

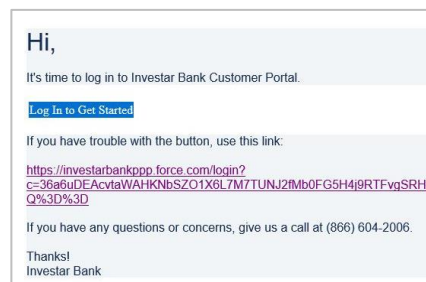
# PPP Customer Loan Portal

## We're Ready to Help You Navigate the **Coronavirus & Paycheck Protection Program**

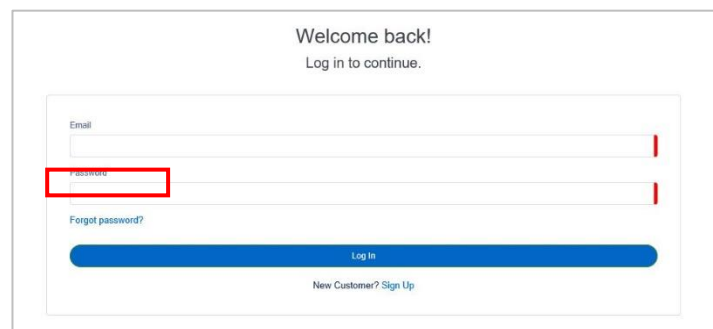
Investar is committed to helping small businesses navigate the COVID-19 loan relief options. We have created a PPP Loan Portal to streamline the process and provide our customers a centralized location to receive status updates, upload required documents, and easily work through the PPP loan process. The below guides and tools will help you learn how to navigate our PPP loan portal and get the most out of your loan processing experience.

- To access the PPP Loan Portal:

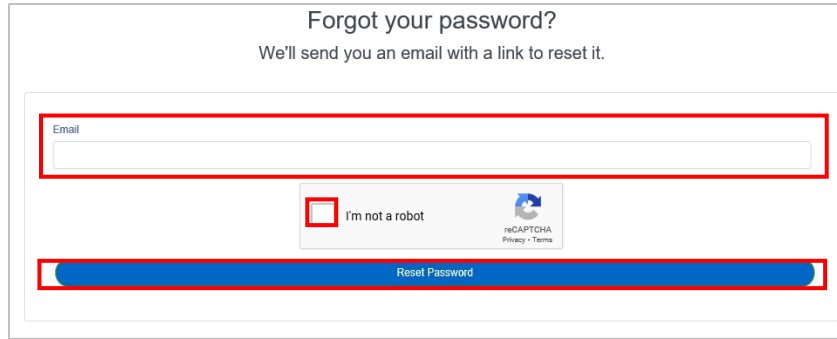
- Contact your local branch or banker
- You can click the PPP Portal link in any of the emails you have received regarding your PPP loan.



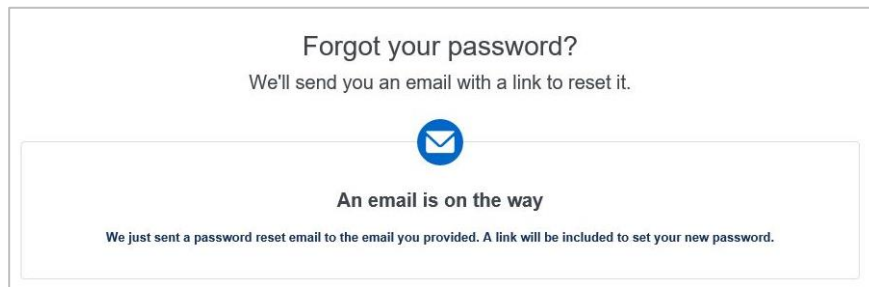
- If you forgot your password, click the blue '[Forgot password?](#)' link on the PPP portal login webpage.



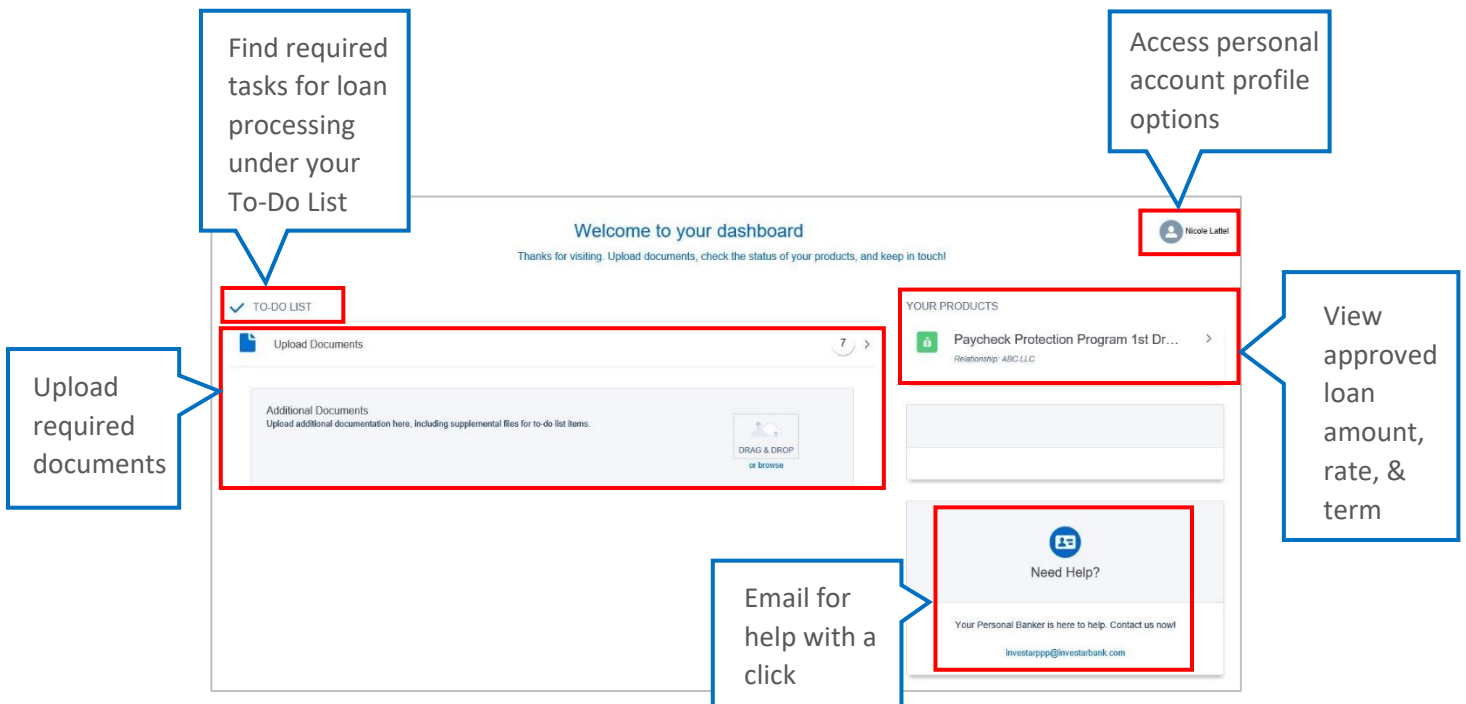
You will then be redirected to enter your email address associated with the loan. Click inside the box next to 'I'm not a robot'. Then click the blue 'Reset Password' bar.



You should see a confirmation that 'An email is on the way'. Investar will immediately send you an email with a link to reset your password. Be sure to check your junk mail if you do not receive the email. If applying from work, you may have to get with your IT department to ensure our email address at [investarppp@investarbank.com](mailto:investarppp@investarbank.com), is whitelisted.



- Once you log in the portal, your Dashboard homepage will open up.



Find required tasks for loan processing under your To-Do List

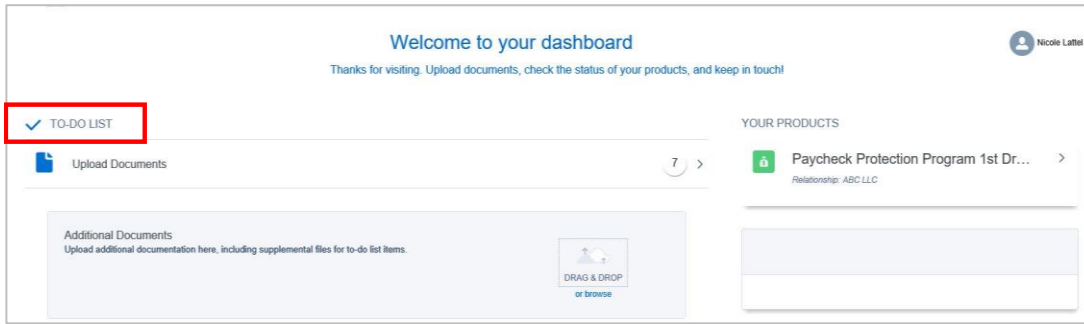
Access personal account profile options

Upload required documents

View approved loan amount, rate, & term

Email for help with a click

- If there are any tasks requiring your attention, you will see them listed under the ‘TO-DO LIST.’



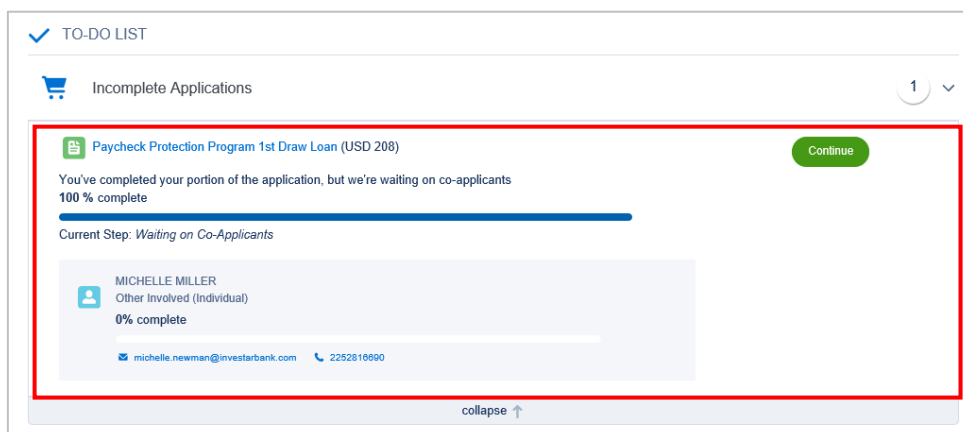
- If there are no tasks requiring your attention, you will see you are “All Caught Up!” under the ‘TO-DO LIST.’



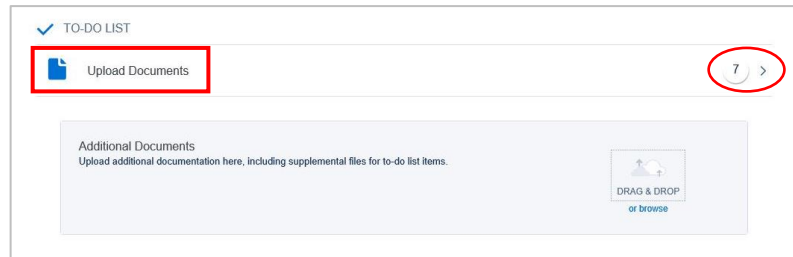
- If you see ‘Incomplete Applications’ under the TO-DO LIST, click the “>” icon to be shown what is required to complete the application.



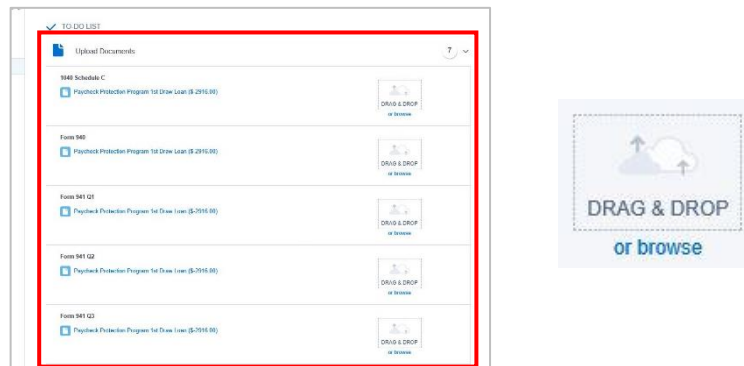
Most frequently, the application is waiting for the Co-Applicant(s) to complete their portion. The co-applicant(s) you listed as a beneficial owner in the company is sent an email stating they have been added as a co-borrower on a loan and a second email with a link for them to create their login password so they may access the loan and complete the required co-applicant portion under the TO-DO LIST. Only the co-borrower can complete this information from their log in.



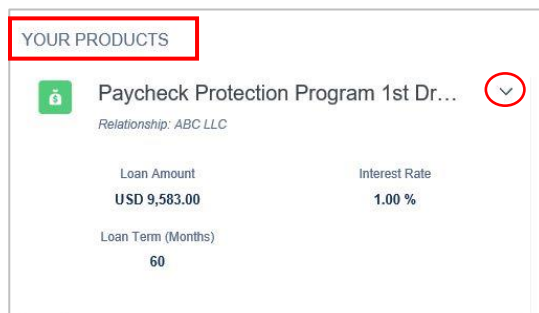
- If you see 'Upload Documents' under the TO-DO LIST, click the ">" icon to be shown what documents are being required to be uploaded. The number in the circle represents how many documents have been requested for upload.



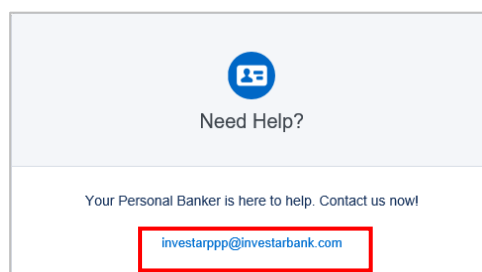
Once you click the ">" icon, all the requested documents will be listed. You can either Drag & Drop the requested document or browse from the files on your computer.



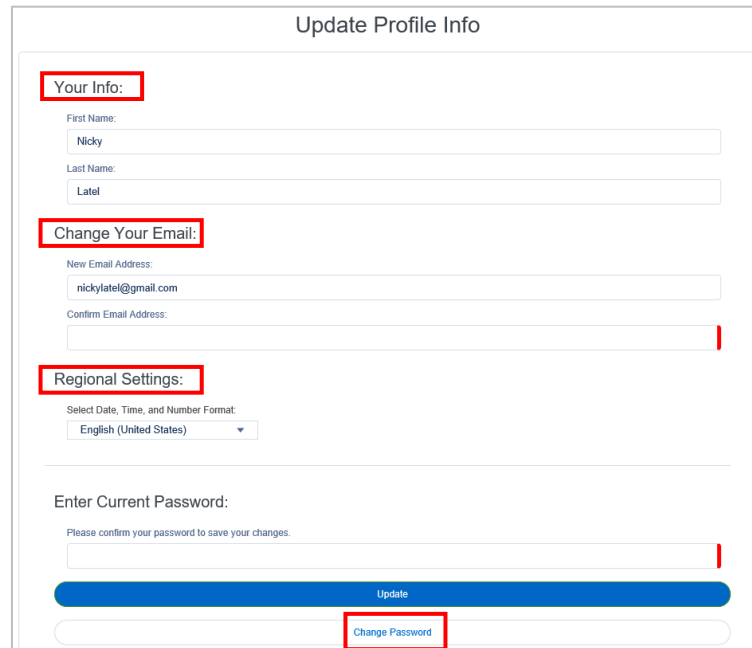
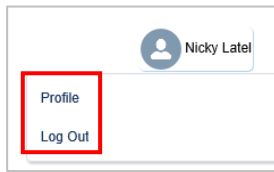
- To view your Loan Amount, Interest Rate, and Loan Term (months), click the ">" icon under 'YOUR PRODUCTS' section on the top right side of the dashboard.



- If you need assistance, click the blue [investarppp@investarbank.com](mailto:investarppp@investarbank.com) link at the bottom right hand side of the dashboard to email our PPP loan inbox. You may also call your banker or 866.604.2006 to be directed to your local branch.



- To view your PPP dashboard profile, update your email address, update regional settings, change your password or log out, click the profile icon at the top right side of the dashboard.



The 'Update Profile Info' form is divided into several sections, each with a red box highlighting its title:

- Your Info:** Includes input fields for 'First Name' (containing 'Nicky') and 'Last Name' (containing 'Latel').
- Change Your Email:** Includes input fields for 'New Email Address' (containing 'nickylatel@gmail.com') and 'Confirm Email Address'.
- Regional Settings:** Includes a dropdown menu for 'Select Date, Time, and Number Format' currently set to 'English (United States)'.
- Enter Current Password:** Includes a text input field with the instruction 'Please confirm your password to save your changes.' Below this is a blue 'Update' button and a 'Change Password' button, both highlighted with red boxes.

*Revised 2/1/21*