



## **ECONOMIC INJURY DISASTER LOAN (EIDL) PROGRAM**

### **APPLICATION FAQs**

#### **How do I apply for the EIDL program?**

You can find step-by-step instructions [here](#). Additional resources can be found [here](#).

#### **What if my county is not listed on the application?**

Go back a page in the application and make sure that you select **Economic Injury (EIDL)** as the program you are applying for. If you select Real Property, Business Contents or Military Reservist Economic Injury, then you will not see the full list of Indiana counties. You can follow step-by-step directions [here](#).

#### **What if the application keeps crashing?**

Due to the overwhelming response, the Small Business Administration (SBA) is currently experiencing crashes on their website. Save your application any time you input information to avoid starting over. The SBA recommends completing your application during the off hours (7 p.m. to 7 a.m.) to avoid crashing. The SBA also recommends using a browser other than Google Chrome.

#### **What if I called the customer support line and it kept ringing?**

Due to the overwhelming response, the SBA's customer service line is experiencing delays. Please remain on the line and they will assist you as soon as someone is available.

#### **What if I forgot my password to access the application?**

You can reset your password [here](#).

#### **Which documents are required to submit the application?**

You can find a list of all required documents [here](#).

#### **How do I check on the status of my application?**

Please click [here](#) to check on the status of your application. Once you log in, you will be able to review the application status as provided by the SBA.

If you have additional questions after reviewing your application status, please contact 1-800-659-2955 or [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov). The SBA will not provide an estimated approval date.