



SMALL BUSINESS RECOVERY LOAN FUND

I've submitted my loan application. What happens next?

Your submitted application will begin the review process. You will be contacted by an NMFA reviewer if any corrections or additional documents are needed, and you will be given the opportunity to correct your application. After that, your application will either be approved or denied.

My loan is approved to close. What happens next?

- NMFA will send an email with a link asking you to provide and verify your bank account information. This email will be from the return address “clientservices@nmfa.net.” Please **follow the instructions in the bank verification email to continue the loan process.**
- After your bank account information is verified, NMFA will generate and email your loan documents to you from a system called Formstack. **Please review the documents and sign them electronically** according to the instructions in the email. The loan documents should be signed first by the individual named as the Authorized Officer in your loan application.
- If your loan requires a personal guarantee, the loan documents will automatically be sent to all guarantors named in the application for signatures. **Please share the information in this message with all guarantors.**
- **Important:** Some clients have experienced emails from Formstack being directed to a spam or junk folder. To avoid this, we recommend you **update your spam filter and other settings to accept emails from @nmfa.net and @formstack.com domains, and add this email address to your contact list: InsureSign@send.insuresign.com**

Please check your spam/junk folder if you don't see these emails in your inbox.

If you have any questions, email Recovery@nmfa.net or call (505) 992-9696.