24601 Upper Trail
- 335 South Harbor Boulevard
- 2610 San Jose Avenue
- None of the above or I am not familiar with this property

Which of the following domain names have ever been registered in your name?
E-Signature: Review Options

Request for Signature

From: Peter Liu
BNY Mellon

Documents (1): SBA Form 1919.pdf

- Review Document
- Decline
- Finish Later
- Sign on Paper
- Change Signer

☐ Check here to skip this information in the future
E-Signature: Signing the Document

CERTIFICATION AS TO ACCURACY: I certify that the information provided in this application and the information that I have provided in all supporting documents and forms is true and accurate. I realize that the penalty for knowingly making a false statement to obtain a guaranteed loan from SBA is that I may be fined up to $250,000 and/or be put in jail for up to 5 years under 18 USC § 1001 and if false statements are submitted to a Federally insured institution, I may be fined up to $1,000,000 and/or be put in jail for up to 30 years under 18 USC § 1014.

Original by: Beth Brown
Signature: [Signature]
Date: 8/04/2014

All required fields complete.

You will have an opportunity to save your copy on the next screen.
Click “Confirm Signing” when you are ready.
VII. PARRIS
VII. PARRIS

Features

• Current and Historical Risk Information
• Peer Portfolio analytics
• Loan level data exports
# PARRiS Scorecard

## 2015 First Quarter

### Performance
- 5 Year Cumulative Net Yield: -0.8%
- 12 Month Default Rate: 0.0%
- 5 Year Default Rate: 1.9%

### Asset Management
- Stressed Rate: 0.7%
- Early Problem Loan Rate: 0.0%
- High Risk Origination Rate: 16.3%

### Regulatory Compliance
- 1507 Reporting Rate: 100.0%

**Lender Rates No. of Points**

<table>
<thead>
<tr>
<th>Performance</th>
<th>Lender Rates</th>
<th>No. of Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Year Cumulative Net Yield</td>
<td>-0.8%</td>
<td>3</td>
</tr>
<tr>
<td>12 Month Default Rate</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td>5 Year Default Rate</td>
<td>1.9%</td>
<td>3</td>
</tr>
</tbody>
</table>

**Score Range**

- SCORE = 30 (Preferred)
- 30 - 45 (Acceptable)
- 44 - 75 (Less than Acceptable)
<table>
<thead>
<tr>
<th>Category</th>
<th>Measure</th>
<th>Value</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Asset Management</strong></td>
<td>Stressed Rate</td>
<td>0.7%</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Early Problem Loan Rate</td>
<td>0.0%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>High Risk Origination Rate</td>
<td>16.3%</td>
<td>3</td>
</tr>
<tr>
<td><strong>Regulatory Compliance</strong></td>
<td>1502 Reporting Rate</td>
<td>100.0%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Loans in Active Default Status over 3 Years Rate</td>
<td>100.0%</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>24 Month Repair/Denial Rate</td>
<td>0.0%</td>
<td>3</td>
</tr>
<tr>
<td><strong>Risk Management</strong></td>
<td>FDIC Total Risk-Based Rate (*)</td>
<td>13.2%</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Non-Performing Asset Ratio</td>
<td>7.9</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Lender Purchase Rating</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>Special Items</strong></td>
<td>Average SBPS (weighted)</td>
<td>159.0</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Recovery Rate (Over last 5 years)</td>
<td>8.6%</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>Has Prudential Regulator (Preferred) / No Corrective Action Request (Preferred)</td>
<td>Preferred</td>
<td>1</td>
</tr>
</tbody>
</table>

**Total Number of Points**: 37
VIII. HELP & TECHNICAL SUPPORT
VIII. Help & Technical Support

If you have a question or are experiencing technical issues in SBA One please contact Customer Support

**Option 1:** Email SBA.One@BNYMellon.com
*(Please include the following information):*
  * Indicate in the subject line: “Production Loan” or “Test Loan”
  * Lender Name:
  * Contact Name:
  * Phone:
  * Email:
  * Where the Issue was Encountered (Select One): Production or Test site
  * Date Issue Occurred:
  * Loan Name:
  * Description of Problem/Issue.
  * Please include screenshots

**Option 2:** Call SBA One Customer Service at 1-877-245-6159, Option 5 *(Please have the following information when you call):*
  * Lender Name:
  * Contact Name:
  * Phone:
  * Email:
  * Where the Issue was Encountered (Select One): Production or Test site
  * Date Issue Occurred:
  * Loan Name:
  * Description of Problem/Issue

For questions around SBA Policy and on User ID set up:
- Contact CAFS at https://caweb.sba.gov/cls/dsp_contactus.cfm
APPENDIX
II. Getting Started - System access requirements for SBA
One functionality

- Request Access to CAFS
- Lender’s Location ID is required
II. Getting Started - PIMS/SBA One Role Description

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
<th>Who can select?</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-Tran Origination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-Tran Origination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PIMS</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Read 7a Connect reports</td>
<td>Provides lenders portfolio information.</td>
<td>7a Lenders</td>
</tr>
<tr>
<td>View your SBA Loan Applications</td>
<td>Allows Lenders to View their SBA Loan Applications</td>
<td>Lenders</td>
</tr>
<tr>
<td>Update your SBA Loans</td>
<td>Allows Lenders to Update their SBA Loans</td>
<td>Lenders</td>
</tr>
<tr>
<td>Update your partner information (Regulated Lenders)</td>
<td>Allows Lenders to update their Information</td>
<td>Lenders</td>
</tr>
<tr>
<td>View partner information</td>
<td>Allows Lenders to view their partner information</td>
<td>Lenders</td>
</tr>
<tr>
<td>Create or Edit Lender's Loans in SBA One</td>
<td>Allows Lenders to create or edit loan applications using SBA One</td>
<td>7a Lenders</td>
</tr>
<tr>
<td>View Lender's Loans in SBA One</td>
<td>Allows Lenders to view their loans using SBA Once</td>
<td>7a Lenders</td>
</tr>
<tr>
<td>View PARRIS Lender Scorecard information</td>
<td>Allows Lenders to view their PARRIS scorecard information in SBA One</td>
<td>7a Lenders</td>
</tr>
</tbody>
</table>

Select “Request Access to CAFS Systems”. Click on the folder, select the box, and enter the location id for each required access level. (NOTE: LSPs should enter lender location ids).
You will receive an email that the account has been updated. THIS IS NOT AN APPROVAL FOR ACCESS. After the access is approved by the AO (they will have 48 hours from your request), Program Office and the CLS security team, you will receive an email from cls@sba.gov.
II. Getting Started: PARTNER INFORMATION MANAGEMENT SYSTEM

- Check “View Partner Information”
- Enter Lender’s Location ID
- AO’s Only should check “Update Partner Information”
II. Getting Started: SBAONE PARTNER ENROLLMENT

- From Settings Menu – Request Access to CAFS Systems
- Select SBA One Access level by checking appropriate box
  - Location ID/PIMS/ETRAN is a prerequisite