department of economic opportunity
COUNTY FILM OFFICE

Business Interruption Fund: Entertainment Industry

Administered by the County of Los Angeles through its Department of Economic Opportunity. Application portal powered by Lendistry.

Program and Application Guide

(Rev. 04/23/24)

COUNTY OF LOS ANGELES CALIFORNIA

AMERICA'S SBDC CALIFORNIA LOS ANGELES NETWORK

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LOS ANGELES COUNTY · MADE POSSIBLE BY THE AMERICAN RESCUE PLAN · BETTER THAN BEFORE

Program Overview

The Entertainment Business Interruption Fund, (BIF), is funded by the American Rescue Plan (ARP). The BIF is designed to support qualified small businesses that serve the Entertainment Industry in Los Angeles County (County).

To learn more or apply, visit the Program page here.

The BIF is targeted to entertainment related small and micro businesses that are located in the highest, high, and/or moderate impact areas (tiers) on the COVID-19 Vulnerability and Recovery Index, using the Equity Explorer Mapping Tool. Click on the link to identify which tier your business is in and to see if you are eligible.

The Tool uses the COVID-19 Vulnerability and Recovery Index to identify and visually sort County, cities, and communities into five need tiers ranging from highest to lowest need based on COVID-19-related risk, severity, and recovery need. Using this information, the County will target BIF funding toward communities with the greatest need only in the top three Tiers. If your business is in the low or lowest tier, you are not eligible for funding.

In July 2020, the Los Angeles Board of Supervisors created the Anti-Racism, Diversity, & Inclusion (ARDI) Initiative to prioritize the County's ongoing commitment to fighting racism and inequity in all its dimensions. As such, the ARDI team created the Equity Explorer Mapping Tool which allows users to identify high need areas throughout Los Angeles County disproportionately impacted by the COVID-19 pandemic and inequity.

Eligible Businesses

To qualify for this Program, participants must meet **all** of the following requirements:

1. Must be a for-profit business with $3 million or less in annual gross revenue as reflected in Applicant's most recently filed, federal business tax return.

2. Entertainment related small and micro businesses that are located in the highest, high, and/or moderate impact areas on the COVID-19 Vulnerability and Recovery Index. Use the Equity Explorer Mapping Tool to identify which tier your business is in.

3. Must have experienced at least a 70% loss of revenue due to the COVID -19 Pandemic from March 1, 2020 to present, as well as the 2023 double Hollywood Strikes between May 1, 2023 – November 30, 2023.

4. At least 70% of revenue must come from the Entertainment Industry sector.

5. Loss must be equal to or greater than grant amount requested.

6. Business must have been registered to do business legally in the state of California and/or any other applicable jurisdiction prior to December 30, 2021, or other similar business filings.

7. Active business currently in operation that is in good standing with all local, state, and federal taxing and licensing authorities.

8. Must have a current physical location within the County of Los Angeles as of May 2023.

9. Negative economic impacts from both the COVID – 19 Pandemic March 1, 2020 - present as well as the 2023 double Hollywood Strikes between May 1, 2023 – November 30, 2023.

10. Must not have received a grant funded by the American Rescue Plan Act (ARPA) from Los Angeles County.

11. Application must be submitted by a majority owner that is at least 18 years of age as of the date of application.

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Ineligible Businesses

Ineligible businesses for this Program include:

1. Nonprofit organizations
2. Religious or Churches
3. Government offices or agencies
4. Publicly traded companies.
5. Corporate-owned franchises.
6. Financial institutions, such as banks, lenders, pay day lenders, auto title lenders, check cashers, other businesses whose stock in trade is money and mortgages, and other similar entities.
7. Insurance companies, such as life, auto, home, bail bond, and other similar entities.
8. Private or social clubs.
9. Pawn shops.
10. Astrology, Palm Reading.
11. Liquor stores, night clubs.
12. Lobbying firms or businesses who dedicate 50% or more of their time or resources to lobbying activities.
13. Businesses that engage in gambling activities, such as Bingo parlors, casinos.
14. Adult bookstores and businesses that present live performances of a sexual nature.
15. Businesses that generate income through activities performed in violation of state or federal law, including the sale, cultivation, or transportation of marijuana.
16. Businesses that exist for the purpose of advancing partisan political activities.
17. Gun or ammunition stores.
18. Businesses or organizations which are, or whose owners, officers, partners, directors, and/or principals are, currently suspended, disbarred, ineligible, or excluded from participation in federal, State, or County assistance programs or from receiving federal or State financial or nonfinancial assistance and/or benefits.

Eligible Uses of Funds

Grant awards must be used to cover operational expenses related to both COVID-19 and the double Hollywood Strikes which were incurred during the period from March 1, 2020 to present.

1. The purchase of new certified equipment

2. Restock of liquidated inventory

3. Lease, rent, or mortgage payments.

4. Payment of business debt accrued due to both the COVID-19 pandemic as well as the 2023 double Hollywood Strikes.

5. Costs resulting from the COVID-19 pandemic and related health and safety restrictions, and business interruptions or closures incurred because of the COVID-19 pandemic and the 2023 double Hollywood Strikes.

6. Employee payroll expenses.

7. Working capital to continue operations.

8. Payment of outstanding business expenses (supplier management, etc.)

9. Grant awards may not be used by awardee for regranting or for any uses or expenses that the awardee has been, or will be, reimbursed for under any federal program

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Required Documents

The following documents are required to apply for this Program:

1. **Most recently filed, complete, unaltered federal business tax return** (IRS Form 1120, IRS Form 1065, or IRS Form 1040 Schedule C)

2. **Official filing with the California Secretary of State** (which must be active) **or local municipality**, as applicable, for your business or organization, such as one of the following:

   - Articles of Incorporation;

   - Certificate of Organization;

   - Fictitious Business Name filing;

   - Professional license;

   - Government-issued business license or permit.

3. **Proof of location** via utility bill or similar third-party document, as applicable

4. **Acceptable government-issued photo ID** uploaded via Persona, which will be embedded in the application

5. **Applicant Certifications**

This list is not exhaustive. Lendistry may contact you by email, phone, and/or text (if authorized) to request additional documentation to verify the information you submitted in your application

Grant Awards

Grant awards will be determined based on the applicable awardee's annual gross revenue as follows:

Gross Annual Revenue	Grant Award Size
$1,000,000 - $3,000,000	$25,000
Less than or equal to $999,999	$10,000

How to Complete the Applicant Certifications

Applicant Certifications

As part of the application process, you will be required to self-certify to the truthfulness and accuracy of the information provided in the web application and supporting documents by signing the Applicant Certifications.

The Applicant Certifications will be available in electronic form for you to download and complete. A signed copy of the Applicant Certifications is a required document in this grant process and will need to be uploaded to the Portal as a PDF file.

Download the Applicant Certifications and save the file to your device. You can complete the Applicant Certifications electronically or print the file and complete it manually.

How to Complete Your Applicant Certifications Electronically

Step 1

Click the download ⬇ icon to download and save the Applicant Certification your device.
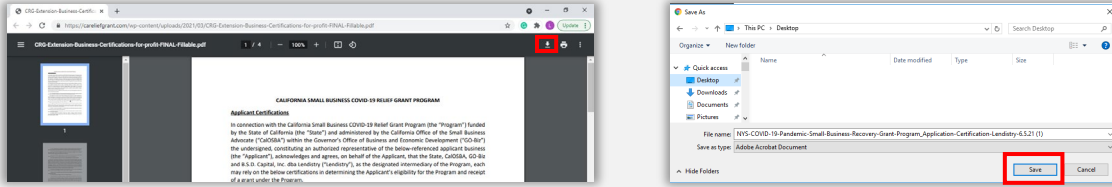
Step 2

Locate Applicant Certifications on your device and open the file from there. Your Applicant Certification will open as a PDF file.
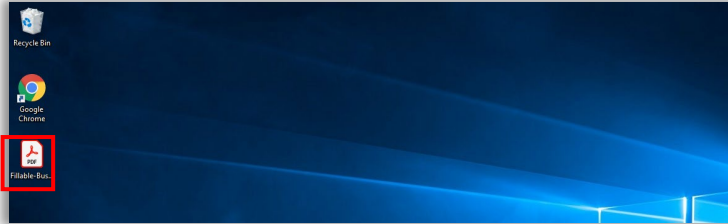
Step 3

Complete the Applicant Certifications by entering your initials next to all items that are true and then entering your signature and business information on the last page.
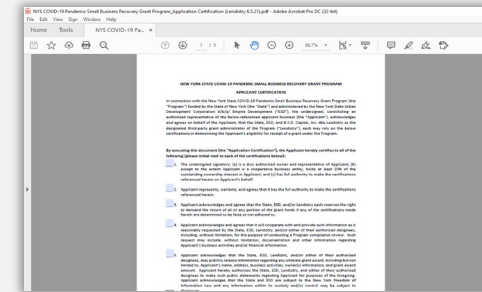
Step 4

After completing the Applicant Certifications, save the files again by going to File > Save or pressing CTRL+S on your keyboard to save your fully executed Applicant Certification.

Step 5

Upload the completed Applicant Certifications as PDF file in the Portal during the application process.

How to Complete Your Applicant Certifications Manually

Step 1

Print the Applicant Certifications by clicking the printer 🖨 icon.
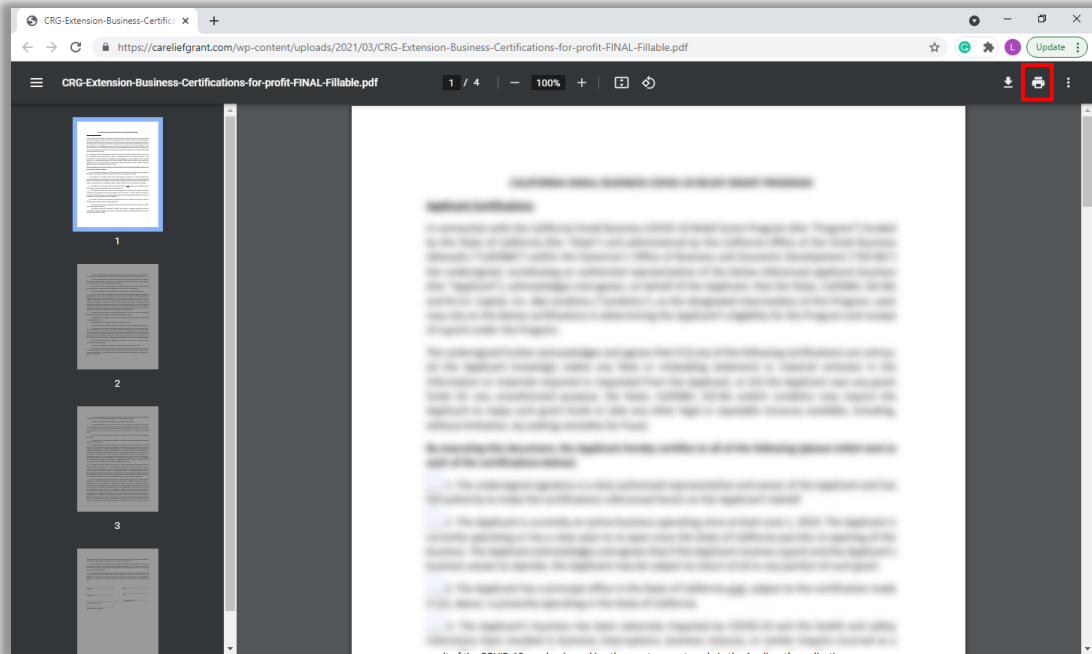
Step 2

Fill out the Applicant Certifications using a dark pen and legible handwriting.

Step 3

After completing the Applicant Certifications, save the files again by going to File > Save or pressing CTRL+S on your keyboard to save your fully executed Applicant Certifications.

Step 4

Upload the completed Applicant Certifications as PDF files in the Portal during the application process.

Examples of Required Documentation

Example: Federal Tax Returns

IRS Form 1120

IRS Form 1065

IRS Form 1040 Schedule C

Articles of Incorporation

Fictitious Name of Registration
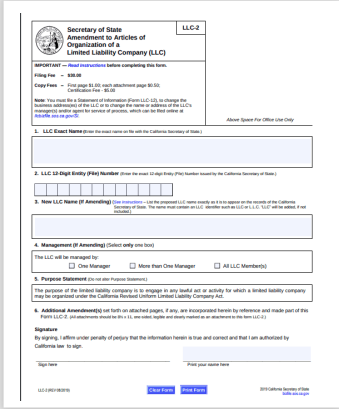
Certificate of Organization

Professional License
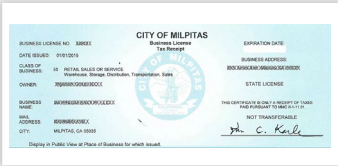
Government-Issued Business License or Permit.

Example: Government-Issued Photo ID

United States Passport

Drivers License

Foreign Matricula Card

The following forms of ID will **NOT** be accepted:

- Expired IDs
- Bus Passes
- School IDs
- Union IDs
- Job Badges
- Library Cards

Tips for Applying

Tip #1: Use a Valid Email Address

Please make sure you are using a valid email address and that it is spelled correctly in the application.

- Updates and additional guidance for your application will be sent to the email address you provide. Certain email addresses cannot be recognized in Lendistry's system and may cause delays in communication regarding your application.

If you used an incorrect or invalid email address in your application, please contact our call center at (888) 984-1173, Monday through Friday, between the hours of 7:00 a.m.- 7:00 p.m. PT to update your information.

DO NOT submit a new application. Submitting multiple applications may be detected as potential fraud and disrupt the review process for your application.

Invalid Email Addresses

The following email addresses will not be accepted or recognized in our system:

Emails *beginning* with **info@**
Example: info@mycompany.com

Emails *ending* with **@contact.com** or **@noreply.com**
Example: mycompany@contact.com
Example: mycompany@noreply.com

Tip #2: Prepare Your Documents in PDF Format

All required documents must be uploaded to the Portal in <u>PDF format only</u>. The documents must be clear, aligned straight, and contain no disruptive backgrounds when uploaded.

Important Notes for Uploading Documents:
1. All documents must be submitted in PDF format (Government-issued ID may be submitted as a PDF or JPEG).
2. File size must be under 15MB.
3. The file name CANNOT contain any special characters (!@#$%^&*()_+).
4. If your file is password protected, you will need to enter it in.

Don't have a scanner?
We recommend downloading and using a free mobile scanning app.

Genius Scan
Apple | <u>Click Here to Download</u>
Android | <u>Click Here to Download</u>

Adobe Scan
Apple | <u>Click Here to Download</u>
Android | <u>Click Here to Download</u>

Sample: Correct Upload

Document is clear and aligned straight.

Sample: Incorrect Upload
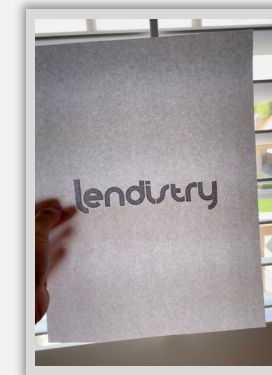
1. Document not aligned straight.
2. Document is in front of window (busy background) and a hand is seen in the photo.

Tip #3: Review Best Practices to Successfully Complete Persona

What is Persona?

Persona is a third-party platform utilized by Lendistry in its fraud prevention and mitigation process. The Persona platform enables Lendistry to verify an individual's identity and protect against identity spoofing by automatically comparing the individual's selfie to their ID portrait with a 3-point composite and biometric liveness checks.

- Applicants will be required to verify their identity using Persona by uploading a picture of a valid government-issued photo ID.
  - Acceptable forms of government-issued photo ID include:
  - Driver's License;
  - United States Passport; and
  - State ID or Matricula Card.

- Applicants will also need to take a selfie using a device with a front-facing camera to complete the Persona verification.

Best Practices to Successfully Complete Persona

1. Use a front-facing device. If you work on your application on a laptop or computer that does not have a camera, you will be given the option to complete Persona using a mobile device at any time by clicking "Continue on another device" and scanning the QR code provided or requesting a link via SMS or Email.
   - Once you complete Persona on your mobile device, you will be automatically redirected to your application on your laptop or computer.

2. Take a picture of the front and back of your government-issued ID *before* starting Persona and save it on the device you will use to take your selfie to be efficient.
   - Place your government-issued ID on a plain white surface and use adequate lighting.
   - Do not use flash as it may cause a glare.

3. When taking your selfie, use adequate lighting pointed toward your face while avoiding bright light sources from behind.
   - Stand in front of a blank wall or door and avoid busy backgrounds.
   - Do not use flash as it may cause a glare.

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How to Complete Persona

Step 1

Click on "**Begin Verifying**," and then select the type of government-issued ID you will use to verify your identity.
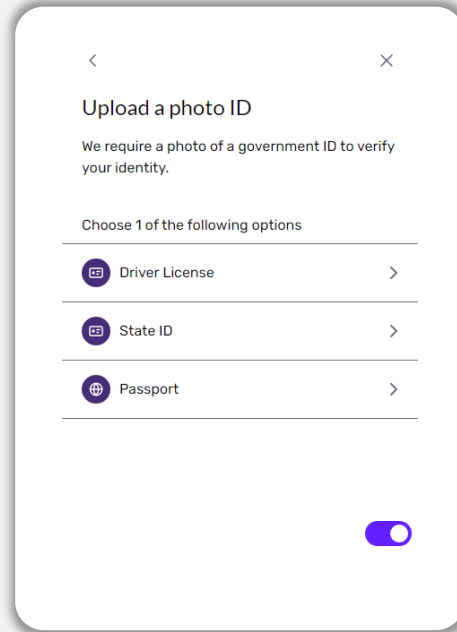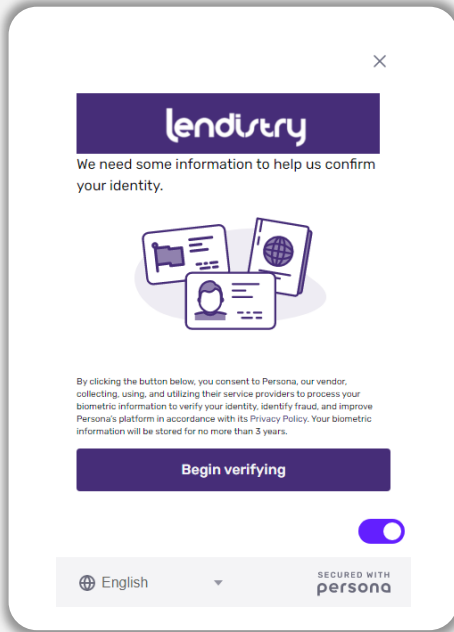
Step 2

Take or upload a picture of the **front** side of your ID. Select "Use this File" to continue. See for best practices on how to complete this step.

How to Complete Persona

Step 3

Take or upload a picture of the **back** side of your ID. Select "Use this File" to continue. See page 19 for best practices on how to complete this step.
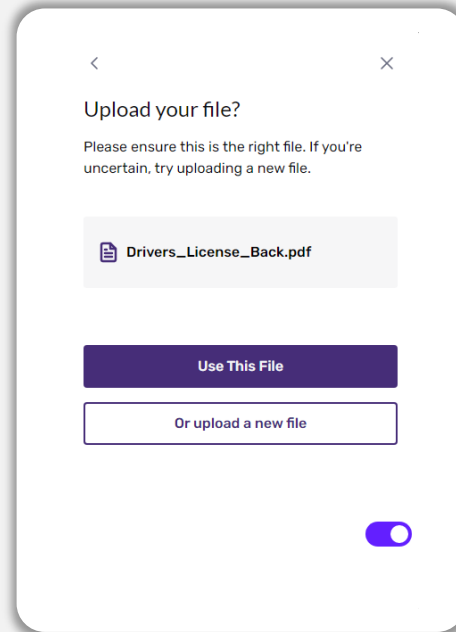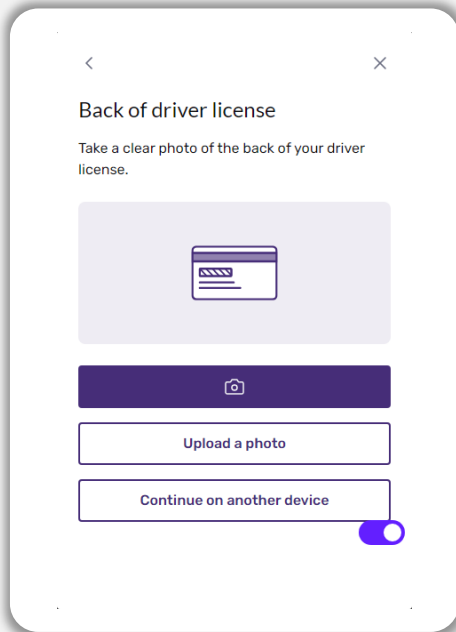
Step 4

Using a **front-facing** device with a camera, follow the prompt on the screen to take a selfie by looking forward, left, and then right. See page 19 for best practices on how to complete this step. Once complete, select "Done" and you will be redirected to the application.
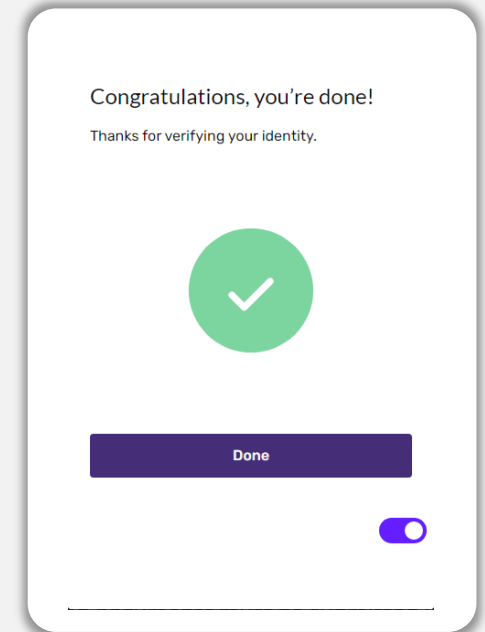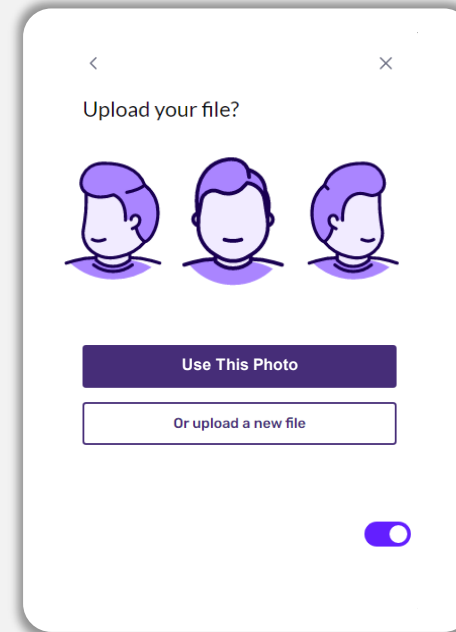
Tip #4: Use Google Chrome

For the best user experience, please use Google Chrome throughout the entire application process.

Other web browsers may not support our interface and can cause errors in your application.

If you do not have Google Chrome on your device, you can download it for free at https://www.google.com/chrome/.

Before you begin the application, please do the following on Google Chrome:
1. **Clear Your Cache**
2. **Use Incognito Mode**
3. **Disable Pop-Up Blocker**

Clear Your Cache

Cached data is information that has been stored from a previously used website or application and is primarily used to make the browsing process faster by auto-populating your information. However, cached data may also include outdated information such as old passwords or information you have previously entered incorrectly. This can create errors in your application and may result in it being flagged for potential fraud.

Use Incognito Mode

Incognito mode allows you to enter information privately and prevents your data from being remembered or cached.

Disable Pop-Up Blocker

Our application includes multiple pop-up messages that are used to confirm the accuracy of the information you provide. You must disable the pop-up blocker on Google Chrome to see these messages.

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How to Clear Your Cache

Step 1

Open a new Google Chrome window, click the three dots in the upper right corner, and then go to "**Settings**."
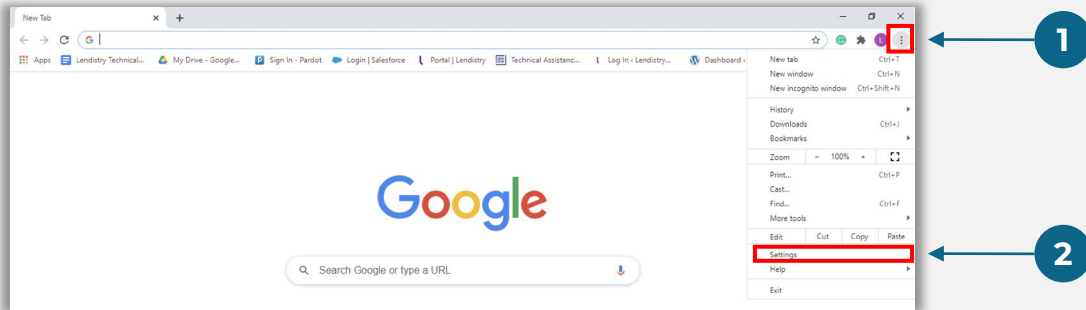
Step 2

Go to "**Privacy and Security**", and then select "**Clear Browsing Data**."
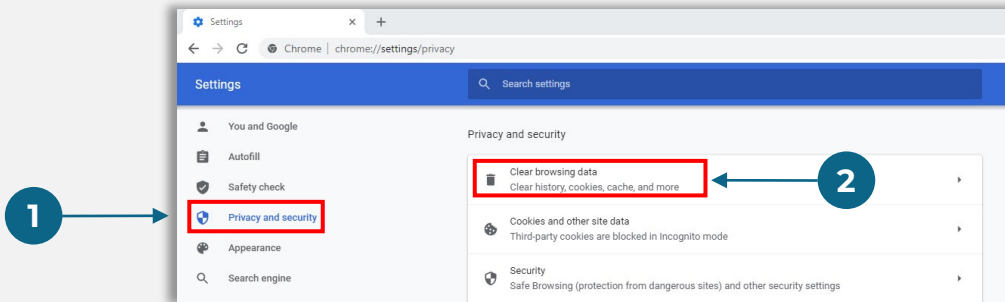
Step 3

Select "**Clear Data**."
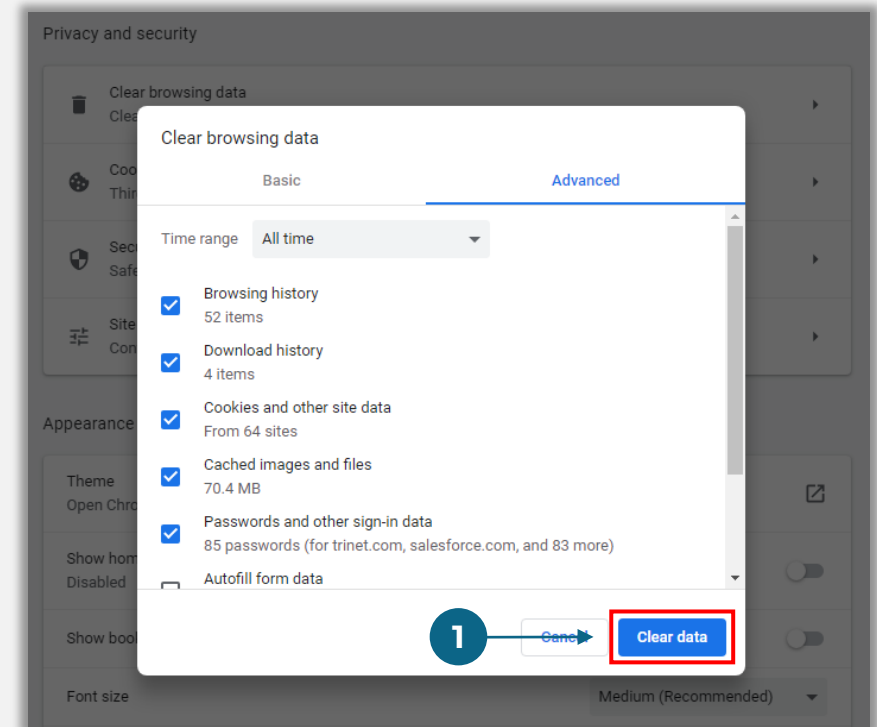
How to Use Incognito Mode

Step 1

Click the three dots in the upper right corner of your web browser, and then select "**New incognito window**."
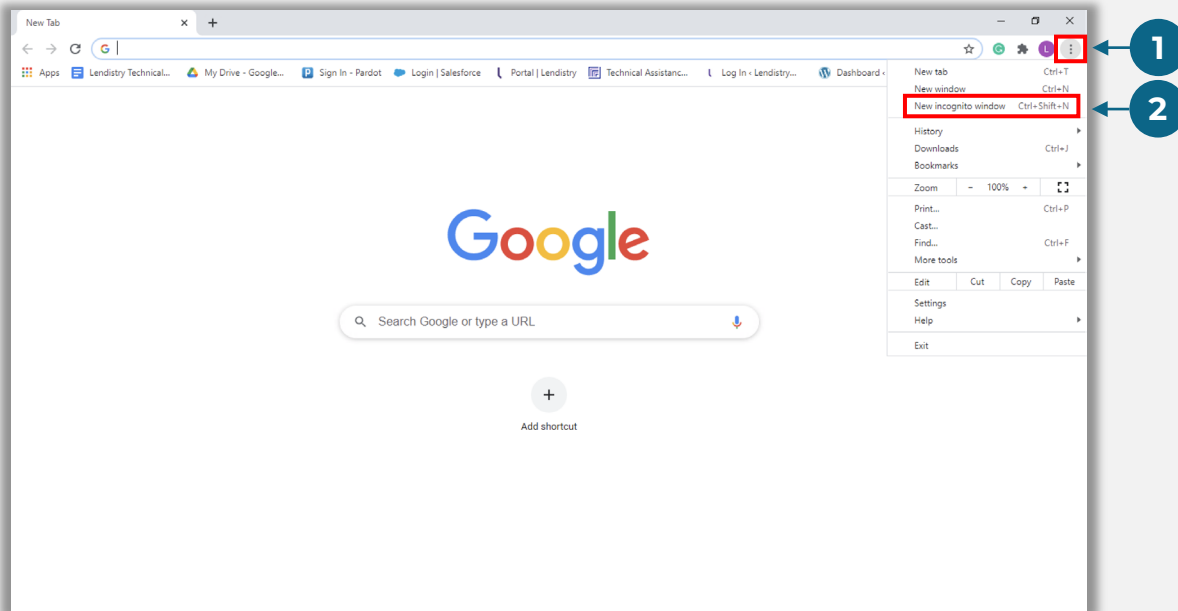
Step 2

Your browser will open a new Google Chrome window. Use incognito mode throughout the entire application process.
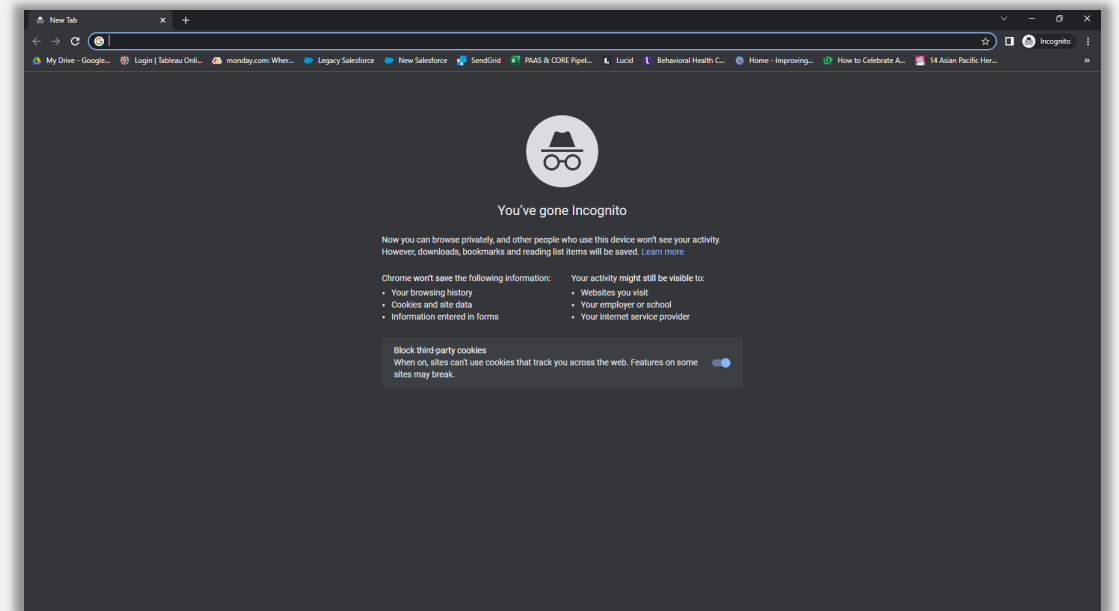
How to Disable Pop-Up Blockers

Step 1

Open a new Google Chrome window, click the three dots in the upper right corner, and then go to "**Settings**."
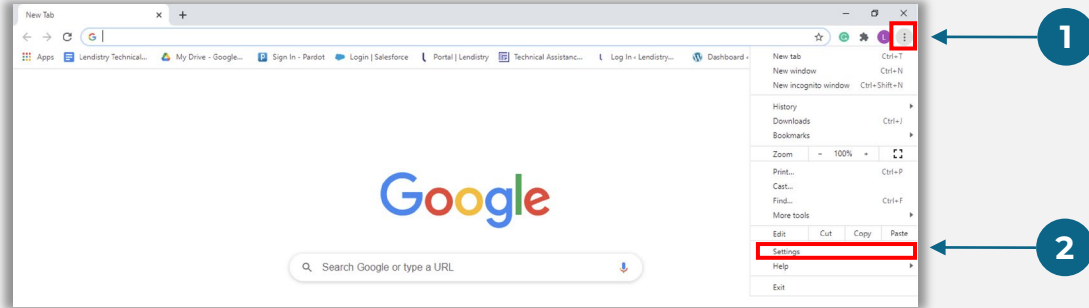
Step 2

Go to "**Privacy and Security**", and then select "**Site Settings**."
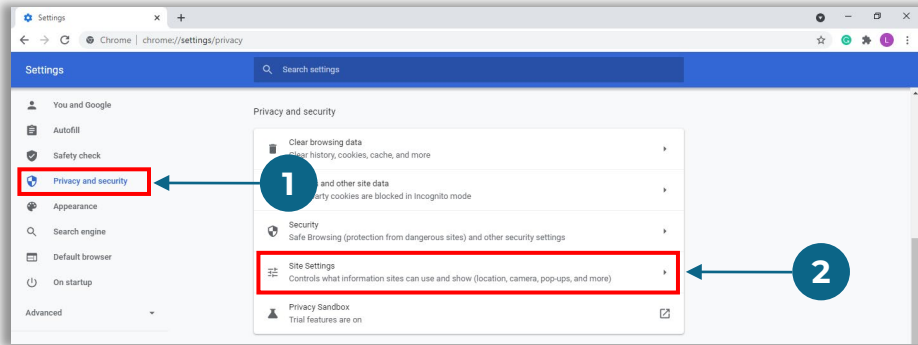
Step 3

Select "**Pop-up and Redirects**." Click the button so that it turns blue and the status changes from "**Blocked**" to "**Allowed**."
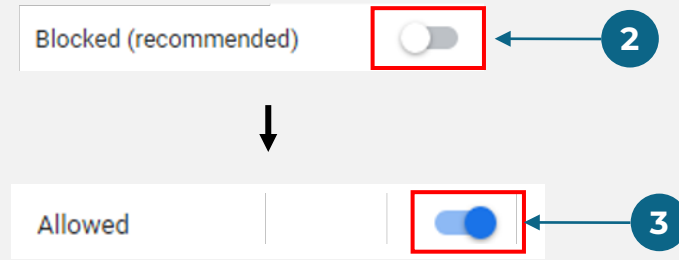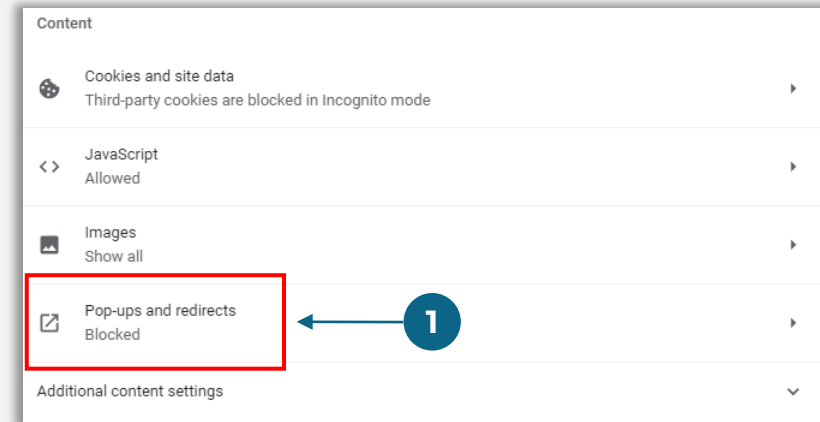
The Application Process

Where to Apply

You can start an application by visiting the Program's website at https://grants.lacounty.gov/. To start a new application, select "Apply" from the menu. You will be redirected to Lendistry's Application Portal. You will be able to access and manage your application at any time by clicking "Lendistry's Portal."

The Program's website also contains various resources to help guide you through the entire application process. Resources include:
- Guidelines for the Program
- Recorded Webinars
- Program and Application Guide
- Applicant Certifications Download
- Customer Experience Center Number and Hours
- FAQ
- Tips for Applying

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Lendistry's Portal

1. To start an application, you will need to "Create a New Account."

2. Register the primary email address used by the owner of the entity for which you are applying. This is where you will receive important information and updates regarding your application.

3. Signing into Lendistry Portal requires a Multi-Factor Authentication. Each time you sign in, a confirmation code will be sent to the mobile number you register. You will need to enter this code to access your Portal account.

4. You can access your application at any time by clicking "Sign into Existing Account." Once signed in, you will see the status of your application.

If you need assistance with creating or accessing your portal account, please contact Lendistry's dedicated Customer Experience Center at 1-888-984-1173, Monday through Friday (7:00 a.m.-7:00 p.m. PDT).

Register your email and phone number.

Enter the confirmation code.

Section 1: Owner Details

We need information for the owner of your business.

- Owner Legal First Name
- Owner Legal Last Name
- Owner Date of Birth
- Owner Email
- Owner Residential Address Line 1 (P.O. Box not acceptable)
- Owner Residential Address Line 2 (P.O. Box not acceptable)
- Owner Residential City
- Owner Residential State
- Owner Residential Zip Code
- Is mailing address different than residential address?
- Owner Social Security or Individual Taxpayer Number (SSN or ITIN)[1]
- Percentage of Ownership (%)
- Owner Preferred Language
- SMS/Text Policy[2]

[1]Required to make sure applicant is not on the OFAC list.
[2]Check the box if you would like to receive updates on your application during the review process via SMS/Text.

Tell us about your business.

- Legal Name of Business
- Doing Business As (DBA) - (Type N/A if your business does not have a DBA.)
- Does your business have an Employer Identification Number (EIN)?
- Business Address Line 1 (Please enter physical address of business)
- Business Address Line 2 (Please enter physical address of business)
- Business City
- Business State
- Business Zip Code
- Business Phone Number
- Does the owner/officer represent a for-profit business or a nonprofit organization?
- Business Entity Type
- State of Formation
- Date Business Legally Registered
- Business Website URL - (Type N/A if your business does not have a website.)

Section 3: Business Info 2

We need a few more details about your business.

- Annual gross revenue reported on your 2023 federal business tax returns. (Important note: Enter "0" if an extension was filed.)
- Requested grant amount (Important note: If approved for a grant award, the funding amount you receive may be different than the amount you request here.)
- # of Full-time Employees in your business in 2023
- # of Part-time Employees in your business in 2023
- How did you hear about this Program?

Section 4: Demographics

We want to learn more about your business.

The information provided on this page will not affect your eligibility.

They are for reporting purposes only.

- Who is your customer base?
- NAICS code - Search NAICS Codes by Industry | NAICS Association
- Women-Owned?
- Veteran-Owned?
- Disabled-Owned?
- LGBTQIA-Owned?
- Applicant Race
- Applicant Ethnicity
- Preferred Language

Section 5: Additional Questions

We have a few more questions to help determine your eligibility.

- Is your business in substantial compliance with applicable federal, state, and local laws, regulations, and requirements?
- Has your business suffered a decline in revenue of 70% or more due to the COVID -19 Pandemic from March 1, 2020, to present as well as the 2023 double Hollywood Strikes between May 1, 2023 – November 30, 2023?
- Does at least 70% of your revenue come from the Entertainment Industry Sector?
- Did your business incur a loss greater than or equal to the requested grant amount?
- Was your business registered to do business prior to December 30, 2021?
- Did your business have a physical location within the County of Los Angeles as of May 2023 and is it currently, physically located within the County of Los Angeles?
- Are you the majority owner of the business who is at least 18 years of age as of this date of application?
- Do you prepare your own tax returns? (This question will not affect the scoring of your application.)

Owner Details | Business Info - 1 | Business Info - 2 | Demographics | Additional Questions | Verify Identity | Upload Docs | Bank Info

We have a few more questions to help determine your eligibility

We want to get to know you.

Is your business in substantial compliance with applicable federal, state, and local laws, regulations, codes, and requirements? *

Select an option

Has your business suffered a decline in revenue of 70% or more due to the 2023 double Hollywood Strikes between May 1, 2023 – November 30, 2023? *

Select an option

Does at least 70% of your revenue come from the Entertainment Industry Sector? *

Select an option

Did your business incur a loss greater than the requested grant amount? *

Select an option

Was your business registered to do business prior to December 30, 2021? *

Select an option

Is your business located within the County Of Los Angeles? *

Select an option

Is the majority owner of the business 18 years or older? *

Select an option

Do you prepare your own tax returns? (This question will not affect the scoring of your application.) *

Select an option

Save and Continue Later

Continue

Los Angeles County Business Interruption Fund Program

Section 6: Verify Identity

ID Verification

In this section, you will need to verify your identity using Persona by uploading a picture of your valid government-issued ID. Acceptable forms of government-issued ID include:

- Driver's License
- State ID or Foreign Matricula Card
- U.S. Passport or Foreign Passport

You will also need to take a selfie using a device with a front-facing camera. Review slides 19-21 for best practices to complete Persona.

What is Persona?

Persona is a third-party platform utilized by Lendistry in its fraud prevention and mitigation process. The Persona platform enables Lendistry to verify an individual's identity and protect against identity spoofing by automatically comparing the individual's selfie to their ID portrait with a 3-point composite and biometric liveness check.

Owner Details | Business Info - 1 | Business Info - 2 | Demographics | Additional Questions | Verify Identity | Upload Docs | Bank Info

ID Verification

We need to verify your identity

You will need to verify your identity by uploading a picture of your valid government-issued ID and taking a selfie using a device with a front-facing camera using Persona.

You are required to upload a photo of your government-issued ID. The photo must be less than 15mb and between 200-15,000 pixels.

Learn more about Persona

Begin Verification with Persona

Save and Continue Later
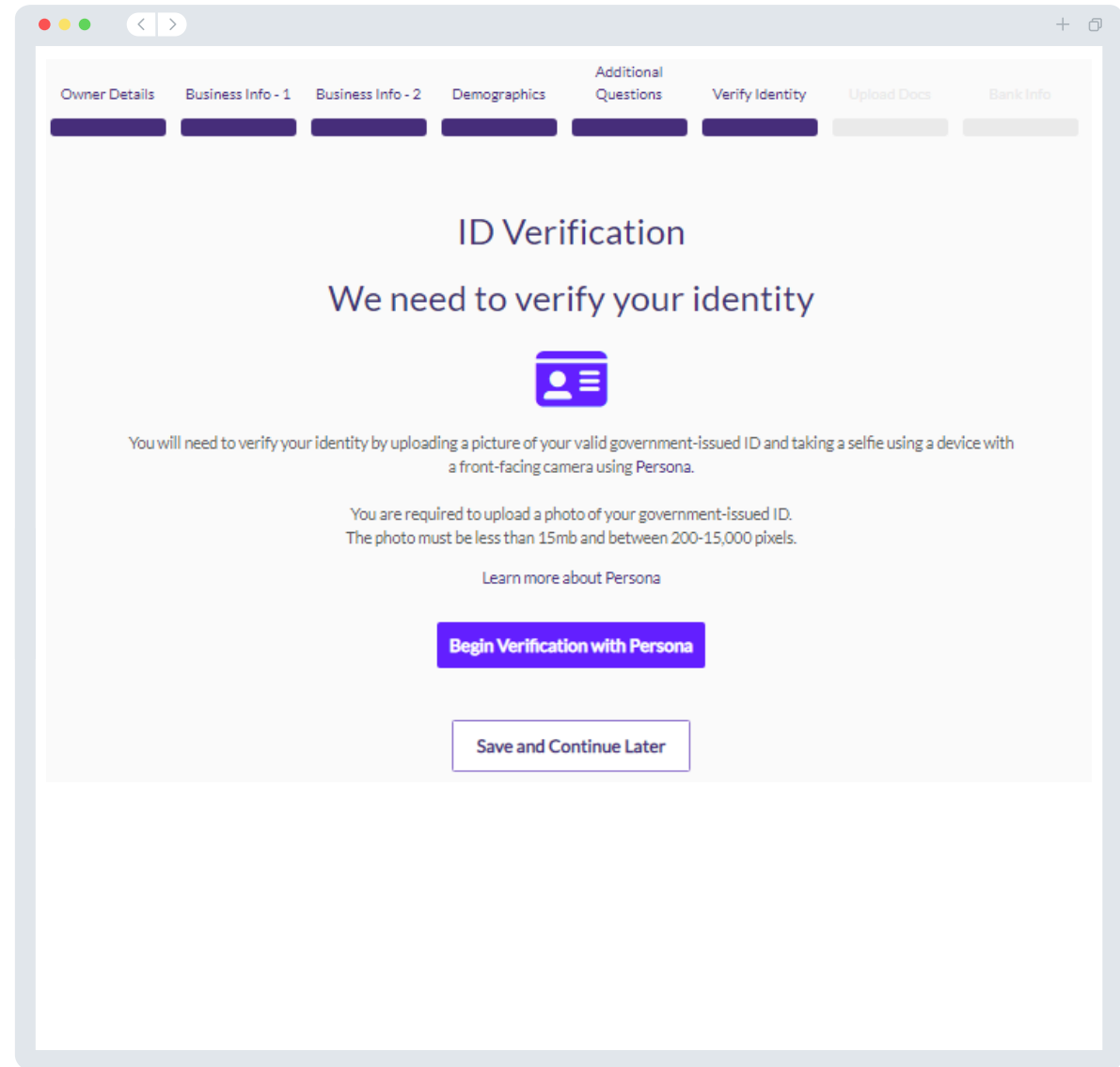
Section 7: Upload Documents

Step 1

Select the upload ![upload icon] icon to locate the document file on your device or drag and drop the file onto the icon.

Step 2
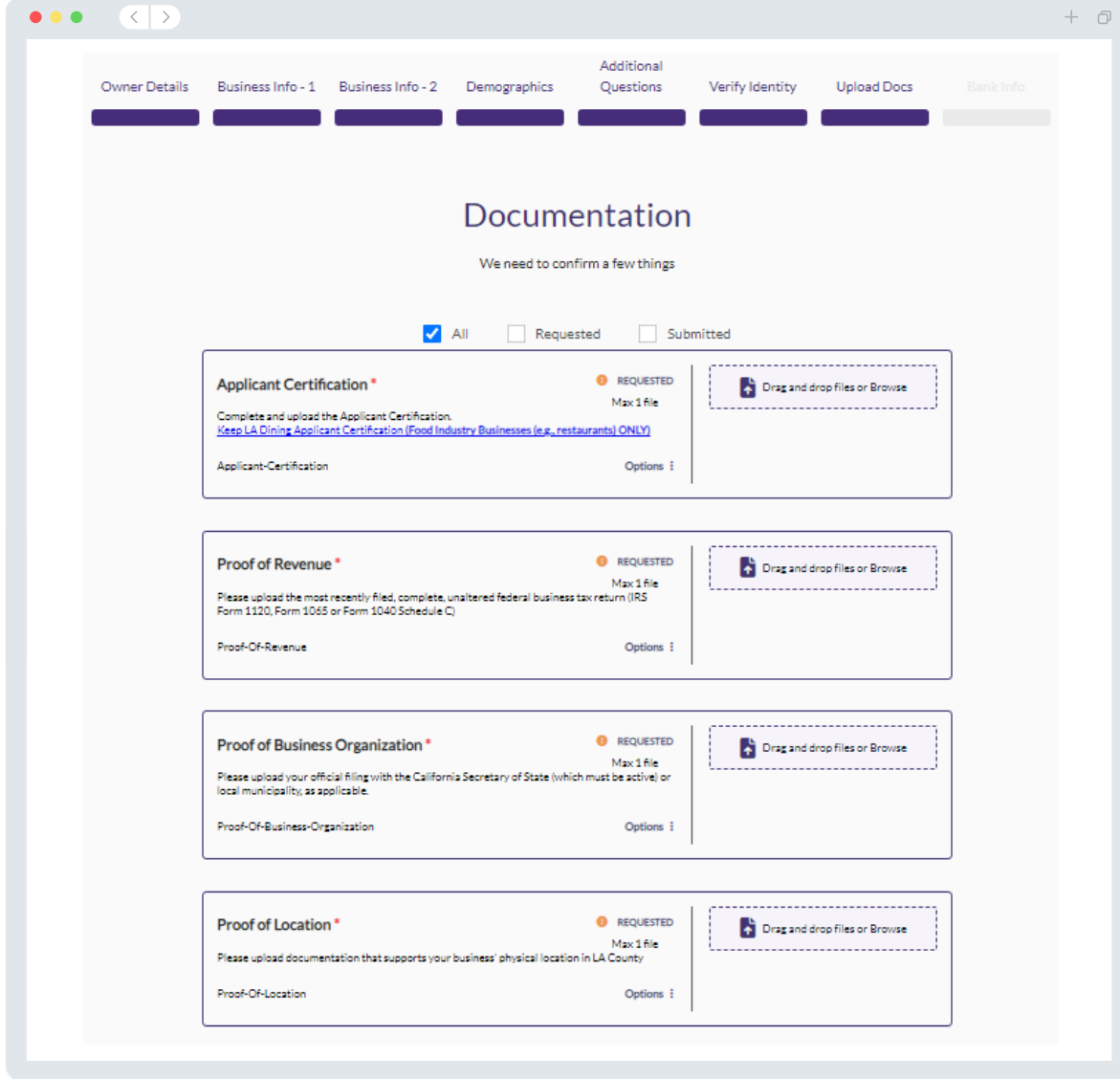
If your file requires a password to be viewed, click on the three dots ⋮ next to "**Options**" and select "**Set Password**" to enter the password. You can also click on the three dots to view, replace, or delete the file.

Step 3

Once your file has been uploaded, its status will change from ⊗ "**Requested**" to ⊘ "**Submitted**."

Step 4

Repeat the steps above until all required documents have been uploaded.

Section 8: Banking Information

Why is your banking information needed?

Lendistry uses a third-party technology (Plaid) to verify your bank account and set up ACH transfers by connecting accounts from any bank or credit union in the U.S. to an app like Lendistry's Portal. The third-party does not share your personal information without your permission and does not sell or rent it to outside companies.

This method of bank verification is preferred but will not always work if your banking institution is not available through the provider. If an applicant does not have an online banking setup, or their bank account cannot be verified through Plaid, the applicant is required to submit the two (2) most recent months of bank statements with transaction history.

Important Note: The bank account must be for the primary owner of the business.

| Owner Details | Business Info - 1 | Business Info - 2 | Demographics | Additional Questions | Verify Identity | Upload Docs | Bank Info |

We need some financial details!

Plaid is a quick and seamless way for you to provide what we need to verify your banking information. It replaces you having to scan and upload documents, making it easier for you and giving us an opportunity to provide you with a decision faster.

Learn more about Plaid

Start Plaid

PLAID

Save and Continue Later

Section 9: Review Your Application

Before submitting your application, review all your responses and documentation for accuracy. **Once you submit your application, you will <u>NOT</u> be able to make edits.**

For your application to be reviewed by Lendistry, you must submit a complete application that includes:
1. All fields in the application form completed;
2. All required documents uploaded;
3. Your bank account connected via Plaid; and
4. Your identity verified via Persona.

Reviewing Your Application
1. If you need to edit your application, click on "**I have some edits!**" and fix all errors.
2. Read Lendistry's Terms and Conditions and check the box to agree.
3. If you would like to review and submit your application later, click on "**Save and Continue Later**." You can sign into the Portal at any time to complete your application and check for status updates.
4. After you have reviewed your application and confirmed that all information you have provided is accurate, click on "**Submit Application for Review**" to submit your application.
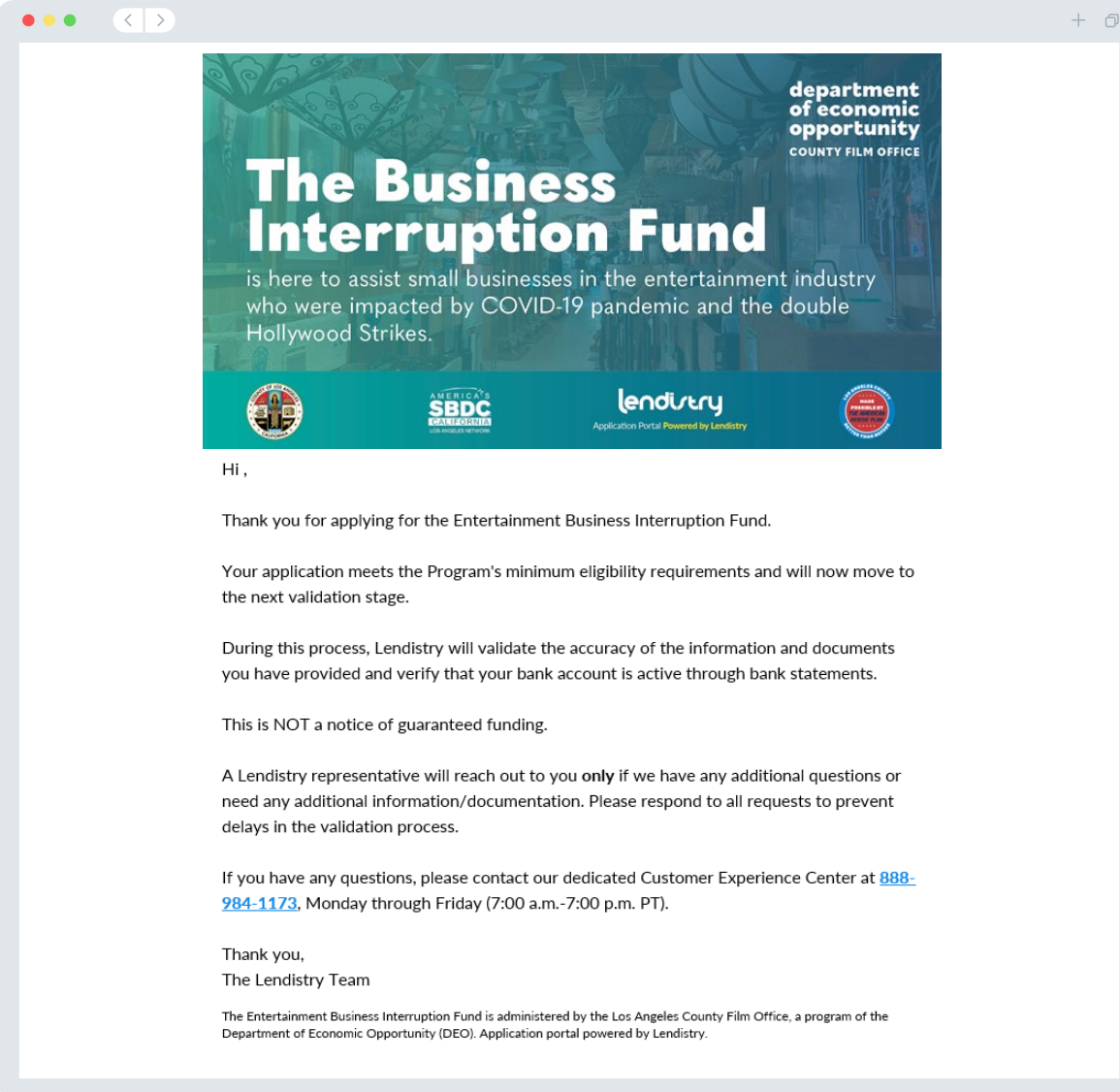
Confirmation Email

You will receive a confirmation email from Lendistry at noreply@lendistry.com to confirm your application has been received. If you did not receive a confirmation email after submitting your application, please check your spam folder for emails from noreply@lendistry.com and add the email address to your email account's safe sender list.

If more information or documents are needed, Lendistry may contact you by email, phone, and/or text (if authorized) to verify the information you submitted. **You must respond to all requests to keep your application in the review process.**

To avoid disruptions in the review process, please be sure to look out for communication from Lendistry and make sure you have all required documents readily available.

TIP: Place "Lendistry" in the search bar of your email.

Hi ,

Thank you for applying for the Entertainment Business Interruption Fund.

Your application meets the Program's minimum eligibility requirements and will now move to the next validation stage.

During this process, Lendistry will validate the accuracy of the information and documents you have provided and verify that your bank account is active through bank statements.

This is NOT a notice of guaranteed funding.

A Lendistry representative will reach out to you **only** if we have any additional questions or need any additional information/documentation. Please respond to all requests to prevent delays in the validation process.

If you have any questions, please contact our dedicated Customer Experience Center at 888-984-1173, Monday through Friday (7:00 a.m.-7:00 p.m. PT).

Thank you,
The Lendistry Team

The Entertainment Business Interruption Fund is administered by the Los Angeles County Film Office, a program of the Department of Economic Opportunity (DEO). Application portal powered by Lendistry.

The Review Process

The Review Process

How will I know if I was awarded a grant?
The application process for this program contains multiple stages of validation. You must first meet the program's minimum eligibility requirements in order to be considered for a grant. **Important Note: Meeting the minimum eligibility requirements does not guarantee a grant award.**

Once you are determined to be eligible for this program, your application will then go through final validation to determine if you are approved or declined for funding. As part of this validation process, **you will be required to confirm certain information live over the telephone**. A member of Lendistry's team will reach out to you directly to complete this process.

Once your application is fully validated, you will receive an email from Lendistry to notify you if you have been approved or declined for grant funding.

How do I check the status of my application?
You can check the status of your application at any time by signing into Lendistry's Portal using the username, password, and mobile number that you registered. Once signed in, the status will appear on the dashboard.

Sign into Lendistry's Portal here: https://bif.mylendistry.com

My documents and bank information has been fully validated and I have been approved for funding. When will I receive funding?
Once your application has been fully validated and approved for grant funding, your grantee agreement and W-9 form will become available to you as a **DocuSign document** in Lendistry's Portal. Please sign in and follow the instructions from DocuSign to initial, sign, and date both documents.

Sign into Lendistry's Portal here: https://bif.mylendistry.com

Important Note: Your funds will not be released until this is complete.

Application Status

Status	What it Means	Action Required by Applicant
Incomplete	You have started an application but have not submitted it.	Complete all sections of the application within 30 days of starting it. Incomplete applications will not be reviewed or considered for a grant.
Inactive	Your application has been incomplete for more than 30 days and has been withdrawn from the review process.	If you would like to reinstate your inactive application, please contact our dedicated Customer Experience Center at 1-888-984-1173, Monday through Friday 7:00A.M.-7:00P.M. PT.
Application Submitted	You have completed all sections and submitted an application.	No further action is required by you. Lendistry will reach out to you only if additional information or documents are needed.
Application submitted, but additional docs required.	You have submitted an application, but additional documentation or information is needed for Lendistry to process it.	Sign into Lendistry's portal and upload all new documents or information that were requested. Your application cannot be processed until this is complete.
Application under review for minimum eligibility requirements.	Your application and documentation have been processed. Your application is now under review for eligibility.	No further action is required by you. Lendistry will reach out to you once we determine if you are eligible or ineligible for a grant.
Your application is INELIGIBLE because it does not meet the program's minimum eligibility requirements.	Your application did not meet the Program's minimum eligibility requirements and will not be considered for a grant award.	You will be notified via email if you are ineligible for this grant program. If there was an error in your web application form or in the documentation provided as part of your application, please contact our dedicated Customer Experience Center within five (5) days of receiving this email. Please note that this will not guarantee a reversal of your ineligibility. Additional documents and information may be requested to further validate your application. If Lendistry does not hear from you within this timeframe, your ineligibility will stand, and your file will be closed.
Your application meets the Program's minimum eligibility requirements and will move to the next validation stage.	Your application meets the Program's minimum eligibility requirements and will go through validation to determine if you are approved or declined for a grant award.	No further action is required by you. Lendistry will reach out to you only if additional information or documents are needed.

Application Status

Status	What it Means	Action Required by Applicant
Additional documents are needed in order for your application to continue through the validation stage.	Additional documents or information are needed to fully validate your application.	Sign into Lendistry's portal and upload all new documents or information that were requested. Your application cannot be validated until this is complete.
Application Declined	Your application has been declined for a grant award.	You will be notified via email if you are declined for a grant award. If you believe you were declined in error, please contact our dedicated Customer Experience Center within five (5) days of receiving this email. Please note that this will not guarantee a reversal of your ineligibility. Additional documents and information may be requested to further validate your application. If Lendistry does not hear from you within this timeframe, your decline determination will remain permanent, and your file will be closed
Application Approved	Your application has been approved for a grant award.	Your Award Disbursement Agreement and W-9 will be made available as a DocuSign document in Lendistry's portal. You will need to sign in and follow the instructions from DocuSign to initial, sign, and date both documents.
Application Approved, Grants Docs Pending	Your Award Disbursement Agreement and W-9 are available as a DocuSign document in Lendistry's portal.	Sign into Lendistry's portal and follow the instructions from DocuSign to initial, sign, and date both documents. Important Note: Your funds will not be released until this is complete.
Grant Docs Received	Lendistry has received your fully executed Award Disbursement Agreement and W-9. Your banking information will go through one last validation before funding. You will receive funds via ACH.	No further action is required by you. Lendistry will only reach out to you if there are issues setting up an ACH transfer to your bank account.
Grant Funded	You have been fully funded for your eligible grant award.	No further action is required by you. Your file is now closed.

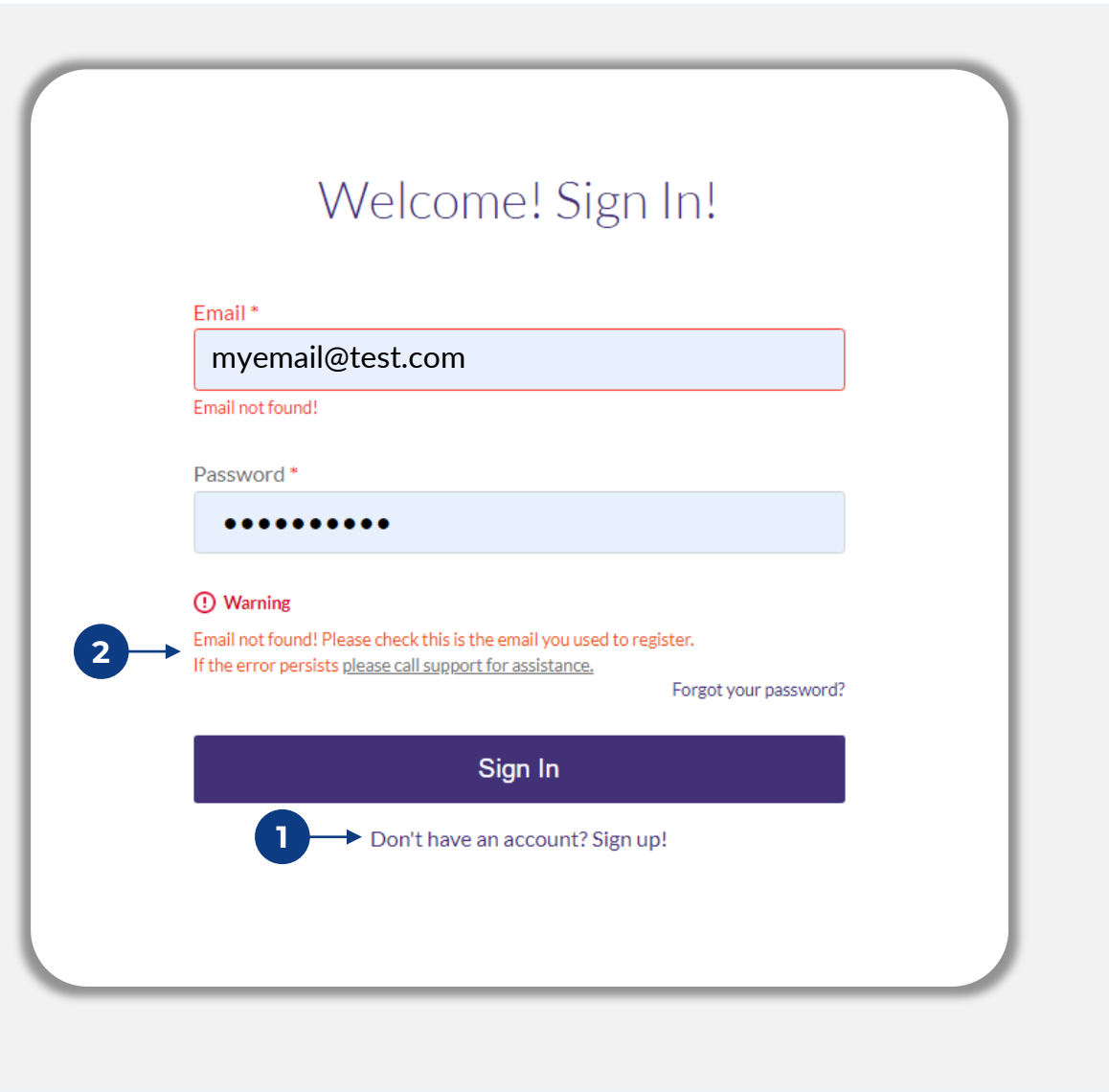# Troubleshooting Your Portal Account

Email Cannot be Found

What should you do if your email address cannot be found in Lendistry's Portal?

If your email address cannot be found in Lendistry's Portal, you may not have an account, or you may be using the incorrect email address to sign in.

1. To start an application, you are required to create an account in Lendistry's Portal as well as register an email address and mobile phone number. **See page 28 for reference**. If you have not created an account, please do so by clicking "**Don't have an account? Sign up!**".

2. If you already have an account but your email address cannot be found, you may have used the incorrect email to sign in. Please make sure you are spelling your email address correctly or try a different one. **If this problem persists, please contact our dedicated Customer Experience Center at 1-888- 984-1173, Monday through Friday (7:00 a.m.-7:00 p.m. PT)**.

   To retrieve your email address from Lendistry's Customer Experience Center, you will be required to verify information, which may include but is not limited to your full name, date of birth, business name, and the last four digits of your Social Security Number.

Welcome! Sign In!

Email *

myemail@test.com

Email not found!

Password *

••••••••••

⚠ Warning

Email not found! Please check this is the email you used to register. If the error persists please call support for assistance.

Forgot your password?

Sign In

Don't have an account? Sign up!

Incorrect Password

What should you do if your password is incorrect?

If the password you entered is incorrect, please check its spelling and try again. You have five attempts to use the correct password before your account is locked.

We strongly recommend that you reset your password immediately after your second failed attempt.

<u>How to Reset Your Password:</u>

1. Click on "Forgot your password?"

2. Enter the email address registered to your account.

3. A six-digit confirmation code will be sent to the phone number you registered. Enter the code to confirm your account.

4. Enter and confirm your new password.

1

Welcome! Sign In!

Email *
myemail@test.com

Password *
•••••••••••••

⚠ Incorrect password.

⚠ Warning
It looks like you are having problems signing in. You have 5 attempts remaining before your account is locked. Would you like to change your password?

Forgot your password?

2

Reset password

Email *
myemail@test.com

Reset password

Return to form

Don't have an account yet? Please sign up!

3

We just sent you a text

Please confirm your phone number. We just sent a confirmation code to the phone number registered to your account, ending in 90

Type your 6-digit security code here

Confirm

Didn't receive the code? Resend code

4

Enter New Password

Password *
Enter your password

Confirm Password *
Enter your password

Save password

Don't have an account yet? Please sign up!

Continued next page.

Your Account is Locked

What should you do if your account is locked?

Your account will be locked after five failed attempts to sign in. You can unlock your account by answering your security questions.

How to Unlock Your Account

1. Select "Click here to unlock your account."

2. Enter the first name, last name, email address, and phone number registered to your account. This information must be provided correctly for you to proceed. If you need assistance verifying your account information, please contact our dedicated Customer Experience Center.

3. A six-digit confirmation code will be sent to the phone number you registered. Enter the code to confirm your account.

4. Answer the security questions correctly to unlock your account. If you are unable to provide the correct answers, please contact our dedicated Customer Experience Center to reset your security questions. To reset them, you will be required to verify information, which may include but is not limited to your full name, date of birth, business name, and the last four digits of your Social Security Number.

Your Account is Locked

How to Unlock Your Account

5. Once the security questions have been answered correctly, a link to unlock your account will be sent to your email.

6. Click on the link to unlock your account.

7. After you unlock your account, you will have the option to sign into Lendistry's Portal using your existing password or to reset it. We strongly recommend you reset your password to prevent your account from getting locked again.

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Unlock Link Sent

An email has been sent to you to complete the unlocking process. Kindly click the link provided in the email to unlock your account.

Back to Homepage

6

Unlock Your Lendistry Portal Account
From: Lendistry <noreply@lendistry.com>

We have received your request to unlock your Lendistry Portal account for the California Small Agricultural Business Drought & Flood Grant Program.

CLICK HERE to complete the process and unlock your account.

If you did not make this request, please reset your password immediately to protect your account.

Click here to reset your password.

If you have any questions or need additional assistance, please contact Lendistry's dedicated Customer Experience Center, Monday through Friday (7:00 a.m.-7:00 p.m. PT).

Thank you,
The Lendistry Team

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Account Unlocked

Your account has been successfully unlocked. If you recall your password, please proceed to log in. Otherwise, please change your password

Change Password

Log In

Technical Support for Applications:

For assistance with accessing your portal account, please contact Lendistry Customer Experience Center:

888-984-1173

Monday - Friday

7:00 a.m.- 7:00 p.m. PT

Quick Links

Program Overview
Definitions
Ineligible Businesses
Eligible Uses of Funds
Required Documents
How to Complete the Application Certification
Example of Required Documents
Tips for Applying
The Review Process

Program and Guideline Support:

For assistance with understanding the guidelines, please contact SBDC's Call Center:

833-364-7268

Monday - Friday

9:00 a.m.- 5:00 p.m. PT

lendistry

Application Portal **Powered by Lendistry**