

EXHIBIT H

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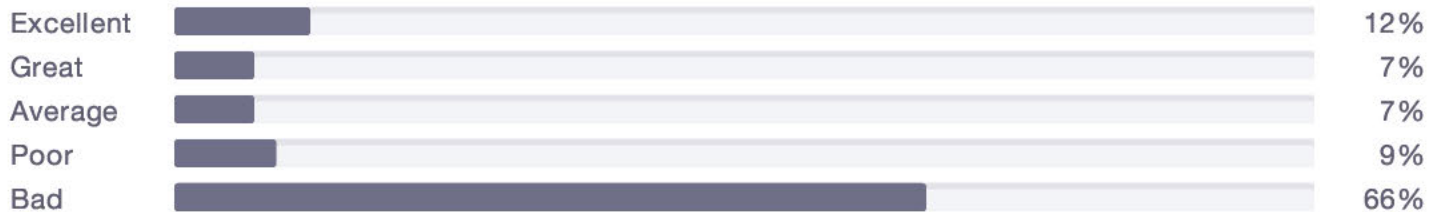
Reviews 329 • Poor



1.9 ⓘ

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Reviews



Filter by:

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1 review US



Useful



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SmartBiz processed over \$4B SBA,
Term loans. Apply for the funding yo

**Tamika Alexander**[1 review](#) [US](#)

5 hours ago

This company is a scam I wish I would...

This company is a scam I wish I would have known . Smh



Useful



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**Game Account**

1 review US



7 hours ago

Total SCAM and identity thieves

Total SCAM and identity thieves. There is currently a Federal, FTA and BBB investigation against this company, but since it's being ran from outside of the USA it is hard to get them shut down. They are setting up fake businesses using the information that you submitted in order to collect PPP loans in your name and your SSN and you will be held responsible. If you have already applied and given them information, you'll need to report it to the police immediately and change your bank passwords. If you carefully read all of the positive reviews you will see that the grammar and proper use of English is not being used and is all fake reviews from foreign countries.



Useful



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**Vendetta Reborn**[1 review](#) [US](#)

8 hours ago

Why are all the positive reviews say...

Why are all the positive reviews say "I'm not a bot" That's literally a red flag that it's a fake review from a bot. This is a scam and if you've given them access to your bank accounts you will need to change your password right now and also file a police report that you've been scammed because they also have your SS# and tax records.



Useful



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**Allyssa Martinez**[1 review](#) [US](#)

9 hours ago

False advertisement

This company is bogus as far as I'm concerned they do false advertisement it clearly states will if approved we will be funded in days or weeks while it's been a little over a month now and I've not even been updated emailed about my loan I've been SBA approved and in finding stage this long



Useful



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**Anne Tuvell-Sieff**[1 review](#) [US](#)

9 hours ago

NOW IM SCARED.....I SEE ALL THESE...

Case 5:21-cv-00251-BO Document 1-9 Filed 06/10/21 Page 5 of 66



CRIMINALS...IT JUST FIGURES

THANKS BLUE ACORN....I KNOW WHY PEOPLE KILL THEMSELVES....YOU GIVE THEM HOPE ONLY TO DASH THEM BY YOUR FRAUD.....TIME TO SUE YOU...



william "brian" brooks

1 review US



12 hours ago

i signed my documents 9 days ago and...

i signed my documents 9 days ago and was told it would be 1 to 3 days for deposit 9 days later i still have no deposit and cant apply with another company every time i contact them they say 1 to 3 days wile they play games with peoples lives im fixing to be completly out of business this company is the worst mistake i could have made rite now



Advertisement



Kevin Key

3 reviews US



12 hours ago

False advertising

False advertising! Blueacorn advertises that they will get your loan funded within 5 - 7 days after applying. So far, it's been 48 days and my loan has STILL not been funded! I should have just applied for the PPP loan through my bank instead. Meanwhile, I don't know what



Useful 3 Share



Lakita Bradley

1 review US



Updated 13 hours ago

Update My Loan Status Please

I'm not sure how to review them as of today. I received a email about updating my bank account information. However my status is still in stage 1. I did my application on April 8. I thought this process takes about 12 day. I'm about to go out of business. Can't afford rent, car payments and other bills. I could have went through another lender. It's the no communication and no status change for me. I waiting to see the end game. Please help blueaccorn. I want to sign my loan documents.

Useful 3 Share



Promises Promises

1 review US



Updated 14 hours ago

You are funding others DAILY as my...

You are funding others DAILY as my company is being DESTROYED I started this process April 1st and signed long ago many laws violations etc have been broken by the company and I will be speaking with representation about getting you SHUT down my company is suffering while you are unempathatic and sleezy I'm going to be calling SBA BBB and whomever else your company is beyond Ignorant and are not looking to help!!!! I'm definitely getting a lawyer as well ! You have screwed over the wrong company I'm so angry !

Useful 4 Share



Marcus Hare

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Advertisement



Anthony

1 review US



15 hours ago

I also sign on 4/8 i haven't gotten...

I also sign on 4/8 i haven't gotten anything from them same message when you text status, no status updates got funding email then it went back to doc complete you can find out in public record if you were approved or not . i got an email on 4/3 saying i was sba approved went in public records it said i was approved on 3/31 now i was thinking sba regulations said 10 day to receive funds but blue acorn say sba regulations wont let them give you any info. REALLY you follow those rules but wont press the lender to give people the money when we sign up threw you



Useful 2



Share



mel rose



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Lol it's a very big scam .

Lol it's a very big scam .

We've all been scammed. If you text the number back, it'll keep sending you the same message



Useful 1



Share



Brothers from the Moon

1 review US



15 hours ago

Children are starving you pr\$\$cks

I signed my docs on april 7th and have heard NOTHING despite hundreds of emails ive sent.



Useful 2



Share



Michelle

1 review US



15 hours ago

Day 17 in funding

I've tried to stay positive and reach out in a professional manner but my business was depending on there momentum in the beginning. Since signing documents 4/9/21 I've yet to get an update. I've chatted numerous of times only to get automated answers. I heard great things about them but now I wouldn't send anyone here.



Useful 1



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**Ian Foxworthy**

1 review US



16 hours ago

Terrible Experience

Terrible Experience

It makes it really difficult to budget things, when you've been on Funding for 2-3 weeks! This service is a token of the failures in a taped-up start-up during difficult times.



Useful 1



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**Meistro Z.M**

1 review US



17 hours ago

Signed the documents 4/10 since then no...

Signed the documents 4/10 since then no answer from them



Useful 2



Share



How to Get + x x KIDIGITAL, LLC x + -

youtube.com/watch?v=GwRfChfDXE

Apps DocuSign Clo Westlaw Classic Sig... NetDocuments Harvest FedEx Ship Forrest firm Amazon Business Pay - Forrest firm FF Google Drive New Tab Reading list

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Don't give your info! 0:10 / 2:49

How to Get a Forgivable PPP Loan for 10

3,941,525 views · Apr 17, 2021

Blue Acorn 1.5K subscribers

Here's the quiz to see if you qualify - [link](#)

267 Comments

SCAM! REVEALATION 2

How to Get a Forgivable PPP Loan SCAM! #Shorts

78 views · Apr 24, 2021

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Call of Duty

Payroll For Small Business

NEW PPP 1st time borrowers loan, PPP loan application for...

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<https://www.youtube.com/watch?v=GwRfChfDXE>



Javier Robles



I need a phone contact number

Hey Belinda Gonzalez, All our agents are busy at the moment. We'll get to you as soon as we can!

Chat and email have been no help

— Mel has joined the conversation. —

Hi Belinda How can I help you?

I need a phone contact please

I'm trying to cancel my etran I've emailed and chatted opened tickets but still have no resolution



Screenshot_20210406-015702_Samsung Internet.jpg

317 KB

Please allow me a moment to review account

Please tell me you are cancelling my etran.

sorry issues with my computer but im still here

give me a moment please

Is there a number I can contact to speak with someone over the phone?

Its almost been over an hour. Please I feel like I'm making a simple request.

Please help!

— Mel has left the conversation. —

Hey Belinda Gonzalez, All our agents are busy at the moment. We'll get to you as soon as we can!

— Javier Robles has joined the conversation. —

Goodmorning My name is Javier How can i help you Today?

Ok Let me Refresh Your Status

I need a contact number

I've waited over an hr and a half

SBA?

I just need to cancel my etran

sorry about that

If your app has been submitted, we can't stop it, but you can choose to not sign the docs when they get to your inbox.

I've been on chat and email several times with no help or resolution

you cant cancel Mr. Belinda

My app was denied but yall still have my etran

I need a contact number

It's a simple request cancel my etran my app was already declined

Please I have been trying for over a week to get this done

ok i can only do a call back ticket

I've already done that several times it's no help

we usually dont do calls only chats

Usually is not my case I need a contact number

I've done chat I've done email I've submitted tickets and yet yall still have my etran number hostage.



Screenshot_20210406-015702_Samsung Internet.jpg

317 KB

I just spent an hour and a half in this chat and absolutely nothing came of it

ok i see

give me a sec

Our headquarters are located at :
U.S. Small Business Administration
409 3rd St., SW
Washington, DC 20416
You can also contact individual SBA headquarters offices. Contact SBA's Answer Desk by email to answerdesk@sba.gov or call 800-827-5722 Monday through Friday, between 9 a.m. and 6 p.m. EST, or speak with an American Sign Language (ASL) interpreter via videophone at 855-440-4960.

Sba cant cancel the loan company is responsible for cancelling etran

Cancel my etran sba loan number!!!

— This conversation has ended —

Hi Belinda Gonzalez, how can we help you today?

To get the most up to date status,
Text the word Status to 833-321-1320

11:58 am

Cancel my etran loan number my loan was denied!

Hey Belinda Gonzalez, All our agents are busy at the moment. We'll get to you as soon as we can!



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Page created - April 28, 2020

Page manager location: United States

testimonies. This will help us to know exactly what customers are experiencing so we can continue to improve. The challenges we have faced behind the scenes have affected each of you, your businesses... See More

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Cindy Fernandez
I have requested my application withdrawal since Monday with NO answer or help. BA is holding my SBA app hostage and I can't get the lender who is ready and able to fund me. I've sent MANY emails and endless chats with ZERO response. PLEASE RELEASE THE SBA HOLD ON MY APPLICATION!!! Let us at least file with other lenders BEFORE funds run out. You are the WORST. Help us at least go somewhere else to get help!!!

Like · 4d 2

2 Replies

Cheryl Helt
I have chime & still don't have the option to update. I've been asking since I signed my docs. I have sent multiple emails to support along with spending countless hours yes hours on chat. This has been one of the most stressful experiences!

Like · 5d 7

21 Replies

Suzette Thomas
I have submitted my application and it's been in

https://www.facebook.com/cindy.cnaidez31/comment_id=Y298WVudDoyOTUuMTg1NjVjODG2NDIMjk1ODoNz4M4Nzc0TU48..._ft_tj=A2Dwa2DmwhO9eV8dZGvqN-1j47jz3IAQ6R1o4syeXB0mHDM5SOQ-1ahhMT6l8BvIqSPuFnMmQQUFPYdWVY-8MUg3ROZEYNUZA3yhc...

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2 Replies

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Like · 5d 7

21 Replies

Suzette Thomas
I have submitted my application and it's been in underwriting since April 15th. I understand you are behind from technical complications but if you could please let me know if there is something wrong on my end so I can take care of it while I'm patient... See More

Like · 5d 6

Tie Len
This still doesn't address why my application has been sitting in step 1 for over 3 weeks although you have everything you need. Address those that were asked to send in February 2020 Bank statements and we're still sitting in Step 1.

Like · 5d 23

37 Replies

Kel Dale

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Chaida Tucker
Blueacorn I give up. I have defended and recommended you to everyone. I know you guys are working really hard but most of use who had their deposits returned on the 6th feel left out or forgotten about. We can't get updates. There is no portal for no way to update anything
Like - 5d - Edited
20 Replies

Cheryl Helt
Blueacorn Still cannot update my banking information. This is absolutely ridiculous & I can't imagine to not be illegal in some sort of way. How is it some people are able to fix their banking information but not others? Is it because my loan amount isn't a big enough amount to be any sort of concern??? I could've received my loan today had I been able to change my banking info! Chat agents are completely useless to help after spending hours & the majority of today online with them being ignored & have gotten absolutely nowhere! This is affecting my life & others as well & all we all keep getting is be patient we are having issues smh I'm so fed up
Like - 4d - Edited
7

India DeLeon
Blueacorn I signed 4/7 I've waited the 10 business days no funds I've submitted tickets and no response chat is not telling me anything saying that it's against Sba regulations?? I'm not sure the hold up I have all needed documentation I'm just a sole proprietor and my loan is less than \$k I'm lost on what to do ??
Like - 5d
22 Replies

Kay Walters
Why is no one responding to emails and why is the chat so unhelpful. It's been 10 business days and I haven't moved to funding or received any updates.
Like - 5d
23 Replies

Gary Kibbe
I've been stuck at the waiting for the SBA approval for 3 weeks now I've emailed every possible person with no resources to call anyone and no response from anyone this is crazy
Like - 5d
14 Replies

Jade LaRoche
Also you need to go ahead and hire actual qualified chat representatives. I understand there is a hire out for

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Like - 5d
22 Replies

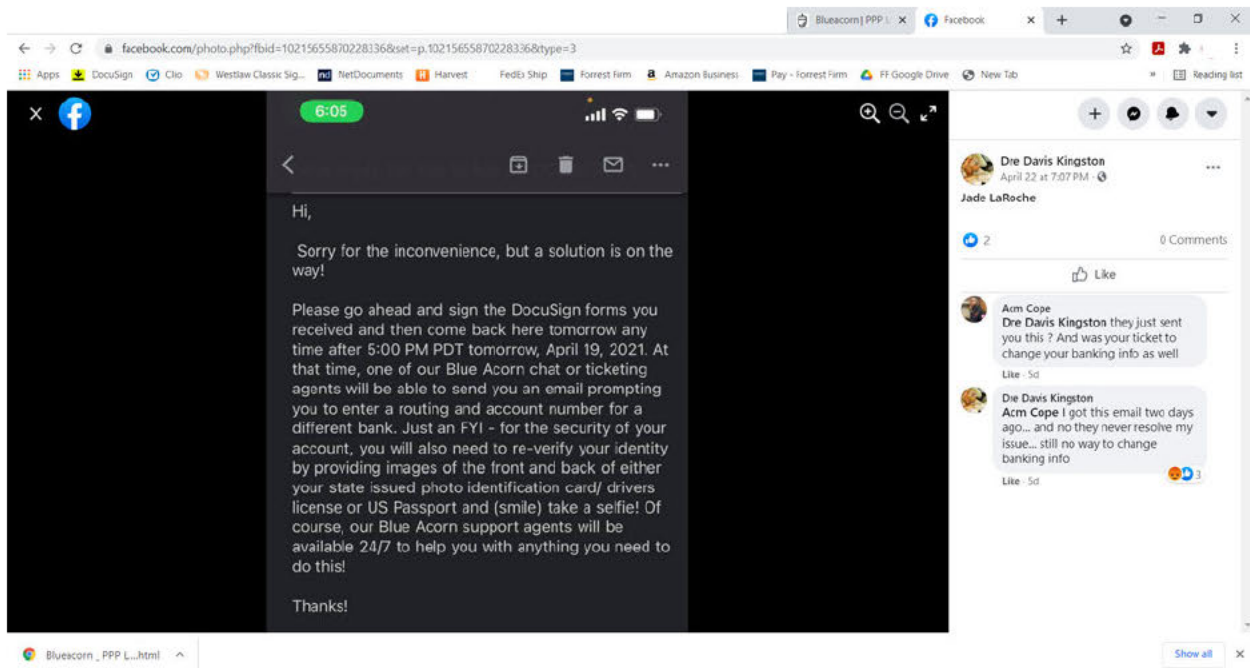
Kay Walters
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Like - 5d
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Like - 5d
14 Replies

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been in underwriting for 22 days when it should've been a one to two day process. I've sent tons of emails no response, no one in chat will help they claim to not have any info I have a ton of tick... [See More](#)

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Kc Campbell Thompson
Blueacorn hello???? We need answers plz

Like · 5d

Janaura Lively
Kc Campbell Thompson girl I'm so disgusted I just withdrew my application

Like · 5d

Kc Campbell Thompson
Janaura Lively I'm really thinking about doing the same but from what I'm hearing is that they're all swamped

Like · 5d

Nelbabi Milan
Janaura Lively u still can't go any place else and apply for the loan because they used your info to cash out your money from Sba

Like · 5d

Janaura Lively
Nelbabi Milan what is mean

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Arquiera Holt
Blueacorn applied back in March was Sba approved on April 5th docu signed on the 15th went to funding after changing bank information and doing I d verification have to wait to be cleared again we have waited almost a month the chat reps are horrible they are no help they give u the run around

Like · 5d

Don Bino Dinero
Arquiera Holt did u start all the way over or what?

Like · 4d

Arquiera Holt
Don Bino Dinero yes

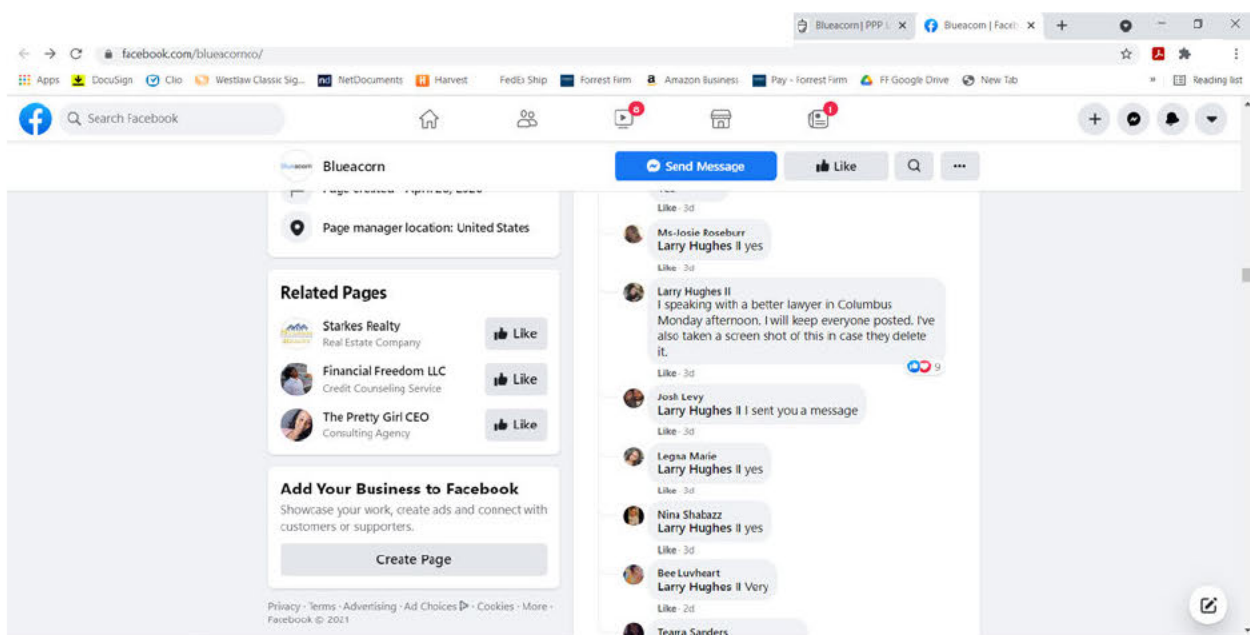
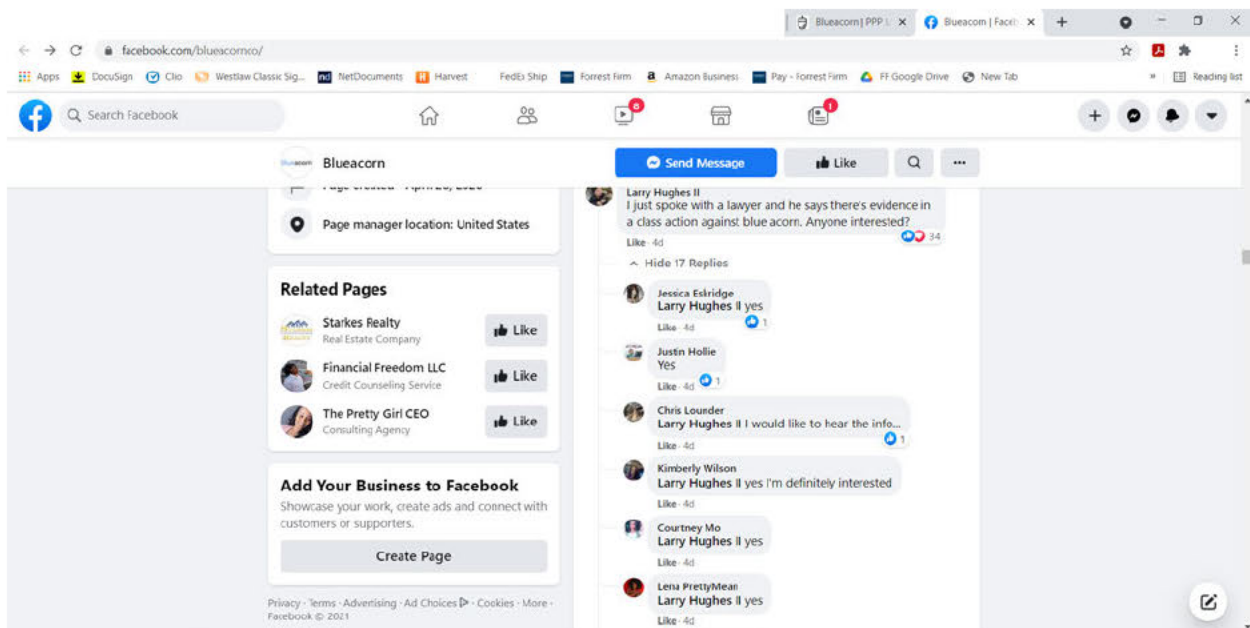
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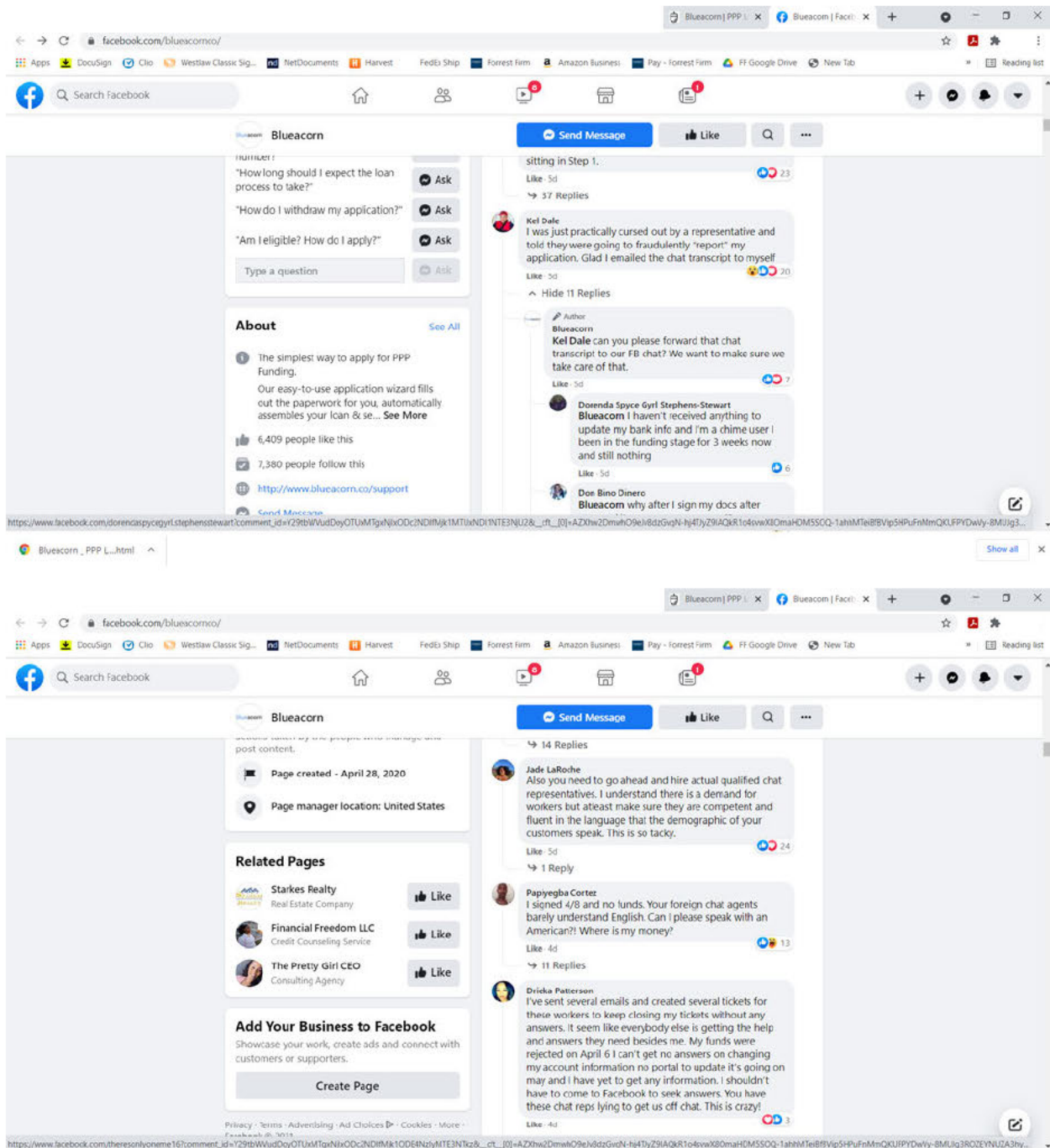
Don Bino Dinero
Arquiera Holt ain't no way I woulda tried dem again..yeen see u was approved then they unapproved u claiming that can't process ur app cause you ain't verified but they processed it perfectly before you had to update ur bank in there was no problem? Sm... [See More](#)

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minutes to withdraw my contract loan from the SBA so I can go with a local bank you've held me up for three weeks. This is absolutely ridiculous I will take legal action if I do not get my PPP that has been approved withdrawn so that I can go with a local trusted bank that has humans. Regardless your efforts replying does nothing it just gives us false hope

Like · 5d · 6

Nelbabi Milan
Blueacorn you STEAL YOUR CUSTOMERS INFO TO ONLY CASH IN THEIR SBA LOANS AND KEEP IT FOR YOURSELF!! Tell the truth!!! Tell everyone how u stole someone's log in info and stole 1800 out of her bank account!!! EVERYBODY GO AND GOOGLE BLUE ACORN BBB!!! BLUE ACORN HAS TERRIFYING & HORRIBLE REVIEWS AND THEY AREN'T EVEN AN ACCREDITED BUSINESS THROUGH THE BBB!!! THEY HAVE AN F!!!

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Devan PhoenixJustice Jones
Same thing here. I can not update my bank info

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#blueacorn

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Take a look at this helpful article on how to track Paycheck Program Funds and expenses to avoid future challenges. [#blueacorn](#)

...see more



How to track Paycheck Protection Program funds and expenses | AZ Big Media

azbigmedia.com

4

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Anthony Morales • 3rd+

Content Creator at YouTube

3d •

Please be careful! There is an [#SBA](#) [#PPPloan](#) scam happening. This [#BlueAcorn](#) scam already has over 3 million views on [#YouTube](#)

DO NOT GIVE YOUR INFORMATION!
THEY DO NOT GIVE LOANS! [#scam](#) [#money](#)

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Andrew A. • 3rd+

Love Working with Companies & Business Owners | PPP Funding | Mortgage Fi...

1mo •

Until the [#ussenate](#) votes to extend [#smallbusiness](#) [#PPP](#) loans, the deadline is still March 31st. It's already passed the [#uscongress](#).

[...see more](#)

Contacting U.S. Senators

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Senators of the 117th Congress All questions and comments regarding public policy issues,...

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Estelle Di Lucia • 3rd+

Global Partnership Development Director at Digital River

1mo •

When Local Shopper Experience is truly Local!!! [#digitalriver](#) [#blueacorn](#) [#shoplocal](#)



Digital River

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What does it take to sell like a truly local company in new global markets?

The cold, hard truth a localized experience goes beyond language ...see more



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3

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We may see an extension after all.



idea < DRIVER

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"The nearly unanimous vote came after several dozen business groups, including the AICPA, endorsed the PPP Extension Act of 2021, H.R. 1799, which extends the filing deadline for PPP applications by 60 days and provides an additio ...see more



The House voted to extend PPP for two months. Here's what happens next

cnbc.com • 2 min read



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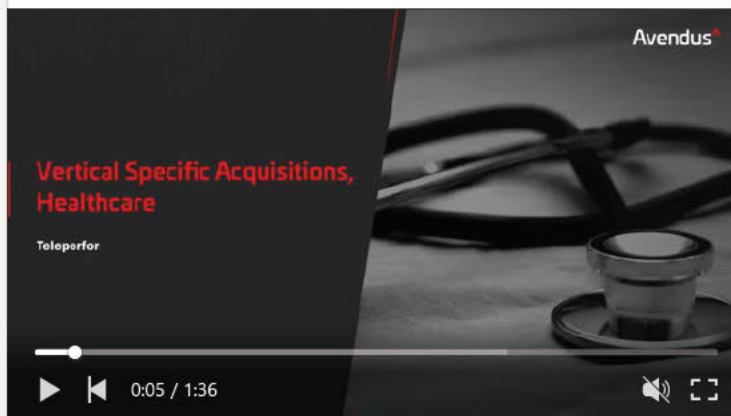
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With the year-end fast approaching, October saw some noteworthy acquisitions in the Enterprise Technology & Services sector. Download our newsletter to get more insights into these key global movements, today. <https://bit.ly/3o4rSCL>

Infosys, Teleperformance, IRI, Enimbos, OpusLine, RSI, Momenton, Cloudbakers, Genpact, Something Digital, Salesforce Ventures, Sunstone Partners

#InvestmentBanking #Aventus #Investment #ETS #Enterprise #Technology
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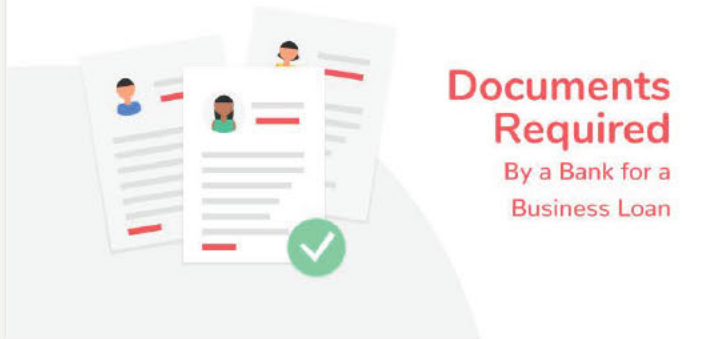
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Typical Documents Required by a Bank for a Business Loan:

1. Aadhaar Card
2. Passport

...see more



3 17 comments

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Sandy Milone • 3rd+

3w ...

California girl living in Missouri

Can someone from blue acorn call me. I need help with my application and I'm not getting a response online. Sandy 949 533-7949

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Chris Lounder • 3rd+

1w ...

Chief Executive Officer at Llama Eats/Cruiser Travels

Sandy Milone Did you actually get your money deposited?

Like | Reply



Tiffany Moore • 3rd+

1w ...

Please help, I've been SBA approved for 10 days and have yet to receive any updates or docuSign

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Chris Lounder • 3rd+

1w ...

Chief Executive Officer at Llama Eats/Cruiser Travels

Tiffany Moore Agreed 100% I will do that. I hope I get to say I was wrong about them being a scam but the experience I had when chatting with Hazel was shocking...

Like | Reply



Christopher B. • 3rd+

1mo ...

Clinical Research Associate at COTtr Research

This website is a scam

Like 2 | Reply | 2 Replies



Tatyana Phillips • 3rd+

2w ...

Why you say that ?

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Just finding this out now...have you gotten anywhere? Did you get a PPP loan elsewhere?

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Alfean Johnson-Wade • 3rd+
Owner at Housekeeping Plus More

5d ***

I want to withdraw... cancel my Tran number... I haven't heard from anyone I'm done .it's a scam !.it's been almost 4 weeks. I'm reporting you to the news stations and federal government...today My name is Alfean Johnson Business Housekeeping plus more

Like | Reply



Chris Lounder • 3rd+
Chief Executive Officer at Llama Eats/Cruiser Travels

1w ***

THIS COMPANY IS A SCAM! PLEASE BE WARNED! PROVE ME WRONG AND I'LL REMOVE THIS IMMEDIATELY!

Like | Reply



Tiffany Moore • 3rd+

1w ***

[BA Co help](#)

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Arizona Hispanic Chamber of Commerce: Promotes the success of Hispa ...see more



2 1 comment

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We can help apply you for PPP funding before the opportunity is gone!

[#BlueAcorn](#)



3 Days Remaining



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Do you know you have a higher chance to qualify for a PPP loan? Check our list!



Who Is Eligible for a PPP Loan?

...see more

Who is Eligible

For a PPP Loan?

- | | |
|--|------------------------------|
| 1 A small business with fewer than 500 employees | 3 Independent Contractor |
| 2 Sole Proprietor | 4 A Self-Employed Individual |
| | 5 And More! |



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108 followers

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There is no extension for PPP funding at this time and time is running out! Let us help you get the financial support you need.

...see more



5

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108 followers

10mo •

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How much does Blue Acorn cost? It's FREE! Our service is 100% FREE because The CARES Act mandates banks pay us a fee, if they approve your loan. That means, we don't get paid, if you don't get funded. This ensures we're working hard ...see more



1

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108 followers

11mo •

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The first round of funding ran out in 10 days. As soon as you apply through Blue Acorn, we'll make sure you've secured your spot in line, so you don't miss out twice.

...see more

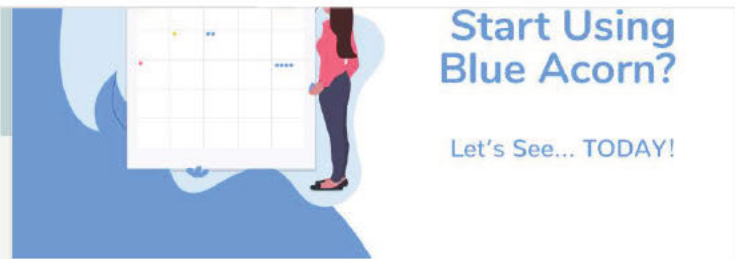


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12 documents you need before applying for a PPP



1. Basic info about your business and how to contact you.

...see more



3

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The time to apply for your PPP loan is running out! If you have questions on any part of the process we can help answer them!

...see more

blueacorn

11

Days Remaining for
PPP Loan Approval

Apply Today



2

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Learn how Blue Acorn can connect you with lenders that will help you during the health crisis.



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Business Profile

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Accredited

Blue Acorn



7014 E Camelback Rd
Ste 1452
Scottsdale, AZ 85251-1227



<https://blueacorn.co/>

Contact Information



7014 E Camelback Rd Ste 1452
Scottsdale, AZ 85251-1227



<https://blueacorn.co/>

BBB Rating & Accreditation



THIS BUSINESS IS NOT BBB ACCREDITED

Years in Business: 1

Customer Reviews are not used in the calculation of BBB Rating

[Reasons for BBB Rating](#)

Customer Reviews

★ ★ ★ ☆ ☆ **2.84/5**

Average of 206 Customer Reviews

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Customer Complaints

25 complaints closed in last 3 years

25 complaints closed in last 12 months

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BBB Tip: Payday Loans

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Customer Complaints

25 Customer Complaints

Customer Reviews

206 Customer Reviews

Business Details

Location of the Business

Location of this Business

7014 E Camelback Rd Ste 1452, Scottsdale, AZ 85251-1227

BBB File Opened: 3/11/2021

Years in Business: 1

Business Started: 4/8/2020

Type of Entity: Sole Proprietorship

Business Management

Mr. Jimmy Flores, President/Co-Founder

Contact Information

Customer Contact

Mr. Jimmy Flores, President/Co-Founder

Additional Contact Information

Email Addresses

[Email this Business](#)

Sales

[Email this Business](#)

Technical Support

[Email this Business](#)

Customer Service

Business Categories

Loans

Loan Servicing

Local BBB

Better Business Bureau Serving the Pacific Southwest

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Blue Acorn

7014 E Camelback Rd
Ste 1452
Scottsdale, AZ 85251-
1227

<https://blueacorn.co/>



Tina L

★★★★★ 1 star)

05/03/2021

I applied for a loan with Blue Accorn 4/2/2021 it is now 5/3/2021 I was approved by the SBA rather quickly 4/5/2021 I DID NOT receive docuSign until 4/19 which took almost 2 weeks and should ONLY take 1-2 days as they stated however it has been PAST 10 business days since signing and I have not been funded and I do not have chime I find it extremely unmoralistic of the company that others who have signed/applied after me have been funded I've talked to a total of 12 chat agents they either leave, give very generic messages, or simply ignore you for hours! I've been trying to contact this company for WEEKS they don't care about the livelihood of their clients it's so disheartening what they're putting people through they are not following any guidelines promised to customers I've seen people waiting 20+ business days for funding I am very scared that will be me soon I don't know what to do with business derailing daily I am very shocked blueacorn is treating us like this.



Eunice P

(1 star)

05/03/2021

I was not able to get funded through this company. My application stayed in Processing Status after they told me that I had to resubmit my Driver License & Schedule C. I reached out to them many times to inquire about my status. When I finally was able to correspond to an actual real person; they were rude & inconsiderate. It's awful that a company like Blue Acorn exist.



Christal T

1 star)

05/03/2021

I honestly believe this is not a legit company. The day I applied for a PPP loan I received multiple Spam emails from lenders offering loans. I then discovered the third party they uses Plaid to verify your bank information, my bank notify me that it was sharing my bank info with Lending Club and Robinhood why I asked! When I reached out to Blue Acorn about this no response. When I reached out to my bank uneasy at this point of the process to revoke access to Plaid and to Blue Acorn within hours I received a email from Blue Acorn saying my application was denied! I would suggest anyone using their service to change their banking log in info immediately.



Jan R

1 star)

05/03/2021

No communication. I understand it is a busy time... I took my chance with a new company and they haven't fill filled a single action they said they would take. No daily communication, not anything is quick, nothing....



Hal G.

(1 star)

05/03/2021

Piss poor communication and service with absolutely no customer service telephone contact!!!



amanda f

1 star)

05/03/2021

I submitted my application on 5/1/21. Their site says 1-2 days to SBA. There is no

update on my application, it stays on review. When you try to email them, its returned unknown. I feel like this company is a scam. There is no way to contact them and they have all my

personal information and no updates. Other people are getting their money in 1-2 days. I wish had never used them.



Kendra S

★☆☆☆☆ (1 star)

05/03/2021

This company lacks customer service and tells lies to get them through. I have been waiting to be funded for almost 30 days now with no resolution as to why. I have a real bank account no chime bs and a legit business. They tell me there is nothing wrong with my app and the at they are just awaiting funds. How can you be waiting for my funds for 30 days?????



Mike V

★☆☆☆☆ (1 star)

05/03/2021

RUN!!!!!! Please people don't go here. They will not follow through or have any kind of contact with u and will not help u in any way, shape, or form.



Nathan L

★☆☆☆☆ (1 star)

05/03/2021

This is a fraudulent company!!! I Applied for ppp in early March and still have not received money. SBA informed me that they funded my loan to Blue Acorn on March 20. SBA even gave me my loan number that they have already funded to Blue Acorn. I have tried contacting Blue Acorn everyday for weeks and they continue to reply the same generic message that I have a duplicate loan. This a fraudulent company and stole my money!



Natasha T

★☆☆☆☆ 1 star)

05/03/2021

Terrible .. unprofessional... not communicating Dont use BLUE ACORN the lenders are terrible



David C

★☆☆☆☆ 1 star)

05/03/2021

I started this process in March of 2021 - we are in May now - and I have no funds - I signed DocuSign on 04/09 - they have no phone number - they have automated chat replies and do not reply to emails - I have a loan number and approved on the SBA website - I feel like this is illegal. I am sooooo beyond frustrated.



Todd H

★☆☆☆☆ 1 star)

05/03/2021

Blue acorn cost me my ppp relief fund total scam who got rich on this one????



Sarah F

★☆☆☆☆ 1 star)

05/02/2021

DO NOT USE THIS COMPANY!!! Do not know what they are doing and unresponsive. Go to a local lender and let them handle the PPP loans. Don't waste your time with them.



Craig M

★☆☆☆☆ (1 star)

05/02/2021

No protection for the public,where is the BBBSO MANY SCAMS



Kathy M

★☆☆☆☆ (1 star)

05/02/2021

Man oh man. My mother died at the beginning of this year while I worked two jobs to help my dying business. Trusted blue acorn with my PPP process after losing my job and relying solely on my business to help me and my family make it and blue acorn had taken away the last sense security I had. They had access to my person, professional, and financial information. Roped me into a SBA loan number so I couldn't apply anywhere else and here I am stuck in a loop hole of verification and documentation struggling as a legitimate business to not get lost in the bustle

Case 5:21-cv-00251-BO Document 1-9 Filed 06/10/21 Page 39 of 66

ot take scammers blue acorn nas already approved and tunded. Please god help us all.



Desjon H



Been waiting on my funds for almost 2 weeks and haven't got anything is this really a scam ?



Earnbroshorn Walker

★★★★★ (1 star)

05/01/2021

Blueacorn has not been very good. I signed documents on 3/30 went into funding that day. And been stuck there every since. Chat sucks. I banked with chime who stop accepting ppp from blueacorn and capital plus funding. My sba says current dispersed and I haven't received nothing. All I keep getting is generated messages. People who did application after me are getting portals to change their banking and I'm still stuck



Jerome S

★★★★★ (1 star)

05/01/2021

This is such a horrible experience. I signed my ppp loan documents on 4/9/21 & I have been waiting over 3 weeks for funding. Whenever I chat or submit a ticket specifically regarding my loan, I received the same generic message that everyone else has floating around from Blue Acorn. There is no contact to speak with a real person. This has been a nightmare. I applied since 4/1/21, this is almost coming on a month. The lack of support and transparency is disheartening. I hate that I used this company. It's starting to feel as if I have been scammed.



Soferia C.

★★★★★ (1 star)

05/01/2021

I have did everything asked of me. I have sign my docu sign over 3 weeks and now nothing I contact some they said everything looks good and will be in contact daily this is not true I have sign these documents with my signature. customer service is a joke bc they say we will check on it but can't give me any answers. I'm highly upset.



sam h

★★★★★ (1 star)

05/01/2021

Blueacorn is used by people that steal social security and apply for a loan under your info and blueacorn instantly approves it and while you try to get in contact with them they tell you they will take care of the issue but never do anything! they work with the scammers



George L

★☆☆☆☆ 1 star)

05/01/2021

If there were less than 1 star, that's what they should get. Complete scam. They take your info and sell it with no intention of getting you the loan. I never talked to anyone and got robo email. There are no people doing customer service. Protect your info and do not use blue acorn .



Antonique B

★ ★ ★ ★ ★ (1 star)

05/01/2021

This company is a total fraud needs to be investigated by the FBI. I signed docs for a ppp loan on 3/18 I have not been funded and there's no communication. Now I'm responsible for paying back a loan I did not receive



AaronG

★ ★ ★ ★ ★ (1 star)

05/01/2021

Filed a PPP loan a month ago still on stage one of their process, they will not reply to messages and their phones seem to be off the hook. not sure whats going on communication is not forth coming.



JordanH

★ ★ ★ ★ ★ (1 star)

05/01/2021

An Open Letter to Blue Acorn Ownership/Management Attn (all publicly available): Nate ****, Stephanie *****, Michael ****, Robert *****, Cody ***** It is true that you are processing the funding of PPP loans. In that respect, your company is not a scam. However, you are

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delayed beyond what is appropriate - as you well know, the SBA requires that approved loans in their system, are dispersed within 10 days from their approval. While some people have been serviced within this guideline, numerous people have not. You need to fix this situation, and

fund approved loans within the timeframe that is required. With the above said, while the delay issues need to be fixed, a far more egregious issue is your poor messaging, inefficient customer service, and lack of transparency. You are all cowards, and lack common human decency. Even for those you are facilitating close to your stated timeline, your poor messaging and lack of appropriate customer service, is causing unreasonable stress and anxiety. Then there are those who have had patience themselves in waiting weeks and even months since signing, yet you show no respect by presenting lie upon lie. And remarkably, with management that includes people with a quality education and significant business experience, you are not very smart. Any reasonable business person, would understand that a few hours changing some language on your website, emails, texts, and canned chat support responses, to better describe the realities of your process, would have tremendous benefit. It would both prevent the anger and anxiety you have caused your customers (that is Business 101 for customer service), and would significantly lower the demand placed on your support avenues (chat, emails, etc...), of which you are remarkably unresponsive to, or egregiously inappropriate (e.g. service in chat literally lying about people having SBA issues when they do not). Of course, people in general are forgiving, and you have numerous customers who have been waiting weeks, if not months, for processes that you state should take days. Certainly, a majority of your customers who are struggling and need their PPP loans, are showing a far better character in their patience, than you have in servicing them so poorly, doing so while hiding behind some fancy web site. You owe it to your customers to put a name on a statement and apologize for this embarrassingly bad service that is causing stress, anxiety, and real issues for many of your customers. You owe it to your customers to put language in your timeline that is honest, or at least clearly offers some asterisk of potential delays (not just doing so after you have misperceived people and they reach out). You owe it to your customers and future customers to change your current messaging that says you will service loans within 14 days with some statement that notes the realities of the inaccuracy of this. You owe it to your customers to change the messaging in your timeline text that says 'Your app has been SBA approved! We're generating loan docs...and will send them to your email within 1-2 days' when you do not send them within 1-2 days. You owe it to your customers to change the messaging on your web site timeline that says 'We have generated all of the loan documents necessary to be signed and sent them to your email via DocuSign' when this is a lie. These documents are not sent to the customer email (if they were, customers would receive them in minutes). You owe it to your customers to change your Stage 5 statement in your online timeline about generating documents as it simply repeats the statement from Stage 4. Seriously? You do not see how amateurish this looks? You owe it to your customers to not send a text that lies in saying 'we initiated your PPP funds transfer from the government! It usually takes 2-4 days to hit your account' when you do not initiate the transfer from the government, as PPP loans are funded from the lender. You owe it to your customers to not send an email immediately after signing that lies when it says: 'We've just submitted your loan request directly to the SBA for funding. They usually take about 1-3 days (depending on working days), and will be transferring your funds directly to this account...' when you do not send information directly to the SBA for funding, and that it will not take 1-3 days. You owe it to your customers to not send a text immediately after signing that lies in saying 'we submitted your loan to the federal reserve for funding. They will transfer it to your bank account in 2-4 business days' when you do not submit the loan to the federal reserve for funding since the lender funds the loan. And are you really that inept that you have an email sent that says '1-3 days' at the exact same time you send a text that says '2-4 business days'. Of course it is neither, but you might consider at least being consistent. You owe it to your customers to have chat reps who are trained well enough that

they do not automatically revert to random canned responses that have nothing to do with what is asked. You owe it to your customers to have chat reps who are trained to not revert to a statement that the 'SBA found an error' when that is a lie. Do you not understand how much anxiety that would cause somebody waiting on a process and needing funds to help them manage? You owe it to your customers to not hide like cowards behind your fancy web site, and rather, come forward and put your name on a statement that offers some perspective, clarity, and sensitivity. You are operating a business that takes personal information from people and services them in what is a very sensitive issue for their lives – managing in these difficult times. Again, you have inappropriate and unethical delays by SBA standards. But at least have the common decency to fix the simple messaging issues, so there is more transparency about the realities of the process, and not continuous falsehoods. And stop being so cowardly, and rather, take ownership of the situation, and be more transparent yourselves, in putting a name on the dynamics, acknowledging them, and sharing your effort to fix them. Respectfully



Noel B

★☆☆☆☆ (1 star)

05/01/2021

I ONLY shared my info with Blue Acorn, and within a few days, my acct has been hacked and someone zelled all my money to a phoney acct beware!!



Walter G

1 star)

04/30/2021

This is the worst company ever made. Worse mistake of my life!



Shala W

1 star)

04/30/2021

Blue Accorn is a scam. They oversell time frames that they can not meet and communication is abysmal. I asked several times to be withdrawn after waiting weeks. Told me they submitted the withdrawal and please allow 24 to 48 hrs for it to reflect in their system. Well when I waited in queue on their text message system several days(only way you can communicate with the company) sometimes not getting any answer at all. I receive the same message please allow... 24 to 48 hours. Withdraw my application and I will warn others stay far away from this company!



Svea B

1 star)

04/30/2021

I filled out a simply online questionnaire to see how much my small business would qualify for . After completing the "questionnaire that ended up being a simply application, I was told I qualified for a PPP loan. I still had questions so I started researching the company. I became worried about the number of videos from people who promote using blue acorn that seemed to be outright fraud. I have attempted to cancel the loan twice but the emails are coming back as undeliverable and in the meantime I keep getting updates that my loan is approved. I just want to stop the loan. I have been waiting for my money for over a month and have not received it yet. I am so frustrated and angry. I will warn others stay far away from this company!

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to stop this process as I have no terms and conditions from Blue Acorn so I don't know what my obligations will look like. I spoke with my bank and they said if I do not sign the documents then the loan won't go through and I can apply with a company I feel more comfortable with.



Tacoiya L

★★★★★ 1 star)

04/30/2021

Horrible company they lie and hold your money they won't withdraw just stuck!!!!ive emailed both the company and the lender to try to get assistance no response. I also chatted and their agents just reply with generic responses and don't try to assist! How does Sba show me approve in their system but blueacorn hasn't even notified me !!!!



Valerien

★★★★★ 1 star)

04/30/2021

Horrible experience it took them 3 weeks to accept my application then 4 more weeks because the bank account info was wrong so they rejected my funds in my bank and sent the money back to the lender I haven't heard back from them they don't answer my emails or chats they are a horrible company my business is going down hill because I can't get a reply or my funds



Jasmine G

★★★★★ 1 star)

04/30/2021

I would give zero stars until funded. I have been in funding status since 4/9. I do not bank with chime or had to update or change any bank info. I did not get any emails regarding anything else but the last email on 4/12 stating to wait 7-10 days for funds to arrive. It's now day 15 and I have not got anything. Soon I will be looking into legal action because this is unacceptable. IN SBA it shows - ACTIVE UNDISPERSED...We have been forgotten about and no one reaches out just to same stuff about waiting. I need assistance ASAP before I take legal action.



dBake

(1 star)

04/30/2021

Idk who you folks are saying they did anything for you.. I bet you're lying. I fell for it.. a month ago.. nothing has happened. They have my info and there is no way to actually contact them. They should be investigated. My outlook has been trying to send an email for a week.. but it keeps timing out.



Sandra H.

(1 star)

04/30/2021

I was approved for PPP loan with this company over a month ago! My funds were sent back by my bank so I have been trying to update banking info for 3 weeks and all I'm getting is auto generated emails! When I login to my account it's asking me to submit application!! I submitted application and was approved in March! This has been a horrible experience!!



L L

(1 star)

04/30/2021

IF THERE WAS A NUMBER 0 THAT WOULD BE MY RATING I FILED 3/25. I SIGNED DOCUSIGN 4/2 I WAS APPROVED BY SBA 4/4. I USED CHIME BUT **** ***** HAS NOT EVEN TRIED TO DEPOSIT INTO MY CHIME ACCOUNT. THEY HAVE NO WAY OF UPDATING YOUR BANK INFO

UNTIL YOUR REJECTED. SO THEY ARE JUST HOLDING FUNDS FROM THE SBA. I HAVE 15 TICKETS THAT ARE WAITING FOR A RESPONSE BECAUSE THE ONLY SEND AUTO RESPONSES SAYING "10 DAYS AFTER SIGNING ILL HAVE MY FUNDS" BUT IT HAS BEEN 20 BUSINESS DAYS AND STILL NOTHING. NO FUNDS AND NO ANSWERS. EVERYDAY FOR 3 WEEKS I HAVE BEEN CHECKING MY STATUS LOGGING IN AND ON TEXT. LOGGING IN SAYS IM IN #5 JUST WAITING ON FUNDS. MY TEXT SAY 2-4 BUSINESS DAYS MY MONEY WILL BE IN MY ACCOUNT. LAST WEEK I RECEIVED SOMETHING FOR ME TO DO SECOND VERIFICATION AND STILL ITS NOT UPDATED. THEY ALSO TOLD ME THIS DOES NOT START THE TIME OVER SO IM AT 20 BUSINESS DAYS TODAY FROM SIGNING. NOW I JUST WANT TO WITHDRAW THIS APPLICATION AND JUST APPLY SOMEWHERE ELSE BUT THEY ARE NOT RESPONDING TO THAT EITHER ITS LIKE THEY ARE HOLDING FUNDS FOR THE PEOPLE THEY KNOW SO THAT BY MID MAY WHEN FUNDS ARE GONE WE WILL JUST BE STUCK PAYING BACK FUNDS WE WERE NEVER DISPERSED. I PRAY I GET ANSWERS SOON BECAUSE I THIS POINT MY BUSINESS IS FALLING AND THESE FUNDS I HAVE BEEN APPROVED COULD HELP.SOMEBODY PLEASE HELP. ALSO I WILL WRITE TO CAPITAL PLUS FINANCIAL WHICH IS THE BANK THEY ARE CLAIMING WHICH I WAS TOLD BLUEACORN IS CAPITAL PLUS FINANCIAL LLC IN BEDFORD TEXAS. I HAVE EVEN TRIED TO REACH OUT TO F***** G*** WHICH IS THE LOAN OFFICER ON MY DOCUSIGN APPLICATION BUT STILL NO ANSWER. THANKS FOR YOUR TIME I HOPE I CAN GET HELP WITH THIS BECAUSE I TRUSTED THIS COMPANY WOULD BE RIGHTEOUS BY ME. AND THIS IS A TOTAL DISASTER.



Victor G

★★★★★ (1 star)

04/30/2021

Application Submitted on April 3rd... Been approved etc... Today is April 30th... Nothing



Ja G.

★★★★★ (1 star)

04/30/2021

THIS IS A SCAM. BE VERY VERY VERY CAREFUL. SANTANDER BANK IS INVOLVED IN INVESTIGATING THIS SITE PLEASE PLEASE STAY AWAY THIS IS A SCAM SITE DO NOT UNDER ANY CIRCUMSTANCES GIVE YOUR BANKING INFORMATION TO THIS SITE I HAVE INTERACTED WITH THEM PLEASE BELIEVE ME THIS SITE IS A SCAM. PLEASE. STAY AWAY SANTANDER IS FILING PAPERWORK WITH AUTHORITIES TO SHUT THIS DOWN DO NOT INTERACT WITH THEM THIS IS A SCAM



C Bryant

If I could give zero stars I would. I've been waiting to be funded for 3 weeks now. I don't even get the daily updates anymore that was stated in the beginning. No one joins the chat option and they don't even respond to emailed tickets. They have the worst customer service. Can't even get in touch with a live agent and they have all of our valuable information.



Hope C.

★☆☆☆☆ (1 star)

04/30/2021

NEVER RECIEVED MY FUNDS IT'S BEEN OVER A MONTH SINCE I'VE SIGNED MY DOCUMENTS LEFT A MILLION SUPPORT TICKETS WITH THEM AND THEY SAID THEY WOULD LOOK INTO IT AND NEVER HEARD ANYTHING BACK. THAT WAS WEEKS AGO.



Gregory P

★☆☆☆☆ (1 star)

04/30/2021

Sweet Jesus I wish I would have looked for this first I'm the same as 99% of the people that are on here riding I'm 11 days out they keep saying it could take some extra time I have a feeling this is all a bunch of BS. I'm going to get online apply with my bank right now to try to see if I can still get this to happen and I'm like the last person I read down here I think it's time for everybody to get together and call the FBI on these people. Could be a strong chance that they're depositing this money and using as a float to do whatever. I'm still puzzled about not being able to call the SBA and find this loan. I got the first one successfully in less than 3 days now here we are with these knuckleheads. Anybody game for a class action lawsuit



alan k

★☆☆☆☆ (1 star)

04/29/2021

This company is 100% fraud. They fake as they are a PPP loan middle company that facilitates loans to the SBA. They get your bank information and your personal information to then sell it on the black market. Then companies try to steal your money out of your bank account and identify theft. This company needs to be indicted and the CEO and CFO go to jail. I am sure they will. Stay away!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!



Tiara T

★☆☆☆☆ (1 star)

04/29/2021

This company is a SCAM! I applied for the ppp on 4/2, SBA approved with a active loan number since 4/6. I've patiently waited and waited on my documents, today is 4/29 and I still have absolutely NOTHING. The chat option is a joke, different agents tell you different lies everyday. I've sent several emails, support tickets, reached out on social media and nobody responds. At this point I'm really worried because they have my personal information on file. I'm sure after this review something will mysteriously happen to my application or I will get mysteriously denied even after I been SBA approved with a active undisbursed loan number, but I would rather warn the next person so they won't go through what I'm going through. If you are a small business looking for some help to restore your business after being hit hard by the pandemic please DO NOT GO THROUGH BLUE ACORN, save yourself the headache.



Carmen R.

★☆☆☆☆ (1 star)

04/29/2021

Sba says it's 10 day payout from when you sign your docsigns. I am on day 20 no funding. I

don't know what else to say. I followed all protocol. I'm here now..just dissappointed really. not even mad.



Brian S

★ ★ ★ ★ ★ (1 star)

04/29/2021

I wish I would have researched them first. no telephone #, not a SBA PPP Lender, ADDRESS IS NON EXISTENT. I had to change banks, shut down credit, and am praying nobody is out there with all my info getting loans and cashing in on my name, bank, and credit.



Leonard V

★ ★ ★ ★ ★ (1 star)

04/29/2021

Please read the nearly 100% negative reviews that have been left on this site. Where there is smoke there is fire every single thing that people are experiencing I am now experiencing. This is not about being overwhelmed with applications this is about stealing your personal information. I have tried to cancel my loan application and go with another lender with the problem now is that the funds will be exhausted before that happens. Blue acorn is kicking my emails back through Google like other complaints below and I'm getting conflicting reports through the chat system. I'm fearful I'm going to be on the hook for a \$6,000 loan that I never received.



Deshirnette W

★★★★★ (1 star)

04/28/2021

I submitted an application for a PPP on 4/14/21 and received an email that it was submitted to SBA on 4/15/21. Then on 4/16/21 until today, 4/28/21, my PPP application has went backwards as if it was never submitted. I haven't applied with another company nor have I received a PPP in the past. There is no telephone number on file and I have sent several emails and no response back from Blue Acorn! Please assist me with this matter!



Don A.

★★★★★ (1 star)

04/28/2021

I have been lied to as well . For the past two weeks i have been told it is going to get depoited within 24 hrs and still nothing. I tried calling them and capital plus financial neither firm responded .



Eriq J

★★★★★ (1 star)

04/28/2021

If it were possible to leave 0 stars I would. I mean the absolute worst experience EVER. The application process was simple and I started getting emails immediately about my status. For an entire month, my status stayed the same. It was always the standard answer, we are working hard as we are busy. For a month again my status said the same. regardless of the chat person that you spoke with as you could never reach anyone by phone. The BBB needs to shut them down and this is fraud. How can a person get a PPP with this mess going on. The government needs to act as well





Richard J

(1 star)

04/28/2021

Same issues with this group. No recent communications. Support tickets get returned from the email inquires on funding solutions to my CHIME account. Stuck in 4th step "transferring funds" for almost a month now. Can't re-apply to SBA until this contract is withdrawn?? If SBA can't or won't cancel the "funded" application I'm stuck and out 9k. Unbelievable if this money never shows up and I miss the program deadlines in May because of this company. Stay away! And I hope the owners of this company and the parent company see jail time!!



Lola MD

(1 star)

04/28/2021

I applied for PPP loan 3/25 and still hasn't received any information regarding the loan. I sent several tickets and all unanswered. My status changed to submitted to SBA over 14 days ago and still no update. They were sending daily emails and that stopped. 5 people who applied after me have ALL been funded. I recently went to cancel my application and still nothing. There is no button on their site to cancel your application. Use this company at your own risk.



Elieanay T

(1 star)

04/28/2021

Blue acorn has not responded took all my information and will not reply to any emails. I have submitted my information and they have all my sensitive data. Nothing has been made will go to an actual bank for this instead! Don't use blueacorn!



DonnP69

(1 star)

04/27/2021

This process shouldn't be this long. They won't respond to any emails at all.



Bh B

★☆☆☆☆ (1 star)

04/27/2021

Waiting forever! This is ridiculous! Chat is sad they are not professional



Brandi H.

★☆☆☆☆ (1 star)

04/27/2021

I applied for a PPP loan on 3/30/21 through BlueAcorn who is funding through Capital Plus Financial. When I applied I was told they were funding in two weeks, however shortly after we were asked to give them 21 days due to all the applications. I received documents to sign on 4/9 and completed them depending on time zone it may be 4/10. However, we are now past the 10 business days and I have tried to reach out for assistance and BlueAcorn/Capital Plus Financial has been no help. You reach out to a chat representative and they tell you they can open a ticket but can't tell you anything, when you look online they have not opened any ticket. . When you file your own ticket through support you get a generic "please wait 10 business days" and you can't respond to the emails as your reached with an error message. Capital Plus has been no help as you hold for 30 mins to an hr and you are told we don't know what is going on I'll open a ticket. Your customers are wanting real answers.



Tiara T

★☆☆☆☆ (1 star)

04/26/2021

Blue Acorn is a total scam!! Don't apply with this company. I applied on 4/2, SBA approved on 4/6, and ABSOLUTELY NOTHING since then, I have tried contacting them thru live chat, countless emails. And nobody has replied nor helped me resolve this issue. They lie to you everyday. They are not consistent. At first I believed this would be a great company to apply with, but this has been the worst experience of my life. My business has suffered so bad throughout the worldwide pandemic and for once I was hopeful that my business would get some help, until I ran into this total nightmare. I'm sure they will find some way to deny my application after this review, even tho I'm SBA approved with a active loan number. This company is a joke!! RUN!! Please don't apply here, go elsewhere. I would hate for a person to suffer the way I'm suffering. Not to mention, they have all of my personal information.



Raven S



This is such a horrible experience. I signed my ppp loan documents on 4/9/21 & I have been waiting over 2 weeks for funding. There are people online that have signed a week after me

and have received funding already! This is not fair! There were no problems or changes made on my loan that should cause this delay. & I don't bank with Chime so this is not an issue either. Whenever I chat or submit a ticket specifically regarding my loan, I received the same generic message that everyone else has floating around from Blue Acorn. There is no contact to speak with a real person. This has been a nightmare. I applied since 4/1/21, this is almost coming on a month. The lack of support and transparency is disheartening. I hate that I used this company



Skye E.



04/26/2021

If I Could Give 0 Stars I Would I Am A Young 19 Year Old Self Taught Nail Tech. I Applied For A PPP Loan Through Blue Acorn 3 Weeks Ago And Haven't Received Anything. I'm Beyond Hurt And Angry Because All Of My Information Went Into Filling Out A False Application. I'm Angry Because Just Like Many Others I Needed Help With Getting Supplies. There Is No Way Of Cancelling And No Way SBA Can Cancel And Start Another Application. I Hope They Get Caught And Shut Down.



Candi



04/26/2021

2 WEEKS STUCK ON SENT TO SBA..SBA HAS NO RECORD OF MY APPLICATION, THESE PPL LIED AND SAID IT WAS HOLD AND NOW WONT WITHDRAW



Wendy B.



04/25/2021

I feel we all have given this company all our I for them to help us and the sba approved our loans but they are keeping our funds. They have no phone number and now their support email is off. I am do devastated as I am sure many of you are also. I keep getting different answers. How can we contact the sba to let them know of this? The bank they are supposedly using is here on bbb with some positive and negative reviews also. I am heartbroken and bankrupt. Who can we get to help?



Jacob M

★★★★★ (1 star)

04/25/2021

They only get 1 star because it wont let me give zero. No communication. Lie about timelines. Their automated tracker is a lie. This company is a scam whether they are intentionally doing it or not. I have friends who filed PPP loans and got funded the next day after they signed documents. Here i am and everyone who has reviewed them online, without funding a month later.



Nicholas J

★★★★★ (1 star)

04/25/2021

I think it's a scam !!! I'm calling the FBI tomorrow



Sheryl M

★★★★★ (1 star)

04/25/2021

This is a fraud I am telling you they do nothing for you but steel you information I want to sue !!!! This is bull!!!!!! I hope these people actually get caught bg fiberboard I am filling complaints with them



Edward H.

★★★★★ (1 star)

04/24/2021

Total bs. They claim to help get your ppp check if your a small business owner or independent contractor but in reality they get all your sensitive information and run . I haven't heard anything about my claim for the ppp check and it's been two weeks. I really needed the money because

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I am unemployed at the moment from covid 19 related reasons and for them to pray on me when I m vulnerable speaks volumes as to the integrity of this company. Terrible scam artist praying on the weak and misfortunate



Neshaunda H

★☆☆☆☆ (1 star)

04/24/2021

Terrible misleading processing. The people on chat speak in broken english and short words. No help.



Latanya

★☆☆☆☆ (1 star)

04/24/2021

I applied. They said 1-2 days on a response then I heard nothing else. Is been 2 weeks



Adam K

★☆☆☆☆ (1 star)

04/23/2021

Capital Plus Financial owns and runs Blue Acorn. Blue Acorn is NOT a lender, but rather a tech company, that is supposed to match PPP borrowers with lenders. Blueacorn receives the commission from the lenders, then does not disperse the loan funds. Blueacorn is a fraudulent company. In the loan contract, on their website, via chat support, via email, and via text, they promise to have the funds deposited within 2-4 days from the time the loan number was generated and documents signed. Of course this did not happen, which is fraud, undue delay, misrepresentation of a contract, breach of contract, false and deceptive practices and more. So, I contacted them regarding this matter, and Blueacorn told me there where delays and to expect the deposit within 10 business days. Of course this did not occur which is fraud, breach of contract, undue delay, deceptive practices and more. To this date (4/23/2021), I have received no updates and Blueacorn and Capital Plus are ignoring me. They refuse to withdraw the loan so I can apply with a lender that actually does their job. The SBA requires 10 calendar days for funds to be deposited, after the loan number is generated, and 20 days if any issues with the paperwork, which there was not. Blueacorn is a phishing scam, where they collect sensitive information, sell it, and make bogus PPP loans to get commissions from lenders, while never depositing the funds to the actual borrow. The Texas Attorney General is looking into Capital Plus and Blueacorn, along with the SBA, several banking and lending regulators, are being sued by multiple groups, and about to be under Federal Investigation. Stay far away from Blueacorn and Capital Plus Financial.





Anthony S.

★☆☆☆☆ (1 star)

04/23/2021

This company is a joke they get you to sign documents then deny you afterwards then hold your etrans number hostage so it's impossible to apply elsewhere



Beth

★☆☆☆☆ (1 star)

04/23/2021

I got approved and signed my documents and then on the 10th day I asked for an update and they said I need to provide information and I was confused as to how I needed to provide more information when that was supposed to be verified before I get approved and then I immediately started getting the same generic messages again???? Lol this is a hot mess and on Facebook all they're doing is being combative with people who leave reviews



Anthony W

★☆☆☆☆ 1 star)

04/23/2021

Not trustworthy false advertisement no response at all Stay clear



Blue acorn Scam H

★☆☆☆☆ (1 star)

04/23/2021

Blue acorn has held my information and funds hostage. I'm receiving multiple credit card offers since doing their application. I've been told I can't withdraw my application and my loan is in repayment even tho it was never received. Caweb says undisbursed, my bank says a deposit was never attempted. I'm so upset I could scream. Going on 30days.



Ikeshia S.

★☆☆☆☆ (1 star)

04/22/2021

Horrible customer service. They flat out lie and mislead. Horrible company, horrible experience will NEVER use them again!



Alfean J

★★★★★ (1 star)

04/22/2021

This company is a lie!! They ripping people off!! I received the same information for weeks now.. can't call anyone no number



Mark S

★★★★★ (1 star)

04/22/2021

This company is a scam. They just want your bank access so they can steal your money and your personal information so they can steal your identity. No one ever gets a loan through them and they have foreign people answering email and chat that can barely speak English. I am going to report them to the authorities. If you used this company make sure you change your bank password immediately and report them to your bank.



Tymia G.

★★★★★ (1 star)

04/21/2021

It's been a horrendous process. I wouldn't recommend this company to my worst enemy. They really should be investigated. To be so careless with people's sensitive information is the worst part.



tez s

★★★★★ (1 star)

04/21/2021

total scam pls be aware of it, its a total scam



Quetta R

★★★★★ (1 star)

04/20/2021

I would give 0 stars if I could!!! My loan was funded by the SBA on 4/3/21 and I still have not received my loan funds. I have been evicted from my building for this reason. They don't have customer service and the chat agents are USELESS! I'm going to file a complaint with the SBA. It's impossible to withdraw your loan because most responds!!! I regret wholeheartedly ever using this company!!!!



Garth

★★★★☆ (2 stars)

04/19/2021

Very concerned about the application process as they want personal financial information, driver license and password/username to access your bank account. Question much as to the legitimacy and integrity of the website as well as the company mainly because there is no explanation of how secure all of that data is.



Eli

★★★★☆ (1 star)

04/19/2021

Total scam. Been dealing with immigrants chats and bounceback emails from the beginning



Kelly W. A.

★★★★☆ (1 star)

04/18/2021

I applied for the self employed PPP SBA loan with Blue Acorn through the recommendation of one of my clients. That was almost a month ago, and even though they said I am SBA approved and gave me a loan#, I haven't received their promised DocuSign Documents. I can't get ahold of them, sent several emails, they don't even "auto" update me anymore. I am afraid that the SBA will exhaust funds before I'm funded. Because of my 2020 coronavirus business loss, I was so excited to see that the government would help, but I may have made a Big mistake trusting Blue Acorn to process my loan with the SBA, I think it cost my family this badly needed financial help.



Mad ?? Madam M.

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Total scam I'll be reporting them to the SBA and the FBI! They gather all your information then you never hear from them again! I believe they are embezzling our SBA loans!



Chenaniah M



04/17/2021

They stated in an email that they would send an update regarding problems with funding on April 16. All day I checked my email for the supposed update only to find that they had shut down their support email. I have had no updates. I have followed instructions clearly laid out on their Facebook page, sent new bank information and have yet to receive any update or confirmation. They are hiding instead of being transparent. It seems that the SBA is sending them the funds, but I have a feeling they are using the money sent to them for their own use. Possibly banking on that interest. What a shame. Disgusting.



Deshawn J



04/16/2021

They said they withdrew my application but the sba said that they did not... all they have done is lie to me. I'm considering taking legal action against them.



Cynthia L.



04/16/2021

If there were an option for no stars this company could have it they lie about there loan process. And have the worst customer service I have ever dealt with and no phone number to speak with anyone



Customer Response

04/16/2021

Chat Transcript Agent: Jeronimo Visitor name: michael **** Email: *****@gmail.com Chat done from: <https://getblueacorn.com/wizard/pending> Date & Time: Apr 16, 2021 9:50 AM Duration: 19m 22s Hello 07:50 AM Do you know when my funding will be deposited today is day 7 since I signed the documents and I was needing to know an exact date 08:02 AM They would not be able to predict a timetable on you loan 08:03 AM Your site says 2 to 4 days so it is wrong 08:04 AM yes but now, that depends on your bank and account. 08:05 AM is anything else that I can do for you? 08:05 AM Have they started the transfer 08:06 AM I can't see the status of the transfer. The only way to check is to log in to your account.

AM I am not qualified to tell you that but, the part of deposits depends on your bank 08:07 AM Well I am qualified to inform you that your company will not be handling my 2nd draw for the ppp thank you 08:08 AM I will be posting all of these chats and a complaint to the bbb 08:10 AM



wayne s

★☆☆☆☆ (1 star)

04/16/2021

We were told we were approved on 3-15-21 through email. We have not gotten any money. They will not answer calls or emails. This has been a horrible experience. We strongly recommend not using this company.



Char

★☆☆☆☆ (1 star)

04/15/2021

BEWARE!!! ***** . *** !!!!!!ve been trying to email them however Google sends a message back stating "Delivery incomplete there was a temporary problem delivering your message". After I applied for the loan all of a sudden my bank is 1800 dollars in the negative. Bank is trying figure out how. With my credentials they logged on the my checking and stole my money. They changed my username for Facebook. They attempted to take money from venmo also. They are also applying for credit under my ssn. They are attacking me from all angles. They have all my information. I'm screwed.



Carl R

★☆☆☆☆ 1 star)

04/14/2021

Blue Acorn is helping with my small business PPP Loan. I followed all necessary steps and was approved by the SBA (over a month ago). Blue Acorn states once SBA Approved, the next steps would take 5-7 business days. They have all of my personal information including my bank account. No status change in over a month.



Amy G

★☆☆☆☆ (1 star)

04/13/2021

They got me too... I seen red flags when they said they can not use Chime but good news! I have enough time to change my bank account. My red flags went up. This is a shame that these people run scams on people in need.



Mark R

★★★★★ (1 star)

04/13/2021

Misleading, Misrepresenting and non responsive!! After five weeks and many excuses, I was denied on an incomplete application. Per their website it says we will be in touch with you 1-2 days after you submit your APP if we need additional information, It was five weeks! I attempted to send the additional info required but their system had issues and it didn't go through. 5 days later without receiving the information that they requested, I was denied!!



Teresa K

★★★★★ (1 star)

04/13/2021

They do not even deserve this required one star! Just like other reviews, I have been (supposedly) approved for ppp loan but due to backlog I am still waiting for loan documents and keep getting the standard "it will be 48 hours" response. When I reminded them that they are legally suppose to disperse funds within 10 days of approval they said they know and that they could withdraw my loan and I could start over somewhere else. I've already been dealing with them for weeks and they already have all of my personal and financial information. They are scam artist. I am still trying to find out who to report them to. DO NOT USE THIS COMPANY. I have been in contact with multiple other victims of this business and plan to see if a class action lawsuit is viable.



Ryan

★★★★★ (1 star)

04/13/2021

I've waited nearly a month to leave this review. I can say with 100% certainty that this company is a total scam. They prey on small business owners in need of access to the PPP program through the SBA. Do not provide them with your information. They take your information, leave you under the impression that they're helping you navigate the PPP process, and then you never hear from them again. I looked up the owner(s) on LinkedIn and sent messages to them directly, all of which were completely ignored. To say the owners have questionable pasts is an understatement. Avoid this company like the plague. If you bank cannot help you, find a bank that will. These guys are not bank, and my guess is they will eventually be shut down by the SBA and/or one of them will end up in prison.



Rosalyn P

★★★★★ (1 star)

04/12/2021

keep giving me the run around saying the SBA has my application .These are done crooks



Ciara J

★★★★★ (1 star)

04/12/2021

This was a terrible experience for me. The company sent me an approval notice from the SBA. Now all of a sudden their website is down. One guy joined the chat convo but refused to speak. I've given up on trusting this company will follow through. They made sure to get all my info tho w/ literally zero follow through with their end of the bargain. I've been contacting these people for 3 days now with zero response from chat or email.



cynthia w

★★★★★ (1 star)

04/12/2021

I've had nothing but issues since I began this process with this company. They do not answer questions and when they do it's with generic messages that do not apply. There is no customer support, the chat feature is a joke and "creating a ticket" doesn't help as they do not respond to them and just close them. They say unrealistic timelines to provide service but, do not uphold to these. I am currently waiting for documents to be generated to me (they say 24-48 hours) it has now been 8 days that I have not gotten them. There are rules that are set in place by the SBA which are being violated and not upheld as well.



Sarah

★★★★★ (1 star)

04/11/2021

BlueAcorn is a legitimate business that has helped me secure a PPP loan... However, the legislation recently changed such that I was approved for a much higher amount. The SBA does not help with PPP and puts it on the lender, so my only way of getting this fixed is directly through BlueAcorn. I have sent them over a dozen emails trying to apply for them to fix the loan amount. BlueAcorn is woefully misinformed about the PPP rules. I had to educate them that they have the ability to cancel my loan as long as they haven't submitted the form 1502 to the SBA and they confirmed that they did not do it yet. They said they will take back my loan amount so I can reapply for the new correct amount based on gross income. I responded yes, let's do it, immediately. That was weeks ago. The only response I got back was from a different customer service person that had no idea what my situation was, they didn't take the time to look back into my case or connect me with the previous person who said they could fix it. I have called their founding company Qualytics, straight to voicemail, no answers. I even went to their address at Camelback Fashion Square to only to learn they are ILLEGALLY using that address as their location. They aren't even located there. I have heard nothing from them and at this point I have given up. Due to their inability to run their business and handle the volume, I'm left on the hook for the loan that otherwise would have been granted. I know I'll not the

only one in this position as a result of BlueAcorn's incompetence and at this point I'm convinced they are holistically doing more harm then good. If they immediately contact me to fix this, I will

take back my negative reviews. Otherwise, it's good for people to know- GO TO ANOTHER PPP LENDER. Way too much risk here and it can ruin your business as they have for mine.



Anders

★☆☆☆☆ (1 star)

04/07/2021

This company appears to be running a PPP application scam. They collect all your information (including access to your bank account through plaid). Then when you complete the application nothing happens, get an email saying not approved with no reason listed saying it's a final decision, they don't answer what's wrong they just disappear. I immediately changed my bank account password. I really hate this "company" now. Stole all my personal information!



Robert M

★☆☆☆☆ (1 star)

04/05/2021

Total scam. Been telling me is processing for 2 months now without any response