



SBA Paycheck Protection Program Loans Solution

Hexaware's Paycheck Protection Program Loan Solution

In light of the pervasive uncertainty and business unrest unleashed by the COVID-19 pandemic, we realize banks need additional support in helping their customers, especially the small and medium businesses (SMBs).

The Coronavirus Aid, Relief and Economic Security (CARES) Act and the Paycheck Protection Program (PPP) have triggered sudden, growing and massive influx of loan applications. Banks across the US are racing against time to secure maximum SBA Paycheck Protection Program loans for small business and commercial clients.

The PPP loans are crucial direct financial assistance for small businesses that will help them tide over the crisis and maintain payroll.

Hexaware's SBA Paycheck Protection Program Loans Solution

Our Paycheck Protection Program Loan offering is a one-stop, out-of-the-box solution that speeds up loan processing and reduces the burden on banking operations and infrastructure.

It is a robust and nimble solution powered by best-in-class FinTech.

How do we help banks with a one-stop-shop for rapid implementation of SBA's Payroll Protection Program Loans?



Over 2 decades of experience in Banking; puts us ahead of the curve on conceptualization of the solution



Expertise in a varied array of technologies; gives us the ability to pick and choose the best suited for our customers



Wide range of FinTech partnerships; provides pre-built solution components for accelerated deployment



Robust Business Process Services arm, brings in loan processing operation capabilities



Features of our SBA PPPL Solution

- Step 1**
- The intuitive digital channel helps in quick onboarding and customer acquisition by leveraging a Virtual Assistant & Self Service portal
 - The chatbot helps with customer queries, loan application fill in & pre-qualification
 - The self-service portal (small business app) is available on mobile, tablet and desktop and is a powerful tool for Digital Relationship Management, accelerating customer interactions and loan application intake.

Benefits

- Helps customers quickly check eligibility and key in application data
- Intelligent extraction & NLG for documents verification & analysis Computer Vision, ML & AI for near real time id verification

- Step 2**
- AI-driven loan processing speeds up the loan processing activity, ensuring the data is uploaded into the SBA application system in the least time. The processing is streamlined by:

- AI-based document processing with intelligent extraction
- RPA bots
- Automated data collection & packaging

Benefits

- Faster PP Loan intake, processing and submission to SBA
- Assisted service with contact center, agent, branch

- Step 3**
- Manual Contact Center Operations are essential to ensure application success. We offer Business Process Services across the applicable commercial credit lifecycle for small & medium business to ensure accurate loan application submission, without errors or omissions.

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|-------------------------|---------------------------|-------------------------|
| • Enquiry | • Loan Processing | • Document Verification |
| • Origination | • Sanction & Disbursement | • Closure |
| • Customer Onboarding | • Servicing | |
| • Document Verification | • Forgiveness | |

Hexaware's Paycheck Protection Program Loan solution is optimal solution for banks to serve more commercial clients, support small business clients when they need you most, acquire new customers, build brand goodwill and accelerate innovation.

About Hexaware

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'AUTOMATE EVERYTHING™, CLOUDIFY EVERYTHING™, TRANSFORM CUSTOMER EXPERIENCES™'. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at <http://www.hexaware.com>

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Safe Harbor Statement

Certain statements in this press release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in IT services including those factors which may affect our cost advantage, wage increases in India, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-time frame contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hexaware has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry.