



How to Serve Small Business: Insights from Successful PPP Lenders



Hosted by Alix Patterson



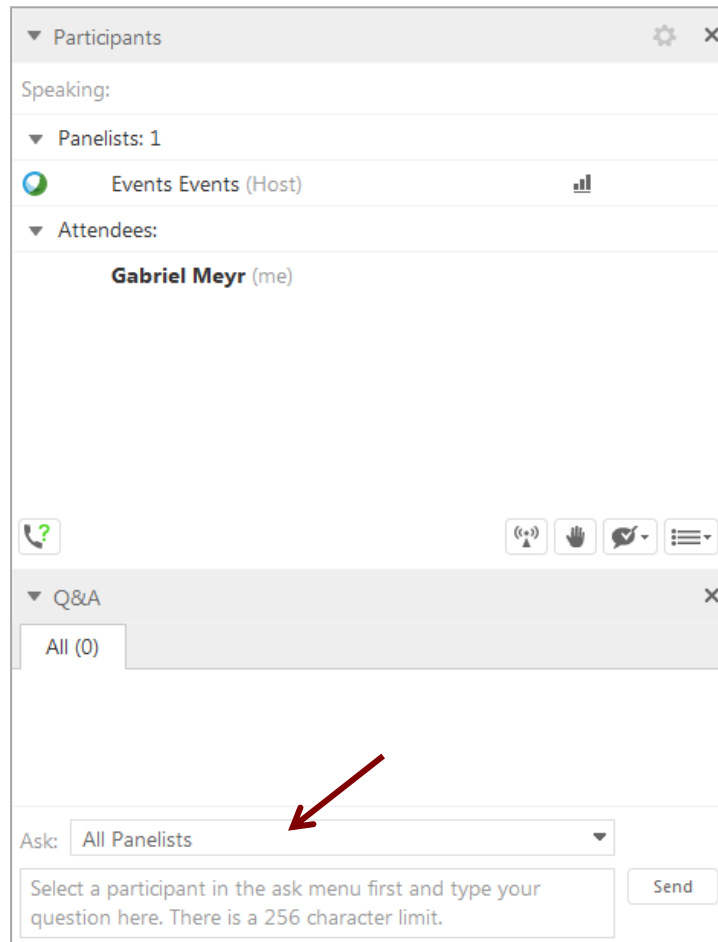
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Panelists



Jenny Vipperman,
CLO
VyStar Credit Union



Gary Golden, CEO
BHCU



Kabir Laiwalla,
CEO
Platinum FCU

Vystar

- Headquartered in Jacksonville, FL with approximately \$9.5B in assets.
- Has been serving small business for about 10 years, focusing on business lending the past five years.
- The business loan portfolio has grown from \$200 million in 2018 to nearly \$800 million today.
- Successfully navigated several curve balls during PPP, including:
 - a vendor partner not being able to handle the volume
 - the SBA shutting down bots
 - 75 staff members manually processing applications
- Overall, 97% of PPP loans funded were under \$150,000 with a few large loans going to local non-profits.



BHCU

- Headquartered in Ridley Park, PA with approximately \$194.2M in assets
- Has been offering business services for nearly five years and serve about 500 small businesses, including mom and pop shops, plumbers, electricians, and contractors.
- Able to move quickly with seasoned commercial lenders on staff.
- PPP loans were split nearly 50/50 between new members and existing members.
- Not only are new business members joining, but new retail members are joining as well as a result.
- 100% approval rate! It was an opportunity to demonstrate our difference as a cooperative.



Platinum

- Headquartered in Duluth, GA with \$180M in assets.
- Established in 2000 and serving small business community since 2004
- Majority of our approximately 1,200 business accounts are used as primary checking accounts by local retail businesses with heavy cash needs
 - Armored services, same day credits and cash delivery & pick-ups
- New SBA lender, jumped quickly into PPP. Consumer lending manager, CLO, and CEO created a supply chain to distribute the work.
- Of the more than 500 PPP loans funded, ~150 were new business members.



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