

# Applying for Economic Injury Disaster Loan Assistance

## FREQUENTLY ASKED QUESTIONS

**Why does my browser not load the SBA Disaster Application?** The SBA website works best in Microsoft Edge. Make sure you are using the latest version. Chrome is not recommended for completing the application.

**The website is busy or I cannot advance through the application.** The system is attempting to serve the entire impacted area. For best results, complete your application during off-peak hours.

**If I cannot complete the online application should I complete a paper application?** Paper applications are not recommended due to the magnitude of the response. If you are experiencing specific technical difficulties not remedied by time or browser, call the disaster number 1.800.659.2955 during off peak hours.

**Are non-profits eligible?** A charitable organization is NOT eligible for economic injury disaster loan assistance. Private non-profits ARE eligible.

**I have a technical question about my application. Who should I contact?** For technical questions, contact the SBA disaster customer service phone line during off-peak hours at 800.659.2955. You may also contact our local Small Business Development Center at 409.880.2367.

**I need help filling out the application. Will there be on site Business Recovery Center?** At this time, there are no Business Recovery Centers. Please contact your local Small Business Development Center at 409.880.2367 for assistance in completing your application. You may also view the [Gener8tor Disaster Video](#) for added support.