

#122329 Paperwork

Submitted January 26, 2021, 11:00 **Received via** Mail **Requester** Dustin McCabe Golf <dmccabe1075@gmail.com>

Status Closed **Type** - **Priority** - **Group** PPP - Tier 1 **Assignee** Romar Patrick Reyes

(CX PPP) Application Process **Consumer Complaint? PPP, BrixDirect Only**
Confirmation, Status No
Application List for Waiting for License **DocuSign**
Docusign Questions



Dustin McCabe Golf January 26, 2021, 11:00

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I still haven't received my paperwork

Regine Jardeleza January 26, 2021, 13:50

Hi Dustin,

Thank you for reaching out!

What kind of paperwork are you needing sir? Is it a docusign or status of your application?

Best,
Regine

Dustin McCabe Golf January 26, 2021, 13:52

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The docusign

Regine Jardeleza January 26, 2021, 13:53

Hi Dustin,

Congratulations on your approval. Next steps: We are currently working to prepare and finalize the contract to be emailed with DocuSign. Please note they are being sent to the email address on the application. Thank you for your patience, you should receive the closing documents soon.

Best,
Regine at Cross River Bank

Dustin McCabe Golf January 26, 2021, 14:06

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That is this email. When can I expect it?

Regine Jardeleza January 26, 2021, 14:25

Hi Dustin,

Once you are approved, you will need to submit a DocuSign. This document will be emailed and can take 7-10 calendar days to arrive. Be sure to keep an eye on your inbox, as well as the Spam folder.

Best,
Regine

Dustin McCabe Golf January 28, 2021, 13:21

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I still havent gotten any documents

Regine Jardeleza January 28, 2021, 13:35

Hi Dustin,

Congratulations on your approval. Next steps: We are currently working to prepare and finalize the contract to be emailed with DocuSign. Please note they are being sent to the email address on the application. Thank you for your patience, you should receive the closing documents soon.

Best,

Regine at Cross River Bank

Dustin McCabe Golf February 1, 2021, 13:34

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It has been 10 days and I haven't received any updates or paperwork.

Regine Jardeleza February 1, 2021, 13:43

Hi Dustin,

Thank you for reaching out!

I do apologize but as of the moment we are not permitted to offer you guidance specific to you, because I'm not qualified to do so. You can contact other agents but we are not able to support you in those details. If you'd like I'll forward you to our higher department so that we can address your concern properly.

At the moment, we're receiving extremely high contact volume so all of our PPP trained agents are busy helping

other applicants. Can I take down your name and number and have someone follow up as soon as they're free.

Customer First and Last Name:

Contact Information: [Customer Phone & Email]

Follow Up Type Requested: [Phone/Email]

Description of Issue:

Is there anything else that we can help you with, please let us know.

*Sincerely,
Regine*

Regine
Cross River Bank

Dustin McCabe Golf February 1, 2021, 13:55

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Please have someone reach out as soon as possible.

Dustin McCabe
561-676-1230

Romar Patrick Reyes February 9, 2021, 08:40

Hello,

Thank you for reaching out. Unfortunately we do not have an estimated time for that. However, please do check your email from time to time for the DocuSign since it will expire after two days, so please complete it as soon as possible.

Romar,
Cross River Bank

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