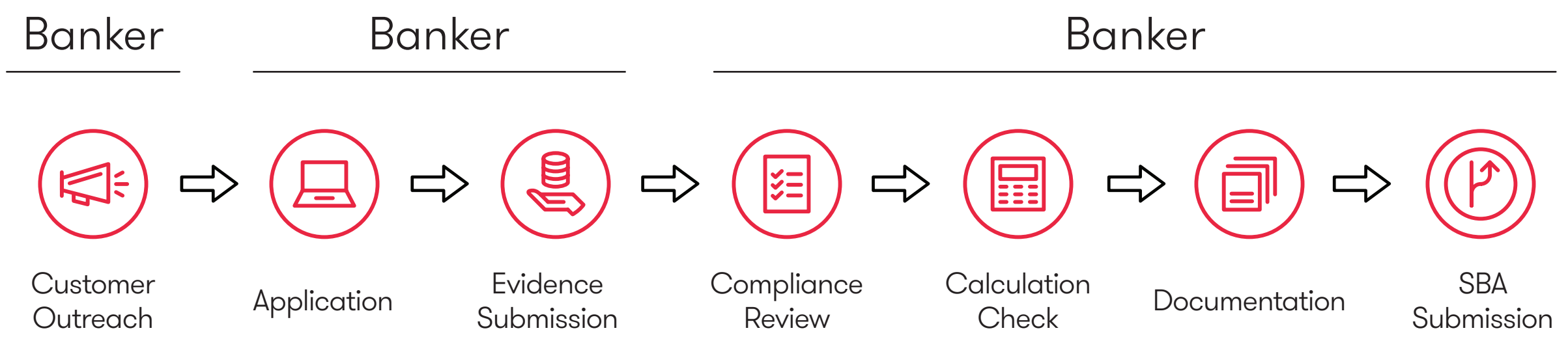


Most banks will handle PPP loan forgiveness in house, but may not have a plan to do it.

Processing time will be tight – so start preparing today.



Prepare by example: The forgiveness process



What you need: Requirements and support

- Customer outreach, care and communications
- Process model, capacity plan and managed workflow
- Technology and operations enablers
- Verification and program auditability within process design



What's next: 3 steps to stay ahead

- 1**

Track

How will you memorialize and index customer data?
- 2**

Innovate

How can new technology or customer data be adopted into operations?
- 3**

Reconcile

How will unforgiven or partially forgiven loans be integrated into your portfolio?