



Durham Small Business Recovery Grant

Frequently Asked Questions

When does the online application open?

The Durham Small Business Recovery Grant application opens at 11:00am EST on Monday, July 20, 2020.

Applications will be reviewed as they are received and will continue until all the available funds are exhausted.

How long will it take to receive my grant funds, once a decision is made?

Our team will be working diligently to ensure that the funds are disbursed to approved grant recipients within 15 days of receiving a completed application. Due to the expected high surge of applications, we are unable to provide status updates during our **application** processing period, but will inform you of the outcome once we get there.

How is the grant amount determined?

The grant award will be based on 2x monthly operating expenses as shown on most recent tax filing, up to a \$10,000 maximum.

How will I receive my payment?

Selected recipients will receive their disbursements via ACH transfer to their bank account. You are required to complete the ACH form and attach a copy of a voided check from your business bank account (to ensure accuracy of your account information). We are unable to issue any other form of payments (paper checks, money orders, etc.)

What can I use the money for? Use of funds for this program include:

Funds may be used for legitimate business expenses, including but not limited to working capital, lease payments, existing real estate and equipment financing payments, and covering payroll shortage.

Is there anything I cannot use the money for?

Paying off existing debt, tax liens, judgements or collections accounts

I am a home-based business. Can I apply for the grant?

Eligible businesses include sole proprietorships, home businesses, food trucks, and independent contractors, which are encouraged to apply for this program.

I am a current CSBDF borrower. Can I apply for this program?

We welcome all businesses, which meet all of the program's criteria to apply for this program, including CSBDF borrowers.

Are non-profit businesses eligible to apply?

No, non-profit businesses are ineligible to apply.

Can I apply more than once?

We expect to exhaust the funds of this program.. We will notify the public, via our [website](#), [Facebook page](#) and [mailing list](#) if subsequent funds become available. At that time, you are welcomed to apply or re-apply for the program.

Can I apply for more than one business?

You may only apply for one business, even if that business has more than one location in Durham, NC or the state of North Carolina. Applications, which share a business owner or business name, will be disqualified. Note: Franchises are only eligible if the franchisor is independent and locally owned.

What documents will I need to have at the time of application?

It is important to gather these documents (**and ensure that they are correct**) prior to starting your application. Be sure that you are submitting PDFs or in jpg format without passwords or other restrictive security settings. If we are unable to open a file, your application will be disqualified. You will need:

- Statement of how COVID-19 has affected your business
- Copy of valid/unexpired driver's license or other government issued identification for all business owners
- Most recently filed business and personal tax returns for all business owners (2018 tax returns are mandatory, 2019 are optional) * Your personal tax return will **NOT** be used in the process to determine your eligibility for a grant award. It will be used to provide summary reports on the income level of applicant pool.

- Payroll documentation or quarterly unemployment insurance filing
- Your business's [NAICS code](#)
- Monthly sales revenue for each month January-June 2020 (you may provide a point-of-sale report , Excel spreadsheet / ledger or other report from business accounting software)
- Recipient banking information including your routing number, checking account number and a copy of a voided check.

Can I submit missing/corrected documents after I have submitted my application?

We are unable to accept missing or corrected documents after you have submitted your application. Applications with missing documentation will be disqualified.

Can I change my banking information for my payment after I have submitted my application?

You cannot change the payment information to receive your grant funds after you have submitted your application. Please be sure to double-check your entries at the time of application.

Will I be able to apply to other programs such as EIDL, PPP or a loan after I have applied for this grant?

Yes, you will be able to apply to other federal and state programs for your additional funding needs.

I have entered information/answered questions on the application, and it says that I am not eligible for this program. What can I do?

If you have received an ineligibility notification while entering information or answering questions in the screening portion of the application, it means that you do not meet the criteria for this specific program and unfortunately, we will not be able to accept and process your application at this time. We encourage you to continuously check our [website](#), [Facebook page](#) and join our [mailing list](#) to learn about other programs that you may be eligible for.

I am having technological issues with completing this application. How can I receive help?

We are here to assist you with technological difficulties with completing this application. Please be sure to check all of the following prior to reaching out to us, as it may take up to 24 hours to receive a response from our technical support team.

- You have entered information into all of the fields on the application
- You have entered valid information into the fields marked with a red asterisk (*) and the information matches the exact input requirements (i.e.: enter numbers without any dashes (-), commas (,) or special characters (\$!%@ etc.)
- You have entered the exact amount of characters into fields such as the SSN/EIN/ITIN (9 digits), zip code (5 digits), telephone number (10 digits)

- If you get an error message saying the file you are trying to upload is too large. Please reduce the file size, here are several ways to do that:
 - <https://www.onelegal.com/blog/5-ways-to-reduce-the-size-of-a-pdf/>
 - <https://www.howtogeek.com/363887/how-to-compress-pdfs-and-make-them-smaller/>

If you have verified and corrected this information and you are still encountering issues, please [delete all browser cookies](#) and start again. If you are unsure of how to do this, please complete the application in [incognito mode \(Chrome\)](#) or [private browsing mode \(Firefox\)](#). If none of these solutions solves your issue, please reach out to the Technical Support team [via email by clicking here](#).