



Helping banks help customers in a time of need

KPMG Paycheck Protection Program loan forgiveness approach

The CARES Act is the largest small business lending relief program in U.S. banking history. The Paycheck Protection Program (PPP) loan forgiveness process as part of CARES is an opportunity for banks to deliver outstanding customer service in an unprecedented time of need in which small businesses and consumers want support, clarity, and expedient outcomes.

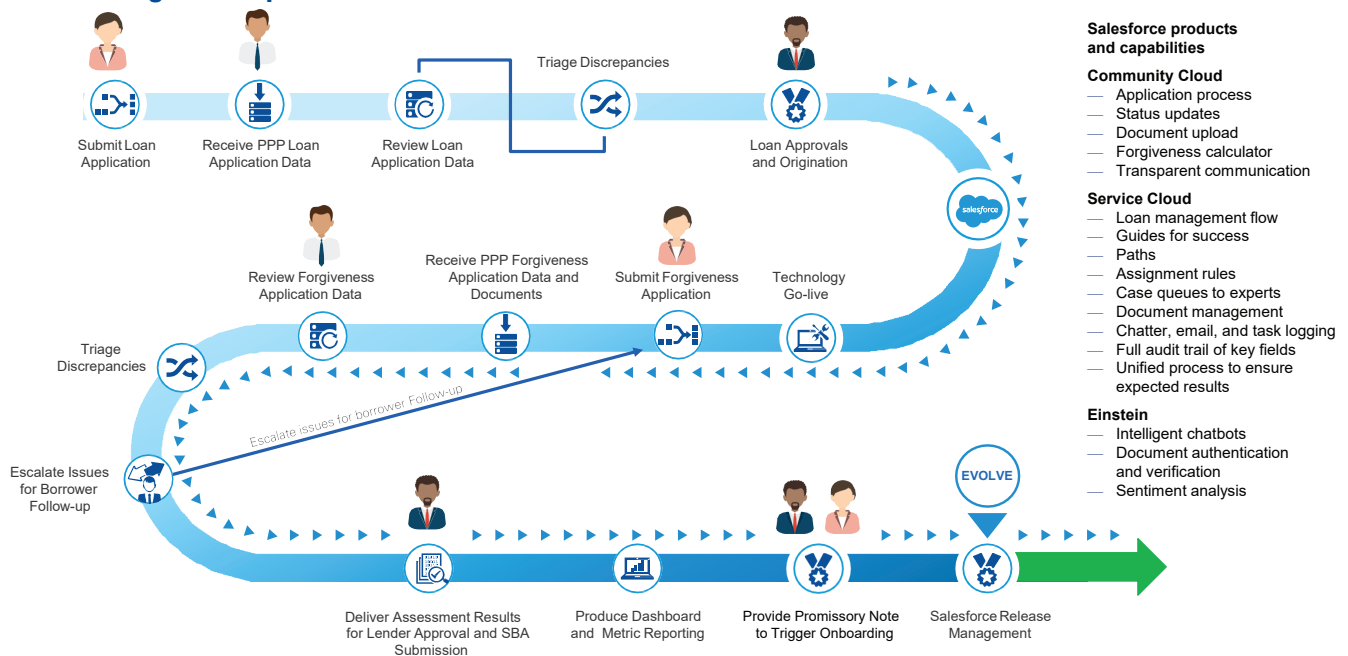
To deliver this, it is essential for banks to have a comprehensive, customer-first mindset across the entire PPP lifecycle. Programs need to be able to rapidly scale to support unpredictable forgiveness volumes and incremental rule changes throughout the program lifecycle.

A customer-first approach

The KPMG approach includes capabilities and accelerators to help clients develop a customer-centric self-service portal that acts as an engagement layer to intake forgiveness applications. Built on the Salesforce platform, our accelerators help banks streamline the processing of Small Business Association (SBA) PPP loan forgiveness requests made by the bank's customers

who were previously provided an SBA loan. KPMG has employed our PPP origination and forgiveness experience and out-of-the-box capabilities of Salesforce Community and Service Clouds to define a wide-ranging workflow for PPP loan forgiveness that allows for rapid mobilization. Additionally, we have applied Salesforce Einstein natural language processing (NLP) to enable document validation and authentication and borrower chatbot capabilities that can help organizations automate predetermined customer interactions. The Salesforce low-code solution/platform allows for rapid deployment and can be live in as little as three to four weeks. It also has the flexibility to quickly adjust to specific needs or potential future changes in the PPP from the SBA.

PPP loan forgiveness process



A trusted adviser for the journey

KPMG has tested experience and leadership with PPP processes, including processing hundreds of thousands of applications for some of the top SBA lenders. Drawing on this knowledge enabled us to create capabilities and accelerators that can help clients take the full customer lifecycle into account. Additionally, we can complement this with insight for what's around the corner through our involvement in key industry groups such as the American Bankers Association, the Consumer Bankers Association, and the American Institute of CPAs.

Our experience with PPP execution, past recovery programs, deploying forgiveness solutions, and executing forgiveness application processing provides us with a robust view of the challenges that SBA lenders will face during the forgiveness phase.

Together with Salesforce, we can enable banks to serve their clients with the critical funding to keep their businesses running. In addition, banks can provide a lending experience that allows their clients to focus on their businesses and their people and not their loans.

Loan forgiveness console

Approved PPP Loan Amount:	Estimated Forgiveness Amount:	Estimated Forgiveness Percentage:
\$14,363.75	\$10,000.00	69.62%

Contact us

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