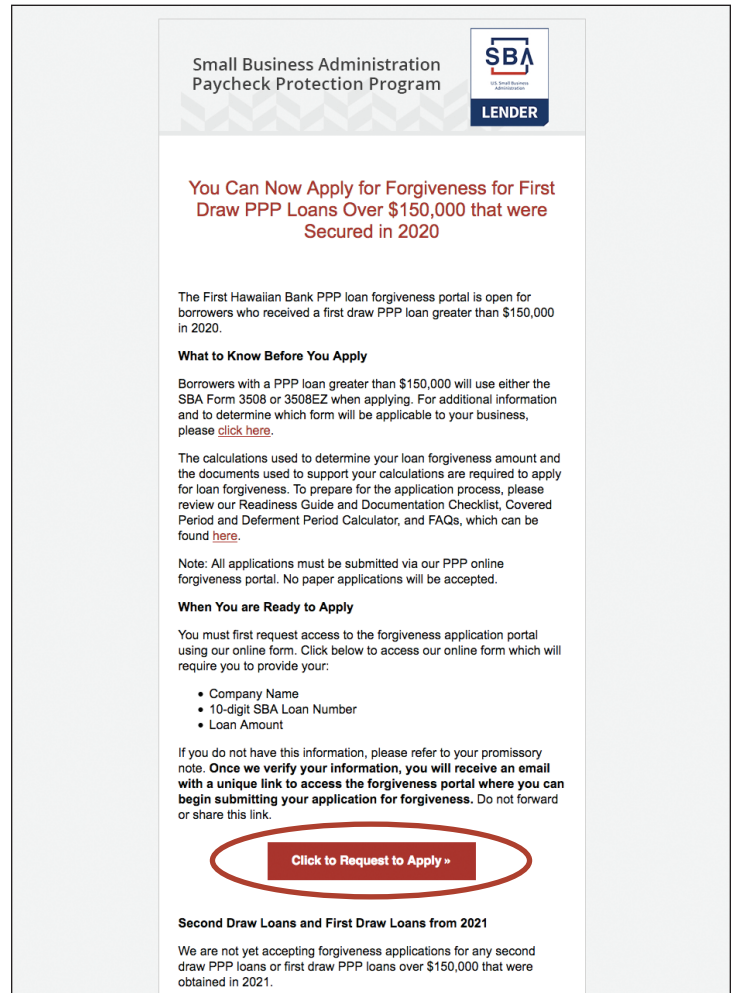


# PAYCHECK PROTECTION PROGRAM FORGIVENESS QUICK START GUIDE

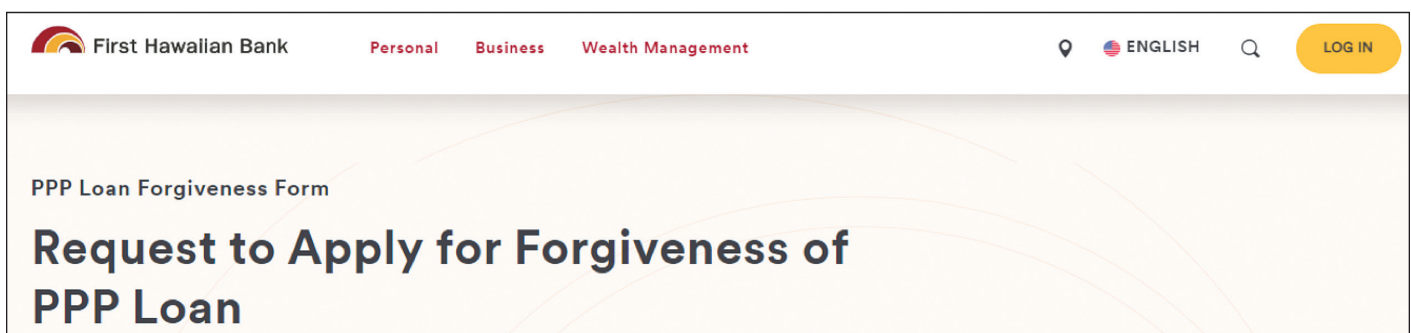
Thank you for saying YES to First Hawaiian Bank! All forgiveness applications will be accepted through our web portal. You will complete a form on fhb.com to let us know that you are ready to apply for forgiveness and request access to our web portal. This guide is designed to help you navigate our web portal and get logged in.

1. FHB has created a checklist to provide guidance on the documentation required to be submitted with your forgiveness application.  
[Click here to view the checklist](#)

2. When you are ready to apply, please refer to the email invitation that was recently sent to you. The email will contain instructions regarding the opening of our forgiveness portal for borrowers who obtained a PPP loan greater than \$150,000 in 2020. Click on the link in the red box within the body of the email to complete an online form to request access to our forgiveness portal. If you cannot locate the email invitation, [click here](#) to complete the online form to request access to our forgiveness portal. We also recommend completing the request to change your contact email which is found in between the loan amount and submit button on the online form (**see #4**).



3. Below is a screenshot of what the header of the page with the online form will look like.



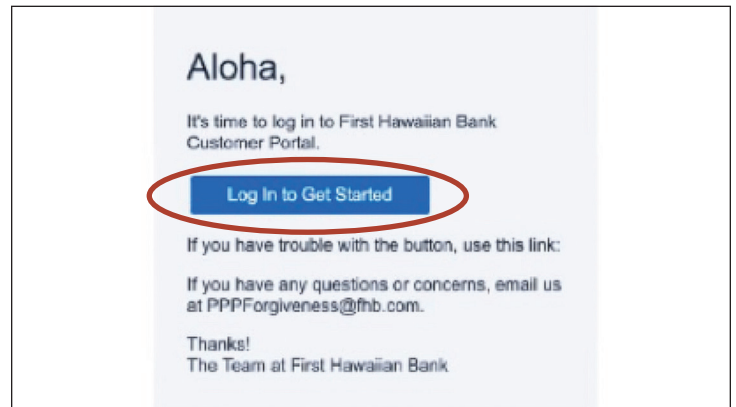
4. On this page, you will be required to input your business name, 10-digit SBA loan number and approved loan amount. You will be asked to input this information in the format detailed below:

- **10-digit SBA Loan Number\*** Enter the information in the following format: 1234567890 (do not include hyphen)
- **Approved Loan Amount\*** Enter the information in the following format: 49000.00 (no "\$" or ",")

\* This information can be found on the promissory note you signed during loan origination.

The screenshot shows a form titled "LOAN INFORMATION". It contains three input fields: "BUSINESS NAME\*", "SBA LOAN NUMBER\*", and "LOAN AMOUNT\*". Below these fields is a question "Need to change the contact email?" with two radio button options: "YES" and "NO". The "NO" option is selected. At the bottom right of the form are two buttons: "CLEAR" and "SUBMIT".

5. Once we verify your information, you will receive an email from **FHB Customer Portal** ([pppforgiveness@fhb.com](mailto:pppforgiveness@fhb.com)) with a direct link to access the forgiveness portal. Do not forward or share this link. 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 your Junk Mail if you are unable to locate the email.)



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

The screenshot shows the "Welcome to the PPP Forgiveness Portal" page. At the top is the First Hawaiian Bank logo. Below it is a red heading "Welcome to the PPP Forgiveness Portal". The main text says: "Aloha, Your SBA Loan Number and Approved Loan Amount should be entered in the following formats: Loan Number (1234567812) and Approved Loan Amount (45000.00). To find these numbers, please reference your PPP Loan Note." Below this text are two input fields: "SBA Loan Number" and "Approved Loan Amount". Below these fields is a green "Verify" button. At the bottom, it says: "If you need assistance with your log in, please contact us at [PPPForgiveness@fhb.com](mailto:PPPForgiveness@fhb.com)."

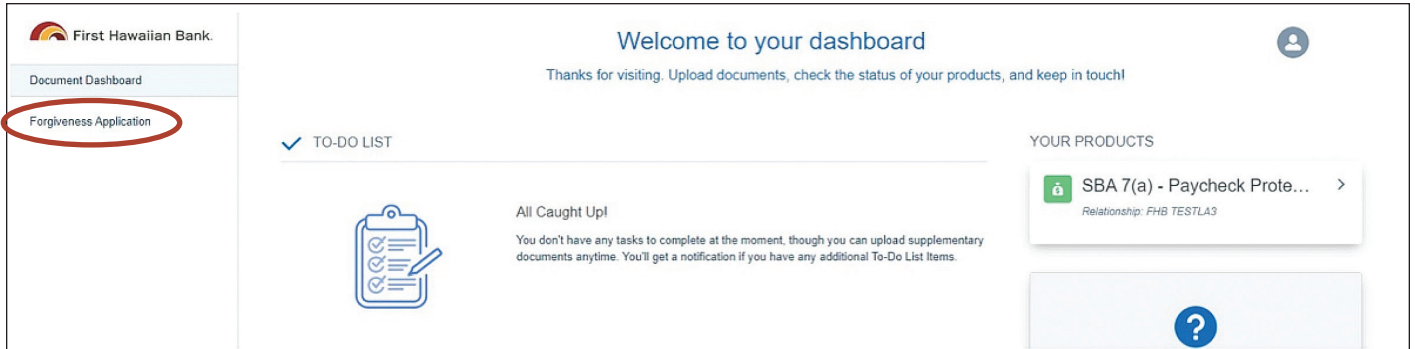
You will be asked to input the following unique information to access the portal:

- **10-digit SBA Loan Number\*** Enter the information in the following format: 1234567890 (do not include hyphen)
- **Approved Loan Amount\*** Enter the information in the following format: 49000.00 (no "\$" or ",")

\* This information can be found on the promissory note you signed during loan origination.

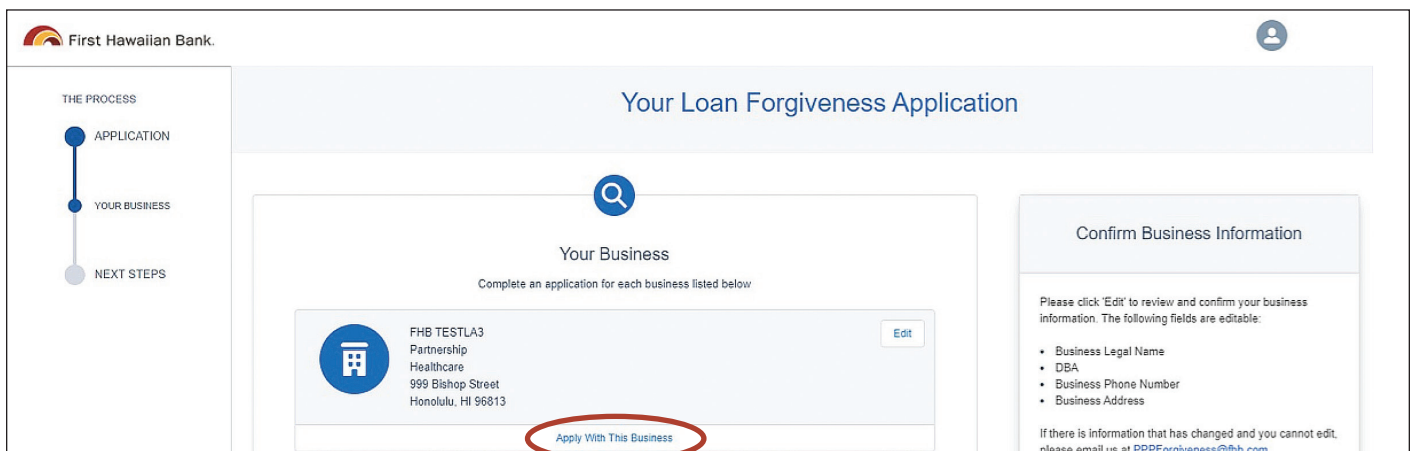
(continued on next page)

7. 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.\*



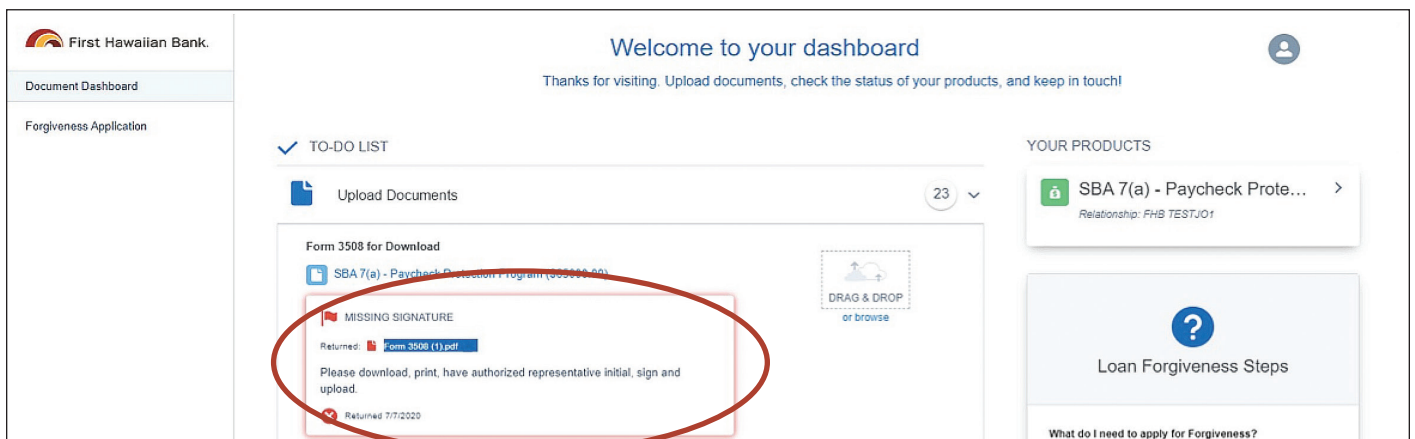
\*Only following the submission of your application will document placeholders be provided for you to upload any of the required documentation.

8. 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 into 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](mailto:pppforgiveness@fhb.com).

