

A woman with dark hair in a ponytail is seen from the side, looking at a laptop. The laptop screen shows a dashboard with various charts and graphs. In the background, a large monitor displays a complex interface with text and data. A desk lamp is lit, casting a warm glow. The overall scene is dimly lit, suggesting a focused work environment.

How to leverage  
automation technology  
to streamline the SBA 7(a)  
application process

---



It's no secret that offering SBA 7(a) loans can be a great way to enhance lending options for your portfolio while connecting your small business customers to a valuable source of funding. Unfortunately, these government-backed loans typically require paperwork that can be time-consuming for banks to process. Simply put, it can be a lot of work for small-dollar loans.

Automation technology can help banks in providing streamlined SBA 7 (a) financing to their small business customers. And fortunately, there are options for banks that may prefer a technology partner over building this technology in-house. Banks are partnering with SmartBiz to help automate their small business loan application process. SmartBiz brings together humans and AI to enable you to equip your customers with a superior borrowing experience.



## SBA 7(a) requirements for lenders are real - and can be time-consuming

There's no way around it. Offering SBA 7(a) loans to your customers requires your institution to assume lender requirements and the processing of accompanying paperwork.

Part of the processing time for each SBA 7(a) application is spent on a single document - SBA Form 1919 (also known as the Borrower Information Form). This important document focuses on SBA Standard Operating Procedures, and addresses the questions concerning borrower eligibility. The SBA requires it for all 7(a) loans regardless of the amount. Completing this document can typically involve many rounds of back-and-forth to obtain and verify information.

## Automation can help banks optimize the application process

Using an AI-powered technology partner like SmartBiz can help your bank streamline its SBA 7(a) lending program by “reading” customers’ applications, flagging incongruities or compliance issues, then storing information for easy access.

**Automating requests** for more information: If a customer answers a question that merits more documentation, the bank can automatically prompt them to provide it using the SmartBiz platform. This way, the customer may not have to wait as long to hear from a member of your team. Instead, the customer can often provide more information via the platform, which can reduce the need for time-consuming follow-ups.

**Retaining information:** Even if a customer answers a question that may render their loan application ineligible, the bank can use the SmartBiz system to retain this information,

helping the bank to improve management of customer portfolio records.

**First-round verification:** Automating the initial document reading can help enhance human review by flagging questionable issues. For example, SmartBiz software can alert the team if a business was recently formed - a sign the applicant may be submitting potentially fraudulent information.

SmartBiz streamlines some of the labor-intensive elements of the small business lending process with a unique combination of humans and technology. Partnering with SmartBiz can enable your bank to offer your small business customers an efficient, safe, and well-managed journey from application to funding. Partnering with SmartBiz helps improve the lending application process for you, and your customers.

**Contact SmartBiz for more information.**





WHAT YOU NEED TO KNOW: The SmartBiz® Small Business Blog and other related communications from SmartBiz Loans® are intended to provide general information on relevant topics for managing small businesses. Be aware that this is not a comprehensive analysis of the subject matter covered and is not intended to provide specific recommendations to you or your business with respect to the matters addressed. Please consult legal and financial professionals for further information.