


PAYCHECK PROTECTION PROGRAM FORGIVENESS QUICK START GUIDE

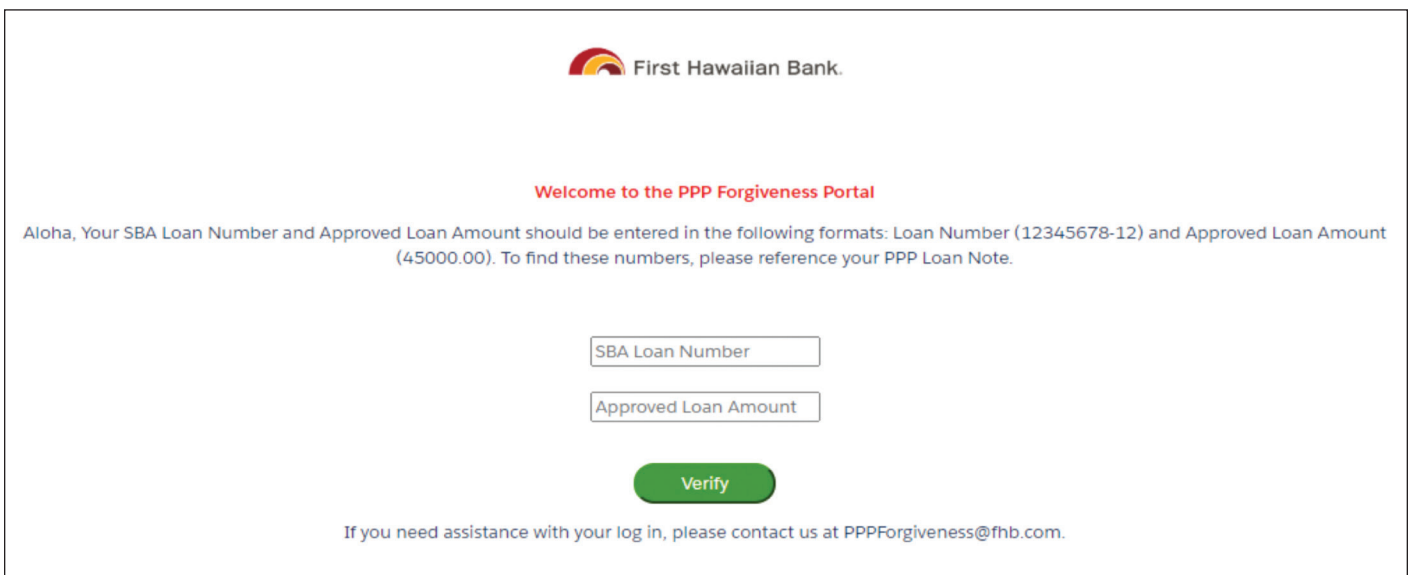
Thank you for saying YES to First Hawaiian Bank! All forgiveness applications will be accepted through our web portal and you will receive an e-mail invitation when it is time to apply. This guide is designed to help you navigate our web portal and get logged in.

1. FHB has created a checklist to provide guidance on the appropriate required documentation to be submitted with your forgiveness application. **Click here to view the checklist** 
2. You will receive an e-mail from **FHB Customer Portal (pppforgiveness@fhb.com)**. Please click on **Log In to Get Started** within the body of the email to direct you to the portal for your initial login.



Note: Be sure to check you Junk Mail if you are unable to locate the e-mail.

3. After clicking on the link, this will be the initial welcome page of the portal:



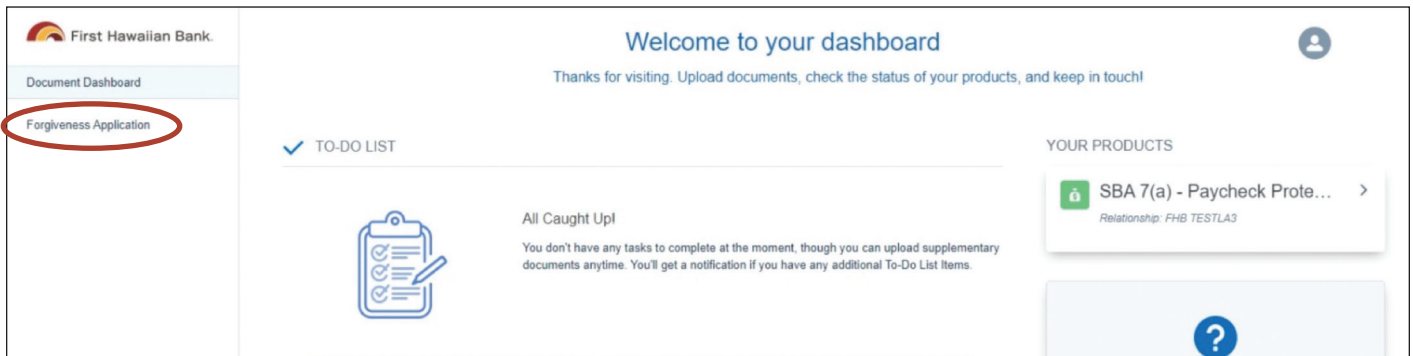
You will be asked to input the following unique information to proceed due to added levels for your protection:

- **SBA Loan Number*** Enter the information in the following format: 12345678-12 (include the hyphen)
- **Approved Loan Amount*** Enter the information in the following format: 49000.00 (no "\$" or ",")

**This information can be found on the note you signed during application.*

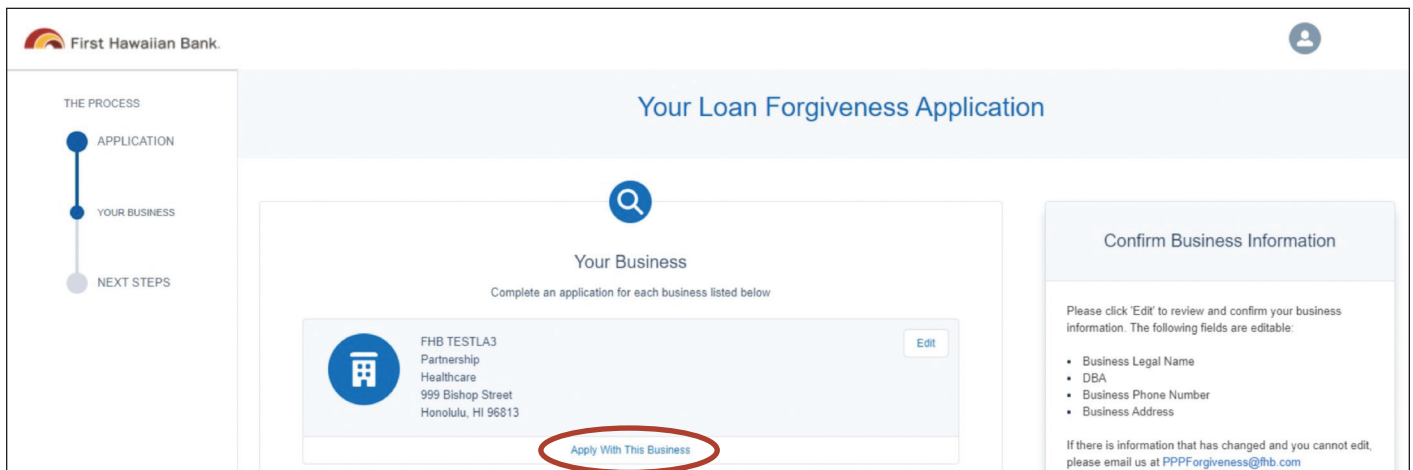
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4. Your dashboard will now be shown. At this time, please proceed to click on **Forgiveness Application** on the left side of the screen. This dashboard is where you will return to upload documents for your file upon submitting your application.*



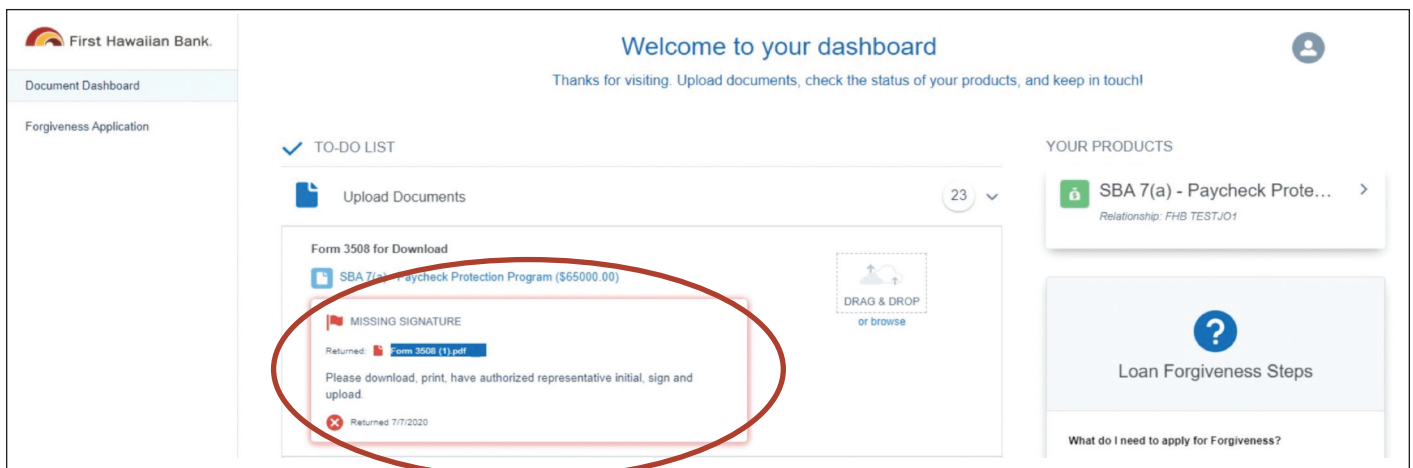
*Only following the submission of your application will document placeholders be provided for you to upload any of the required documentation.

5. The next screen will display Your Business and its information. Please select **Apply With This Business** to take you to the start of the forgiveness application.



*Note: Should you have received a PPP loan for multiple businesses, you will be able to locate the businesses and apply separately for each business on this page.

IMPORTANT REMINDER: Upon submission of the completed application information, you will be directed to upload the supporting documents onto the Customer Dashboard. In addition, should items need to be addressed they will appear as shown below:



If you have any questions, please email pppforgiveness@fhb.com.

