Raleigh Small Business COVID-19 Relief Funds Frequently Asked Questions

When does the online application open?
The Raleigh Small Business COVID-19 Relief Funds grant application opens at 8:00am EST on Monday May 11, 2020.

When does the application close?
The application for the Raleigh Small Business COVID-19 Relief Funds grant closes at 11:59pm EST on Thursday May 21, 2020. We will not be able to accept applications after this time.

How long will it take to receive my grant funds once a decision is made?
Our team will be working diligently to ensure that the funds are disbursed to selected grant recipients on or before June 5, 2020. Due to a high surge of applications, we are unable to provide status updates during our application processing period but will inform you of the outcome once we get there.

How will I receive my payment?
Selected recipients will receive their disbursements via ACH transfer to their bank account. You are required to enter the checking and routing numbers for the bank account of your choice in your online application for the Raleigh Small Business COVID-19 Relief Funds grant program. We are unable to issue any other form of payments (paper checks, money orders, etc.)

What can I use the money for?
Use of funds for this program include:
- Paying rent/mortgage for your business's location
- Paying utilities, telecom for your business's location
- Purchasing inventory, supplies & equipment for your business
- Hiring & retaining staff or workers for your business
- Advertising, marketing for your business
- Daily operational activities for your business

Prohibited use of funds for this program include:

- Paying yourself as an employee, officer, investor, sponsor or other role directly/indirectly related to your business

I am a home-based business. Can I apply for the grant?
Unfortunately, home-based businesses are not eligible to apply for this program.

I am a current CSBDF borrower. Can I apply for this program?
We welcome all businesses which meet all of the program's criteria to apply for this program, including CSBDF borrowers.

Is this a forgivable loan? Do I have to repay any of the money?
This is not a loan or a forgivable loan. As a grant program, you are not required to repay any of the funds disbursed to you, except in cases of fraud or inappropriate/unauthorized use of funds.

Can I apply more than once?
As of right now, this program only has one (1) round of funding. We expect to exhaust the funds of this program within the first round. We will notify the public, via our website, Facebook page and mailing list if subsequent funds become available. At that time, you are welcomed to apply or re-apply for the program.

Can I apply for more than one business?
You may only apply for one business, even if that business has more than one location in Raleigh, NC or the state of North Carolina. Applications which share a business owner or business name will be disqualified.

What documents will I need to have at the time of application?
It is important to gather these documents (and ensure that they are correct) prior to starting your application. Be sure that you are submitting PDFs or in jpg format without passwords or other restrictive security settings. If we are unable to open a file, your application will be disqualified.
You will need:
- Copy of lease or mortgage agreement for your small business
- Receipt/proof of paid City taxes or screenshot
- Certificate of "good standing" or screenshot from the Secretary of State NC
- Most recently completed & filed business tax returns (2018 tax returns are mandatory, 2019 are optional)
- Payroll documentation or quarterly unemployment insurance filing
- Your full social security number (SSN) and EIN/TIN, which will be used to pull your credit report and verify your business
- Your business's NAICS code
- Monthly sales revenue for each month January-April 2020 (you may provide a point-of-sale report, Excel spreadsheet/ledger or other report from business accounting software)

- Your banking information including your routing and checking account numbers

Can I submit missing/corrected documents after I've submitted my application?
We are unable to accept missing or corrected documents after you have submitted your application. Applications with missing documentation will be disqualified.

Can I change my banking information for my payment after I've submitted my application?
You cannot change the payment information to receive your grant funds after you have submitted your application. Please be sure to double-check your entries at the time of application.

Will I be able to apply to other programs such as EIDL, PPP or a loan after I've applied for this grant?
Yes, you will be able to apply to other federal and state programs for your additional funding needs.

I have entered information/answered questions on the application, and it says that I am not eligible for this program. What can I do?
If you have received an ineligibility notification while entering information/answering questions in the screening portion of the application, it means that you do not meet the criteria for this specific program and unfortunately, we won't be able to accept and process your application at this time. We encourage you to continuously check our website, Facebook page and join our mailing list to learn about other programs that you may be eligible for.

I am having technological issues with completing this application. How can I receive help?
We are here to assist you with technological difficulties with completing this application. Please be sure to check all of the following prior to reaching out to us, as it may take up to 24 hours to receive a response from our technical support team.
- You have entered information into all of the fields on the application
- You have entered valid information into the fields marked with a red asterisk (*) and the information matches the exact input requirements (i.e.: enter numbers without any dashes (-), commas (,) or special characters ($!%@ etc.)
- You have entered the exact amount of characters into fields such as the SSN/EIN/ITIN (9 digits), zip code (5 digits), telephone number (10 digits)

If you have verified and corrected this information and you are still encountering issues, please delete all browser cookies and start again. If you are unsure of how to do this, please complete the application in incognito mode (Chrome) or private browsing mode (Firefox). If none of these solutions solve your issue, please reach out to the technical support team via email by clicking here.