

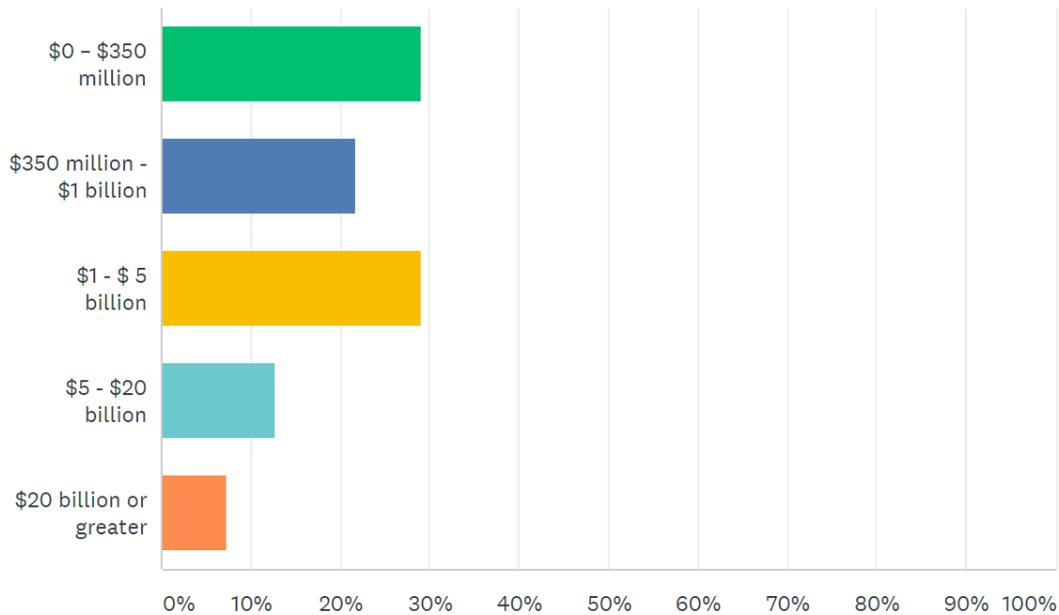


Member Survey on Payment Protection Program (PPP)

April 10, 2020

What is the asset size of your bank?

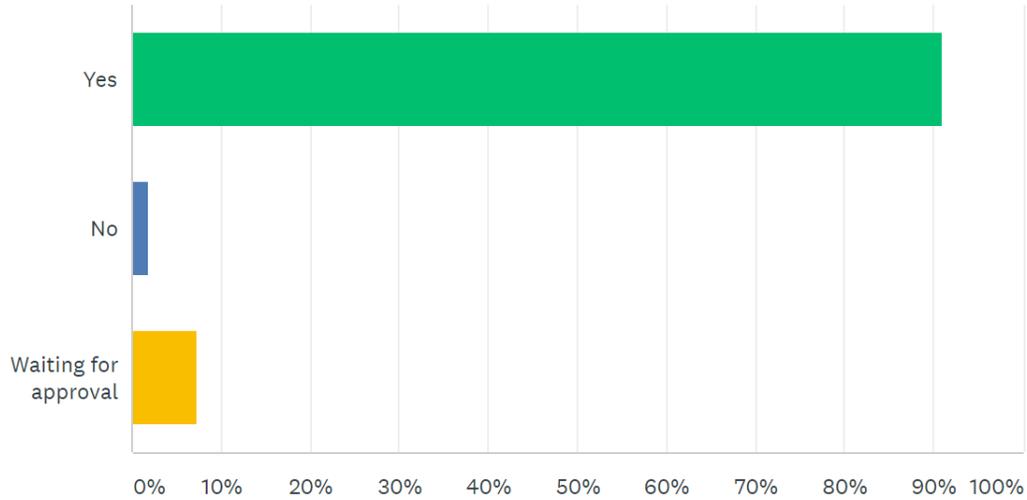
Answered: 55 Skipped: 1



ANSWER CHOICES	RESPONSES	
\$0 - \$350 million	29.09%	16
\$350 million - \$1 billion	21.82%	12
\$1 - \$5 billion	29.09%	16
\$5 - \$20 billion	12.73%	7
\$20 billion or greater	7.27%	4
TOTAL		55

Is your bank participating in the SBA's Paycheck Protection Program?

Answered: 55 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	90.91%	50
No	1.82%	1
Waiting for approval	7.27%	4
TOTAL		55

If you are not participating, what is the primary reason for the decision?

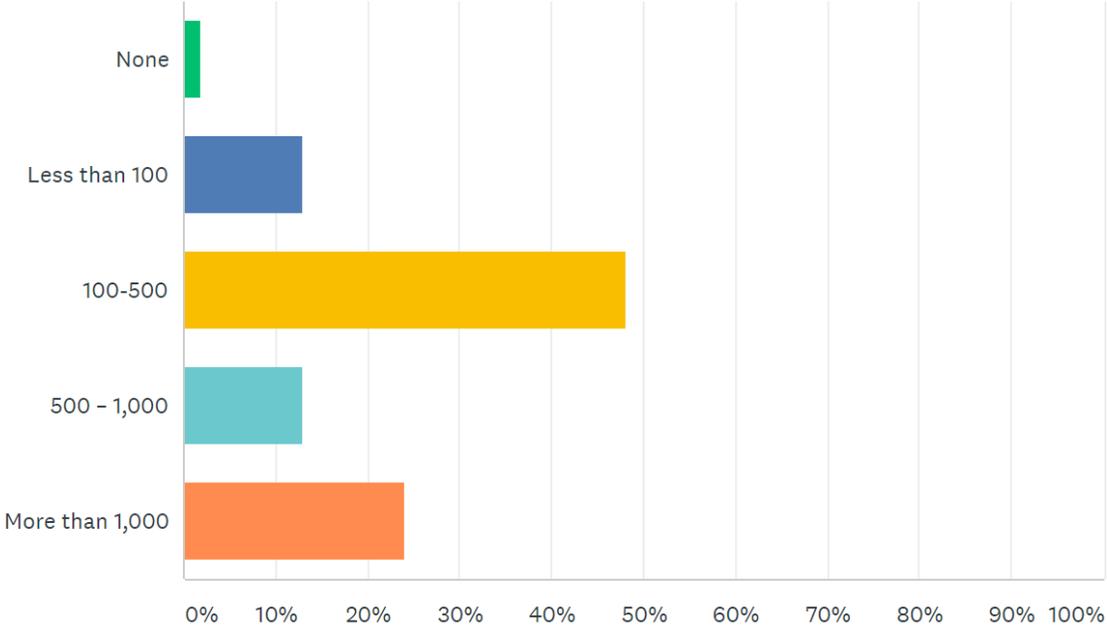
Answered 7
Skipped 49

Responses

- We're a community bank for the community. Easy decision
- To help our business clients and communities.
- to serve our small business clients and help them stay in business and to help their employees
- Waiting for approval. SBA is not responding
- Not an SBA lender, and unwilling to start building new systems for a short time program
- Help clients and community
- To aid small business

How many loans do you expect your bank will make?

Answered: 54 Skipped: 2



ANSWER CHOICES	RESPONSES	
None	1.85%	1
Less than 100	12.96%	7
100-500	48.15%	26
500 - 1,000	12.96%	7
More than 1,000	24.07%	13
TOTAL		54

What do you anticipate the average loan amount to be?

Answered	45
Skipped	11

Responses

\$200,000

\$350,000

\$250,000

About \$300K

\$150,000

\$300,000.00

\$300,000

\$500,000

\$350,000

500K

\$350,000.

300,000

200K

\$150,000

\$350,000

\$ 150,000.

\$50,000

\$120,000

Thru 4-8-20 we have done 3822 loans for \$661M for an average loan size of \$173K.

We have several thousand loan apps still in the pipeline, but the average loan size for these remaining loans will be much smaller.

\$500,000

\$100-\$150K

too early to tell but early estimate is \$200,000

250000

\$250,000.00

\$200k

300,000 seems to be about the national average so probably say for us

\$500,000

\$600,000

85,000

367 applications as of yesterday evening. Average loan size is expected to be around \$150,000.

\$100-\$150k

\$300,000

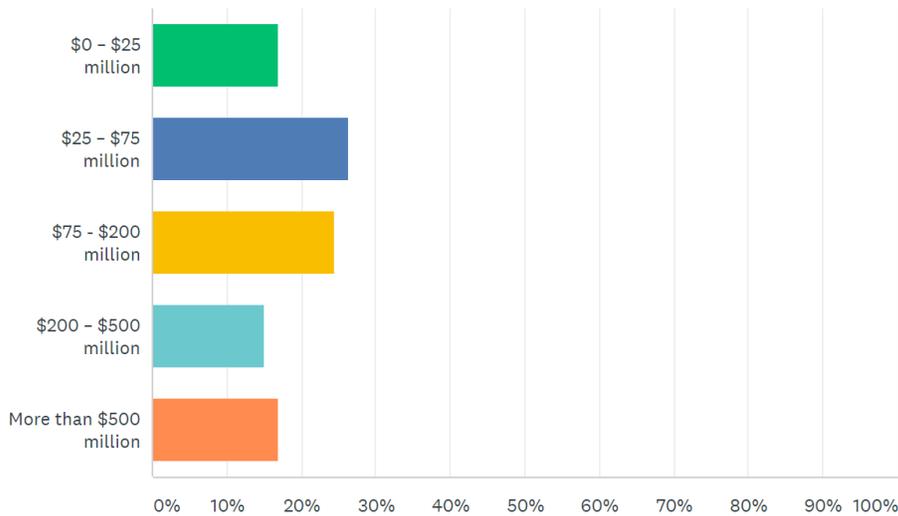
\$200,000

\$300,000

\$345,000
 \$250k
 Unknown
 \$300,000.00
 \$150,000
 250000
 \$350,000 to \$400,000.
 ???
 \$500K
 425,000
 \$100,000

What is the total amount of loans you expect your bank will make?

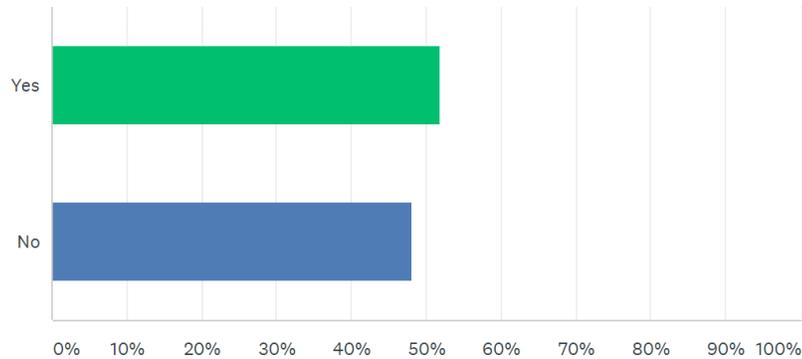
Answered: 53 Skipped: 3



ANSWER CHOICES	RESPONSES	
\$0 - \$25 million	16.98%	9
\$25 - \$75 million	26.42%	14
\$75 - \$200 million	24.53%	13
\$200 - \$500 million	15.09%	8
More than \$500 million	16.98%	9
TOTAL		53

Are you planning to borrow funds from the Federal Reserve to fund these loans?

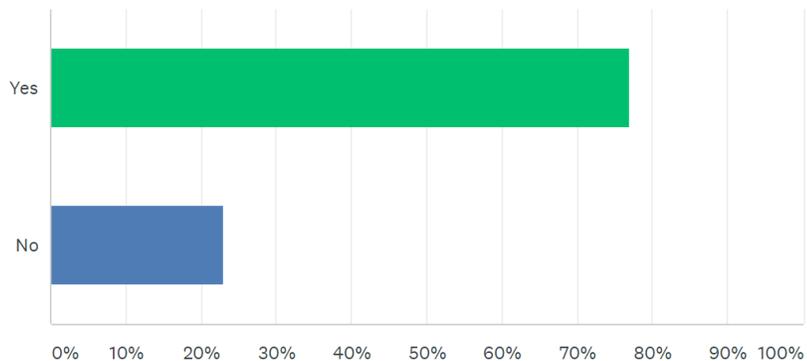
Answered: 54 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	51.85%	28
No	48.15%	26
TOTAL		54

Has your bank been able to successfully access the E-Tran system?

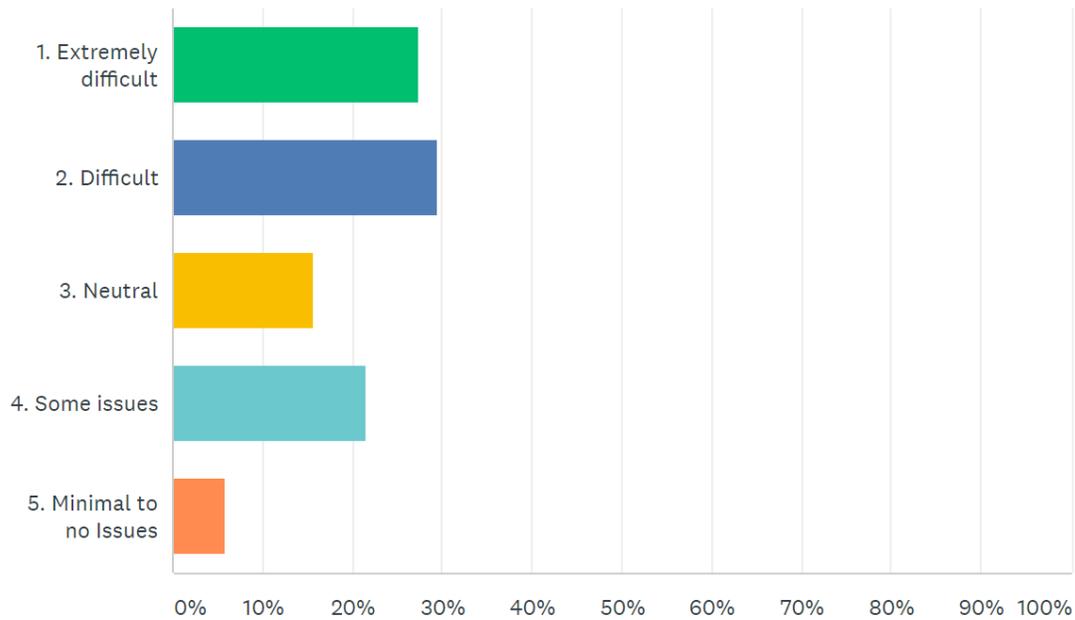
Answered: 52 Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	76.92%	40
No	23.08%	12
TOTAL		52

Please rank from 1-5 your experience with the E-Tran system? (1= extremely difficult; 5= minimal to no issues)

Answered: 51 Skipped: 5



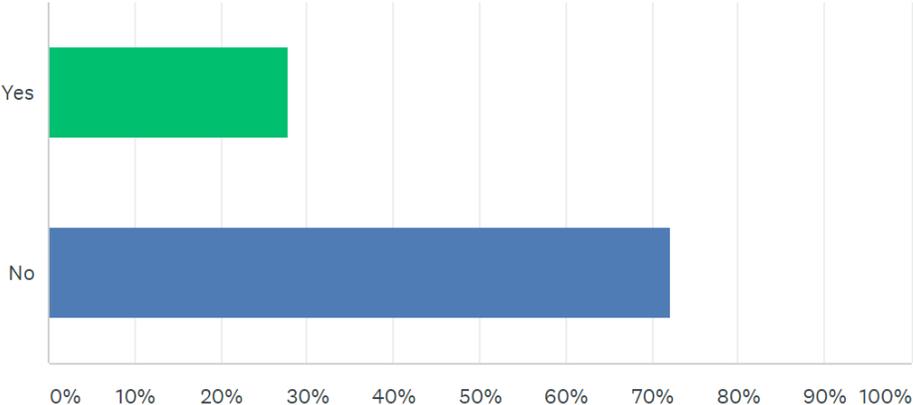
ANSWER CHOICES	RESPONSES	
1. Extremely difficult	27.45%	14
2. Difficult	29.41%	15
3. Neutral	15.69%	8
4. Some issues	21.57%	11
5. Minimal to no Issues	5.88%	3
TOTAL		51

If you have not been successful accessing E-Tran, please provide your contact information if you would like us to outreach on your behalf for assistance. (This information will not be included when we share survey results)

Answered: 11 Skipped: 45

Have you funded any loans as of April 9, 2020?

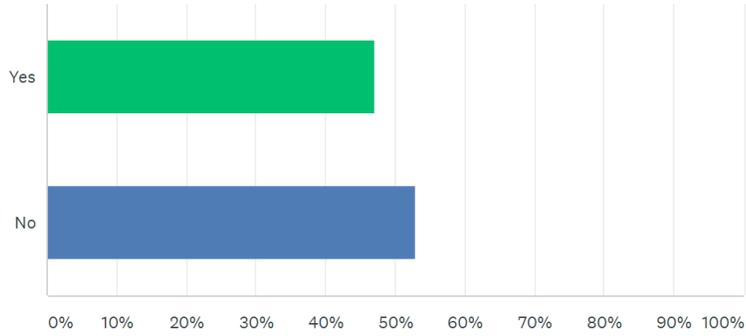
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ANSWER CHOICES	RESPONSES	
Yes	27.78%	15
No	72.22%	39
TOTAL		54

Are you waiting for SBA closing documents before funding loans?

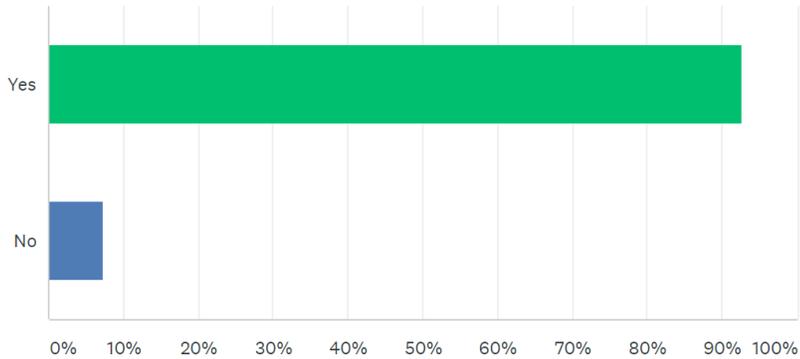
Answered: 53 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	47.17%	25
No	52.83%	28
TOTAL		53

Will you fund loans before a takeout facility is established?

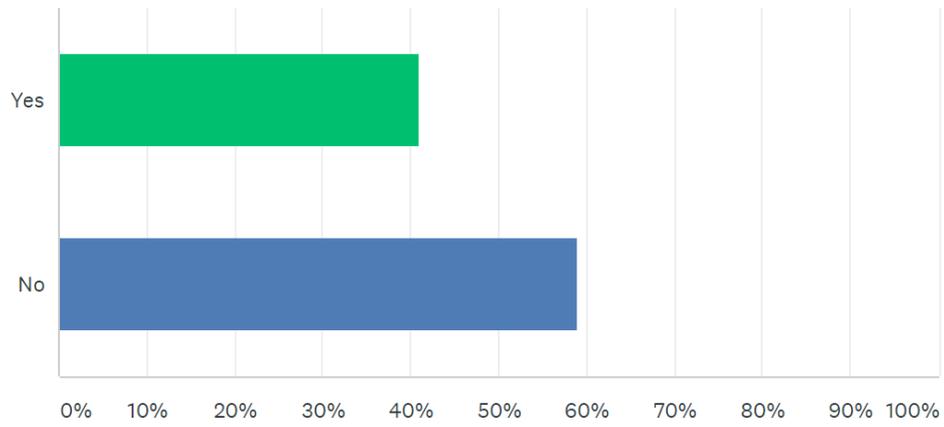
Answered: 55 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	92.73%	51
No	7.27%	4
TOTAL		55

Are you feeling public backlash against banks?

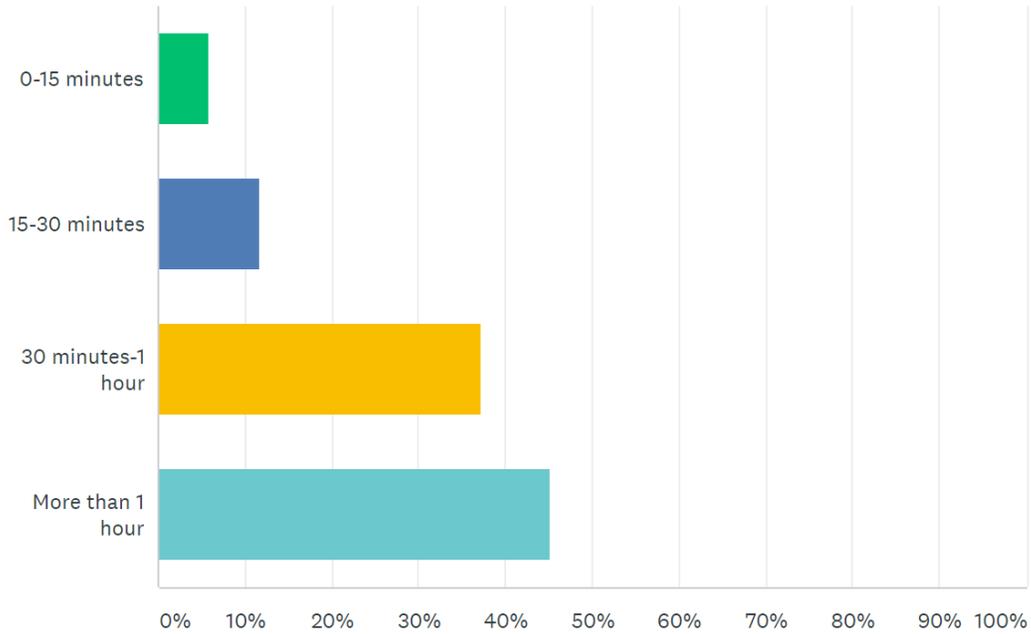
Answered: 56 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	41.07%	23
No	58.93%	33
TOTAL		56

How much time I being spent on each loan from review to upload?

Answered: 51 Skipped: 5



ANSWER CHOICES	RESPONSES	
0-15 minutes	5.88%	3
15-30 minutes	11.76%	6
30 minutes-1 hour	37.25%	19
More than 1 hour	45.10%	23
TOTAL		51

Other Comments:

Answered: 30 Skipped: 26

Many unanswered questions from Fed and SBA. Can we cap the loan amount? Can we reduce the amount of borrower's loan request? Will the Fed buy these loans in a secondary market? When will the fee be paid? How long to repay banks if default occurs?

My biggest concern is processing the 1,500 loan requests we've received prior to the SBA funding running out. Also, we are no longer accepting new applications which has disappointed those customers who did not apply on time.

3 Items to discuss.

1. We have several people who we want approved by SBA to upload but we are not getting a response. This helps to open portals to E-Tran. .

2. The days for funding should be expanded to 15 days as the documentation portion will be difficult and limits the needs we can address.

3. We have pulled members from every space on the bank to handle this significant project which us ultra compounded due to the social distancing requirements.

We need the FRB facility now. We do not have all the liquidity needed to fund our pipeline. Additionally, if we fund all the requests, we won't have the liquidity to meet our customer's normal banking needs.

SBA was totally inept in their roll-out of PPP.

Very frustrated with the mad rush process. Not well thought out. SBA is very hard for small banks to work with.

This is a wild ride.

This has been very difficult on all of our staff, and we believe unnecessarily so. The SBA can't even get out a loan doc. They have been very vague and caused much confusion. The 10 calendar day rule is the latest burden that will cause huge problems for small businesses trying to maximize their forgiveness amount. We still don't have clear guidance on the forgiveness.

SBA office should response quickly and no crash.

My concern, is that Treasury is making unreasonable commitments to the public regarding the timing and availability of PPP loan proceeds from banks, which can not reasonably be fulfilled; and in the end the public will blame the banks for not getting "free money".

Why can't the SBA put twenty people on giving authority, this is really horrible and it makes banks look incompetent!

We have been the #1 SBA Lender in Montana & Idaho for the past 10+/- years so previously had access to ETran for many of our employees & only had to request additional users.

Just getting started

customers do not understand why we are not ready and giving them funds the next day, the gov't has done a disservice to banks in their communication. We should be proud, as an industry - we have built online loan application portals (things we DREAMED of) in less than a week! that's remarkable

We cannot get in touch with SBA. We do not believe it is their fault (they are swamped), but the fact is we cannot access Etran, and we dont know when we can talk to!

We also do not know the EXACT process for PPP. The best way to put it: We know the bullet points but not the details.

Appreciate your efforts

Are you planning to borrow funds from the Federal Reserve to fund these loans? that is the wrong question. we desperately need the take out facility or we will run out of cash resources to fund before we run out of clients to serve. discount window bad solution not willing to take it

We have been waiting for the SBA approval. Very frustrating and our customers are losing patience.

We have been forward on communication and developing our process. It has chewed up significant resources.

Not direct backlash but definitely feeling politicians, small business owners and SBA leaders make banks the scapegoat...

We have been waiting over 10 days to get access to Etran. The support numbers, e-mails etc. have been zero to minimal help. We have hundreds of customers waiting who are extremely frustrated with us. To date, this program has caused us more harm than good. If we can't get access by tomorrow, we may have to not proceed with the program.

We are a \$125 million community bank and approved PPP funding for over 80 institutions in 4 days of about \$10MM. We are now experiencing backlash from those we had to turn away due to restrictions based on our balance sheet. Wish the Administration and Treasury didn't commit to a timeframe for lending so fast and left many banks in an awkward position with reputation risk.

Clients are mad, even ones we have approved, and the "rules" keep changing, we're slogging through it, but this is a debacle

We are not dealing with irate clients who are stressing that the funds for the program will run out while we are waiting for access to the system. It is horrible as we have nothing to assure them.

Proud to be helping the Communities that we serve! No process is perfect but I think the SBA, Treasury, ABA, WBA and of course the Banks are all doing a great job.

As of today, 4/9, we have procedures in place to improve time per loan and begin signing docs and funding. We use a third party for eTrans and followup reporting.

It would be helpful if they allowed community banks to fund Director loans under the formula driven system since loans all have the same terms.

SBA/Government over-promised and under-delivered. Far too much reliance on the Banks to fix the problem.

As the trade group for the industry, you should be on the phone to Washington telling them that they need to relieve the balance sheets of the banks by setting up a way for the banks to sell these loan to SBA so they can do as many as possible without restriction.

Loan documents are the biggest issue and the time to prepare the documents