|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | [CARES Act Submission Form Auto Response](#m_2790960127283173760_m_-82416327422517) | | | | |  | | --- | |  | | |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | |  | | --- | | In our effort to keep you informed on the process, we’re sharing a quick update. We’ve received your loan application and supporting documents, and you don’t need to do anything else right now. We’ll contact you as soon as possible regarding the status of your application You may also check your [CARES Act dashboard](https://truist.force.com/cares?cid=EM-7710-CML-WHL-1941-ELQ&v67=2468030&elqTrackId=b2474c0b990f4a2ab90de95b6be36018&elq=d4a2dc6a22b243399b8875e3d6efba51&elqaid=7710&elqat=1&elqCampaignId=1941) periodically for updates.  **How long will it take to issue funds?**   Since we opened the application process, tens of thousands of business owners have responded with requests. Our teams are working through the surge of loan requests, and we’re processing them in the order in which they were submitted. Our goal is to deliver these needed funds as quickly as possible.   Please note that, as your application goes through the review process, the Small Business Administration (SBA) has outlined strict requirements for documentation. Any issues with the documents you have submitted could delay your ability to get through the approval process, and you may lose your place in the queue. Additionally, part of the funding approval process rests with the Small Business Administration. Timing for this is difficult to forecast as it is not in our direct control, and it could affect how quickly you receive your funds.   In the meantime, and if you haven’t already done so, please take a look at the other relief options we have made available to our clients on our [COVID-19 info site](https://www.truist.com/coronavirus-response/banking-solutions?cid=EM-7710-CML-WHL-1941-ELQ&v67=2468030&elqTrackId=496bcde097114329bb576da0e6e1c172&elq=d4a2dc6a22b243399b8875e3d6efba51&elqaid=7710&elqat=1&elqCampaignId=1941). Please also consider other existing programs the SBA has expanded including the Economic Injury Disaster Loan program. You may apply online directly with the SBA or call the [SBA](http://app.eloqua.suntrust.com/e/er?cid=EM-7710-CML-WHL-1941-ELQ&v67=2468030&s=925481489&lid=4906&elqTrackId=a256543c51404a66b17071762fedb787&elq=d4a2dc6a22b243399b8875e3d6efba51&elqaid=7710&elqat=1) Customer Service Center at 800-659-2955.   Thank you for your patience. We know this is an uncertain time, and we want you to know we are with you throughout this journey.  Thank you. | |  | |  | | |  | | |  | | |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  | | --- | |  | | |  |  |  |  | | --- | --- | --- | --- | |  | |  | | --- | |  | |  | | |  | | | |  |  |  |  | | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | |  |  |  | | | |