

FREQUENTLY ASKED QUESTIONS APPLICATIONS AND OTHER FORMS

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Communicating Effectively with DFC Personnel

- **If I email for help, what information should I provide to ensure prompt resolution of my issue?**

At a minimum, please provide your name, email address, telephone number and a description of your issue/question.

If your question relates to a particular form (for example – Form 001 – Application for Direct Finance), please state the form number/name.

If you are already working with a DFC officer on a particular project/transaction, please provide the name of the DFC officer with whom you are working, the name of the project and the country where the project is located. That enables technical staff to coordinate with business line personnel to understand the context of your inquiry.

If you are encountering a technical difficulty or are confused by what you are seeing on the screen, take a “snapshot” of the screen (press the **CTRL** and the **PRNT SCR** buttons at the same time) and paste that into your email along with a description of what you are trying to do. Being able to see what you are seeing may help technical personnel to diagnose the problem.

Finally, if you are encountering a technical difficulty while filling out a form, it is always helpful if you list the “**Intake Number**” of that particular form in your inquiry. The Intake Number is a five-digit number that may be found in the far-right column when you look at the list of forms in your account.

View Form	Form Type	Status	Form Created	Form Submitted	Form Intake
Edit	Form 001 - Application for Direct Finance Project Company Name Demonstration Borrower	Draft	10/8/2019 3:11:20 PM		29958

General Information on DFC Forms

- **Are there PDFs of each form so I can read the questions before I go on-line?**

Click on the appropriate link below to see a PDF of the questions contained in the relevant form. Please be aware that the PDFs are for reference only (i.e. you cannot fill them out and submit them).

[Form 001 – Application for Direct Finance](#)

[Form 002 – Request for Registration for Political Risk Insurance](#)

[Form 003 – Application for Political Risk Insurance](#)

[Form 004 – Investment Funds Application](#)

[Form 006 – Personal Identification Form](#)

Form 007 – Impact Assessment Questionnaire

Questions for projects in the [Financial Services](#) sector.

Questions for projects [not in the Financial Services](#) sector.

- **There are several forms available in the drop-down menu. Which form do I start with?**

If you are applying for a Finance product, start with the Form 001 – Application for Direct Finance.

If you are applying for Insurance, start with the Form 002 – Request for Registration for Political Risk Insurance.

If you are applying to Investment Funds, start with Form 004 – Investment Funds Application.

- **Can I apply for multiple product lines at the same time?**

Yes, you may complete forms for more than one type of DFC product in the same account and submit them at the same time.

- **Why is the Insurance application (Form 003) not in the drop-down list?**

A DFC Insurance officer will review the information provided in the Form 002 (Registration), and if the Insurance Officer approves the Form 002, they will make the Form 003 available in the registrant's account.

- **What are all the forms that I need to fill out for each product?**

For **Finance** products, applicants complete the Form 001 initially. If the project progresses past the initial application, the Finance officer will make the Form 007 – Impact Assessment Questionnaire available to the applicant and will make the Form 006 – Personal Identification Form available to key project participants.

For **Insurance** products, applicants complete the Form 002 initially. If the Insurance officer approves the Form 002, they will make the Form 003 – Application for Political Risk Insurance and the Form 007 – Impact Assessment Questionnaire available to the applicant when relevant.

For **Investment Funds** products, applicants complete the Form 004 initially. If the fund progresses past the initial application, the Investment Funds officer will make the Form 007 – Impact Assessment Questionnaire and the Form 006 – Personal Identification Form available to relevant parties when applicable.

Can I save a partially-complete form and finish it later?

Yes. Once you have started the form, you may click the “Save and Close” button at the bottom of any page, and the form will be saved in the forms list in your account. To enter a saved form and continue working, click the “Edit” button to the left-hand side of the form.

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 Edit	Form 001 - Application for Direct Finance <small>Project Company Name Demonstration Borrower</small>	Draft	10/8/2019 3:11:20 PM		29958

If you are working in the Form and wish to “save” data on one page without doing “Save and Close,” simply navigate to the next page by clicking on the “Next” button at the bottom of the screen and then click on the “Previous” button to go back. Moving from page-to-page in this way forces the system to save data as it navigates. In fact, we encourage you to save your work frequently, particularly if you need to stop and look up information because you will lose the data you entered if the screen “times out” while you are in the form.



- **What if I don’t understand a question and need clarification on the information I should provide?**

Detailed instructions or definitions may be embedded within the form via hyperlinks or the  icon. Click on the link or let your mouse “hover” over the  icon to view this material.

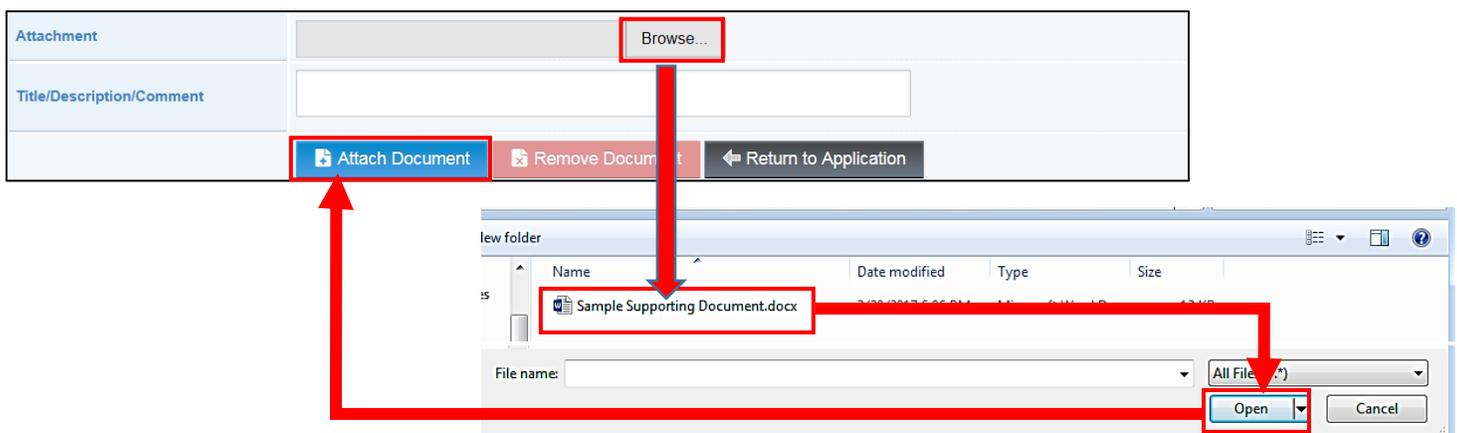
If the information provided within the form is insufficient to answer your question, ask the DFC officer with whom you are working or email FormsSupport@dfc.gov.

- **Can I attach documents to my form submission even if supporting documents are not specifically required?**

In some forms, particular questions will require the attachment of a document associated with that question. However, you may attach any other documents by clicking on the **Supporting Documentation** link at the bottom of any page.



Click the “Browse” button, which will open a window to the documents stored on your computer/network. Select the document that you want to attach and click the “Open” button to upload it. Then click “Attach Document.”



Form 007: Impact Assessment Questionnaire

- **My Finance/Insurance/Investment Funds officer told me that I would need to fill out a Form 007 – Impact Assessment Questionnaire, but when I choose that from the dropdown, it looks like I need a code. Where do I get that?**

Unless you are the manager of a Portfolio Facility/Framework under DFC's Finance program and you are completing multiple Form 007s for multiple sub-projects, you do not need a code. For a regular Finance or Insurance transaction, your Finance/Insurance officer will release the Form 007 from the DFC side of the system, and it will appear automatically in your account. If your officer has forgotten to do this, please remind them.

If you are the manager of a Portfolio Facility/Framework under DFC's Finance program, then your Finance officer will cause the system to email you a separate Form 007 initiation code for each sub-project that you are processing.

If you are the manager of a Fund under DFC's Investment Funds program, then your Investment Funds officer will obtain your account information and make a Form 007 for each fund investment available in your account.

- **If I am applying for two DFC products at the same time for the same project, do I need to complete the Form 007 twice?**

No. If an applicant has already completed the Form 007 regarding a specific project as part of the origination process under one product line, they do not have to complete another one for another product line. Just tell your Finance/Insurance officer that you have already completed the Form 007 for the other product line, and they will make sure that the information from your Form 007 will be used for the origination of both products.

Form 006: Personal Identification Form (PIF)

- **The key parties associated with my project/investment fund want to get started on their Personal Identification Forms (Form 006). However, when they choose it from the dropdown, it asks for an activation code. How do they get those?**

The Finance/Investment Funds officer working on your project will input the names of the parties that need to complete a Form 006, and the system will automatically email activation codes for those parties. The emails need not be sent directly to the party who will be completing the PIF. For instance, if there is an advisor who is going to assist the PIF filers with the process of completing the forms, then the Finance/Investment Funds officer may email all the codes to the advisor and let them forward each PIF filer's code and facilitate the process.

- **Do the parties who fill out Personal Identification Forms (Form 006) have to save them in the same account as the other forms completed for a particular project/investment fund?**

No, they do not have to be created/saved in the same account. Each PIF filer may create a separate account to create/save their PIF, and the activation code that they used will link it back to the correct project on DFC's side of the system. The system was purposely structured this way to allow privacy for each PIF filer.

- **I just tried to use my Personal Identification Form (Form 006) activation code, and the system said that the code was not recognized/invalid. Can someone fix that?**

PIF activation codes occasionally become invalidated for a variety of technical reasons. The fastest/easiest fix is to ask the DFC officer with whom you are working to issue a new activation code for that user. User tip: When you receive the code in an email, copy it from the email and paste it into the activation code field in the DFC Forms system instead of typing it manually. Since the codes are so long, it is very easy to type them incorrectly.

- **The DFC officer with whom I am working said that they sent me a Personal Identification Form (Form 006) activation code, but I did not get an email. Can the system re-send it?**

The system cannot re-send the email, but your DFC contact can copy the code from the DFC side of the system (it will be listed in the project record) and email it to you manually. Please ask them to do this.

Issues Submitting a Form

- **I am trying to submit a form, but on the “Submit” page, it says there are errors and that I cannot submit. What should I do?**

Click on the error hyperlink on the Submit page to go to the page of the form where the error has occurred. There should be a more detailed error message at the top of the page explaining what the error is. Usually, the problem is that one of the required fields has not been completed.

If you are not able to determine which field is the problem or if you don't know how to fill in the required field, please take a picture of the error message showing on your screen (press the **CTRL** and **PRNT SCRN** buttons on your keyboard at the same time), paste it into an email and send to FormsSupport@dfc.gov. In the body of the email, state which Form you are working on (Form 001, Form 007, etc.) and the name of your project. One of our Forms specialists will diagnose the problem and help you correct it.

- **I submitted a form, and the system confirmed my submission, but my DFC contact said that it doesn't look like it is submitted on their side. What's the problem?**

Occasionally, a technical malfunction will cause the link to break between the database where DFC's forms are stored and the internal origination system used by DFC's officers (which is called “Insight”). Ask your DFC contact to send a request to an “Insight Administrator” detailing the name/number of the project and the type of form/form intake number that is not being pulled in correctly. That information will allow DFC's technical team to re-establish the link so that your DFC contact can process your submission.

Navigation Issues

- **I moved from one page to the next, and the data I had entered on the first page was not saved. What happened?**

Always use the “Previous” and “Next” navigation buttons at the bottom of the screen to ensure that your data is saved as you move from page to page. Do not use your browser's Forward and Back keys.



- **I am trying to navigate through a form, and I can't seem to go from page to page. Why am I stuck?**

There are a few potential reasons for “getting stuck” on a page of a DFC form:

- In some of the forms, the answers to questions at the beginning of the form will determine which pages and which questions the user sees later on in the form. So, if the user has not completed all the questions on the first page, the system will not know which “version” of the second page to show them. Please complete all of the questions on the page where you are stuck and see if that enables you to move to the next page.

- We have had anecdotal reports that if a user has pasted a large amount of information with a lot of formatting (e.g. bullet points) into a text box in any of the forms, that can cause slowing or freezing of the navigation. If you need to provide lengthy, heavily-formatted data, please attach it as a separate document using the **Supporting Documents** hyperlink at the bottom of each form page.
- Sometimes the server that contains our forms database will experience a momentary disruption that will cause a slowing of the system or even the generation of an error message indicating that the system is unable to access data. Closing out of your form and logging out and back into your forms account (after waiting a minute or two) will usually give enough time for the disruption to pass. If the problem persists, please send an inquiry to HelpDesk@dfc.gov.
- Some users have a slow internet connection and/or they remain on one page so long that the system times out while they are entering information. Try saving and closing the form frequently.
- Though DFC has tested its forms using a wide variety of browsers, we have had some anecdotal reports of Mac users having some difficulty navigating through the forms. If you are having difficulty navigating a DFC form while using a Mac or a browser not listed in the Forms dashboard, try logging in using a PC and/or a different browser.

Signing DFC Forms

- **I just submitted a DFC form, and there was nowhere to affix an electronic signature or upload a physical signature. When and how do I do that?**

For all DFC forms except 003, the form is considered “signed” each time it is submitted (DFC does not require a digitally-authenticated e-signature on these documents because they are being completed and saved in a secure server that the user accesses via a username and password). If there is no need to edit information in the form after the initial submission, then the form is considered final and marked as such by a DFC officer. If, during the process of reviewing the submission and developing the transaction, DFC and client representatives determine that there are edits that the client should make, the DFC officer can open the form for editing and resubmission by the client prior to marking it final.

For the Form 003, when a DFC Insurance officer and the client have mutually decided that the form has been completed satisfactorily, the DFC officer will place the form into a status of “Awaiting Signature.” This will cause the system to send an email to the client with an attached PDF of the signature page template. The client will print the signature materials (sometimes there may be certifications or required information in addition to the signature), complete and sign them, scan the document, log into their account and upload the scanned document to their form record.

- **The status of my Form 003 says “Awaiting Signature,” but I didn’t get an email with the PDF of the signature materials. Where can I get the PDF template?**

For the Form 003, please contact your Insurance officer.